

## **CORE Program**

**1. Will the CORE Community Wellness Centers and Outpatient Programs be located at the same site?**

Yes, all 10 CORE Outpatient Programs will have a co-located Community Wellness Center.

**2. Will each site within each CORE program have a different name? How will we know which office to contact or redirect clients to?**

All CORE Programs will have CORE in the title. Providers may further distinguish their sites with additional identifiers.

**3. Will each CORE location have a representative at Mental Health Court Multi-Disciplinary Team (MDT)?**

Yes, each CORE provider will be responsible for representing their clients at Mental Health MDT.

**4. CORE sounds similar to the way TCORE does business. Will the other providers begin to provide services similar to the way TCORE does currently?**

The CORE Program combines elements of community stakeholder supported programs such as Wellness & Recovery Program, Transitional Community Opportunities for Recovery (TCORE) Program, Guest House, and the Regional Support Teams. Similar to TCORE, the model includes flexible, phases of treatment that allow for level of intensity to be adjusted as client needs change.

**5. Will CORE programs provide housing and transportation?**

Each CORE Outpatient Program will provide housing subsidies and support services to outpatient clients at risk of or experiencing homelessness. Additionally, each CORE Outpatient Program offers the SSI/SSDI Outreach, Access, and Recovery (SOAR) program model, which increases access to Social Security disability benefits for people experiencing or at risk of homelessness. Services may be delivered in the field, and include transportation for Outpatient clients.

**6. Does CORE offer after-hours services for their established clients?**

CORE will offer 24/7 crisis support for outpatient clients.

**7. Who is eligible for CORE?**

Individuals 18 and older who are eligible for Specialty Mental Health Services in Sacramento County (BHS Policy and Procedure [QM-01-07](#) Determination for Medical Necessity and Access to Specialty Mental Health Services).

## **Transition**

### **8. What will happen with clients in closing programs that are not transitioning to CORE program?**

BHS is working with current outpatient providers to transition clients into the CORE Program, if eligible. A transition plan was developed in collaboration with outpatient providers and CORE providers to ensure the safe and efficient transfer of clients, including warm hands offs to CORE providers, Full Service Partnerships, and discharges to Managed Care Plans. A summary of the CORE Transition Plan can viewed [here](#).

### **9. How will clients be notified of this change?**

In June 2022, the CORE Transition Workgroup collaboratively developed standardized messaging to current clients. The letter template was translated into the County's threshold languages and distributed by current outpatient providers. Additionally, current outpatient providers are meeting with clients to discuss the transformation to CORE.

### **10. What documentation are clients provided when stepped down to their Managed Care Plans? Are they provided linkage in the form of an appointment or only a referral?**

Step downs to Managed Care Plans are coordinated with clients' respective plans. This includes sharing clinical information to support a warm handoff. The Bi-directional Managed Care Plan referral process can be viewed here: <https://dhs.saccounty.gov/BHS/Documents/BHS-Policies-and-Procedures/PP-BHS-MH-03-08-Bi-Directional-Managed-Care-Plan-Referral-Process.pdf>

### **11. What happens if a client that was transitioned from CORE to their Managed Care Plan needs to return to County Specialty Mental Health Services?**

Those graduated to Managed Care Plans are encouraged to maintain participation in Community Wellness Centers, including volunteer/employment opportunities with the centers, and may request a referral back to Specialty Mental Health Services should their needs change in the future.

## **Referrals**

### **12. How can clients access the CORE programs?**

The CORE Outpatient Program requires a referral through the Sacramento County Mental Health Access Team. The Access team determines eligibility for services by conducting a phone screening. Service Requests can be made in the following methods:

- By online Mental Health Service Request:  
<https://mentalhealthservicerequest.saccounty.gov/>

- By over-the-phone Specialty Mental Health screening: (916) 875-1055 or toll free (888) 881-4881
- By mail: Service Request Form (<https://dhs.saccounty.gov/BHS/Documents/Provider-Forms/MH-Forms/Service-Request-Form.pdf>)
  - Sacramento County  
Mental Health Access Team  
7001-A East Parkway, Suite 700  
Sacramento CA 95823

Participation in CORE Community Wellness Centers do not require referrals.

**13. Can people walk into CORE, be assessed by CORE staff, and not go through Sacramento County Mental Health Access Team?**

At this time, the CORE Community Wellness Centers will provide linkage to the County Mental Health Access Team.

**14. How will referrals work? Will it be the same as TCORE?**

CORE Program referrals will go through the Sacramento Mental Health Access Team. Unlike TCORE, Mental Health Program Coordinator approval is not be required.

**Benefit Support**

**15. Does CORE have staff who can help individuals apply for Medi-Cal?**

Yes.

**Community Wellness Centers**

**16. When will the CORE Community Wellness Centers open?**

CORE Community Wellness Centers will have staggered openings. To view the most current site information, please visit <https://dhs.saccounty.gov/BHS/Pages/Adult-Outpatient-Services-Transformation.aspx>

**17. Will CORE programs engage first time clients when linked by Access while in the hospital?**

In addition to site based services, the CORE Outpatient Program will also provide community based services, such as meeting clients in their homes, community settings, and hospitals.

Adult Outpatient Services Transformation: CORE Program

Frequently Asked Questions

Last updated: 10/13/2022

**18. MCST is excited about exploring the option of coordinating with Community Wellness Centers where appropriate for safe space to regroup or link up with provider etc. will that be possible?**

Yes.

**19. Are folks receiving FSP services able to participate in CORE Community Wellness Centers?**

Yes.