

Adult Autism Waiver (AAW) Clinical Triage & Referral Process

ODP Announcement 23-038

AUDIENCE:

AAW Supports Coordinators (SC) and Providers

PURPOSE:

To announce the new Bureau of Supports for Autism and Special Populations (BSASP) clinical referral process for the AAW effective May 15, 2023.

DISCUSSION:

AAW Clinical Triage Process

In 2020, the Office of Developmental Programs (ODP) BSASP Clinical team implemented a triage process to prioritize clinical support for participants and teams with high-risk needs. Currently, those participants deemed high-risk are assigned one clinical rep to consult with teams and ensure continuity of support. All other participant teams reach out to the clinical team as needed, but the clinical rep varies depending on the need at that time. The triage process remains fluid and as participant needs change, risks increase, or new concerns arise, so will the level of clinical support. The triage levels are determined by multiple factors, including the information identified within the Periodic Risk Evaluation (PRE) and incident history. This triage process only applies to the ODP-

BSASP Clinical team and does not change any involvement, operational processes, or responsibilities of the Regional Office and the Regional Office Representatives.

New AAW Clinical Referral Process

In an effort to maximize the Clinical team resources and triage team needs efficiently, the Clinical team is implementing a new referral process for participant teams in the AAW in need of clinical support effective May 15, 2023. This new process will require Supports Coordinators (SCs) to complete an online form to share information about the type of support requested.

Who is expected to complete the referral form?

Regardless of which team member/provider requests clinical consultation, the SCs will complete the referral form and submit it to the Clinical team electronically. This will help ensure the SC is informed of any needs of the team and can help facilitate communication among all team members.

NOTE: If this referral form is submitted by anyone other the SC, it will not be accepted, and you will be prompted to reach out to the SC for resubmission.

When should the form be completed?

The referral form should be completed when specific tasks require less involvement from the Regional Office (RO) Representative and more involvement with the Clinical Representative. It should only be submitted one time for each issue/need. If there is a need for additional follow-up with the clinical rep about the same issue, the SC can simply contact the clinical rep assigned to the task and discuss rather than submit a new referral request.

The following tasks require a referral form submitted to the Clinical team:

- **Assessment and development of strategies** (i.e., risk mitigation strategies, behavioral strategies, etc.)
- Concerns with the team/ **team dynamics**
- **Complex case consult**
- **Family dynamic/ issues** related to a participant
- **Goals and Objectives** specific to a participant
- **Locating clinical resources or trainings for** a specific participant or team need
- Technical support to a participant's **Behavioral Specialist or Skill Building Specialist**
- Technical assistance in **navigating the justice/ legal system**
- Consult requests related to **mental health, behavioral health or behavioral supports**

NOTE: Do not submit a referral form for needs that are not identified above.

Does the SC and team still reach out to the RO at BSASP?

Yes. The SC and team should continue to contact the RO as they have done previously. The only difference is when *one of the above needs* are identified, the SC needs to submit a referral form to the clinical team directly, instead of going through the RO. Once the clinical staff follows up with the referral, the RO will be updated to ensure they are aware of the team need and action.

NOTE: Any tasks not listed above, need to be sent to the RO. And, if Clinical is needed, the RO will connect with the clinical team.

Where is the document located?

The referral form is located at [Referral for ODP/BSASP Consult for AAW Participants \(www.forms.office.com\)](#).

NOTE: SCs, please save the link in your favorites for easy access.

CONTACT:

If you have any questions about this communication or process, please contact the Provider Support Mailbox (PM) at ra-basprovidersupprt@pa.gov.