Category:	Subject: Special Populations Maintenance
Behavioral Health AA/HIT	County of San Luis Obispo: Behavioral Health Department

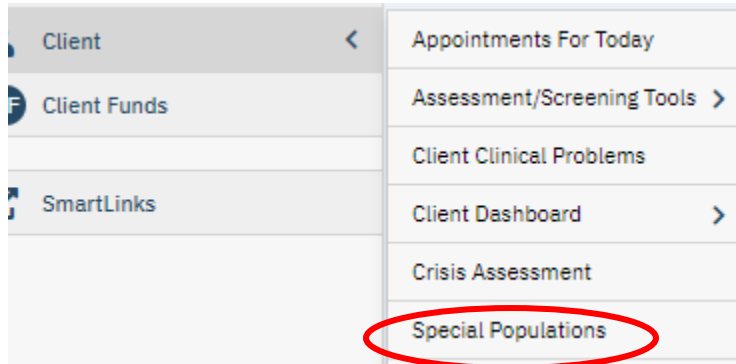# MENTAL HEALTH HIT SPECIAL POPULATIONS MAINTENANCE

For Mental Health the Health Information Technician (HIT) will maintain the Special Populations (Client) list page. Please be sure you are selecting the correct Special Populations list when entering and maintaining it as there is a second Special Populations list for SUD clients.
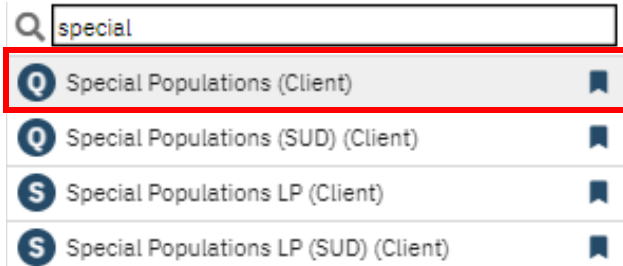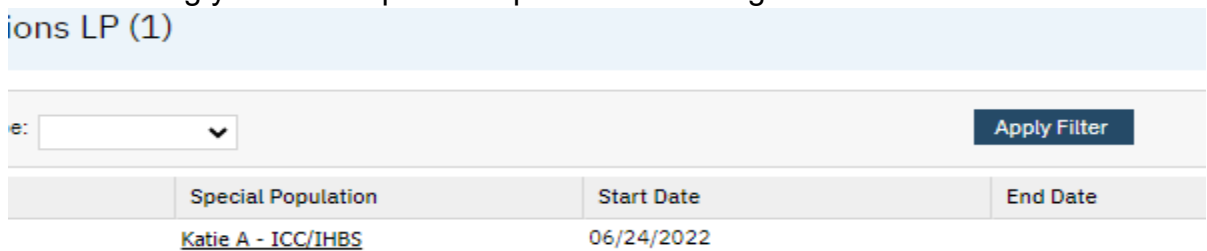

Foster Care

Opening

1. Foster Care Special Population will be opened at intake for all clients in foster care. You can also add if a client goes into foster care while receiving services, in these instances use either the court document date or the date notified.
2. With Client selected, either search "Special Populations (Client)" or select from menu.

3. This will bring you to the Special Populations List Pag

e for the client. If they have any open Special Populations it will show here.

Special Population Maintenance

Create an entry by selecting the new icon in the top right corner.

4. Select foster care from the drop down menu and add start date. Note any information in the comments box, for example "intake'.
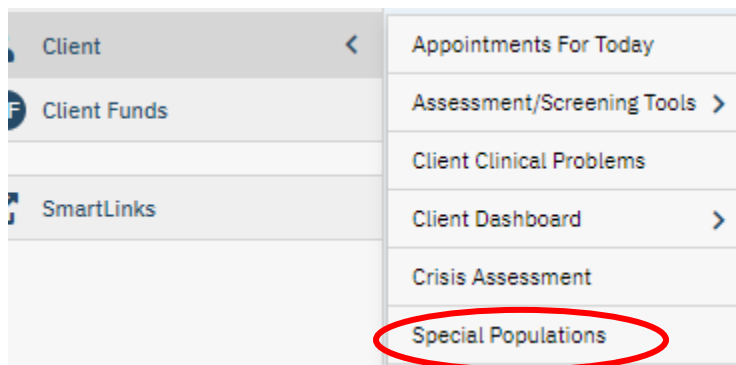

5. Select Save in the upper right corner and exit screen.
6. Your entry will now show on the list page.

Closing Foster Care

1. We will close the Foster Care Special Population when a client closes, when a client leaves foster care to return to parent, when a client is adopted, or a client is in a CWS placement that is not foster care; Short-Term Residential Treatment Program (STRTP), Coastal Valley Academy (CVA), or Transitional housing placement program (THPP).
2. With Client selected, either search "Special Populations (Client)" or select from menu.

Special Population Maintenance

3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.

Special Population	Start Date
Katie A - ICC/IHBS	04/25/2023
Foster Care	04/25/2023
ICC/IHBS	05/15/2023

4. Select Foster Care

5. In the Foster Care Screen add the end date and comment reason for closing.

Special Population Type: Foster Care   Start Date 04/25/2023   End Date 08/21/2023

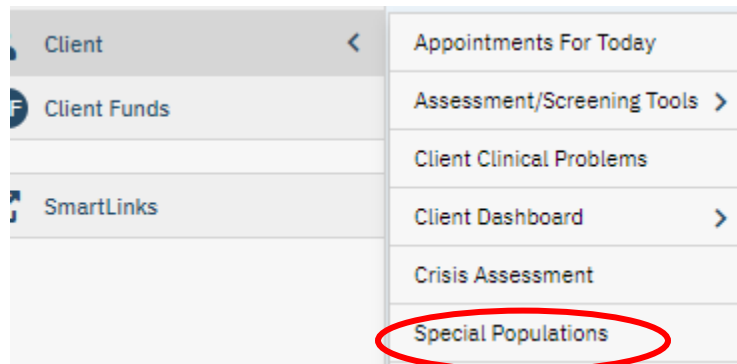Comments:
Client moved to family maintenance with parents.

6. Select Save in the upper right corner and exit screen.

Child Protective Services

Opening

1. Child Protective Services will be opened at Intake for clients with an open CWS case not in Foster Care. This will include clients in Family Maintenance and removed youth who are in a Short-Term Residential Treatment Program (STRTP), Coastal Valley Academy (CVA) or Transitional housing placement program (THPP).
2. With Client selected, either search "Special Populations (Client)" or select from menu.

Client	<	Appointments For Today
Client Funds		Assessment/Screening Tools >
		Client Clinical Problems
SmartLinks		Client Dashboard >
		Crisis Assessment
		Special Populations

3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.

Special Population	Start Date
Katie A - ICC/IHBS	11/08/2021
Child Protective Services	03/10/2023

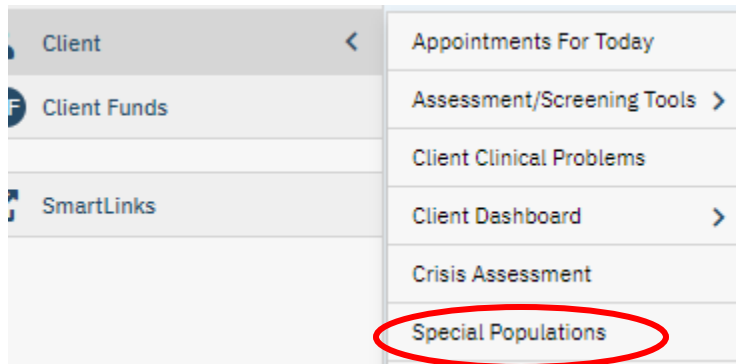4. Create an entry by selecting the new icon in the top right corner.

5. Select Child Protective Services from the drop down menu and add start date. Note any information in the comments box, for example "intake'.
6. Select Save in the upper right corner and exit screen.

Child Protective Services

Closing

1. Child Protective Services (CWS) will be closed when CWS case is closed, or youth is placed in foster care (in the case of foster care you will need to open that when you close child protective services (CPS)).
2. With Client selected, either search "**Special Populations (Client)**" or select from menu.

Client	<	Appointments For Today
Client Funds		Assessment/Screening Tools >
		Client Clinical Problems
SmartLinks		Client Dashboard >
		Crisis Assessment
		Special Populations

3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.

Special Population	Start Date
Katie A - ICC/IHBS	11/08/2021
Child Protective Services	03/10/2023

4. Select Child Protective Services.
5. In the Child Protective Services Screen add the end date and comment reason for closing.

Special Population Type: Child Protective Services   Start Date 03/10/2023   End Date 08/01/2023

Comments:
CWS case closed

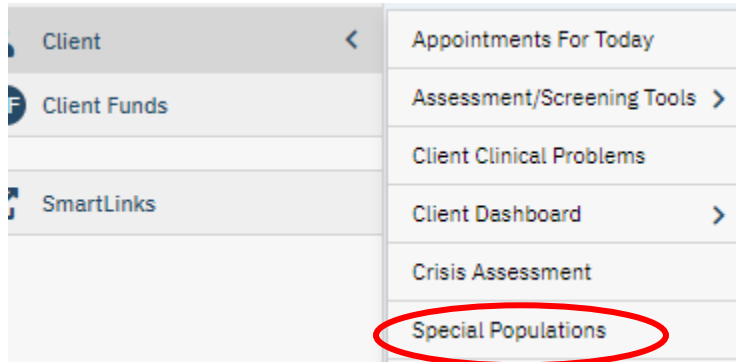6. Select Save in the upper right corner and exit screen.

Katie A. – ICC/IHBS

Opening

1. Katie A.-Intensive Care Coordination (ICC)/IHBS will be opened when it is determined that the client meets Katie A. subclass criteria. There are multiple factors considered in this determination.
   a. Some examples are Foster Youth in danger of losing placement, Foster Youth receiving Intensive Homebased Services (IHBS) or Therapeutic Behavioral Services (TBS) services.
   b. *All Katie A. openings and closings should be coordinated with the Program Supervisor.*
2. If determined at intake, the Program Supervisor will direct Health Information Technician (HIT) that client meets criteria and add or ask HIT to add to site authorization log (SAT) log. HIT will open Katie A.-ICC/IHBS to the intake date.
   a. If foster youth opened to TBS or IHBS after Intake the approval date for that service will be used as the open date (date Program Supervisor signed referral), this should be confirmed with Program Supervisor via email when opening.

3. With Client selected, either search "**Special Populations (Client)**" or select from menu.

4. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.

Special Population	Start Date
Katie A - ICC/IHBS	04/25/2023
Foster Care	04/25/2023
ICC/IHBS	05/15/2023

5. Create an entry by selecting the new icon in the top right corner.

6. Select Katie A. – ICC/IHBS from the drop down menu and add start date.
7. Note any information in the comments box, for example "intake".
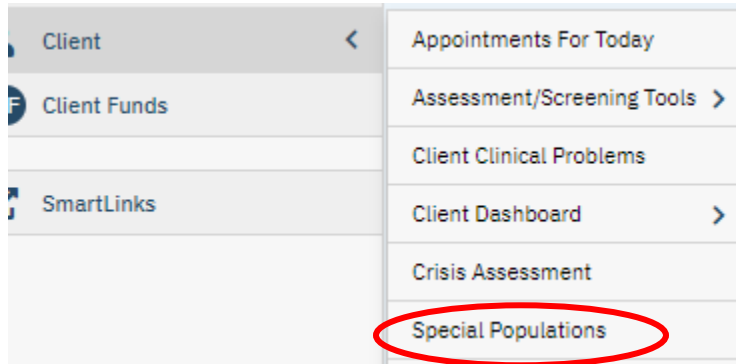8. Select Save in the upper right corner and exit screen.

Katie A. – ICC/IHBS

Closing

1. Katie A.-ICC/IHBS will be closed when it is determined that client no longer meets Katie A. subclass criteria, client turns 21 or case closes.
   a. If case is closing use close date to close Special Population.
   b. For transfers verify with Program Supervisor and Primary staff before transferring to verify client still meets Katia A subclass criteria, close to date determined by Program Supervisor if no longer subclass.
   c. *All Katie A. openings and closings should be coordinated with the Program Supervisor.*

2. With Client selected, either search "**Special Populations (Client)"** or select from menu.

Client	<	Appointments For Today
Client Funds		Assessment/Screening Tools >
		Client Clinical Problems
SmartLinks		Client Dashboard >
		Crisis Assessment
		Special Populations

3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.

Special Population	Start Date
Katie A - ICC/IHBS	04/25/2023
Foster Care	04/25/2023
ICC/IHBS	05/15/2023

4. Select Katie A – ICC/IHBS
5. In the Katie A – ICC/IHBS Screen add the end date and comment reason for closing.
6. Select Save in the upper right corner and exit screen.

Special Population Type: [Katie A - ICC/IHBS] Start Date 04/25/2023 End Date 08/31/2023

Comments:
Case closing

ICC/IHBS

Clients enrolled in the following programs will be opened to Special Population ICC/IHBS. Please Note clients ages 21 and over are not eligible for this special rate.

- **FCN ICC/IHBS (3464)**
- **FCN TBS (3404)**
- **FCN MHSA TAY FSP (3413)**
- **FCN MHSA Youth FSP (3411)**
- **FCN MHS to Wraparound (3405)**
- **Kinship MHS to Wraparound (3610)**
- **SLO CVA In Custody (1631)**

Opening/Closing – Family Care Network Incorporated

1. Family Care Network Incorporated (FCNI) HIT will manage ICC/IHBS Special Population opening and closing for FCN programs, ICC/IHBS, TBS, Wraparound, Youth FSP and TAY FSP.
2. Open and close dates will match the program enrollment and discharge.

Opening/Closing – Seneca

1. Seneca HIT will manage ICC/IHBS Special Population opening and closing for the Seneca program Kinship MHS to Wraparound.
2. Open and close dates will match the program enrollment and discharge.

Opening/Closing – Coastal Valley Academy (CVA)

1. San Luis Obispo Youth Services HIT will manage ICC/IHBS Special Population opening and closing for the CVA program.
2. Open and close dates will match the program enrollment and discharge.

Therapeutic Foster Care

Opening/Closing

1. Family Care Network Incorporated (FCNI) HIT will manage Therapeutic Foster Care Special Population opening and closing.
2. Open and close dates will match the client's stay in Therapeutic Foster Care home.

Abused Children's Treatment Services (ACTS)

Opening/Closing

1. At the Mental Health Youth clinics when a client is assigned to the ACTS therapist, clinic HIT will verify with clinician and program supervisor that client should be identified as ACTS.
2. Open and closing dates will match the dates the client was assigned to the ACTS therapist.

Lanterman-Petris-Short Act (LPS) Conservatorship-Public Guardian

Opening/Closing

1. Central Health Information (CHI) HITs will manage Lanterman-Petris-Short Act (LPS) Conservatorship Special Population opening and closing.

| Category:	Subject: Special Populations Maintenance
Behavioral Health AA/HIT	County of San Luis Obispo: Behavioral Health Department

Lanterman-Petris-Short Act (LPS) Conservatorship-Other (not including Public Guardian):

Opening

1. LPS Conservatorship-Other will be opened when presented a valid conservatorship paperwork.
2. With Client selected, either search "**Special Populations (Client)**" or select from menu.
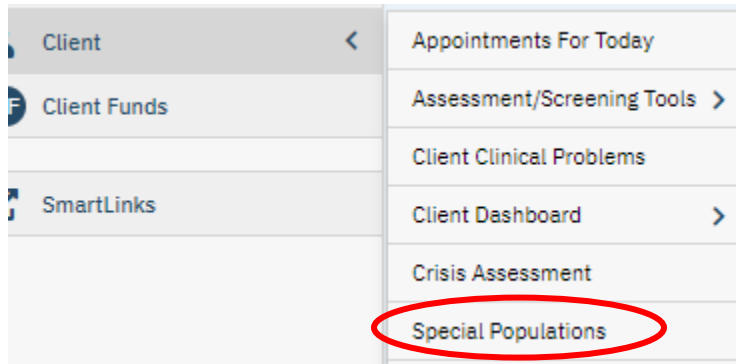
3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.
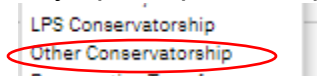
4. Create an entry by selecting the new icon in the top right corner.

5. Select Other Conserevatorship from the drop down menu and add start date.
6. Select Save in the upper right corner and exit screen.

Closing

1. Will end from the conservatorship documentation paperwork.
2. LPS Conservatorship-Other with Client selected, either search "special populations" or select from menu.
3. This will bring you to the Special Populations List Page for the client. If they have any open Special Populations it will show here.
4. LPS Conservatorship-Other.
5. In the LPS Conservatorship-Other screen add the end date.
6. Select Save in the upper right corner and exit screen.

Special Population Maintenance

Category:	Subject: Special Populations Maintenance
Behavioral Health AA/HIT	County of San Luis Obispo: Behavioral Health Department

Pismo Beach Self-Help Housing:

Opening/Closing

1. HIT will open the Pismo Beach Self-Help Housing Special Population at the direction of the Program Supervisor.
2. HIT will close the Pismo Beach Self-Help Housing Special Population at the direction of the Program Supervisor or at the time the client is discharged.
   a. Monthly HIT will send the Program Supervisor a list of clients in this special population group by running the CALMHSA Special Populations Report.

SLO People's Self-Help Housing:

Opening/Closing

1. HIT will open the SLO People's Self-Help Housing Special Population at the direction of the Program Supervisor.
2. HIT will close the SLO People's Self-Help Housing Special Population at the direction of the Program Supervisor or at the time the client is discharged.
   a. Monthly HIT will send the Program Supervisor a list of clients in this special population group by running the CALMHSA Special Populations Report.

Spravatto Clinic Participant:

Opening/Closing

1. HIT will open the Spravatto Clinic Participant Special Population at the direction of the Program Supervisor.
2. HIT will close the Spravatto Clinic Participant Special Population at the direction of the Program Supervisor or at the time the client is discharged.

PC290-MH:

Opening/Closing

1. HIT will open PC290-MH when directed by Treatment Team staff or Program Supervisor.
2. HIT will close PC290-MH when directed by Treatment Team staff or Program Supervisor, or at the time of discharge.

Special Population Maintenance

<u>Parole-MH:</u>

Opening/Closing

1. HIT will open Parole-MH when directed by Treatment Team staff or Program Supervisor.
2. HIT will close Parole-MH when directed by Treatment Team staff or Program Supervisor, or at the time of discharge.

Category:	Subject: Special Populations Maintenance
Behavioral Health AA/HIT	County of San Luis Obispo: Behavioral Health Department

SUBSTANCE USE SPECIAL POPULATIONS MAINTENANCE

This procedure applies to all Behavioral Health Substance Use Administrative Assistants (AA), Health Information Technicians (HIT), and Administrative Services Officers (ASO) who conduct the collection and management of client information.

1. Substance Use AA will identify if the client falls into one of the below listed Special Populations.
    a. AB 109 SUD
    b. CWS-Child Welfare Services
    c. DEJ/PTD-Deferred Entry of Judgement/Pre-Trial Diversion
    d. Foster Care (Only applies to youth)
    e. FTC-Family Treatment Court
    f. Probation
    g. Proposition 36
    h. Sober Living Special Populations will be added by an ASO.
        i. If a client is CWS, DEJ/PTD or Prop36, email BH.DAS.OPs.Team@co.slo.ca.us and the ASO will add the client into the Special Populations based on the referral date. The ASO will add the end date when the referral is closed.
        ii. All other referrals will be added by the AAs.

2. In SmartCare you will pull up the client either by client name or number using the client search icon.

3. Using the magnifying glass for search, type in **Special Populations (SUD) (Client)** or from your saved favorites.
    a. Make sure you are using the **Special Populations (SUD) (Client)**. The Special Populations (Client) is for MH treatment, not SUD.

4. Add a new Special Population by selecting the new document icon in the top right corner of the screen.

Special Population Maintenance

5. Select the appropriate Special Population Type from the drop-down menu.

6. Enter in the start date as the date the client comes to the Substance Use Walk-Ins or the date the paperwork was completed.
    a. You cannot have overlapping dates of for the same type of Special Population. If there is an existing Special Population without an End Date, enter in an End Date based on when the client was last closed to treatment. Then you can add the new Special Population for the current referral.

7. Enter any information that is relevant to the referral in the Comments box.

Closing

1. When the client is closed to Substance Use treatment, the HIT will enter in an end date for the Special Populations with the exception of CWS, DEJ/PTD or Prop36.
    a. An ASO will enter the end dates for CWS, DEJ/PTD and Prop36 when the referral is closed either by CWS or the Court.

2. Enter any information that is relevant to the referral in the Comments box.

PC290-SUD:

Opening/Closing

3. HIT will open PC290-SUD when directed by Treatment Team staff or Program Supervisor.
4. HIT will close PC290-SUD when directed by Treatment Team staff or Program Supervisor, or at the time of discharge.

Category:	Subject: Special Populations Maintenance
Behavioral Health AA/HIT	County of San Luis Obispo: Behavioral Health Department

Parole-SUD:

Opening/Closing

3. HIT will open Parole-SUD when directed by Treatment Team staff or Program Supervisor.
4. HIT will close Parole-SUD when directed by Treatment Team staff or Program Supervisor, or at the time of discharge.