

Section: Community Relations
Policy: Outside Agency Requested Home Visits/
Emergency Assistance
Policy No: CR 01
Effective: 01/01/1997
Revised/Approved: 03/28/2017

POLICY: It is the policy of Community Counseling Services (CCS) to provide professional support to the community agencies endeavoring to assist persons with emotional and mental disturbances. This professional support will be given in accordance with professional competence and skills and within ethical standards and legal requirements. Furthermore, it is the policy of CCS that the professional staff member shall **accompany** the requesting individual or agency representative to the site of the assistance.

PURPOSE: To provide needed services without putting CCS or its personnel in compromising ethical or legal situations or situations which could prove to be unsafe

PROCEDURE: The professional staff member receiving a request for assistance from a community professional/agency shall discuss with the agency/professional making the request the nature of the request, the staff competencies needed in the assistance to be rendered, the amount of time needed for the assistance, and the location where the service is to be rendered. The staff member will then assess the situation as to his/her ability to provide the assistance needed. If skills are needed which the staff member does not possess, i.e., prescribe medication, the staff member will make contact with one who can provide that skill and/or consult with his/her supervisor.

Prior to providing assistance, the staff member will consult with his/her County Administrator as to the advisability of the action he/she proposes to take. With the consent of his/her Supervisor, the staff member shall inform the requesting professional or agency representative about their availability to provide assistance. No CCS staff member is to go alone to the home of an individual who has expressed no wish to receive the services of Community Counseling Services.

In crisis situations where a face-to-face contact is warranted, the Crisis Coordinator should be contacted and if indicated, the Mobile Crisis Response Team (M-CeRT) will be dispatched. Appropriate documentation will be maintained reflecting the service provided.

Section: Community Relations
Policy: Consultation and Education
Policy No.: CR 02
Effective: 04/29/1980
Revised/Approved: 03/28/2017

POLICY: It is the policy of Community Counseling Services (CCS) that each County Administrator, Director and the Executive Leadership Team will assess the need to provide consultation, education, and community awareness within the Region VII catchment area and that all staff members have a responsibility to provide education/accurate information in their communities about mental health issues.

PURPOSE: The purpose of Consultation and Education Services is to promote community awareness of mental health, substance use, and intellectual/developmental disabilities programs and available services and supports. CCS will promote its services and programs to facilitate preventive behavioral health practices and to provide professional assistance to other community groups and agencies.

PROCEDURE: It is the responsibility of the Executive Director to ensure that CCS has in place a written, implemented plan to develop and coordinate effective mental health education, consultation, and public information programs, as well as, increase the community's awareness of mental health related issues. These services are designed to specifically meet the needs of various target population, specifically, children and youth, elderly, people with serious mental illness, people with intellectual and developmental disabilities, people with co-occurring diagnosis, people with mental illness who are homeless, and military families and the military community. Consultation, education, and awareness activities are accomplished through, a) education for people receiving services, b) family education, c) prevention services/education for substance abuse, d) case consultation and education, e) program consultation and education, f) public information and public education, and g) Mental Health First Aid. Upon request from an individual, social service agency, community organization, business, or any other public entity, CCS is available to provide education and awareness activities. Each Administrator/Director will assess the consultation and education needs of his/her county and/or program on an annual basis and will develop a plan for the delivery of Consultation and Education services in the county/program. The plan will include developing and coordinating effective mental health education, consultation, and public information programs. Methods will be used to increase the community awareness of mental health-related issues and administrators will develop linkages with other health and social agencies that serve the target populations.

In order to accurately track Consultation and Education services provided, they must be recorded on a service log. They are to be recorded as outlined below:

ID number: Use the case number of the person receiving services or a customer number which has been assigned to the specific group or organization. If there is no case number or customer number, use the county number for the county in which the service was provided

Name of individual/organization: Write the name of the organization or agency where the presentation is made

Time of Day: Enter the time of the presentation

Department/Program: Enter the program number of the staff member making the presentation

Appointment: Enter a “1” if the presentation was planned. Enter a “4” if the presentation was impromptu

Location: Enter the appropriate code number for the county within the Region VII catchment area

Service Charge: Enter the appropriate procedure code and sub-code for the Consultation and Education service provided

Charge Type: Unless there have been arrangements to be paid for the presentation, enter a “2”. If arrangements have been made to be paid, a valid case number or customer number must be entered in the Consumer Identification field. If the presentation is to an Employment Assistance Program group, a billing code of “3” must be used

Place of Service: Enter the appropriate location code

Time in Minutes: Enter the number of minutes of the presentation or the Consultation and Education activity

Staff members/programs are encouraged to develop and document linkages with other health/social agencies that serve the targeted area. Agencies which may be included include, but are not limited to, Department of Human Services, the Health Department, Vocational Rehabilitation, education systems, businesses, Head Start, nursing homes, and other health-care providers.

CCS will collaborate with NAMI and Families as Allies in the counties where services are available through these organizations. Flyers will be posted regarding educational opportunities for people receiving services and their families. This information will also be shared by staff members of CCS to interested individuals. When appropriate, the treatment team will recommend participation in these programs by people receiving services and families and whose participation would help create positive outcomes in treatment.

Mississippi Operational Standards addressed: 36.1, 36.2

Section: Community Relations
Policy: Court and Law Enforcement Collaboration
Policy No: CR 03
Effective: 04/29/1980
Revised/Approved: 07/27/2021

POLICY: It is the policy of Community Counseling Services (CCS) that clear working relationships be established with court and law enforcement officials and agencies in each of the counties served. CCS has developed consultation and referral services with courts and law enforcement agencies throughout the region. In each county, staff work closely with the local police, county sheriff, detention center staff, and judges to provide screening, case consultation and treatment to people who come into contact with law enforcement officers.

PURPOSE: To facilitate the outreach and treatment opportunities in order to provide services to people with mental health related issues

PROCEDURE: Consultation is given to local law enforcement agencies in various ways. CCS staff members' present programs related to mental health through offering in-service trainings. Law enforcement personnel are strongly encouraged to participate in Mental Health First Aid (MHFA) which is available/provided as requested by CCS certified instructors. Referrals are also received from Federal and State probation and parole officers when mental health diagnostic or treatment services are a required or suggested condition of probation or parole.

Referrals for any mental health reason are accepted from court and law enforcement agencies; however, the specific target population for Federal and State probation/parole offers are primarily substance use related issues. Once referred, the person is eligible for any service offered by CCS.

When communicating with law enforcement, probation and parole officers, or court systems/judges, appropriate consents to release of information are needed to disclose protected health information of people receiving services unless a court order has been issued/signed ordering the release of the health related information.

Section: Community Relations
Policy: Employee Assistance Program
Policy No: CR 04
Effective: 04/01/1997
Last Revised: 10/01/2002

POLICY: It is the policy of Community Counseling Services (CCS) to offer businesses, industries, governmental entities, educational institutions and non-profit agencies a negotiated package of mental health and substance use services for the employees of the employer.

PURPOSE: To facilitate the utilization of mental health and substance use services to aid in the maintenance of employment of people experiencing problems which interfere with productivity and/or efficiency or which negatively affect the work environment

PROCEDURE: CCS contracts with local businesses to provide Employee Assistance Program (EAP) services on a county-by-county basis. It is the responsibility of each County Administrator to ensure that the administration and maintenance of the EAP contracts remain current and timely. Additional responsibilities include enlisting employers/employees to utilize EAP services, provide supervisory training and in-service presentations as requested; and as outlined in the EAP Contract, provide consultation services and individual therapy and substance use treatment services as covered within individual contracts. Appointments are made by telephoning the appropriate county office. Appointments may be made by supervisory personnel of the participant or by the employee or his/her dependent (based on the covered participants).

Section: Community Relations
Policy: Contact/Response to Referral Sources
Policy No: CR 05
Effective: 04/29/1980
Revised/Approved: 07/27/2021

POLICY: It is the policy of Community Counseling Services to make every effort to communicate regularly with the referral source of each person receiving services.

PURPOSE: To assure continuity of care and coordination of pertinent information which can aid in the treatment process.

PROCEDURE: When another health services provider or agency refers a person to CCS, every effort will be made to determine how receptive the person will be to receiving services. The provider agency should instruct the person to make his/her own appointment. If this is not feasible, appointments can be made with the provider agency for the person desiring services. At time of intake, the person receiving services will be encouraged to sign a Consent to Release/Obtain Information form, so information may be provided to the referral source agency. CCS professional staff members will share relevant information with a referral source only if the person receiving services has signed a Consent to Release/Obtain Information form authorizing such release.

In cases where a person is not able or declines to come to a CCS office, the referring agency may request that CCS professional staff see the person in his/her home or at another community location to offer services. CCS will honor the request if possible, while taking into consideration potential safety issues. This professional support will be given in accordance with professional competence and skills and within ethical standards and legal requirements. The professional staff member receiving the request shall:

- Discuss with the individual or agency making the request the nature of the request
- Assess the potential service recipient's willingness to receive treatment
- Assess the situation as to his/her ability to provide the assistance needed
- Inform his/her County Administrator of the request
- Provide the assistance requested

If indicated, an appointment will be scheduled to complete an intake upon acceptance of the person needing services.

Section: Community Relations
Policy: Referral to Other Agencies
Policy No: CR 06
Effective: 04/29/1980
Revised/Approved: 03/24/2010

POLICY: It is the policy of Community Counseling Services (CCS) to honor the request of a person receiving services to seek outside consultation or to utilize the services of other agencies and/or professional services when CCS is no longer able to provide needed services.

PURPOSE: To assure that people receiving services are able to continue to receive needed services in the event that CCS is not able to provide the needed services or the person receiving services requests other professional services.

PROCEDURE: All CCS staff members will be responsible for becoming familiar with other agencies and mental health/substance use professionals who are capable of providing specialized services. When a request is made by a person receiving services to see a private professional or seek services outside of CCS, the therapist will consult with his/her County Administrator to ensure necessary steps are taken for the collaboration of treatment. CCS will only refer to agencies and professionals whose confidentiality, professionalism and ethics are comparable to the high standards of CCS.

With the written consent of the person receiving services, the therapist will make written or telephone contact with the professional or agency. The person receiving services must be informed that if information is requested about him/her, that it will be supplied as stated in the consent to release information statement. All referrals must be documented in the medical record of the person receiving services.

With an appropriate signed consent from the person receiving services, it is appropriate for a CCS staff member to follow up on the referral by telephone or mail. Follow up should be documented in the medical record of the person receiving services.

In accordance with ethical standards and to ensure there is no duplication of services, CCS will no longer provide services if the person chooses to receive mental health services from another provider and close his/her case accordingly.