



COUNTY OF SACRAMENTO

ADULT ACCESS TEAM

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3331 Power Inn Rd, Suite 170  
Sacramento, CA 95826

Main Line – 916-875-1055

Fax – 916-875-1190

TTY/TDD-916 876-8892

Hours of operation 8am-5pm Mon-Fri

24 hour Toll Free - 888-881-4881

# Goal of the Adult Access Team

To successfully link consumers in our  
community to appropriate services  
and resources.

# Points of Access

- Adult Access Team Authorization for:  
Outpatient Low Intensity Services  
Outpatient High Intensity, except TP ISA  
and Telecare SOAR.
- Intensive Placement Team (IPT)  
Authorization for: TP ISA, Telecare SOAR,  
Subacute services including MHRC, SNF,  
Transitional Residential and State Hospital

# Points of Access Cont'

- Mental Health Treatment Center (MHTC)  
Emergency point of access. Authorization of MHTC services and outside hospitalization.
- El Hogar Guest House - Homeless point of entry. Provides triage and evaluation then obtains authorization from Adult Access.

# What Is the Adult ACCESS Team?

- This Team determines service eligibility for mental health services
- The Adult Team is staffed with licensed/licensed eligible professionals
- Comprised of 1 Program Coordinator, 4 clinicians, and 3 clerical staff

# What Does the Adult ACCESS Team Do?

- Provides telephone response
- Screening and assessments
- Service authorization
- Establishes linkage with appropriate community, county or contract mental health providers.
- Provides other community resource information.

# Specialty Languages

- The Access Team has Spanish and Japanese speaking staff
- A language line service is available to all staff, which provides an interpreter to assist when conducting phone assessments with clients whose primary language is not English.
- A TTY/TDD machine is available.



# Who Can Make a Referral?

- Any individual, advocate, or consumer representative can call Access to request services.
- Depending on the nature of the request follow up by a clinician will be made.

# Referral Process

- Access receives calls and fax referrals.
- Calls will be received by a clinician who will provide a phone screen.
- Faxes will be reviewed by a clinician to determine eligibility.
- If not eligible, community referral information is provided.
- Initial eligibility is established.
- The clinician responding to calls conducts an assessment and develops a plan.

# Referral Process Cont'

- The clinician provides referral information i.e. name of the service provider, phone number, and address.
- In addition a letter is sent to the consumer providing the contact information of the services provider.
- The clinician completes the authorization and enters the information into the Avatar database.

# Referral Process Cont'

- Fax referrals are processed in a similar fashion as phone calls.
- A clinician calls the consumer identified on the fax service request.
- The Clinician provides information regarding available resources.

# Referral Process Cont'

- The clinician enters the authorization into the Avatar database.
- If the clinician is unable to successfully connect with the consumer a letter is sent to the address provided in the fax referral advising them to contact the Access Team.