



Service Connect:

A project of the San Mateo County Human Services Agency and Health System

AOD Treatment and Sober Living
Referral Process for Realignment and Unified Reentry Clients
Effective 8/1/16

Service Connect (SC) ~ 550 Quarry Rd. ~ San Carlos, CA 94070

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~Treatment Referral Process~

Service Connect- BHRS Case Management /Assessment Specialist

1. The Criminal Justice (CJ) Case Manager (**CM**):
 - assesses the client.
 - secures “Authorization to Disclose PHI” (release).
2. From the assessment, the **CM** works with the Probation Officer (PO) to develop an appropriate referral.
3. The **PO** approves the placement (if applicable).
4. The **CM**:
 - coordinates date/time for the recommended AOD Treatment Provider to screen/assess the client.
 - sends “CJ Referral/Enrollment/Completion” (referral form) and releases via Avatar to the Provider.
 - faxes same forms to PO, Provider and AOD.
 - e-mails client’s pending appointment details to PO.
 - coordinates with client for transportation to the program (RTP ONLY).
 - e-mails client’s AOD Treatment placement/enrollment status to PO, closing the referral loop.
 - while in treatment assists clients with legal appointments, mental health crisis and interventions

~Provider Reporting~

1. Contracted Substance Use Disorder Treatment Providers:
 - documents client program enrollment on the referral form & faxes referral form and release to CM and PO
 - If client was not referred directly from Service Connect, please have the client get in contact with a SC-CM at 650-508-6738.
 - faxes monthly progress reports to CM and PO.
 - reports client noncompliance to CM and PO within 48 hours.
 - faxes referral form back to CM and PO notifying of no contact/show within 30 days of referral.
 - Partner in case conferences regularly with Service Connect Case Managers and Probation.
2. Reports all program separations to the CM and PO within 24 hours:
 - by phone.
 - on the referral form, faxing it to CM and PO.
3. Reports monthly to AOD Analyst the client details, units of service and invoice for reimbursement. Contract questions can be directed to Paula Nannizzi at (650) 802-6468 or pnannizzi@smcgov.org.