

BIENESTAR DE LA FAMILIA MENTAL HEALTH & AOD ServicePoint Handbook

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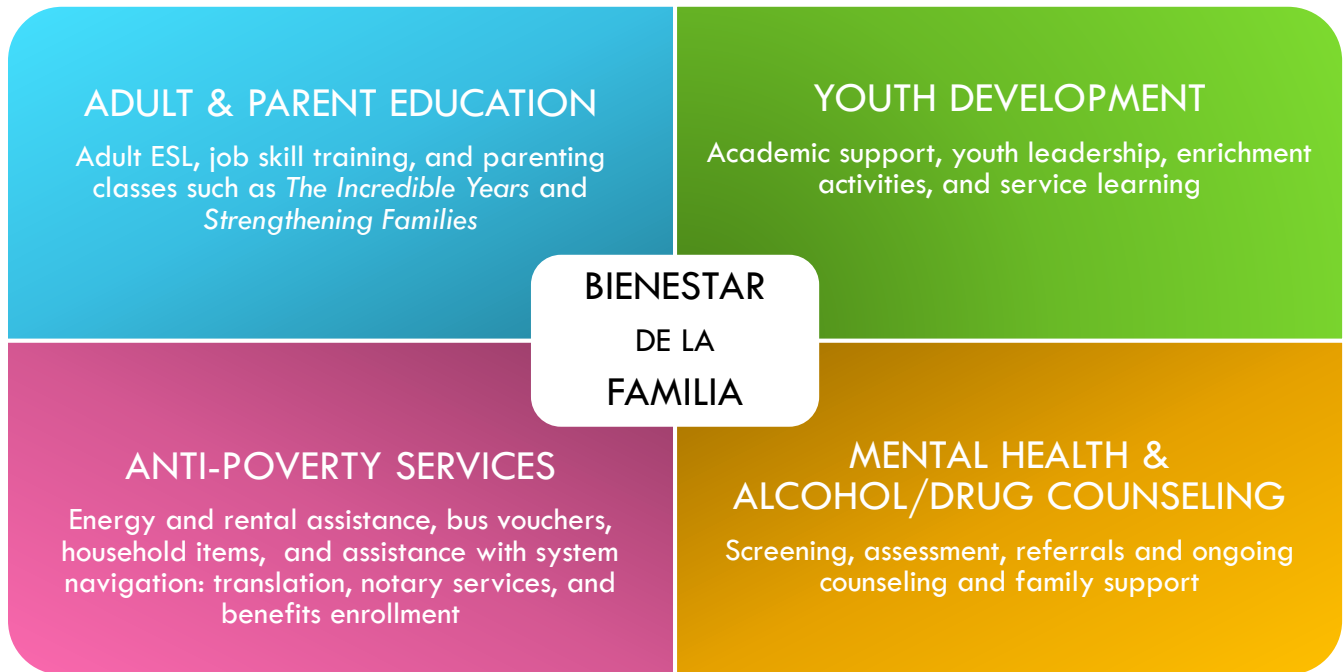
Questions? Contact the ServicePoint Helpline at 503.970.4408 or servicepoint@multco.us
<http://multco.us/servicepoint>

Bienestar MH & AOD ServicePoint Handbook - Revision History

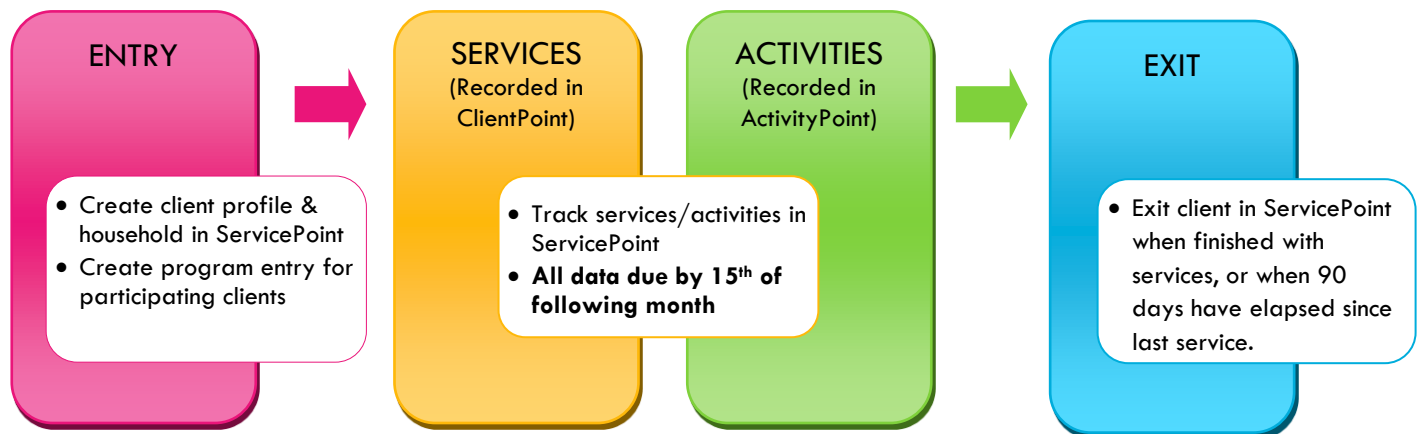
- **Revised March 2015:** Added “What type of service is client receiving?” to Program Entry
- **Revised October 30 2017:** Added Entry/Exit process. Clients should be exited after 90 days of no service.
- **Revised August 2018:** Removed ROI language from Entry
- **Revised December 2018:** Updated Table of Contents. Updated Exit instructions to reflect current practice.

BIENESTAR DE LA FAMILIA PROGRAM MODEL

Bienestar de la Familia provides culturally specific and linguistically appropriate case management, information and referral, service linkage, coordination and resource recruitment to address the needs of the Latino community. This social service program is sited in the Baltazar Ortiz Community Center in the Cully neighborhood. Last year Bienestar de la Familia served over 600 children, adults and parents in order to impact poverty, promote family stability, support academic success and assist families to meet basic living needs. The Bienestar de la Familia staff effectively functions as a multi-disciplinary team with members from mental health/addictions, healthcare services and community partner, Hacienda CDC. While the primary mission is to serve the Latino community, the program recruits providers to serve the Somali community, Russian speaking families, and other diverse groups residing in the nearby housing complex and neighborhood who also seek Bienestar de la Familia's unique services.



DATA MILESTONES – BIENESTAR DE LA FAMILIA



ENTERING A BIENESTAR MENTAL HEALTH & AOD CLIENT IN SERVICEPOINT

- Each client who participates in services or activities must have a program entry.
- Click check box next to HH members' names to include in an entry. **Only include family members who will be receiving services or participating in activities.**

1. HOUSEHOLD Every Client Needs 1 (and only 1) Household

Head of Household	Only one head of household
Relationship to Head of HH	If client is head of household, this should be 'Self'
HH Date Entered	Required if entering client into ServicePoint for first time Same as Program Entry Date

2. ENTRY

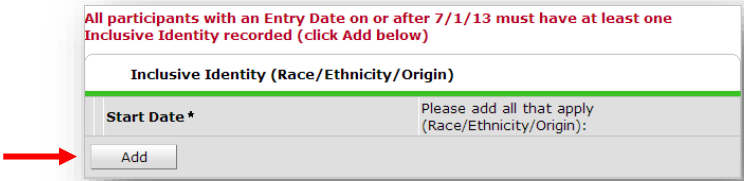
Provider	Will default to the correct provider - 'Bienestar Mental Health and AOD Services'
Entry Type	Always choose 'Basic'
Entry Date	Date of program entry *Defaults to date of data entry - Remember to change*

Section I Complete for All Clients

Date of Birth	
Gender	

Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.

Inclusive Identity



Primary Language	
Primary Language-Other	Only required if Primary Language is 'Other' - Do not enter a 2nd language
Zip Code of Last Perm Addr.	Zip code of last residence where client stayed for 90+ days
What type of service is client receiving?	

Section II Complete for Clients Receiving Mental Health Services

GAF Score	
Addiction Disorders	
Adjustment Disorders	
Anxiety Disorders	

Eating Disorders

Mood Disorders

Personality Disorders

Psychotic Disorders

Other Diagnosis Please specify

Section III Complete for Clients Receiving AOD Services

Alcohol Abuse

Marijuana/Hashish

Opioids

Stimulants

Other AOD Use Please specify

RECORDING SERVICE TRANSACTIONS

- Services can be entered as you go or summed by category and entered as of the last day of the service month.
- Check off names of all household members who participated in (or benefitted from) the service.
- Services entered in ServicePoint must match client case files in terms of: service month, service type, and hours.

SERVICES

Start Date	Last day of the month in which services were provided (if entering data monthly)
End Date	Leave blank
Service Type	Select service (see definitions below)
Service Staff	Select staff person providing services; contact the helpline to update the list if necessary
Number of Units	Total # of service hours rounded to nearest 15 minutes (.25 hours)

BIENESTAR MENTAL HEALTH & AOD SERVICE DEFINITIONS

Individual Counseling - 1-on-1 counseling for mental health concerns such as: depression, anxiety, eating disorders, post traumatic stress, experiencing distressing familial issues, etc. **Does not include:** participation in mental health support groups offered at Bienestar de la Familia - track those as enrolled activities in ActivityPoint.

Mental Health Screening - Initial assessment for the presence of mental health issues, such as depression, anxiety, post traumatic stress, and other mental health conditions.

Substance Abuse Counseling - 1-on-1 counseling to help clients recover from addiction, including giving advice, treatment, and ongoing support as necessary. **Does not include:** participation in recovery groups offered at Bienestar de la Familia - track those as enrolled activities in ActivityPoint.

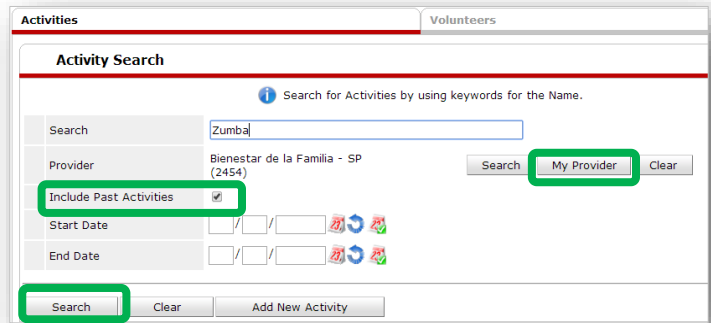
Substance Abuse Referrals - A referral for substance abuse treatment to a provider outside of Bienestar de la Familia.

Substance Abuse Screening - Initial assessment to evaluate the likelihood that an individual has a substance use condition and determine the appropriate level of care required based on the severity of use, availability of resources, individual willingness to participate.

Therapy Referral - A referral for mental health treatment to a provider outside of Bienestar de la Familia (e.g. Puentes, Cascadia, Morrison Center, etc.).

CREATING ACTIVITIES IN ACTIVITYPOINT

- **Enrolled Activities** are groups that meet regularly with consistent attendees (e.g. *The Incredible Years, Hombres en Acción, Strengthening Families*, etc.)
- All clients attending Enrolled Activities must have a Bienestar program entry
- **Non-enrolled Activities** are open events where you only want to track the total number of attendees (e.g. Mercado, holiday events, etc.)
- **Before creating a new activity, always search for the activity name.** Click 'My Provider' to search only within your own program. Click 'Include Past Activities' if the activity has ended.



Enrolled Activities:

- 1 Create an activity name that will be easy to search for later, ex: '2014-15 Zumba' or 'Summer 2015 Adult ESL'
- 2 Activity Type is always 'Local'
- 3 Set all activity parameters
- 4 For enrolled activities, leave Enrollment Type as 'Open'
- 5 Set Max enrollment
- 6 Choose the most appropriate category. Only select from the options that begin with 'SUN.'
- 7 Always leave Assign Service as 'No'
- 8 Select the appropriate Subject and Target Participant Group and click 'Add.' Only select from the options that begin with 'SUN.' Add all that apply.
- 9 If applicable, write in any activity partners and click 'Add.' Add as many as apply.
- 10 Click 'Save' then continue on to the 'Sessions' tab (see instructions on following page)

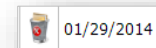
Copying an Activity

After setting up an activity and clicking 'Save,' you have the option to create another activity with the same activity parameters by clicking 'Copy Activity.'

Be sure to give the newly-generated activity a different name and re-enter the date range before saving.

Creating Sessions for Enrolled Activities:

- 1 Click on the Sessions tab in the activity
- 2 Click 'Generate Sessions' and a full list of session dates will appear based on the date range and days you selected in the Activity Info tab. To add individual session dates, click 'Add Sessions from Calendar' and click only the days you want.
- 3 To delete unwanted sessions, click the garbage can next to that session date.



Enrolling Clients in an Activity:

- 1 Click on the Enrollment tab in the activity
- 2 Click 'Add New Participant'
- 3 Search for clients by name. Clients will only appear if they have a profile in ClientPoint.
- 4 Check off the name of the client you'd like to enroll and click 'Submit'

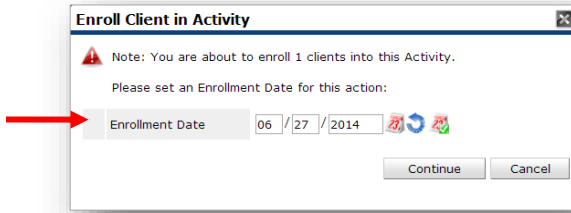
Enroll	Client ID	Client Name
<input checked="" type="checkbox"/>	58100	Test, Just A, Jr
<input type="checkbox"/>	1	Test, Just A, Sr

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Submit Cancel

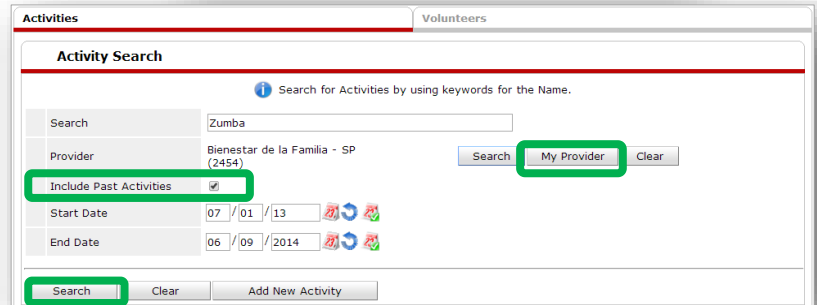
5 Set the 'Enrollment Date' as the first day that the client attended the activity and click 'Continue'

6 Repeat for all clients enrolled in that activity

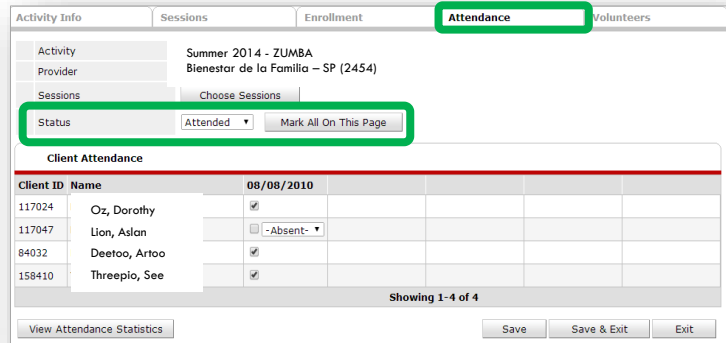


Entering Attendance in ActivityPoint:

1 In ActivityPoint, search for the class title you want to enter attendance for. Click 'My Provider' to search only within your own program. Click 'Include Past Activities' if the activity has ended already.



2 Once inside the activity, go to the Attendance tab and click 'Choose Sessions.' You can enter attendance for up to 5 sessions at once.



3 **TIP:** Change Status to 'Attended' and click 'Mark All on this Page,' then uncheck any absent participants

Creating Non-enrollment Activities in ActivityPoint:

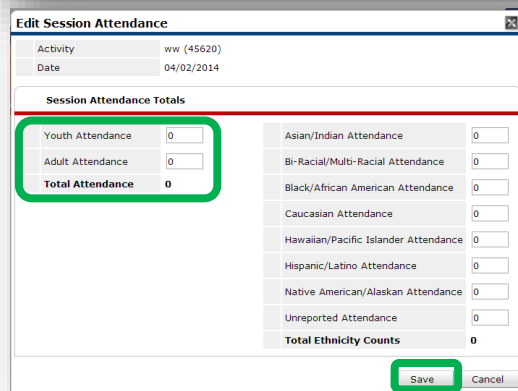
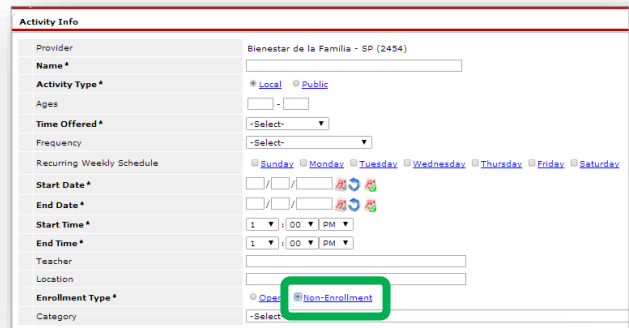
1 Follow the same steps as creating an enrolled activity, except for Enrollment Type, click 'Non-enrollment'

2 Create session following the same steps as for an enrolled activity

3 To record attendance, go to the Attendance tab and click the pencil next to the session date.

4 Enter the total youth and adult participants, as well as race/ethnicity (if known)

5 Click 'Save' to exit



EXITING BIENESTAR CLIENTS FROM SERVICEPOINT

- A client should be exited from Mental Health & AOD services when they have completed the program.
- If a clients stops coming to groups and appointments without notice, leave them open in ServicePoint for 90 days in case they resume services. If they **do not return after 90 days, exit them as of their last service date.**
- If the same client returns after being exited, create a whole new program entry by clicking 'Add Entry/Exit.'

EXIT

Exit Date	Defaults to data entry date - *Change to Date of Last Service*
Reason for Leaving	Select from drop-down list. If exiting client who dropped out of services (no service in 90 days or more), choose "Other".
Destination	Select from drop-down list. If Reason for Leaving is "Other", choose "No Exit Interview Completed".
Did client functioning improve from program Entry to Exit?	