

41. Health Alliance

The CalWORKs Community Health Alliance is a partnership between Santa Clara County Social Services Agency and the Santa Clara Valley Health and Hospital Systems' Department of Alcohol and Drug Services (DADS), Department of Mental Health. The purpose of this partnership is to provide comprehensive behavioral health services for CalWORKs clients and their family members.

Substance abuse and mental health services are now considered core activities and are part of Job Readiness Assistance, for federal WPR purposes. [\[Refer to "Job Readiness," page 5-1 for participation time limits and additional information\]](#).

The Health Alliance uses a behavioral health model that focuses on the health of the whole person by providing individualized counseling and other services to enhance and support self-sufficiency. These holistic services address:

- On-site short-term solution-based therapy/counseling for clients who drop-in or call-in for short-term issues,
- Long-term off-site therapy/counseling for clients who require services longer than 3-4 visits,
- Emotional well-being,
- Behavioral issues,
- Substance abuse issues,
- Relationship issues,
- Mental health issues,
- Stress management,
- Trauma and abuse,
- Psychosocial functioning.

These issues can have a serious impact on a client's ability to gain and/or maintain employment. The goal of the Health Alliance is to provide services that will support the client to return to work.

41.1 Services

Services provided by the Health Alliance include:

- Dual diagnosis (both substance use and emotional issues) and mental health diagnoses,
- Outpatient Mental Health treatment services,
- Transitional Housing services,
- Residential treatment services for women with children, and
- Psychiatric services.

**Note:**

Clients with only substance abuse diagnoses are referred to Department of Alcohol and Drug Services (DADS).

41.1.1 Outpatient Substance Abuse Treatment Services

Outpatient behavioral health services are provided through the Community Health Alliance providers. Services include the following:

- Assessment
- Individual therapy
- Group counseling
- Family counseling
- Psychoeducational and support groups
- Case management, advocacy, and linkage
- Integrated services for health issues including Eastern medicine models.

Services vary from short-term to intensive treatment and are tailored to individual client needs. All services are designed to support the client in returning to work.

Health Alliance staff offer co-located services to introduce Health Alliance services to clients and meet with clients in one-on-one interventions to explain behavioral health services in more detail. Health Alliance staff conduct outreach presentations during the CalWORKs Employment Services (CWES) orientation and also are available at the Employment Connections Centers, Adult Education Centers, Community Colleges, and other Community based partners.

Appropriate referrals to the Health Alliance are clients who have barriers or issues that are interfering with their ability to participate in employment-related activities. Some clients may have both mental health and drug and alcohol issues (i.e., dual diagnosis).

41.1.2 Outpatient Mental Health Treatment Services

Longer-term, intensive outpatient mental health and case management services are provided through the county's CalWORKs Mental Health Service Team (MHST). Services are targeted for adults and children with intensive, long-term mental health issues such as depression, schizophrenia, anxiety disorders, and post traumatic stress disorder (PTSD). Services are family focused and include psychiatric evaluations; medication monitoring; and individual, family, and group counseling.

Appropriate referrals to the Health Alliance are CalWORKs adults or children who have serious mental health issues or who may have a dual diagnosis (i.e., have mental health and drug and alcohol issues), and who are in need of more intensive, ongoing mental health services.

41.1.3 Transitional Housing Services

Transitional Housing Units (THU) are provided by Asian Americans for Community Involvement (AACI) for CalWORKs women and their children who are homeless or in need of a safe place to live while attending CalWORKs outpatient behavioral health services.

No treatment is provided at the THU and clients are required to be in CalWORKs outpatient treatment while they are staying at the THU.

41.1.4 Residential Treatment Services

24-hour residential substance abuse services are available for women and their children through Parisi's House on the Hill program. Up to two children under the age of five can stay in the residence with the mother.

CalWORKs women with severe substance abuse who are in need of a 24-hour staffed facility are appropriate referrals for residential treatment.

41.1.5 Psychiatric Services

Psychiatric evaluations and ongoing medication monitoring are provided for clients who need these services.

41.2 Health Alliance Services Program Eligibility

The primary goal of the Health Alliance is to address the emotional, and drug or alcohol abuse problems of CalWORKs Welfare-To-Work clients. In order to effectively use behavioral health resources, eligibility standards must be established to assure compliance with CWES, DADS and Mental Health standards.

This policy includes categories of eligibility for CalWORKs clients to receive Health Alliance services. This policy also includes categories for ineligibility.

41.2.1 Eligible Clients

The following categories of CalWORKs recipients regardless of Medi-Cal status are eligible for Health Alliance services:

Non-Exempt Status of Clients:

- Are participating in WTW and Cal-Learn programs

- Are in Good Cause status
- Are child-only case clients
- Are in WTW sanctioned status
- Are family members of CalWORKs clients, including children and family members age 60 and over
- Are clients ages 16-18 who are attending school full-time
- Are clients who are registered for Post-Aid Services (these clients are eligible for counseling services for up to 1 year)

Exempt Status Clients:

- Are participating as exempt volunteers in WTW activities (other than counseling), including clients who have a temporary exemption
- Are exempt due to Domestic Violence (DV)
- Are exempt due to needed to stay home to provide care to a household member
- Are pregnant clients who were already receiving Health Alliance services prior to becoming pregnant
- Are pregnant and not currently receiving Health Alliance services or clients who have been instructed by their doctor that they cannot work or participate in WTW activities due to their pregnancies
- Are non-parents caring for a child who is a dependent or ward of the court or at risk for placement in foster care
- Are medically exempt clients
- Are joint CalWORKs and DFCS (Common Cases) who are involved in Family Reunification (FR) Program (AB 429)

41.2.2 Ineligible Clients

The following categories of CalWORKs recipients are not eligible for Health Alliance services:

- Are WTW sanctioned clients whose CalWORKs case is no longer active. (If they reapply and begin to cure their sanction they will regain eligibility)
- Are timed-out clients who were previously receiving Health Alliance services while receiving aid. These clients are only eligible for short-term services to help them transfer to another appropriate provider. The length of the transitional period will vary, based on the client's needs and available counseling services.

41.3 Informing Requirements

All CalWORKs applicants and recipients must be informed of the availability of Health Alliance services. The "CalWORKs Community Health Alliance Behavioral Health Services for CalWORKs Families" (SCD 2230) brochure is available as part of the Intake packets for clients.

Clients must be assured that utilizing Health Alliance services will not result in negative consequences (e.g., reduced benefits, law enforcement involvement).

EWs and Employment Counselors (ECs) must inform the client that they can self-disclose substance abuse or mental health issues at any time. Prime opportunities may exist at the time of benefits application or during employment services participation.

The SCD 2230 brochure must be provided to each CalWORKs assistance unit:

- During the Intake process,
- At Annual Redetermination (RD),
- During the CWES Orientation/Appraisal, and
- Any time the client requests substance abuse/mental health services.

EWs and ECs must review the CalWORKs Community Health Alliance brochure with the client and document in the **Maintain Case Comments** window in CalWIN that substance abuse and mental health information was explained and provided.



Note:

During the CWES Orientation/Appraisal when completing the Appraisal form, the client may self-identify mental health and/or drug and alcohol issues. ECs must respond, explore, and document possible services the client may be referred to.

41.4 Behavioral Health Screening

CalWORKs clients who attend the CWES orientation will be screened to help identify Alcohol or Drug Abuse (AOD) and/or Mental Health (MH) issues. The Behavioral Health screening tool will be administered by one of the Health Alliance service providers. The steps listed below to initiate the Behavioral Health screening process must be taken for all clients who attend a WTW Orientation:

Who	Task/Steps
EC: 1st Facilitator	a. Obtains orientation roster (CalWIN and Walk-in rosters) from the front desk. b. Takes orientation attendance.

Who	Task/Steps
EC: 2nd Facilitator	<ol style="list-style-type: none"> a. Collects orientation roster. b. Indicates "P" on the Priority column of the walk-in roster and next to the client's name of the CalWIN Roster, if priority client (Example: sanction, 2-parent, WPR case, FTE). c. Makes 2 copies of the orientation roster and delivers as follows: <ul style="list-style-type: none"> • Original to A9G unit • Copy to Health Alliance (HA) monitor and places it in the designated basket located in HA cubicle outside the ORE Room. d. Keeps one copy. e. Delivers orientation roster and screener forms to the case assignment CST.
HA Speaker	<ol style="list-style-type: none"> a. At the end of the orientation, conducts a 5-10 minute HA presentation regarding available HA services and screening tool.
Intake CST	<ol style="list-style-type: none"> a. Assigns cases to intake staff. b. Makes a copy of the orientation roster for HA monitor. c. Delivers the orientation roster to the designated basket located in HA cubicle outside of the ORE room.
Health Alliance Monitor	<ol style="list-style-type: none"> a. Picks up the orientation roster from the basket. b. Monitors orientation roster and behavioral health screening process. c. Schedules the AOD/MH intake appointment, if needed. d. Completes the "CalWORKs Community Health Alliance Services Referral" form (SCD 1686), if the service need identified during the AOD/MH intake appointment. <p>Note: When the client chooses to incorporate Health Alliance related services into the Family Services (FS) Plan, the SCD 29 is forwarded to the designated FS mailbox slot. [Refer to "Family Services Program," page 11-1] for additional information.]</p> <ol style="list-style-type: none"> e. Gives a copy of the SCD 1686 to the client. f. Collects "CalWORKs Client Health Alliance/OCAT Screener Tool" (SCD 2571), if appraisal interview completed prior to the behavioral health screening and distributes it to the assigned EC. If SW referral required, the SCD 1686 is given directly to assigned EC. <p>Note: Makes sure appointment date, time and location are listed on the SCD 1686.</p>

Who	Task/Steps	
Health Alliance/ Social Work Screener	<p>a. Calls client from the ORE room starting with the priority clients.</p> <p>b. Administers the Behavioral Health screening tool with the client.</p> <p>c. Completes the County Use Section of the “CalWORKs Client Health Alliance/OCAT Screener Tool” (SCD 2571).</p> <p>d. Provides the SCD 2571 to the client to give to their interviewing EC, if appraisal interview not completed. If appraisal interview completed, gives form to the Health Alliance Monitor.</p> <p>e. Refers client to the HA monitor for AOD/MH intake appointment, if required.</p> <p>f. When in Domestic Abuse (DA) crises and/or DA issues revealed, notifies the DA Advocate/Designated Social Worker.</p> <p>Note: After appraisal interview with EC, the DA Advocate/SW will see the client to address the DA situation.</p> <p>g. Escorts client as follows:</p>	
	If the appraisal interview...	Then escort the client to the...
	Is completed,	Lobby
	Is not completed,	Orientation Room

Who	Task/Steps	
Assigned/ Interviewing EC	a. Conducts the appraisal interview with the client. b. Requests the SCD 2571 from the client. c. Reviews the screening results	
	If the screening results indicates...	Then...
	DA and/or Social Work referral is required,	Makes a DA/Social Work referral per existing business process.
	In-House Assessment referral required,	Refers the client to In-House Assessment.
	Health Alliance provider services required,	Refers the client to the appropriate Health Alliance activity.
	Health Alliance referral not required,	Refers the client to the next appropriate WTW activity(ies).
	d. Submits the SCD 2571 form to IDM. e. Escorts the client as follows:	
	If the Behavioral Health screening is...	Then escorts the client to the...
	Completed,	Lobby
	Completed and in DA crises	DA Advocate/Designated Social Worker
Not completed,	(1) Orientation Room. (2) Notifies Health Alliance Monitor <ul style="list-style-type: none"> • Client is ready to be screened • Client is refusing to be screened. (3) Instructs the client to wait in the Orientation room for the Behavioral Health Screening.	

41.5 Behavioral Health Screening Results

The Health Alliance (HA) provider screens WTW clients to identify any issues with Alcohol or Drug Abuse (AOD and/or Mental Health (MH)). This screening is administered via a screening tool during the WTW Orientation/Appraisal. When the WTW participant agrees to participate in HA services, the following steps are to be taken by the HA provider and the Employment Counselor (EC):

Who	Task/Steps		
Health Alliance (HA) Provider	<p>a. Begins treating the client.</p> <p>b. Completes the “CalWORKs Referral Results” form (SCD 29).</p> <p>c. Emails the SCD 29 to the assigned Employment Counselor (EC)</p> <p>Note: When the client chooses to incorporate Health Alliance related services into the Family Services (FS) Plan, the SCD 29 is forwarded to the designated mailbox slot. [Refer to “Family Services Program,” page 11-1] for additional information.]</p>		
Assigned EC	<p>a. Receives the SCD 29.</p> <p>b. Amends the Welfare-To-Work (WTW 2) plan.</p>		
	If the Client...	Then...	
	Agrees to the AOD/MH treatment,	Adds the appropriate HA activity (“Mental Health” or “Substance Abuse”)	
		If the WTW 2...	Then...
		Was previously completed and the HA activity was not disclosed at the point of intake,	Adds HA activity in CalWIN outside the Plan tab.
Was not completed and/or activity disclosed to the HA at the point of intake,		<ul style="list-style-type: none"> • Adds the appropriate HA activity to the WTW 2 • Adds the HA activity within the Plan tab. 	
<ul style="list-style-type: none"> • Enters Case Comments. • Submits the SCD 29 to IDM. 			
Agrees to the AOD/MH treatment and current WTW plan is highly impacted,	Refers the client to In-House Assessment per existing process.		
Does not agree to the treatment,	Makes sure that the client is referred to appropriate WTW activity(ies).		



Note:

Behavioral Health Intake screenings do not apply to Cal-Learn participants. However, Cal-Learn participants are eligible for other Health Alliance services.

41.6 Confidentiality and Disclosure

A client's confidentiality must be protected at all times. With the exception of mandated reporting responsibilities associated with child or elder abuse and/or the client is at risk of harm to him/herself or others, information is not to be shared with any other agencies, resource and referral program or to any employee of the agency who is not directly involved in the client's case, unless a written release of information has been signed or the information is required to be disclosed by law.

When a client chooses not to disclose participation in the Health Alliance to their EW or EC, the information must be held confidential by the Health Alliance provider.

In these cases, the client must be advised that he/she will NOT be permitted to:

- Utilize "a temporary absence" to continue to be eligible for CalWORKs when confined to a treatment facility for more than 30 days.
- Integrate Health Alliance activities into their welfare-to-work plan. They must meet their required hours of participation through other CWES activities.
- Benefit from support services, such as transportation and child care for the specific purpose of participating in Health Alliance activities.

The "CalWORKs Treatment Provider Consent to Release Information" (SCD 27) is completed by Health Alliance with the client to obtain their consent to release information to EWs or ECs.

41.7 Temporary Absence

Clients may be confined to a treatment facility which may exceed the "30 days" or the "one full calendar month time limitation." Clients entering a medical hospital, psychiatric care facility or a drug and/or alcohol rehabilitation treatment facility are considered "temporarily absent" from the home for the entire duration of their confinement under the "hospitalization" exception and may continue to be eligible for cash aid.

Health Alliance service provider will notify the EW via the SCD 29 if the client is in a residential treatment that will last 30 days or more.

**Note:**

To be in compliance with Cal-Learn requirements, Cal-Learn clients who are confined to a treatment center/hospital must submit verification of their treatment to their case manager to determine Good Cause/Deferral.

41.8 Welfare-to-Work (WTW) Plan

Clients may choose to have their Health Alliance activities (substance abuse and mental health services) incorporated into their WTW plan or FS Plan (FS stand-alone or FS integrated). Other mental health and substance abuse hours that are subsequently disclosed at a later date also count as federal core and are included as Job Readiness. It is important that when updating CalWIN, that the activities be closed and opened based on being in the plan or outside the plan.

If the client has an existing WTW plan, and if the client chooses, the EC may modify the client's plan to incorporate the Health Alliance activities. This modification extends to clients attending Employment Connection activities where the EC III would refer and update the WTW 2 for clients requesting referrals to HA.

If the client is in a pre-assessment activity and chooses to have his/her Health Alliance activities integrated into the WTW plan, the Assessment Counselor must develop the plan taking into consideration these activities.

The EC must receive a copy of the SCD 29 before the information regarding a client's Health Alliance activity can be integrated into their WTW plan.

**Note:**

When the client chooses to incorporate other Social Work services into the Family Services (FS) Plan, the SCD 29 is forwarded to the designated FS mailbox slot. [Refer to “Family Services Program,” page 11-1] for additional information.]

41.9 Participation Requirements

Health Alliance activities do not carry any specific exemption or good cause from CWES registration or participation requirements. Clients whose activities include Health Alliance MUST meet the participation requirements (20, 30 or 35 hours per week).

If there is a recommendation for an “exemption” from CWES program requirements, the client must meet the criteria as set for within each applicable category for which the exemption or good cause is claimed.

41.10 Support Services

Child Care, transportation and ancillary expenses are authorized, if needed, to support any Health Alliance activity that becomes part of the WTW Plan. Supportive services needs must be reviewed any time there is a modification to the plan.

41.10.1 Legal Barriers

CalWORKs clients receiving Health Alliance services may also receive assistance with removing legal barriers, including the PARTIAL payment of certain types of fines, in certain instances and if necessary to support the holistic treatment of and benefit for the client.

Clients needing these services should be referred to the CalWORKs Social Work Unit.

The CalWORKs Social Worker will develop a plan to address legal barriers, including traffic violations and (non-violent) violations related to the issues for which the client is receiving Health Alliance services. After all alternative avenues have been explored, if deemed appropriate, a Health Alliance client may receive assistance with traffic tickets, court imposed fines, court ordered classes and DMV ordered classes up to a maximum of 20% of the original amount.



Exception:

Financial assistance cannot be approved for legal barriers involving violence or where there is a victim.

The client must be participating and cooperating with Health Alliance services prior to requesting assistance with legal barriers. Financial assistance with legal barriers is only available to clients and is not available to other members of the assistance unit.

41.11 Referral Procedures

Referrals to the Health Alliance service providers may be generated by any Social Services Agency staff member. Health Alliance referrals may also be made by any education and training site, community based organization, or other agency working with CalWORKs clients. Clients can also self-refer. The referrals are made directly to the Health Alliance providers.

When the Cal-Learn provider, Planned Parenthood Mar Monte (PPMM), identifies a mental health or substance abuse service need for Cal-Learn participants, the provider contacts the SSA Cal-Learn EC who initiates the referral as per existing business process.

41.11.1 Completing the Referral

All Health Alliance referrals must be made by completing the "CalWORKs Community Health Alliance Support Service Referral" (SCD 1686). The SCD 1686 is processed as follows:

Form Section	Who Completes	Action Required
PART A	Referring Party or Client	Complete or have the client complete this section.
		Have the client sign the form. The client may give verbal consent over the telephone for the referral.
PART B	Referring Party	Complete all the information on this section: <ul style="list-style-type: none"> - EW and EC Name - Worker Number - Telephone Number - Email Address - Number of months left in the CalWORKs 48-month clock - CalWIN WTW status <ul style="list-style-type: none"> • Check the box for services requested • Enter a brief description of the client's issues, risks, and/or needs.
		Email the SCD 1686 to the appropriate Health Alliance service. The SCD 1686 is NOT Emailed to the Social Worker Note: If the SCD 1686 has not been received from the provider, referring party should send a follow-up email to provider.
PART C	Service Provider	Complete the "outcome" of the referral
		Email the SCD 1686 to the referring party with referral outcome information.

41.11.2 Selecting a Health Alliance Service Provider

Clients may be referred to any service provider listed below. Consideration to the client's language needs, ethnicity, and/or service provider location must be given when choosing a service provider. The only Health Alliance provider that accepts referrals for CalWORKs children is MHST.

Health Alliance Provider	Client Ethnicity or Language Preference	Service Offered
Asian Americans for Community Involvement (AACI) 2400 Moorpark Avenue, Suite 300 San Jose, CA 95128 Phone: (408) 975-2730 Email: AACICalWORKsReferral@aaci.org	Chinese/Mandarin Spanish Vietnamese English Cambodian	<ul style="list-style-type: none"> • Substance abuse and mental health treatment • Psychiatric services

Health Alliance Provider	Client Ethnicity or Language Preference	Service Offered
Catholic Charities Santa Clara County (CCSCC) 195 East San Fernando St., San Jose, CA 95112 San Jose, CA 95134 Phone: (408) 460-2170 Email Address: calworks-referrals@catholiccharitiesscc.org	English Bosnian Spanish	<ul style="list-style-type: none"> Substance abuse and mental health treatment Psychiatric services
Gardner Family Care (GFCC) 160 E. Virginia St., Suite 280 San Jose, CA 95112 Phone: (408) 287-6200 Email Address: CalWORKs@gfhn.org	English Spanish Cambodian	<ul style="list-style-type: none"> Substance abuse and mental health treatment Psychiatric services
CalWORKs Mental Health Service Team (MHST) Narvaez Mental Health 1887 Monterey Road, Suite 205 San Jose, CA 95112 Phone: (408) 272-6733 Email Address: CalWORKs@hhs.sccgov.org	English Cambodian Spanish Vietnamese	<ul style="list-style-type: none"> Intensive mental health services Psychiatric services Children's Mental Health Services
If the client needs RESIDENTIAL TREATMENT SERVICES and/or DETOXIFICATION from drugs or alcohol, refer the client to Gateway at 1-800-488-9919.		

41.12 Referral Results and Attendance Tracking

When the client chooses to incorporate their Health Alliance services into their welfare-to-work plan and/or FS Plan, the Health Alliance provider must complete the FRONT of the "CalWORKs Referral Results" (SCD 29) and Emails it to the EC.

Through out the client's participation in a Health Alliance activity, the Health Alliance provider must complete the BACK of the SCD 29 on a monthly basis to verify the client's actual attendance. The SCD 29 must be Emailed to the EC by the 5th working day following the report month.

41.13 Termination of Health Alliance Services

When the client completes the services, or discontinues services prior to completion, the Health Alliance provider will notify the EC within five working days, by Emailing the SCD 29 if the Health Alliance provider is part of the WTW plan.

Upon receipt of the SCD 29 indicating the client is no longer participating in Health Alliance, the EC must review the client's file and determine if the client may proceed with their CWES activities under:

- Their current WTW plan,
- A modified WTW plan, or

- Requires an assessment or reassessment by an Employment Counselor.

41.14 Time on Aid (TOA)

Some clients may need long-term treatment for mental health and/or substance abuse problems past the 48 month CalWORKs time limit. Health Alliance clinicians should continually check the client's TOA to assure that ongoing treatment needs are addressed appropriately.

41.14.1 Procedures for Tracking TOA

Health Alliance should check TOA while checking Welfare-to-Work at admission and regular intervals thereafter and document remaining TOA in the client's chart. If there is uncertainty about TOA, the program shall contact the client's EC for help in determining the client's TOA.

41.14.2 Clients on Medication

Clients who may need psychotropic medications are referred to the agency's psychiatrist for a Medication Evaluation. If a client is about to run out of TOA (has one year or less left), the clinician will start the process of transitioning the client to a non-Health Alliance provider.

If a treatment provider cannot be found by the time the client times out of CalWORKs aid, Health Alliance services may be extended for a maximum of three (3) months. This extension exists solely to place the client appropriately and efforts to transition the client to appropriate non Health Alliance services must be the focus during this time and must be documented.

If the Health Alliance provider wishes to continue services past the 48 month time limit, the Health Alliance provider must request a review for an extension using the Comments Section at the bottom of the SCD 29. Upon the receipt of the SCD 29, requesting an extension, the EC must process the request by following the process detailed in CWES Update 2003-03.

41.15 Clients Eligible for SSI

If a client is unable to work and the following criteria are met, Health Alliance staff may refer the client to the SSI Plus Advocacy Program:

- The client meets the SPMI (seriously and persistently mentally ill) criteria.
- The client has significant organic brain disorders.
- The client has developmental disabilities.

