



# OAKLAND COUNTY SHERIFF'S OFFICE

## Policies and Procedures

	<b>NUMBER</b> <b>341</b>	<b>DATE</b> August 7, 2018
<b>SUBJECT:</b>	<b>TRIAGING OF PROGRAM SERVICES INMATE REFERRALS</b>	<b>DISTRIBUTION</b> A,D,E,M.–Program Services
<b>REFERENCE:</b>	Rescinds and replaces Policies and Procedures No. 263, dated May 1, 2014	

### POLICY

The Oakland County Sheriff's Office, Program Services/Mental Health Unit shall prioritize inmate referrals in a manner that provides appropriate mental health services to those in need. An inmate referral is defined as an inmate who has or has not been assigned to a caseworker during their current incarceration. An inmate referral can be made to Program Services any time during the inmate's incarceration. All referrals can be upgraded at any time if new information is received or changes occur.

### PROCEDURE

#### 1.0 TRIAGING PROCESS

- 1.1 All referrals are triaged on the day they are received. Weekend and/or holiday referrals, not brought to the on-call caseworker's attention, will be triaged the next working day.
- 1.2 Triage is completed on a rotating basis by an Inmate Caseworker/Supervisor.
- 1.3 Triage consists of reviewing the inmate's current referral source information, the inmate's record on IMACS (current and historical), past casework services and any current medical vendor records, if any.
- 1.4 Once triaged, one of the following referral designations will be assigned:
  - Immediate or Crisis referral
  - Alpha referral
  - Beta referral
  - Gamma referral
  - No referral at this time
  - Open case file referrals
- 1.5 An Inmate Caseworker is assigned to handle the referral and documentation of the referral placed in IMACS and the Programs' database.

#### 2.0 IMMEDIATE OR CRISIS REFERRAL

- 2.1 Inmate will be seen immediately by an Inmate Caseworker and assessed to determine the appropriate services such as, but not limited to; watch status, housing recommendation, property restrictions, referral to psychiatrist.
- 2.2 The original paper referral source is marked in red to reflect an immediate referral.

2.3 The Inmate Caseworker completes an Administrative Notice on all crisis assignments. This Administrative Notice is processed and managed in accordance with Sheriff's Office Policy and Procedure No. 299.

2.4 Typical issues for immediate referrals may include but are not limited to: suicide risk assessment; death in the family; significant mental health deterioration; high publicity or CSC on minor cases; pregnancy termination.

### 3.0 **ALPHA REFERRAL**

3.1 Alpha referrals will be evaluated by an Inmate Caseworker within two working days of the assignment.

3.2 The original paper referral source will be marked in green to reflect an Alpha referral level.

3.3 Typical issues for Alpha referrals may include but are not limited to: previous mental health contacts (community or OCJ); no immediate opportunity to secure independent verification of medications; past active watch alerts; known history of IBP's; and vulnerable populations (aged, physically disabled).

### 4.0 **BETA REFERRALS**

4.1 Beta referrals will be evaluated by an Inmate Caseworker within seven days of the assignment.

4.2 The original paper referral source will be marked in yellow to reflect a Beta referral level.

4.3 Typical issues for this type of referral may include but are not limited to: mental health medications that have already been set up based on a signed interim medication consent form; a distant reported history of past mental health utilization; young offenders and their first time in jail; distant previous suicide attempt(s).

### 5.0 **GAMMA REFERRALS**

5.1 Gamma referrals will be assigned to an Inmate Caseworker as workloads permit. Graduate student interns may be utilized to assist in managing this level of referral.

5.2 The original paper referral source will be marked in orange to reflect a Gamma referral level.

5.3 Typical issues for this lowest referral level may include but are not limited to: family issues; sleep issues, basic jail adjustment issues; addiction issues.

### 6.0 **NO REFERRAL AT THIS TIME**

6.1 This referral is deemed by the triaging Inmate Caseworker that no referral is necessary at the time the referral is received.

- 6.2 The triaging Inmate Caseworker writes “no referral at this time” on the request and signs and dates the request.
- 6.3 The inmate is sent a memo citing the standards for services or with an answer to their question.
- 6.4 The Program Services Office Clerk holds onto this request until the inmate is either released from OCJ or sends an additional request for services and is referred.
- 6.5 Typical issues may include but are not limited to: requests for anxiety or sleep medications; court or legal questions; request for non-collect phone calls.

7.0 **OPEN CASE FILE REFERRALS**

- 7.1 Requests for services received after a caseworker assignment has already been made will be collected daily by Program Services support staff and triaged within 24 hours during the week and within 72 hours on the weekend.
- 7.2 The Program Services support staff will review the service request for location and place this request for service in the primary caseworker’s mail box.
- 7.3 Should the primary caseworker not be in the office on the date of this review, the request for services will be brought to the attention of a supervisor for review.
- 7.4 It shall be the responsibility of the primary caseworker or supervisor to determine the appropriate response to the request for service.
- 7.5 Request for services response can be completed in writing or by face-to-face contact.



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