

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

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**POLICY:** It is the policy of Community Counseling Services 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 Community Counseling Services 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 Community Counseling Services 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/Supervisor as to the advisability of the action he/she proposes to take. With the consent of the Administrator/Supervisor, the staff member shall inform the requesting professional or agency representative about their availability to provide assistance. No community counseling services 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 by Community Counseling and/or the M-CeRT Team.

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

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**POLICY:** It is the policy of Community Counseling Services that each County Administrator/Supervisor 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. Community Counseling Services 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 Community Counseling Services 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, individuals with serious mental illness, individuals with intellectual and developmental disabilities, individuals with co-occurring diagnosis, individuals with mental illness who are homeless, and military families and the military community. Consultation, education, and awareness activities are accomplished through, a) education for individuals 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, Community Counseling Services is available to provide education and awareness activities. Each County Administrator/Supervisor will assess the consultation and education needs of his/her county and/or residential 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 individual 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 are, but are not limited to, the Department of Human Services, the Health Department, Vocational Rehabilitation, education systems, businesses, Head Start, nursing homes, and other health-care providers.

Community Counseling Services 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 consumers/families. This information will also be shared by staff members of Community Counseling Services to interested consumers/families. When appropriate, the treatment team will recommend participation in these programs by individuals 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:** 03/28/2017

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**POLICY:** It is the policy of Community Counseling Services that clear working relationships be established with court and law enforcement officials and agencies in each of the counties served. Community Counseling Services 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 individuals who come into contact with law enforcement officers.

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

**PROCEDURE:** Consultation is given to local law enforcement agencies in various ways. Community Counseling Services staff members' present programs relating to mental health through in-service training offerings. Law enforcement personnel are strongly encouraged to participate in Mental Health First Aid which is available/provided as requested by Community Counseling Services 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 individual is eligible for any service offered by Community Counseling Services. In particular, these individuals use the following services:

- Psychological and psychiatric evaluation
- Referral to medical detoxification
- Residential substance use treatment
- Outpatient substance use treatment
- Marriage and family counseling
- Vocational referral
- Structured Intervention
- Pre-evaluation screening

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 individuals 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

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**POLICY:** It is the policy of Community Counseling Services 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 individuals experiencing problems which interfere with productivity and/or efficiency or which negatively affect the work environment

**PROCEDURE:** Community Counseling Services 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/Supervisor 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:** Clinical Issues  
**Policy:** Contact/Response to Referral Sources  
**Policy No:** CR 05  
**Effective:** 04/29/1980  
**Revised/Approved:** 03/28/2017

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**POLICY:** It is the policy of Community Counseling Services to make every effort to communicate regularly with the referral source of each individual 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 an individual to Community Counseling Services, every effort will be made to determine how receptive the individual 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 individual desiring services. At time of intake, the individual receiving services will be encouraged to sign a Consent to Release/Obtain Information form, so information may be provided to the referral source agency. Community Counseling Services professional staff members will share relevant information with a referral source only if the individual 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 Community Counseling Services office, the referring agency may request that Community Counseling Services professional staff see the person in his/her home or at another community location to offer services. Community Counseling Services will honor the request if possible. 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/Supervisor of the request
- Provide the assistance requested

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

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

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

**PURPOSE:** To assure that individuals receiving services are able to continue to receive needed services in the event that Community Counseling Services is not able to provide the needed services or the individual receiving services requests other professional services.

**PROCEDURE:** All Community Counseling Services 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 an individual receiving services to see a private professional, the therapist will consult with his/her County Administrator for permission to proceed with the referral. Community Counseling Services will only refer to agencies and professionals whose confidentiality, professionalism and ethics are comparable to the high standards of Community Counseling Services.

If permission is granted to refer the individual receiving services to a private service provider, every effort will be made to accommodate the request. With the written consent of the individual receiving services, the therapist will make written or telephone contact with the professional or agency. The individual 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 individual receiving services.

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

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