



ALCOHOL, DRUG & MENTAL HEALTH SERVICES

1404 Franklin Street, Ste. 200
Oakland, CA 94612
(510) 891-8928 / FAX 1 (877) 341-5867

To: Alameda County Behavioral Health Care Services (ACBHCS) Mental Health Service Providers

From: ACBHCS Housing Services Office (HSO)

Procedures for ACBHCS Referrals to Emergency/Interim Housing

- BOSS – South County Homeless Program (SCHP)
- East Oakland Community Project (EOCP) – Crossroads
- BOSS – Casa Maria Interim Housing

The HSO collaborates with Building Opportunities for Self Sufficiency (BOSS) and East Oakland Community Project (EOCP) to provide emergency/interim housing for ACBHCS clients. These sites have dedicated residential beds for ACBHCS consumers with serious mental health issues that are homeless. BOSS Casa Maria and BOSS South County Homeless Project exclusively serve ACBHCS clients.

There is a separate referral form for Casa Maria. **The BOSS Casa Maria interim housing site is ONLY available for ACBHCS clients currently receiving services from a Level I or Level II ACBHCS-funded service team.** *Please specifically refer to the Casa Maria Interim Housing documents for more information, procedures, and referral requirements.*

Before making a referral, please complete the following:

- Please verify the facility has an opening by contacting the HSO at (510) 891-8928.
- Get to know the emergency/interim housing facility and program before making a referral. A site visit is strongly encouraged before referring a client.
- Make sure the client understands the location, structure, requirements and services of the facility and program before making a referral.
- Obtain a TB screening for the client and include the documentation with the referral.
- Ensure that the client has an appropriate supply of medications and a clear method for obtaining refills.
- Schedule an appointment for follow-up mental health services and supports. **Referrals without a follow up mental health appointment will not be processed.**
- Obtain a Release of Information (ROI) from the client to share information with the staff at the facility and HSO. The client must authorize you to share federally protected medical information with the HSO office and all of the emergency housing sites. Referrals without complete ROI forms will not be processed.
- Include the client's services follow-up plan with the client and staff at the emergency/interim housing program by including it with the referral.
- Include the client's psychosocial history documentation when available (assessment, treatment plan, notes, medication logs, etc.) by including it with the referral.
- Ensure the client has transportation to the facility.

REFERRAL PROCEDURES for referring clients to the BHCS Emergency/Interim Housing sites:

1. Call the Housing Services Office at (510) 891-8928 to confirm bed availability. Here are the numbers and contact information for each site so you'll have the contact information after the referral has been processed.

Name	Address	Key Contact Person	Phone Number(s)
BOSS – SCHK	258 West A St., Hayward	John Darby	(510) 732-5956
EOCP – Crossroads	7515 International Blvd., Oakland	Tamikia McCoy	(510) 746-3619
BOSS – Casa Maria	2280 San Pablo Avenue, Oakland	John Sledge	(510) 899-4200

2. Complete the BHCS Emergency/Interim Housing Referral form in its entirety and gather the supporting paperwork to include with the referral: ROI; Homeless Verification; TB Test Verification; Psychosocial documentation; Client Service Plan. Incomplete referrals will not be processed. **Federal law requires that a Release of Information form signed by the client is included. The ROI should authorize you, as the referring agent, to release federally protected medical information to our office, Housing Services, and the emergency housing sites. Again, Casa Maria Interim Housing has its own guidelines and forms for completion. Please insure that you are using the correct form.**
3. Fax the BHCS emergency housing referral form and all of the requested information to HSO staff at 1 (877) 341-5867. HSO staff will review the faxed referral and determine initial eligibility for referral.
4. HSO staff will notify a referring provider typically via email if the referral has been approved and will forward the referral to the designated emergency/interim housing.
5. The referral staff member will contact the emergency housing site to schedule an intake appointment **Under no circumstances should the applicant, once approved, be transported to the facility without an intake appointment.**
6. Follow up with HSO staff to inform the office of any cancellations or changes.

The City of Berkeley now has a coordinated entry system for its emergency housing sites. Harrison House at Ursula Sherman Village in West Berkeley accepts referrals from this new system that is staffed by the Berkeley Food and Housing Project team at 1901 Fairview Street, Berkeley.

Please contact 1-866-960-2132 for more information. It is open Monday through Friday 9 am – 12 noon and 1 to 4 pm.