

# St. Joseph's Villa Crisis Stabilization Services

## Referral Process

(available 24/7, capacity: 8 bed unit & 2 day-placements)

CSU Phone (804) 874-9119

CSU Fax (804)955-4240

1. Initial call to CSU referral line **(804) 874-9119**
2. CSU obtains initial information for the referral
3. CSU reviews the information to determine if the client is eligible for services at the CSU
4. CSU provides preliminary response to referral caller as to current bed availability and eligibility for CSU services.

### Eligibility Criteria

- a. Client must be ages of 5 to 17
- b. Individual must meet at least two of the following criteria at the time of admission:
  - i. Difficulty in maintaining normal interpersonal relationships to the point of risk of hospitalization, homelessness or isolation from social supports
  - ii. Difficulty in activities of daily living
  - iii. Exhibiting such inappropriate behavior that immediate interventions needed by mental health, social services or the judicial system
  - iv. Exhibiting difficulty in cognitive ability (unable to recognize personal danger or recognize significantly inappropriate social behavior)
- c. If the client has a history of Fire setting we will need additional information on the specifics and risk while in the CSU environment.
- d. If the client has a history sex offenses we cannot admit secondary to licensing restrictions.
- e. If the client is medically fragile we will require additional discussions to determine if we can safely serve them
- f. If youth is actively suicidal, actively homicidal, or actively psychotic they MUST be able to contract for safety at the CSU. CSU will assess if the youth could implement suicidal/homicidal plans in the CSU environment? IF YES, more information is needed.
- g. If the client has an ID/DD diagnosis REACH is the preferred first option. CSU will consult with REACH to determine which service is most appropriate to serve the client.
- h. CSU is a secure but unlocked facility and is a voluntary program that requires family participation, clients and families have to be willing to agree to be at the CSU and participate.
  - i. If a client refuses to stay at the CSU we will work with them and their family to engage them to agree to treatment.
  - ii. If they continue to refuse the family will be asked to come to get the client.
    1. Depending on the clients current status we will either:
      - a. Refer to community based services or
      - b. Advise to transport to the ED for assessment for inpatient admission, if warranted.
    - i. Maximum length of stay is 15 days, average length of stay is approximately 7 days
5. CSU will check Medicaid enrollment status

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### Status with CSB, Direct Access or Out of Region 4 Referrals

6. CSU will check if client open to a CSB
  - a. Clients open to CSB
    - i. In Region 4 –Referring caller contacts CSB to request a CSU referral form or a prescreen report, that has been updated within the last 48 hours, be faxed to the CSU
      1. CSU Fax number **804-955-4240**
    - ii. Out of Region 4 – Referring caller contacts the local CSB. The referring party must be open or be opened by the local CSB before initiating a request to be referred to the CSU. Requires referral from the CSB. An active referral is made by completing a CSU referral form or the prescreen report be faxed to the CSU.
    - iii. The last open bed is held for a client living within Region 4
  - b. Direct Access referrals – not open to CSB
    - i. CSU obtains the prescreen report if one was done
    - ii. Information to determine if the client is appropriate for services will be obtained from the initial referral screening (i.e. the Call log) as well from the Service Specific Provider Intake (SSPI) process.
    - iii. The SSPI is completed prior to final determination for admission
    - iv. The last open bed in the CSU is held for a client living in Region 4
7. CSU clinical team reviews the referral information to make final determination of eligibility and calls back to the referring caller to relay decision and if accepted, set day/time for intake

### Required Intake Documentation

8. Referring caller obtains and faxes to CSU:
  - a. Negative Covid test within the last 72 hours
    - i. If one is not available then complete Covid screening form
  - b. Physicians order form- it is always preferred that we obtain medication information on the CSU POF particularly noting what OTC medications are not counteractive with prescribed medications i.e., aspirin, etc.
  - c. If a **CSB** has a copy of the medication lists from their Electronic health record **and** the CSB psychiatrist is the prescribing doctor **and** they are unable to obtain a POF
    - i. CSU staff will transfer the orders to the POF form
    - ii. CSU staff will take pictures of the labels on the medication bottles
    - iii. CSU staff will complete the SSPI
    - iv. CSU staff will complete the Summary of information from the intake
    - v. CSU staff will send this information to the CSU psychiatrist to review and approve
  - d. In the rare event that no provider can be found to complete a POF prior to admission and the parent agrees to come to the CSU to administer medications until the POF can be obtained this will be allowed.