

## **DPAWS INTERNAL CONSULTATION REQUEST PROCESS**

*This document compliments WSPM section 1005*

- Case manager will assess the client's current situation to determine if they are on the correct FF or WF track. If a new referral, the assigned CM will complete the EA to make this determination. If an on-going client, the CM will consider current situation as well as progress over time.
- CM will enter a client note titled "WF to FF (or FF to WF) Consult Request". This client note will include a clear, concise, yet detailed summary (a few bulleted points) explaining why the track transfer is being requested.
- CM will email supervisor with Client Name, Client ID and indicate a Consult Request CLNO has been entered.
- Supervisor will review the Consult Request CLNO and will enter a CLNO approving or denying the request with brief explanation as to why. Supervisor will discuss any necessary clarifications with case manager.
- Supervisor will identify who the referral will go to, will email both CMs requesting they conduct a warm handoff and that the new CM conduct an EPI review on the new referral.