

Lancaster County Drug & Alcohol Commission Case Management & Clinical Services Policy & Procedure Manual	CMCS # 14 Policy: Warm Handoff Responsibilities During ALL Services
Most Current Revision: 07/01/2021 Effective Date: 07/01/2020	Page: 1 of 1

I. Policy:

To ensure a warm handoff is fully executed for all individuals involved in any aspect of Case Management services and/or Clinical Services throughout the treatment service continuum of care and treatment related services.

II. Procedures:

It is expected that all LCDAC contracted service providers shall have written procedures to ensure that staff are trained to fully execute a warm handoff in all matters in accordance to the following protocols:

- A referral process that involves direct introduction to a service provider by another service provider, instead of simply informing the individual of who to contact or a passive referral to the available services.
- The process of transferring an individual from one service provider to another service provider in a culturally responsive manner, honoring the individual’s service provider choice.
- As is possible, includes face-to-face meeting(s) with the individual prior to discharge or transition between providers, to coordinate the transfer of responsibility for the Individual’s ongoing care and continuing treatment and supportive services.

LCDAC contracted service providers are required to:

- ensure direct contact is made between them and the appropriate treatment facility when an individual transfers from one level of care to another.
- ensure that the necessary Release of Information forms are signed and are in the individual’s file.
- contact the treatment facility when a referral is being made.
- Conduct a follow-up activity to ascertain whether the individual was admitted as planned.
 - As needed, for those individuals who were not admitted as planned, attempt contact to re-engage the individual in services.
- document every contact and outcome in the individual’s record.

Approved By:



7/1/2021

Rick Kastner LCDAC Executive Director

Date