



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICE BULLETIN #04-74-ELI

### RESOLUTION PROCESS FOR RESIDENTIAL TREATMENT SERVICE CENTER PARTICIPANTS PENDING CASE CLOSING

<p><b>Date:</b> April 22, 2004</p>	<p><b>Subtopic(s):</b> Substance Abuse</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>This policy bulletin is to inform staff about a change in the Notice of Intent (NOI) resolution process for participants who are serviced and mandated into treatment by the Residential Treatment Service Center (RTSC) and leave a Residential Treatment Program (RTP) before completion.</p> <p>RTSC participants who receive an NOI <u>for failure to complete a RTP</u> are now required to be assessed by a Credentialed Alcoholism and Substance Abuse Counselor (CASAC) <u>before</u> being seen by the Fair Hearing and Conference (FH&amp;C) Unit.</p> <p>The new process is as follows:</p> <p>Participants who wish to resolve an NOI received because of not completing a RTP, and who either self-refer to a new RTP or are not currently in treatment, must report to the receptionist on the 2nd floor at 109 E. 16th Street. The receptionist will refer the participant to a CASAC for assessment.</p> <p>If the CASAC assessment determines that <u>residential treatment</u> is still required, the CASAC will:</p> <ul style="list-style-type: none"> <li>• approve the new RTP or reassign the participant to the same RTP that s/he left;</li> <li>• notify the RTSC liaison at the front desk who will be responsible for entering Action Code <b>820</b> in NYCWAY; <u>and</u></li> <li>• defer the entry of the referral code in NYCWAY until after Action Code <b>820</b> is posted by the RTSC liaison.</li> </ul>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

The RTSC Liaison Worker will:

- grant good cause based on the CASAC assessment;
- enter Action Code **820** in NYCWAY; and
- complete the Fair Hearing Update Data Entry Form (**LDSS-3722**) to stop the clock-down of the NOI in WMS.

If the CASAC assessment determines that outpatient treatment is required, the CASAC will:

- make an outpatient treatment assignment; and
- refer the participant to the FH&C Unit for a resolution.

The FH&C Unit will determine if good cause should be granted.

- If good cause is granted, the FH&C AJOS/Supervisor I will:
  - enter Action Code **820** in NYCWAY;
  - complete the Fair Hearing Update Data Entry Form (**LDSS-3722**) to stop the clock-down of the NOI in WMS;
  - provide the participant with a completed copy of the Conference Report (form **M-186a**); and
  - forward the case to RTSC for processing of all additional actions.

*Effective Immediately*