

What to Expect at Cross Sector Case Conferencing Guest -FAQ

1. Referral Received	<ul style="list-style-type: none">● A CSCC coordinator will reach out to let you know that a referral has been received via email within 3 business days of receiving the referral● We will ask to schedule a brief follow up meeting to touch base● We will provide a calendar option to schedule with us or you are welcome to submit dates/times that work best for you to meet● We will use about 20 minutes to connect in a virtual meeting setting
2. Brief Meeting with HSD to discuss referral and schedule upcoming CSCC session	<ul style="list-style-type: none">● We like to meet with folks to discuss referrals and chat about upcoming session dates.● Our meeting would involve an overview of what Case Conferencing is (and isn't), what the flow of meetings is like, and help you feel comfortable and prepared entering the space.● We would also chat about the participant's needs so that we can make sure that we have the right folks at the table on the day of the session.● HSD will discuss the ROI (Release of Information Document) with you to review any questions you have and confirm that the document has been uploaded into HMIS● The referrer/service provider and CSCC coordinator will review upcoming CSCC sessions together and schedule a session once the ROI is uploaded into HMIS● The referrer will receive a google meets meeting invitation for the agreed upon future CSCC session
3. The week before the next CSCC session:	<ul style="list-style-type: none">● The CSCC coordinator will email the agenda to all stakeholders● The CSCC agenda will include the following information:<ul style="list-style-type: none">○ The date of the CSCC session○ Which slot on the agenda your referral will be discussed○ Information regarding the referral form and any relevant information provided from meeting with the referral coordinator

<p>4. During the CSCC session/Some helpful guidelines:</p>	<ul style="list-style-type: none"> ● HSD asks that you arrive promptly to the meeting (start time is 11am) ● Upon arrival, please review the confidentiality statement posted in the chat ● In the chat, please introduce yourself/organization at the beginning of each meeting and state "I agree to the confidentiality statement" <ul style="list-style-type: none"> ○ This serves as the introduction to the group* ● HSD will open the meeting at 11:03 with a joint facilitator from Health Share ● HSD will start the session with the first agenda item/referral received ● Once it is your time on the agenda to discuss the referral, we ask that you turn on your camera for us to introduce you briefly ● HSD facilitator will read aloud the pertinent information from the referral to the group to tee up the conversation ● The HSD facilitator will ask if is any information missed or updates to share for the group ● CSCC convenes to provide resources and recommendations regarding the referral ● HSD staff will take notes during the session for each individual referral.
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<p>5. After the session</p>	<ul style="list-style-type: none"> ● Notes/resources discussed during the session will be provided to referring parties within 2 business days for review to the referrer after each session ● The referrer will provide suggestions from CSCC back to the participant for discussion and follow up. These are all recommendations, nothing is required. ● If more information is needed or questions remain, HSD/CSCC coordinators are available to reschedule an upcoming session for more assistance or create an ad hoc meeting with partners if needed at a later date ● Service providers are also welcome to submit another referral for the same participant if needed for further discussions at a later date
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Questions and feedback can be given at anytime to: Jenny.Greenberg@multco.us and/or Benjamin.Becerra@multco.us