

Screener Intro at Orientation
Overview of their support & services

Screener calls all new customers after their orientation for formal intro

Virtual Meeting
Call is transferred to the DAW Screener, with a warm-handoff introducing the customer

In-Person
Customer is walked over to the DAW screener, with a warm-handoff introducing the customer, goals, reasons for referral

DAW Screener uses standard interview process to determine if DWHIN support is needed

No DWHIN Referral
Screener provides in-house tips for managing stress, situation, or a referral to other resources

Screener Follow-Up
Screener reaches out to customer **within 48 hours** to understand resolution, if they need any other supports

Staff identifies need for screening
DAW staff are given guidance on what to "look out for"

Customer referred to "Screener" for immediate conversation

DWHIN Referral
DAW Screener calls DWHIN at 1-800-241-4949
Customer signs consent form for release of information

Call Immediately Answered
DAW screener will briefly describe the situation & customer

Message Left
Access Center staff will reach back out to referred customer based on daily referral log

In-Need of Same Day Services
Detroit at Work staff member will call the Access Center administrator for expedited service

Daily Referral Log
Screener enters information on referred customers. Document sent to DWHIN using FTP at end of day

Launchpad Entry
Screener enters DWHIN referral into Launchpad

In-Person
DAW Screener hands phone to customer and leaves room (at the consent of customer)

Virtual
DAW screener drops off call once customer OKs transfer

Screener Follow-Up
Screener reaches out to customer **within 24 hours + after when the appt is scheduled with therapist**

Vacation & Absence Coverage Suggestion: Customers will be referred to the Screener from the other Center in the event of an absence (planned or unplanned)

Pilot Overview:

- Two Pilot locations – Development Centers and Payne Pulliam
- Each pilot location will have a designated therapist/staff member (“Screener”) who will provide initial screening of customers (*screening will be standardized across both centers*)
- Customer, regardless of referring organization, will be directed to the provider that best meets their needs

Process Overview:

- Detroit at Work staff member (“Screener”) will provide an initial “screening” of a customer to determine if a referral to DWHIN is needed. Customers will be identified by:
 - Screener introducing self at all orientations, with follow-up calls to all new Detroit at Work customers
 - Identified by staff member
 - Customer signs a consent form (to release information to DWHIN)
 - Screener will call DWHIN Access Center along with the customer:
 - **If call is answered immediately:** staff member will briefly describe the situation, introduce the customer and pass phone to Access Center staff (if the call is answered immediately)
 - **If a message is left:** Access Center staff will reach back out to referred customer based on daily referral log and/or
 - **If customer needs same-day support:** Detroit at Work staff member will call the Access Center supervisor/administrator to be assessed
- Assessment of customer
 - Access Center will assess the customer, identify them as a “Detroit at Work” program affiliation, and determine appropriate next step
 - Daily Referral Log– an Excel spreadsheet will be sent to DWHIN via FTP with information on the referred customers. Consent forms will be sent as well.

Reporting:

- Detroit at Work:
 - Daily Referral Log: an Excel spreadsheet will be sent to DWHIN via FTP or SmartSheet
 - First Name, Last Name, DOB, Contact Information (Cell, Alternative Number)
 - Track “Referrals to DWHIN” in our Salesforce enabled customer management system
- DWHIN
 - Track referrals through use of “program affiliation,” (Detroit at Work)
 - Monthly or quarterly report on: Volume of referrals, distribution of services (where) being delivered, types/distribution of services (aggregate data)
 - Monthly report on: Name of customers referred to Access Center that connected with DWHIN (individual level)