



Operational Service Plans

Department:	Chemical Dependency	Date:	March 23, 2020 Update 10/30/20 Update May 2021
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies) for Reopening of County Buildings			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols.

- **Function A-Central Intake for Rule 25 Assessments and Prepetition Screenings**
 - All requests for Comprehensive Use Assessments (CUAs) Rule 25 assessments and prepetition screenings will continue to be received by Central Intake.
 - Central Intake will send referral for CUAs/Rule 25 assessment to CD unit (Administrative Support Worker) via email
- **Function B-Rule 25 Assessments/Comprehensive Use Assessments (CUAs)**
 - CD Unit Administrative support person will review referral information and contact client to gather needed information to determine eligibility to access funding.
 - If client is eligible for CCDTF funding, CD worker will be assigned.
 - Request for CUAs for an existing client (client already receiving services through existing County services-Corrections, jail, Child Protection, Adult Mental Health) will be conducted in-person or virtually per the client or facility request.
 - Individuals requesting a CUA but are not already receiving County services will be referred to community providers.
 - Clients, incarcerated at Scott County jail, may request a CUA to be done by County staff. In these cases, the CUA will be completed consistent with the jail Ops plans regarding in-person contact. If an in-person assessment is completed, worker will follow all CDC, MDH, executive orders and county guidance regarding COVID safety protocols including social distancing and mask mandates.
- **Function C: Prepetition Screening**
 - Central intake will notify CD worker or Supervisor of need for prepetition screening
 - CD worker will conduct prepetition screening through review of records received electronically; patient interviews will be done through telephone contact. In-person interviews may be conducted if hospital allows.
 - The CD worker will complete the PPS report and send to the PPS Screen Team, following typical protocol, via email.
- **Function D: CD Commitment Case Management Services**
 - CD case managers will conduct monthly in-person, face-to-face visits with individuals that are under Civil Commitment. Virtual contacts may be used to supplement or enhance service delivery or specific client requests. Workers will ask COVID screening questions prior to any face to face contact. The COVID screening questions will be consistent the most current CDC guidelines posted on the SCOOP site.

- Client meetings may be held in the community, a client’s home or county building. All COVID safety protocols will be followed. Masks are required for indoor meetings and while transporting clients. Please see organization safety protocols for details.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- **Function A: Central Intake for Rule 25 Assessments and Prepetition Screenings**
 - CD Supervisor will work in the office a minimum of 3-4 days per week. Working remotely is an option 1-2 days per week and coordinated with Manager. Central Intake Supervisor is generally in the office and has capability to work remotely as needed
 - Intake Screeners have laptops to support them in working remotely as needed. Two of the three screeners will be working in the office and one may work remotely. A rotation schedule would be developed.
 - Administrative support is available at the office to support opening/closing referrals, printing and mailing of required correspondence.
- **Function B: Rule 25 Assessments**
 - CD staff (1.5 FTE) are able to work in office and remotely.
 - Supervisor will provide a regular in person supervision a minimum of two times per month. In-person supervision is strongly recommended but a hybrid model of supervision may be provided (e.g. 2 in-person meetings per month and 2 virtual meetings per month).
- **Function C: Prepetition Screenings**
 - CD staff (1.5 FTE) are able to work in office and remotely.
 - Supervisor will provide a regular in-person supervision a minimum of two times per month. In-person supervision is strongly recommended but a hybrid model of supervision may be provided (e.g. 2 in-person meetings per month and 2 virtual meetings per month)
- **Function D: CD Commitment Case Management Services:**
 - CD staff (1.5 FTE) are able to work in office and remotely.
 - Supervisor will provide regular in-person supervision a minimum of two times per month. In person supervision is strongly recommended but a hybrid model of supervision may be provided (e.g. 2 in person meetings per month and 2 virtual meetings per month).
 - PPE kits, hand sanitizer, wipes and gloves will be available to staff. Supervisor will monitor support and notify manager if additional supplies are needed.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillon _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.