



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff, Code 2A

Date: April 7, 2020

From: Alex Madsen, CC Alliance to End Abuse

Subject: Social Services Rapid Response Team (SSRRT)

4 Our Families Navigators Mobilized to Become the [Social Services Rapid Response Team \(SSRRT\)](#)

In response to COVID-19, EHSD has mobilized its [4 Our Families Navigators](#) (a program started in 2018) and equipped them with a streamlined intake process to assess the immediate needs of vulnerable community members quickly. Targeted needs include: housing; food; finances; legal support; transportation; medical; immigration assistance; mental health; substance abuse and more. Assessments can be done remotely and the team has video call capabilities. Once an assessment is complete, Navigators connect clients with services immediately (by end of day if possible). For benefit programs such as Medi-Cal or CalFresh, two of the Navigators can process applications immediately. For other services, they connect clients (though a warm handoff when possible) to nonprofit and other government services currently available. Navigators provide brief follow-ups as needed for continuity of care.

The Social Services Rapid Response Team (SSRRT) does not replace existing coordinated care teams such as H3's C.O.R.E. team, or any other standard EHSD intake procedure or community led case management efforts. This team supplements current efforts and supports those currently not in connection with other systems/providers.

The SSRRT team takes referrals from Contra Costa Health Services, 211 and other community-based service providers by phone or e-mail ([see the SSRRT flier for more details](#)). The SSRRT holds weekly multi-disciplinary team meetings (Wednesdays at 2pm) that are open to other case managers, social workers or frontline staff. At these weekly meetings gaps are addressed, new resources are shared and individuals problem solve challenges that are arising during case management. If you are interested in being a part of these weekly virtual meetings as a case manager or social worker, please e-mail Alex at amadsen@ehsd.cccounty.us.

Social Services Rapid Response Team (SSRRT) Overview

In response to COVID-19, EHSD has mobilized its Navigators and equipped them with a streamlined intake process to assess the immediate needs of vulnerable community members quickly. Targeted needs include: housing; food; finances; legal support; children’s needs; transportation; medical; immigration assistance; mental health; substance abuse and more. Assessments can be done remotely and the team has video call capabilities. Once an assessment is complete, Navigators will connect clients with services immediately (by end of day if possible). For benefit programs such as Medi-Cal or CalFresh, two of the Navigators can process applications immediately. For other services, they will connect clients (though a warm handoff when possible) to nonprofit and other government services currently available. Navigators will provide brief follow-ups as needed for continuity of care.

RAPID RESPONSE PROCESS

The SSRRT does not replace existing coordinated care teams such as H3’s C.O.R.E. team, or any other standard EHSD intake procedure or community led case management efforts. This team will supplement current efforts and support those currently not in connection with other systems/providers.

STEP 1: REFERRAL

Who can refer to the SSRRT?

- SSRRT is taking referrals from Contra Costa Health Services (CCHS), 211 and community-based service providers.

There are two ways to refer a client to the Rapid Response team:

- **E-mail:** 4OurFamilies@ehsd.cccounty.us
Please send the name of the person needing assistance and a contact number to reach them. (If possible, include what some of their needs might be and if they are **currently receiving any county benefits.**)
OR
- **Phone:** Please call the centralized SSRRT line at 925-335-6581. All Navigators work 8am-5pm Monday-Friday. If you are calling after hours and need immediate assistance, please call 211.

SSRRT CONTACT INFORMATION

Phone: 925-335-6581

E-mail: 4ourfamilies@ehsd.cccounty.us

EHSD NAVIGATORS

Mario Montes (English)

Maria R. Munoz (English & Spanish)

Susan Padan (English)

Claudia Gonzalez (English & Spanish)

How long will it take to get a response?

- All clients should hear from an EHSD Navigator by the end of the day they were referred if Mon – Fri (if not within hours).
- Those making the referral via e-mail will receive an e-mail confirming that the client has been connected with a Navigator.

What are the criteria for referring to the Rapid Response Team?

- If a client is experiencing one (or more) of the following situations, and you are unable to assist:
 - Client is in need of medical benefits and lacks coverage or does not know if they have coverage
 - Food insecurities
 - Financial insecurities
 - Client is a senior with unmet needs, or an individual caring for a senior with unmet needs
 - Other needs that cannot be met through current services, or overall multi-program navigation needs

STEP # 2: ASSIGNED TO NAVIGATOR

How are referrals assigned to the Rapid Response Team?

- The SSRRT clerk assign cases within an hour (during operating hours) to a Navigator.

STEP # 3: QUICK ASSESSMENT

What kind of assessment is done?

- Navigators complete a quick, condensed assessment with the client to determine needs and priorities.

STEP # 4: CONNECTING TO SERVICES

How do Navigators connect clients to services?

- Navigators connect clients directly to services through extensive resource lists and connections.
- Navigators are EHSD employees and have direct access/connection to EHSD services, as well as to community and non-profit based services.

STEP # 5: CLIENT FOLLOW-UP

Is client follow-up provided?

- Navigators will provide brief follow-up for continuity of care as needed.

STEP # 6: DAILY NAVIGATOR CHECK-INS AND WEEKLY MDT CALLS

How do Navigators share information, assess larger needs, and address gaps?

- The navigation team checks in daily to review resources, gaps, emerging needs, and share trauma informed tools and practices.
- Larger video conferencing multi-disciplinary team (MDT) calls will take place weekly. These calls are open to other social services agencies and nonprofits to problem-solve, address gaps, share new resources, etc. Please e-mail 4ourfamilies@ehsd.cccounty.us if you'd like to be included on these larger case coordination calls.

Questions? Please e-mail Alex Madsen at amadsen@ehsd.cccounty.us