

Frequently Asked Questions re: SCCS

Frequently Asked Questions regarding SCCS

1. How is SCCS different from Regular CCS?

SCCS is an enhanced level of crisis counseling developed to assist people who require more intensive services than traditional crisis counseling can provide. Specialized crisis counseling service interventions are provided by licensed or certified mental health professionals. In addition, the Resource Linkage Coordinators, in addressing the tangible needs of these individuals, may apply a more facilitative approach than outreach workers in the Regular crisis counseling program.

2. When should a referral to SCCS be made?

When an individual continues to experience persistent difficulties after the average 1-3 contacts of traditional crisis counseling services, the Interview for Assessment & Referral to SCCS should be conducted. Following the interview, the results of the assessment and available options for services are discussed. When there is a mutual agreement that the individual would benefit from specialized services, a referral is made to SCCS.

3. Can a referral be made to SCCS on the 1st or 2nd visit?

YES. If it appears obvious that the individual requires more assistance than traditional crisis counseling offers, an interview can be conducted and a referral to SCCS considered.

4. Is a Consent form necessary? When?

If, after completing the Interview, referral to SCCS is planned, an Authorization to obtain/ release information is requested. The signed authorization permits the counselor to discuss the case with the CCP team and is submitted with the Interview form at the team meeting.

5. Is there a 'Response Card' to accompany the Interview for Referral form? Yes.

6. When is Recipient Number assigned?

At the team meeting when the CCP team recommends specialized services be provided for the individual. The Recipient Number is assigned by team leader using the SCCS Log of Recipient Numbers.

7. What if it is determined that the case does NOT qualify for SCCS?

A recipient number is not assigned and another plan of action is recommended. Another interview may be conducted following subsequent visits.

8. Is the Interview for Assessment and Referral form administered again? And then what happens?

On the first SCCS visit, responses from the original Interview for Assessment and Referral form are reviewed with the individual to facilitate the assessment and planning process. When additional visits continue, the form is re-administered after every third visit, followed by discussion and decision with individual to continue or refer out. All individuals receiving SCCS are routinely reviewed with the supervisor.

9. Can the referring counselor accompany the SCC on the first visit?

Yes. This may be helpful to facilitate the transition to working with a new counselor.

10. What if the referral involves special pops? Can specialty staff accompany SCC? (1st Responder, Child, Elderly)? + Also referring RCC?

Yes, the CCP team determines the best approach to meet the individual's recovery needs/ goals which may include various team members.

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11. What if most cases seem to qualify for SCCS? (We anticipate >50% for SCCP.) Does the SCC see all these people or can cases be assigned to other available counselors?

If this continues to occur, additional counselors should be trained as SCCs.

12. What forms are to be turned in and when?

1. Interview for Assessment & Referral for SCCS After a recipient number has been assigned, the initial Interview for Assessment and Referral form is copied and the original forwarded for data entry. A copy is made for the SCC's notes while the case is active. All subsequent Interview forms are submitted to supervisor or team and forwarded for data entry. Copies may be retained for SCC's notes while case is active.

2. Authorization to obtain/ release information This form is submitted to the CCP Team with the Interview for assessment & referral form. The original Authorizations are retained by the Core Provider. No copies are made..

3. Individual/Group SCCS Contact Log This form is submitted to the supervisor at each meeting. It is then forwarded for data entry each week. A copy may be kept for SCC's or RLC's notes while the case is active.

4. Resource Coordinator Indirect Services Log This form is submitted to the supervisor weekly and forwarded for data entry. A copy may be kept for RLC's and/or SCC's notes while case is active.

5. Log of New SCCS Recipient Numbers This form is updated and retained by the team leaders.

13. Where are the forms kept?

- a) Original forms are submitted to team leader or supervisor.
- b) Counselors may make copies of forms for personal 'notes'. Such notes for current SCCS recipients are kept by the counselor in a locked container.
- c) When SCCS services are completed, notes are to be destroyed.

14. Is there consultation available to RLCs, i.e. a Resource Expert?

The Community Cultural Liaison should provide RLCs with current local resources (and changes) and be available for individual consultation.

15. Is there a limit to how many visits can be provided to an individual?

No. However, each SCCS visit should be considered a single event with its own goals/ outcomes. If the individual agrees to an additional visit, the SCCS counselor is authorized to provide an additional service. The Interview for Assessment & Referral form should be re-administered after every third visit and progress of each case regularly discussed with the supervisor. When a case is referred for mental health or substance abuse treatment, the individual may continue to receive SCCS while on an agency's waiting list and/or to receive ancillary services.

16. What if the person does not meet the criteria for referral to SCCS but wishes to continue meeting with the Crisis Counselor?

A person may continue meeting with the CC if the team deems it appropriate; however, an Interview for Assessment & Referral for SCCS should be conducted again every two to three visits.

17. Is there a limit to how long a visit can last?

No. An average of 1 to 1-1/2 hours is recommended. Visits of longer duration should be discussed with the SCCS supervisor.

18. Is there a maximum 'caseload' for SCCS counselors? No.

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19. The Encounter Log for regular ICC is not to be completed in front of the person. Is it different with the SCCS Interview for Assessment & Referral form?

Yes, the SCCS Interview for Assessment & Referral form is completed with the individual during the visit unlike the (regular ICC) Encounter Log which is completed by the counselor following a visit. The assessment questions are asked directly of the individual. Also, during the SCCS visit, page 1 of the SCCS Contact Log is completed with the individual although items can be reviewed and discussed informally rather than running down the checklist.

20. If the Crisis Counselor feels that an adult is under reporting his/her level of stress, should the counselor use his/her professional judgment to encourage the correct response?

No. The Interview for Assessment & Referral form has been developed to indicate the individual's response to the questions, and responses should not be interpreted by the Crisis Counselor. If the Crisis Counselor believes the individual would benefit from Specialized Services, regardless of the score on the Assessment, a referral should be discussed with the individual and/or caregiver.

21. Do I have to ask the assessment questions as written and in the order they appear on the Interview for Assessment and Referral Tool?

Yes. The set of Assessment Questions was developed in concert with nationally recognized trauma experts and careful consideration has been given to the order and wording.

22. How should I conduct the Interview for Assessment and Referral if I primarily serve people in groups?

If requested or if you suspect that a group member may need continued support or more intensive services you may ask the group member privately if he or she is receptive to such. If so, conduct the Interview in an individual session and follow through with the referral, if it is determined to be appropriate. If group members are then referred to SCCS, and choose to accept the referral, they should be invited to continue attending the group until their first individual SCCS session and/or given the opportunity to attend a final group session to say goodbye to fellow group members. Specialized Service Counselors may also form a group to include individuals who may benefit from similar interventions in a group setting.

23. If an individual re-enters SCCS, does he keep his original Recipient Number?

No. When an individual no longer receives SCCS, the recipient number is 'retired'. If an individual returns for SCCS, a new recipient number is assigned for each episode of consecutive visits.

24. When a referral is made to a different team, is the Recipient Number assigned to reflect the referring team or the provider team?

The Recipient Number should be assigned by the team from whom the individual receives services from, i.e., the provider team. The referring team would count the referral in individual and team reports.

25. Is there a permission form for visiting schools? No

26. Do I need a separate Authorization form to be signed each time I consult or make a contact on behalf of the individual?

Yes. The specific information, the purpose for obtaining/ releasing information, and with whom the information will be shared is documented and authorized for each new contact/ consultation.

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27. I have been unable to contact an individual. How many attempts should I make before terminating the case? Should I attempt to follow-up later?

No. After reasonable attempts have been made and the case is closed, an individual may contact Louisiana Spirit for additional services, but the counselor should not harass the client.

28. Is the age of those considered children/adolescents to be presumed as 17 and younger?

Yes, 17 yr olds are Adolescents; 18 yr olds are considered adults.

29. Is an SCCS Contact Log equivalent to a regular ICC for those in the SCCS program? Should the SCCS counselor fill out an SCCS Contact Log for each visit with a survivor in the SCCS program, even when doing an assessment?

Yes, the SCC Contact Log is comparable to the ICCS Encounter Log in that it documents a contact with the survivor. In addition, the SCCS Contact Log includes a severity rating of disaster-related problems and the type of intervention/assistance provided during the visit. With this information, we can record the types of interventions used for which problems and track progress made across time during a series of visits with the survivor. Therefore, we would want to rate the severity/frequency of problems and document the services provided at each visit. In addition, the Assessment of Event Reactions is administered after each three visits to measure any changes in the level of emotional distress experienced by the individual since he/she began specialized services. This information can be used by the counselor to evaluate the status of an individual and help guide decisions for future interventions or referrals.

30. When filling out an SCCS Contact Log (since we are to use the same for individuals and groups) for a GROUP, how should the questions be rated? Should one member of the group speak for all when rating those questions or should the counselor rate them according to the majority of the group's responses?

When completing the Contact Log for an SCCS Group, check the Current Problem/Concern that is shared by the group; the Problems/Concerns need not be rated. On page 2, record the Focus of the Group, the Intervention Strategy, and the Numbers of SCCS Recipients participating in the visit.