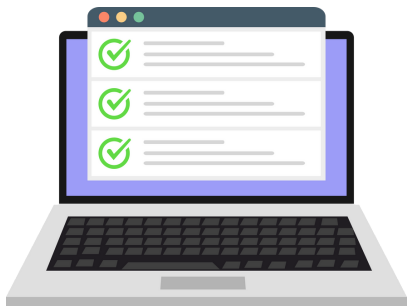


RCCMHC Referral Portal

A streamlined pathway to early intervention, intensive services and coordinated care.



RCCMHC REFERRAL
PORTAL



Outreach



Comprehensive
Family Screening



Best-Fit Referrals and
Multisystem Plan



Ongoing Whole-
Family Supports

Step 1: Referral or Self-Referral

- Anyone can refer or self-refer through our website
- School and County Staff, and local agencies can also submit referrals directly through the navigator App



Step 2: Outreach

- After a referral is made with our online form, the family automatically receives an email with options to schedule an intake, confirm eligibility and sign terms and conditions.
- If we do not hear back from the family right way, RCCMHC staff initiate outreach through phone, texting and email. We explain our role, answer questions, and schedule an intake.
- We initially match families with staff based on their language needs. We also match families with staff based on culture or areas of expertise as needed.

Step 3: Intake and Comprehensive Family Screening

- The parent/guardian participates in a one-hour intake with an RCCMHC Family Support Specialist, which includes a psychosocial screening and discussion of mental health, basic needs, barriers to care, and available supports.
- Intakes are available by Zoom or phone. We can also meet in community if needed.

Step 4: Best-Fit Referrals & Multisystem Plan

- Using our network of vetted member agencies and County/School programs, we match the family to one or more services based on need and family preference such as:
 - Wait times and availability
 - Insurance type
 - Cultural or linguistic needs
 - Service specialty
 - Location (clinic, virtual, home)
- We provide Care Team facilitation and bring multiple systems together to plan with the family.

Step 5: Ongoing Whole-Family Supports

- Once connected to a Care Team, our Family Support Specialists and Peer Coaches continue to support the family with:
 - Appointment reminders and rescheduling support
 - Transportation coordination and Medical Lyft rides when necessary
 - Flex funds (as eligible)
 - Drop-in parenting classes and youth skills groups
 - One-on-one resilience coaching
 - CALM toolkit supplies and “All in One Place” Family Care Organizer

All families that complete an intake with RCCMHC receive up to \$40 in supplies to start their CALM Toolkits. These items are FREE to families and shipped directly to their home.

Get to Know Your “Collab Family”

	RESOURCE LINE 800-565-2575 (you can text us!) We are here to support YOU and the families your serve. Reach out for a professional consultation or share our 800# directly with families. 100% of our team has lived experience with mental health, trauma, poverty, and/or substance use. Some of us identify as LGBTQ+ and some of us speak languages such as Spanish, Somali and Hmong. Our direct service staff have professional backgrounds in mental health, social work, public health, corrections, child protection, foster care, and school advocacy.
	OUTREACH AND EARLY INTERVENTION (no intake needed) • Short term resource navigation • Virtual psychoeducation classes for caregivers and skills groups for youth. • CALM Toolkit supplies to help families practice coping strategies.
	CROSS SYSTEM SERVICES AND SUPPORTS • Youth and family psycho-social screening during intake • Flex funds and tools such as our "All In One Place" Family Care Organizer and Multisystem Care Plan. • Comprehensive resource navigation, appointment setting, resilience coaching, Peer Support and Care Team coordination. ◦ Collaboration with schools, county (CPS, case management, corrections, crisis response team, disability services, financial services, public health etc.), local therapeutic service agencies, hospitals and primary care, youth and family service agencies, and basic needs providers.
	WORKFORCE DEVELOPMENT • Networking, free CEUs and professional trainings each month through our Professional Development and Advisory Committee (PDAC) • Scholarships and event sponsorship (apply through the App)
	POLICY, ADVOCACY AND COMMUNITY LEADERSHIP RCCMHC hosts committees and task groups to identify needs and recommend interventions, provide feedback, build relationships and network to mobilize and leverage resources. For example: Family Services Committee (FSC)

*Family program and Committee calendars are online (<https://www.rccmhc.org/calendar-events>) and through the Navigator App.