<table>
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<th>Policy # 8101</th>
<th>Waitlist</th>
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<td>Approved: Tod W. Citron, Executive Director</td>
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**POLICY:**

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to provide clients requesting services with an initial screening and/or assessment and/or intake to determine the client's needs. Every effort will be made to place the client in the proper level of care immediately following the assessment. Should the proper level of care not be available due to services/programs being at maximum capacity, the client will be placed on a waiting list and the process will be as follows:

**PROCEDURE:**

1. Each program will develop a Program Plan that includes eligibility criteria and procedures for admission, screening, assessment, intake and orientation into services. This plan will ensure that all applicants requesting services receive appropriate and timely eligibility screening, assessment, and orientation.
2. All eligible persons will be admitted and will receive treatment and/or support services commensurate with the person's level of need. In situations where the full complement of needed services is not immediately available, the person served will receive the maximum level of care available while waiting for other needed or desired services.
3. Each program that maintains a waiting list will develop written procedures to include the following:
   a. Identifying information for client on the waiting list, including a description of the needs of the client.
   b. The person(s) responsible for monitoring the waitlist.
   c. The method for continued review of the waiting list.
   d. The criteria for admission to services of clients on the waiting list.
   e. The person(s) responsible for making decisions regarding admission from the waiting list.
   f. Documentation of all contacts with persons on the waiting list.
   g. Procedures for referral to necessary care, including medical care, for persons on the waiting list.
Residential Waitlist for Adult Incarcerated Clients

PURPOSE:

To place clients incarcerated within the Criminal Justice System on the residential waitlist depending upon certain stipulations.

PROCEDURE:

1. Referral for clients who are incarcerated will only be considered if the probation officer makes the referral, the client has been ordered into treatment, or the client is pregnant.
2. Once referral has been received, the residential team will review the referral to determine appropriateness.
3. If the client is appropriate for services, the client will be placed on the waitlist if there is no bed space available.
4. Once a bed becomes available, an intake will be scheduled and a letter will be sent to the jail requesting the client be transported to the facility at the scheduled intake time.
5. Nursing staff will contact the jail to get a copy of the TB skin test result prior to the client’s scheduled intake appointment.
6. If the client has been in Cobb/Douglas CSB substance abuse residential services previously, the client must have been discharged from the program for at least 12 months to be considered for placement, unless the client is pregnant.
7. The Program Coordinator or designee will be responsible for tracking and/or maintaining the waitlist.
Policy # 8101 – Waitlist

Adult Mental Health Residential/Dual Residential Waitlist

PURPOSE:

To place clients on a residential waitlist when appropriate.

PROCEDURE:

1. All applicants must complete a residential referral form to establish eligibility.
2. All referrals received will be logged into the CareLogic system.
3. The Residential Team will interview each client and determine the appropriateness of the referral.
4. If the client is found to be appropriate for services, and there is not a bed available, the client will be placed on a waitlist for appropriate program.
5. The following special considerations will be given priority in selection for a residential program:
   a. Client is in a state hospital
   b. Client is in Stabilization Unit
   c. Client currently attending other CSB programs such as day treatment.
   d. Homelessness
7. When a bed space becomes available in the appropriate program, the client will be contacted in order of waitlist position.
8. Once the client has been placed, the referral source is notified with appropriate authorization.
9. Clients on the waitlist will be contacted on a monthly basis to determine continued interest and anticipated acceptance.
10. The client will be removed from the waitlist,
    a. once they are placed
    b. at the request of client.
    c. at the request of the referral source, with appropriate authorization or
    d. a minimum of three contact attempts have been made within a two week consecutive time frame.
11. The Program Coordinator or designee will be responsible for tracking and/or maintaining the waitlist.
Adult Substance Abuse/Dual Residential Waitlist

PURPOSE:

To place clients on a residential waitlist when appropriate until an opening is available.

PROCEDURE:

1. The applicant must complete a residential referral form to establish eligibility.
2. All referrals received will be logged into the CareLogic system.
3. The Residential Team will interview and or review each client and determine the appropriateness of the referral.
4. If the client is found to be appropriate for services and there is not a bed available, the client will be placed on a waitlist for the appropriate program(s).
5. Clients from Cobb and Douglas Counties will be given priority status in receiving residential placement.
6. The following list of client conditions will be given priority in determining selection for a residential program:
   a. pregnancy
   b. hospitalization
   c. IV drug users
7. When a bed space becomes available in the appropriate program the client will be contacted in order of waitlist position.
8. Once the client has been placed, the referral source is notified, if appropriate.
9. Clients on the waitlist will be contacted on a monthly basis to determine continued interest and anticipated acceptance.
10. The client will be removed from the waitlist,
    a. once they are placed
    b. at the request of client
    c. at the request of the referral source if appropriate, or
    e. inability to locate client a minimum of three contact attempts have been made within 7 calendar days.
11. The Program Coordinator or designee will be responsible for tracking and/or maintaining the waitlist.
CSS Adult Waitlist

PURPOSE:

To determine eligibility for services and place on wait list when opening is not available.

PROCEDURE:

Referral Process

1. Referral - Referrals are made to the Community Supports Manager (CSM) using system mail. Clients are attached to the system mail, and a brief paragraph explaining the reasons for the referral are given.
2. Response-The CSM reviews the referral, using the referral itself, the client record, and discussions with staff. The CSM will send a system mail back to the referral source, or to the new case coordinators/care coordinators as appropriate (such as in the instances of clients referred from the SU) indicating the acceptance or denial of Community Supports for the client. Sometimes, a decision will not be made immediately, and a case manager will be assigned for further evaluation of the client.
3. Waiting List - Those clients who meet the criteria for Community Supports will be assigned to the appropriate team if there is an opening. If there is not an opening, they will go onto a waiting list to be assigned using most-in-need criteria.
4. Existing caseloads will be reviewed each month to review for possible discharges. The CSM will monitor the waiting list, and maintain monthly contact with case coordinators/care coordinators in order to follow the status of the client, making changes to their placement on the waiting list as needed. Case coordinators/care coordinators may also contact the CSM to provide additional information within the month if there are urgent changes.
5. Client will be removed from the waitlist
   - Once they are placed
   - At the request of client
   - At the request of the referral source, with appropriate authorization or
   - Inability to locate client after a 10-day letter has been sent

Referral Criteria CSS

- SPMI Diagnosis
- Need for training of independent living skills. Examples include:
  - Cleaning
  - Cooking
  - Medication management
  - Use of transportation
  - Ability to access and use community resources
  - Symptom Management
  - ADL Management

Clients may also receive help with connections to community resources, but needing resources alone is not sufficient for a referral to community supports. (Just needing housing or transportation is not a reason for a referral.).
Most-In-Need Criteria
Client is in the hospital/Jail
Client will go to the hospital/jail without intervention
Client health at risk because of mental illness (poor living conditions, etc.)
Client needs training in order to move
Move up each month client has been waiting.

Discharge Criteria
- No longer meets admission criteria
- Community support goals of client’s POC have been substantially met.
- Client requests discharge (and is not imminently dangerous).
- Transfer to another service/level of care is warranted by change in client’s condition.
- The client requires services not available in this level of care.
- Adequate continuing care plan has been established.
Policy # 8101 – Waitlist

Child and Adolescent (C&A) Waitlist

PURPOSE:

To place clients when appropriate on a waiting list until an opening is available.

PROCEDURE:

PROTOCOL FOR C&A SERVICES WAITLISTS

1. Clients are prioritized on the waitlist by the following criteria:
   - Children/youth who are enrolled in other C&A services will be prioritized according to the highest CAFAS Score.
   - Children/youth who are not enrolled in other C&A services or who are stepping down from a residential placement will be prioritized according to the highest weighted CAFAS score. Their scores will be given more weight by being multiplied by 1.5.
   - If no CAFAS score is available on a new referral, the program manager (PM) will evaluate the case and assign one accordingly.
2. Placement on the waiting list is documented in the client’s ECR in a memo to chart note. System.
3. When there is a question about which client should be prioritized, the PM will make the final decision regarding in what order clients will be added to their service line.
4. Families are notified by the Program Manager, or designee, of their placement on a waiting list and given an approximation of duration.
5. Families are given contact information for emergencies that may occur while awaiting placement into services.
6. Families that have a more immediate need are re-staffed in treatment team every 45 days by the Program Manager for alternative services in lieu of being on a waiting list.
7. Existing caseloads will be continuously reviewed on a regular basis to determine possible discharges or level of care changes.
8. The Program Manager or designee will monitor the waiting list and will contact clients and their families with a start date to begin providing services or to begin attending a program.

PROTOCOL FOR C&A REFERRALS:

1. Program Manager (PM) receives referral for C&A service via a CareLogic alert or email.
2. PM or designee assigns case to a specific staff member.
3. PM or designee sends CareLogic alert of email with client’s CID number to the staff member assigned to the case to inform them of referral.
4. PM or designee enters a memo to chart note in client’s chart to document the referral was made.
5. Staff member will ensure his/her name is noted in the Staff Relationships section in CareLogic and that the specific program is listed in Program history.
CIRCLE Outpatient Adult

PURPOSE:
To determine eligibility for services and place on waitlist when group or Peer opening is not available.

PROCEDURE:
1. An intake assessment is completed for all referrals made to The CIRCLE by a licensed clinician who will determine if a client meets program criteria.
2. Those clients who meet criteria for outpatient groups or Peer will be assigned a schedule determining days for attendance and identified groups to meet the needs of the client as documented in the Treatment Plan located in the ECR.
3. If there is not an opening for a specific group, or day to attend, the client will be placed on a waiting according to the date of intake. Priority will be given to agency residential (Dual or ITR) or ACT programs.
4. The Program Manager will monitor the waitlist monthly to identify if a client can be placed in group openings to meet the needs of the client treatment.
5. Upon availability, the client will be contacted to schedule their first day of attendance as well as transportation if needed.
6. Clients will be removed from the waitlist:
   - Once they are placed
   - At the request of the client
   - At the request of the referral source, with appropriate authorization, or
   - Inability to locate client after a 10-day letter has been sent.
Hartmann Center Waitlist

PURPOSE:

To place clients deemed eligible for services on a wait list for services if a bed is not available.

PROCEDURE:

1. Referral is made through Cobb/Douglas Access Center.
2. The Access Center conducts a screening assessment and schedules a comprehensive assessment appointment for staff at the Hartmann Center.
3. The adolescent comes in for assessment on scheduled date.
4. Pre-admission requirements as well as additional assessment information are requested at the time of the assessment.
5. The Treatment Team reviews all information for eligibility.
6. The family/client, Probation Officer, DFCS, or other referral source is informed of the status of the applicant’s referral.
7. Once pre-admission paperwork is submitted, the client is scheduled for intake.
8. If no bed is available the client is placed on the waiting list.
9. Ongoing contact is maintained with the referral source by the Assessor monthly.
10. Procedure for maintaining wait list:
   a. Identifying information for client is documented on the list, including a description of the needs of the client.
   b. The Assessor or designee is responsible for the waiting list.
   c. The Assessor or designee will report weekly to the Treatment Team the status of clients on the waiting list.
   d. Clients will be approved for admission by the Treatment Team based on bed availability and most in need.
   e. The Treatment Team is responsible for making decisions regarding admission from the waiting list.
   f. The Assessor or designee will keep an ongoing log of all communication regarding clients on the waiting list.
   g. While on the waiting list, contact will be maintained with the referral source by the Assessor or designee to ensure appropriate and necessary services are provided.
DD Waitlist

PURPOSE:

To determine eligibility for services and place on planning list if appropriate.

PROCEDURE:

1. An application is requested from Regional Board Intake and Evaluation Team by the family, school staff, provider, DFCS, etc. Intake and Assessment Team mails an application with a copy of Guide to MR/DD Services in Georgia.

2. The completed application is forwarded to the Regional Board Intake and Evaluation Team. Intake and Assessment staff contacts the family to set up eligibility screening.

3. An Intake and Evaluation staff member has a face-to-face meeting with the client and family to determine current status and needs. Past evaluations/assessments/information is reviewed along with current information to determine eligibility.

4. Eligibility screening documentation and information is forwarded to the Regional Office with recommendations from the Intake and Evaluation staff member. Information is reviewed by one of the DD Program Specialists for final determination. The Regional Board manages the waitlist.

5. The Regional Board sends a letter to the applicant regarding one of the following:
   Ineligible - the letter specifies why the applicant is ineligible and right to appeal to DCH and DBHDD.
   Eligible - (no funding available) explains that there is currently no funding available but that a planning list is maintained and the applicant’s name is being placed on the list for future supports. If the client is placed on the short term planning list, Creative Consulting Services is notified so that support coordination can be started.
   Eligible - (funding available) applicant is notified that funds are available and a comprehensive evaluation will be scheduled by the Intake and Assessment agency. A support coordinator is assigned by Creative Consulting Services to assist the client in choosing provider.

6. When the site has an opening, the Regional Board is notified and in turn identifies the individual whose needs can be met by the MR/DD site for admission.
SUPPORTED EMPLOYMENT

PURPOSE:

To maintain a waiting list for clients when appropriate.

PROCEDURE:

1. The Cobb/Douglas CSB Supported Employment Program will develop a plan that includes eligibility criteria and procedures for admission, screening, assessment, intake and orientation to services to ensure that applicants for admission to services receive appropriate and timely services. The eligibility criteria and procedure plan for services includes but is not limited to the following:
   a. client lives in the Cobb/Douglas Service area
   b. has a documented disability.

2. When it is necessary to place a client on a waiting list the list will:
   a. be maintained by date of referral in the CareLogic system
   b. include identifying information, CID number, date of birth, social security number, needs, length of time on waiting list
   c. identify the individual responsible for monitoring the waiting list

3. Clients on the waiting list are prioritized for admission to services by the Program Director & Program Manager monthly based but not limited to the following:
   a. date of referral
   b. individual needs
   c. staffing issues

4. Written methods for continued review of the waiting list include the following:
   a. admission criteria to services for clients on list
   b. individual responsible for decisions regarding admission from the list
   c. documentation of all contacts with clients on the list
   d. review of list on monthly basis.

5. A client will be removed from the waiting list:
   a. once they are assigned to an Employment Specialist
   b. at the request of the client
   c. inability to locate client with a minimum of 2 contact attempts within a two week period and a 30-day letter notification process

6. Program managers will provide to the Program Director and Chief Executive Officer monthly reports of waiting list activities.
Mothers Making a Change Waitlist

PURPOSE:

To place clients on a residential waitlist when appropriate.

PROCEDURE:

1. All referrals received will be logged into the EMR system.
2. All referrals will be reviewed by MMAC Day Coordinator/Intake staff to determine appropriateness of the referral.
3. If the client is found appropriate for services, MMAC Day Coordinator or designated staff will conduct an interview with the client prior to the client reporting to the day program.
4. If the client is found to be appropriate for services, and there is no space available, the client will be placed on a waitlist.
5. Clients on the waitlist will be given priority based on the following conditions:
   a. client pregnant
   b. IV drug users
   c. hospitalization
6. Clients on the waitlist will be contacted on a monthly basis to determine continued interest and anticipated acceptance.
7. A client will be removed from the waitlist,
   a. once they are placed
   b. at the request of client.
   c. at the request of the referral source, with appropriate authorization or
   d. inability to locate client with a minimum of three contact attempts have been made within 7 calendar days.
8. The program coordinator or designee will be responsible for tracking and/or maintaining the waitlist.
Family Support Services

PURPOSE:
To place individuals in Family Support Services on a waitlist, when appropriate, until funding is available.

PROCEDURE:
1) The Individual must complete and turn in a Family Support application with all of the required documents.
2) The Individual must be determined eligible and have been approved prior to being placed on the waitlist.
   a. Must have a DD/IDD/Critical disability
   b. Reside in a family unit
3) The individual’s needs will be assessed.
4) If the individual is deemed not “most in need” and there is no available funding, then the individual will be placed on the waitlist.
5) The individual will be placed on the waitlist based on severity of needs.
6) Once placed on the waitlist, the individual and family will be notified in writing, within 30 days, of their status and place on the waitlist.
7) The individual and family will be updated on their on the waitlist status when a change to their status has been made.