

Warm Hand Off Protocol

Wraparound/REACH/CCS

Youth and family are determined to be eligible and interested in enrollment in Wraparound, REACH or CCS. When confirming enrollment, Options Counselor offers the family the opportunity to schedule an initial visit between the youth/family, assigned Care Coordinator and Options Counselor for a warm handoff within one week (five business days) of enrollment. If family indicates they would like a Warm Hand Off, the following occurs:

NOTE: The Warm Hand Off is mandatory for enrollments in the CORE Program and can occur with any member of the CORE Team.

Options Counselor “turns in” enrollment to associated Program Manager dependent on program. The Options Counselor should provide a list of dates/times that work for the youth, family and themselves to complete the Warm Hand Off.

Program Manager includes Options Counselor on email to agency to confirm they is aware of assigned Care Coordinator to include them in scheduling process. Agency confirms assigned Care Coordinator and includes current contact information.

Options Counselor works with youth/family and Care Coordinator to schedule an initial visit within five business days of enrollment. Care Coordinator, youth and family to be physically present for meeting, with Options Counselor appearing virtually. Ideally, the Care Coordinator will have the Options Counselor virtually appear on their phone to avoid issues with using the family’s phone/data plan. This would count as the required initial visit between the Care Coordinator and family as required by Client Contact Policy (#032).

If the Care Coordinator is not available, agency must provide coverage for the initial visit. Ideally, this would be a Supervisor or Lead Care Coordinator.

Care Coordinator should call the family once the Warm Hand Off Meeting is scheduled to introduce themselves and remind the family about appointment.

Options Counselor virtually attends initial 15-20 minutes of meeting to review relevant information as it relates to the screening and needed first steps now that enrollment has occurred. Additionally, the Options Counselor should cover timelines around initial Plan of Care Meetings, Crisis Plan development, visits expectations, and consents. The Care Coordination Supervisor’s information should also be provided, as well as a reminder about the Family Handbook/Enrollment packet.

Screeener leaves the meeting and allows the Care Coordinator to complete the reminder of the visit with the family.