A. Call Center to RTX

1. Call center completes ASAM Adult Initial Placement Screen in the ICI in Avatar.
2. Call Center will attempt to connect client with AOD RTX team via phone if they are determined to need residential services.
3. Call Center provides client identifiers in Avatar so RTX can look up.
4. Call Center will provide client with 802-6400 line in case call is dropped, and ask client to call there.
5. If client or RTX unable to connect via phone, Call Center sends email referral to Central RTX email, *GRP_HS_BHRS_RTXTEAM@smcgov.onmicrosoft.com* or fax 650-802-6440. This is similar to the SDA process for the BHRS Regions.
6. Client is asked to show in person the same day or the following day during drop in hours. 9AM to 11AM and 1PM to 3PM daily Monday to Friday.
7. Clients are offered an appointment within 24 hours.
8. If client cannot come in person, then they will be called by RTX within 24 hours to conduct the residential Evaluation.
9. RTX can conduct residential evaluation at the clients' convenience.
10. Call Center shall open episode to AOD RTX in Avatar.
11. RTX will have access to the Call Center ICI to look at as well, to review screen score.

B. SUD Provider to RTX

1. Provider will conduct ASAM screen on paper on DMC ODS GO Live Date.
2. Provider will connect client with RTX team by phone 650-802-6400 or to show in person at 310 Harbor Boulevard Building E, Belmont, CA during drop in hours. Hours: 9AM to 11AM and 1PM to 3PM Monday to Friday.
3. Provider will send Initial Placement Screen to RTX TEAM central email *GRP_HS_BHRS_RTXTEAM@smcgov.onmicrosoft.com* or fax 650-802-6440.
4. If the referral is for an in custody client, provide the Sheriff ID number and location of the client, pod number, etc.
5. RTX will verify the client has not exceeded 2- residential stays in SMC within the last 365 days.
6. RTX will open the AOD RTX episode in Avatar to document work via progress notes.
7. If the client meets criteria for Residential, they will be added to the RTX Client Authorization Waitlist Sheet – CAWS, located in Share Point cloud.
8. RTX will fax/email evaluation with authorization to provider and refer in AVATAR.
9. RTX fax/email ONLY Authorization to MIS at AOD-Corrections@smcgov.org, fax 650-573-2110.
10. RTX will Scan and save Evaluation to Share Point cloud in a separate monthly folders from the CAWS. Paper forms can be shredded. Other Authorizing Units will do the same for tracking purposes.
11. The client RTX episode will stay open until the client is admitted to residential or lost to follow up, then will close once admitted.
12. The episode will close if the Authorization expires in 30 days and client will be removed from CAWS.

13. Provider will send AVATAR Registration form to MIS Email/fax. HS_BHRS_AOD-Corrections@smcgov.org / or fax 650-573-2110.
14. MIS will set-up financials and Authorize episode.
15. Provider will admit client into AVATAR.
16. Providers will be responsible for daily updates to the Residential Bed Census Document.
17. If the client does not meet criteria for residential services, they will be offered other services they are eligible for.
18. If the client is still not satisfied, they can be referred to Eliseo and/or encouraged to call OCFA to file a grievance.

C.   RTX to Residential providers:

1. If providers have openings once verified using the Bed Census sheet (in Google docs for now), then RTX will send the Authorization to the provider via encrypted email and link the client to the provider via a warm hand off.
2. The client is added to the CAWS in Share Point.
3. RTX documents their work under the AOD RTX episode in Avatar.
4. The RTX episode in Avatar will close once the client is admitted and/or removed from CAWS due to lost to follow up.
5. The episode will close if the Authorization expires in 30 days and client will be removed from CAWS.
6. If there is no residential capacity, the client shall remain in CAWS, given an Authorization number, and removed once admitted and/or removed due to lost to follow up.

D. Incoming calls for RTX
    Develop procedure for 802-6400 and OD Schedule