

WHO ARE WE?

- The SASH is a toll-free call line that helps connect individuals (youth, young adults, and adults), who are seeking specialty SUD services with appropriate SUD providers throughout Los Angeles County
- Our goal is to work in collaboration with treatment providers and other agencies, such as DMH, in order to expand access to substance abuse services and successfully link clients to services needed in real-time
- Assisting high-risk clients by connecting them with community health workers to help address barriers to accessing care.

QUICK FACTS

- Launched 7/1/2017
- Staffed with RN's, LVN's and Substance Abuse Counselors
- Hours of Operation: 24/7/365
- Phone : 844-804-7500
- Numbers to date: 18,500 calls received
- “Screened and Connected” 5600 calls
- “After Hours” approximately 200 calls/month
- Average length of call: 25-35 minutes • 911 calls: 18
- Referrals to Mental Health, Housing, Social Services, 211 and other County Substance Abuse Lines

LET'S TAKE YOU THROUGH A CALL

When a call is received, the SASH agent:

- Document in SAGE- AVATAR
OUTPATIENT ADMISSION FORM
ADMISSION (OUTPATIENT) FORM
SASH/CENS Documentation Log
- Confirm Los Angeles County Residency
- Confirm Medi-Cal on website
- Conduct ASAM Continuum Triage
- Select a Provider

Do you have Medi-Cal?



MEDI-CAL WEBSITE



The screenshot shows the Medi-Cal website's login interface. At the top, there is a navigation bar with the CA.GOV logo, the Department of Health Care Services name, and the Medi-Cal logo. Below this is a menu with links for Home, Transactions, Publications, Education, Programs, References, and Contact Medi-Cal. A secondary navigation bar includes System Status, Login, Services Available, and Enrollment Requirements. The main content area is titled 'Home' and features a 'Login to Medi-Cal' section. This section contains a warning message, a session expiration notice, and a link to learn how to sign up. The login form includes input fields for User ID and Password, and buttons for Submit and Clear. A final warning at the bottom emphasizes the importance of protecting user credentials.

CA.GOV Department of Health Care Services Medi-Cal

Home Transactions Publications Education Programs References Contact Medi-Cal

System Status | Login | Services Available | Enrollment Requirements |

Home

Login to Medi-Cal

WARNING: This is a State of California computer system that is for official use by authorize may not be accessed or used without authorization. Unauthorized or improper use of this sy continuing to use this system you indicate your awareness of and consent to these terms ai agree to the conditions stated in this warning.

Either your session has expired or you have attempted to bypass the login page. If you have bookmarked a transaction page you must login first. You must validate your User ID and Password to proceed.

Learn how to [Sign Up](#) for Medi-Cal Internet Transactions.

Please enter your User ID:

Please enter your Password:

Be careful to protect your user ID and password to prevent unauthorized use.

TRANSACTIONS

- >> [User ID & Password Help](#)
- >> [Services Available](#)

Name: [REDACTED]		
Subscriber ID: [REDACTED]		
Service Date: 04/03/2018	Subscriber Birth Date: [REDACTED]	Issue Date: 04/03/2018
Primary Aid Code: M1	First Special Aid Code:	
Second Special Aid Code:	Third Special Aid Code:	
Subscriber County: 19 - Los Angeles	Medicare ID:	
Trace Number (Eligibility Verification Confirmation (EVC) Number): [REDACTED]		
Eligibility Message: SUBSCRIBER LAST NAME [REDACTED] G. CNTY CODE: 19. PRMY AID CODE: M1. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: PHP-L.A. CARE HLTH PLAN: MEDICAL CALL (888)839-9909. HCP: LA CARE HLTH PLAN CALL: (888) 839-9909. PCP: [REDACTED]		

Are you likely eligible for

Medi-Cal?

MEDI-CAL ELIGIBILITY BRIEF SCREENING QUESTIONS:

- Do you receive, have you previously received, or are you eligible for any of the following: Supplemental Security Income (SSI), CalFresh (food stamps), General Relief (GR), CalWorks, Section 8 housing?
- No?
- What is your combined family income (based on household size)?
- SASH agent checks grid: below 139% of the federal poverty level?
- Yes?
 - **CLIENT IS LIKELY ELEGIBLE!**

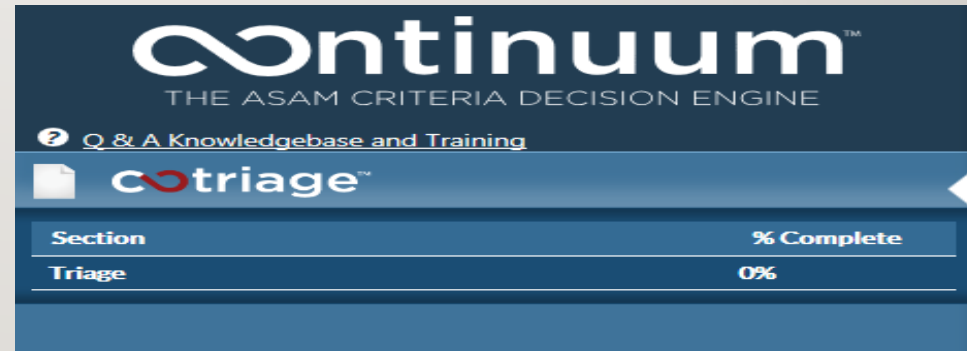
PROGRAM ELEGIBILITY

2018 Federal Poverty Levels (FPL)

FAMILY MEMBERS LIVING IN THE HOME ¹	TOTAL MONTHLY INCOME MAXIMUM ²
<input type="checkbox"/> 1	at or below \$1,397
<input type="checkbox"/> 2	at or below \$1,893
<input type="checkbox"/> 3	at or below \$2,390
<input type="checkbox"/> 4	at or below \$2,887
<input type="checkbox"/> 5	at or below \$3,384
<input type="checkbox"/> 6	at or below \$3,881
<input type="checkbox"/> 7	at or below \$4,377
<input type="checkbox"/> 8	at or below \$4,874
<input type="checkbox"/> 9	at or below \$5,371
<input type="checkbox"/> 10	at or below \$5,868
<input type="checkbox"/> 11	at or below \$6,365
<input type="checkbox"/> 12	at or below \$6,861

SCREENING CONTINUED...

- *Conduct ASAM*
Continuum Triage
- *Obtain Level of Care*



FINAL SCORING & PROVISIONAL RECOMMENDATION

This individual has met the provisional requirements for: Level 3 - Residential/Inpatient Services.

QUALIFIERS - SUBLEVELS OF CARE

This patient also shows need(s) for the following type(s) of care: Withdrawal Management, Co-Occurring Capable, Co-Occurring Enhanced.

Let's find you a

provider

HOW ARE PROVIDERS SELECTED?

- Client's Level of Care
- Client's preference by City, Provider Agency or Zip Code
- SBAT

SBAT UPDATE?

RS(3.1): Adult - M: 0, F: 0; RS(3.5): Adult - M: 1, F: 1;	?	Adult, Co-Occurring Mental Health Capabilities, Court Diversion, Probation/ Parole, Re-entry, Criminal Justice, Homeless	English, Spanish
Last Updated: 4/3/2018 9:35:00 AM			

RS(3.1): Adult - M: 1, F:0;	?	Adult, Court Diversion, Probation/ Parole, Re-entry, Criminal Justice, Homeless, Veterans	English, Spanish
Last Updated: 3/29/2018 6:36:52 AM			

INTAKE HOURS?

Day	Start	End
Sunday	8:00AM	5:00PM
Monday	8:00AM	5:00PM
Tuesday	8:00AM	5:00PM
Wednesday	8:00AM	5:00PM
Thursday	8:00AM	5:00PM
Friday	8:00AM	5:00PM
Saturday		

	Day	Start	End
	Sunday		
	Monday	10:30AM	6:00PM
OP ?	Tuesday	10:30AM	12:30PM
	Wednesday	10:30AM	6:00PM
	Thursday	10:30AM	12:30PM
	Friday	10:30AM	6:00PM
	Saturday		

WARM HANDOFF

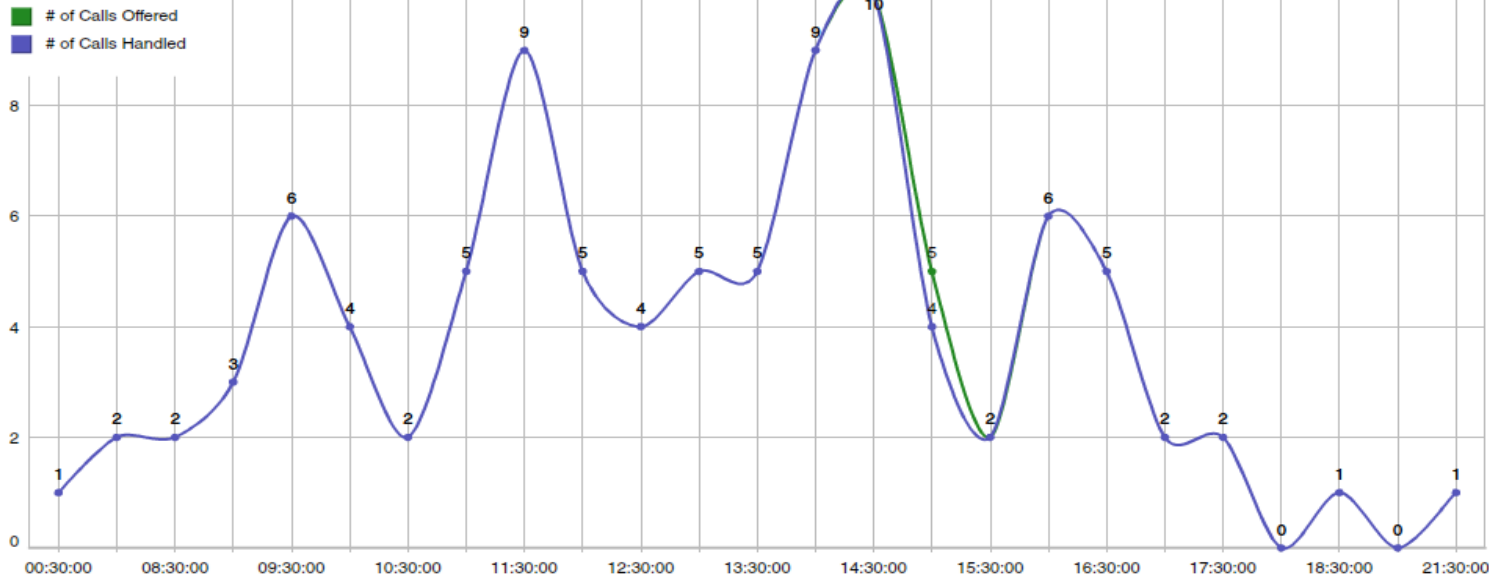
- During treatment provider intake hours, SASH will attempt up to three (3) providers to try and make a warm hand-off and linkage
- After-Hours SASH provides three (3) referrals to all clients based on the criteria of LOC and Client Preference
- SASH agents document which treatment provider(s) clients are referred to

QUALITY AND MONITORING

- Cisco dashboard with low abandonment rate
- New employee training and skills validation process
- Ongoing monitoring and review of calls for quality assurance and continuous improvement
- Learning environment: Team huddles, group review of calls and scenarios, one-on-one coaching
- Be a partner to expand access

Select Date:  

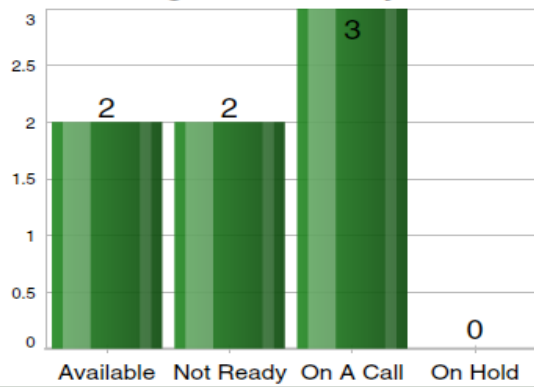
Management Stats for Health Agency Call Center SASH



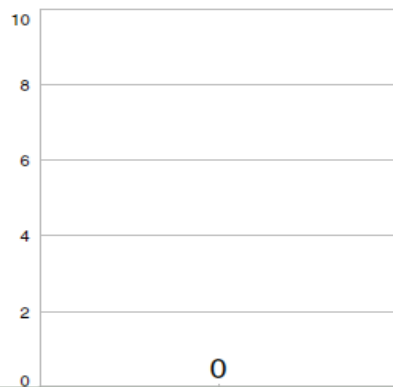
Longest Call waiting in Queue (in minutes)



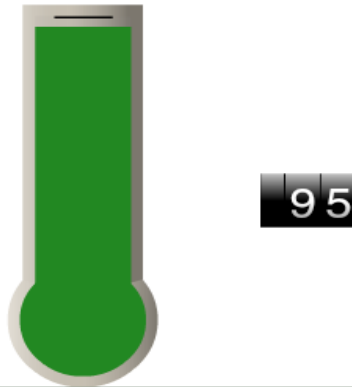
Agent Availability



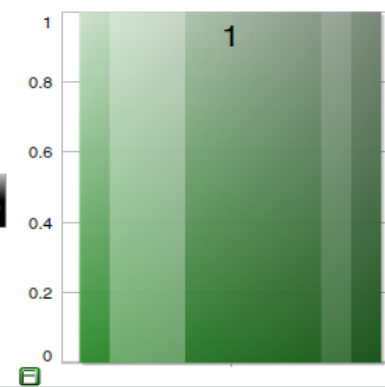
Calls In Queue



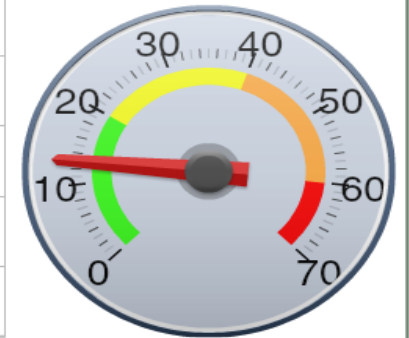
Total Calls Handled



Calls Abandoned



Avg Handle Time



QUESTIONS?

