

PROTOCOL: SENDING A BEHAVIORAL HEALTH REFERRAL

Before sending a behavioral health referral to the Community Wellness Team (CWT), Consider and ask families these questions first:

1. Is the family in crisis? If so please direct the family to dial 911, connect to the appropriate crisis support team, and then follow up with the NAZ CWT via phone or email for additional crisis support resources. (Ex. Violence, death, unexpected displacement, etc. See information below)
2. Has this family ever received mental or behavioral health support before? If so, clarify their experience with the process (i.e positive, negative, unsure) and document in NAZ connect. (NAZ does not collect personal health information (PHI). When documenting notes for a referral, you can document circumstances that support a referral such as behaviors, concerns, worries. Do not document medical diagnoses, treatment plans, etc. that arise from conversations).
3. Ask the family if they have current medical insurance? If so, document the carrier. No specific details, just who the insurance company is. If they do not currently have medical insurance, please document that as well.
4. Email or Ping CWT PRIOR to sending a referral to set up a time for a meeting with family first (i.e. A warm handoff or phone consultation). This gives CWT a chance to connect with the family first to assess their needs and find a suitable provider or resources per their requests. Also, it makes the process go smoother when families know who we are prior to getting set up with services or resources.
5. The Community Wellness Team will then follow-up with the coach to send a formal referral via NAZ connect if necessary and the Community Wellness team will follow up with the families during the process.
6. The Community Wellness will support families for up to 3 visits and document accordingly in NAZ connect. Once families are on a regular visit schedule, the Community wellness team will notify the coach and close the referral in NAZ Connect.

*** Please note the following**

- The process is not instant and may take a few weeks to get going. Due to the high demand for community needs, we must be mindful that some places have waitlists and specific processes that we need to adhere to. The Community Wellness team will work diligently to make sure our families can get and stay connected to adequate support resources.

- We will work with families to emphasize the importance of keeping their appointments and being in good communication with the provider. Cancellations without prior notification can delay services and potentially require the process to start all over again.

Hennepin County Mobile Crisis Team

Adults, 18 and older

COPE – 612-596-1223

Children, ages 17 and younger

Child Crisis – 612-348-2233

- Please note that the Crisis team has limited capacity at this time due to COVID-19 and will only be able to offer over the phone support, unless it is determined by the agent more is needed. (Please remind your family 911 is always the first/best option in a crisis situation.)