



BHS PROVIDER UPDATES

2015-5



The Importance of a Warm Handoff

When a mental health service with a current provider is ending for a *Pathways to Well-Being* youth who is receiving Intensive Care Coordination (ICC), a CFT meeting must be held to discuss next steps. There are infrequent circumstances when care shifts from one mental health provider to another and when this is warranted, it is critical that a warm handoff to a new mental health provider occurs.

A warm handoff ensures that the receiving Care Coordinator has all relevant documentation and information to allow minimal disruption of service delivery. An example of a warm handoff is to invite the new provider to a Child and Family Team (CFT) meeting at the time of transition (both providers may be able to bill for their attendance and participation in this meeting). This creates an opportunity for the new provider to meet the child/youth, family and other CFT members and gain an understanding of the needs and goals for that child/youth. Communication, careful planning, and preparation are essential for transitions to be successful.

ICC services should not be terminated until the warm handoff and introduction of the new mental health provider to the existing CFT has been accomplished.

- Provision of ICC shall continue through crisis situations (e.g. psychiatric hospitalizations) until the child/youth is formally transitioned to an ongoing service provider who is trained to provide ICC.
- If a new Care Coordinator is not identified, the current Care Coordinator shall work with the Child Welfare Services (CWS) social worker and the Child and Family Team to ensure continuity of care for the child/youth.

Although out of county and out of state providers may not provide formal ICC as delivered in San Diego, it is still prudent for the current Care Coordinator to communicate with the receiving provider to offer all necessary and relevant treatment information.

The CYF Provider Resource Manual may be helpful in locating a provider & can be accessed at: <http://www.sdcounty.ca.gov/hhsa/programs/bhs/documents/CYFBHSPRMMarch2014.pdf>

4-23-15