

Project Overview

The Client Engagement and Navigation Services (CENS) is comprised of eight contracted community-based organizations with co-located and area offices located throughout the County (e.g., Probation Offices, DCFS Regional Offices, Los Angeles Superior Courts, etc.). CENS engage with clients from referring entities (e.g., Probation, Court, DPSS, DCFS, DMH, etc.) who may be in need of substance use disorder (SUD) treatment services. At a minimum, CENS staff are registered and/or certified SUD counselors who have a working knowledge of SUD screening and referral processes, SUD treatment options, and service navigation.

Target Population

All Los Angeles County residents but not limited to:

- Criminal justice involved;
- Juvenile Justice Population
- Individuals with co-occurring disorders (i.e., mental health and SUD);
- People experiencing homelessness

Goals

To connect clients referred by health, social services, and criminal justice entities to SUD treatment services for improving health outcomes, reducing frequent use of hospitals and emergency departments, obtaining employment, maintaining income benefits and housing, and satisfying probation requirements or pre or post-plea diversion from the Los Angeles Superior Courts.

CENS Services to Be Provided

- Determining Medi-Cal or My Health LA eligibility and assisting the client in the enrollment process.
- Conducting a SUD screening using the American Society of Addiction Medicine (ASAM) Triage

Tool to determine whether the client may have an SUD and the provisional level of care for treatment.

- Scheduling a full ASAM assessment and intake appointment with an appropriate SUD provider.
- Assisting clients in navigating the SUD system of care.
- Enrolling and conducting early intervention workshops to clients at-risk of SUD.
- Documenting and reporting to DPH-SAPC and referral entities.

Responsibilities of CENS Counselors

- Screen each client to determine whether the client may have an SUD and the provisional level of care. Each client will answer questions based on his/her circumstances. If client does not meet the criteria for SUD treatment, then the client will be referred to the appropriate ancillary service as needed (e.g., housing, primary care, and social services).
- Schedule appointments for clients who may have a SUD with a DPH-SAPC contracted SUD treatment provider for a full ASAM assessment to confirm medical necessity for treatment and the appropriate level of care.
- Enroll into At-Risk Program and conduct early intervention workshops.
- Serve as a liaison between the referring entity and SUD treatment provider network, ensuring that interested parties are aware of the treatment status of the client, including where clients are receiving treatment and the anticipated treatment completion date. CENS counselors also communicate any SUD treatment providers' client concerns or issues to the referring entity.
- Request each client's consent to release information to share his/her treatment planning and progress information with the referring entity. All releases shall adhere to all confidentiality laws, including Code of Federal Regulations Title 42, Part 2, Confidentiality of Alcohol and Drug Abuse (42 CFR Part 2) and the Health Insurance Portability and Accountability Act (HIPAA).