



BHS PROVIDER UPDATES

2016-4



Identifying the Assigned Protective Services Worker

In order to determine eligibility for *Pathways to Well-Being*, providers must determine if a client has an open Child Welfare Services (CWS) case. Per the instructions on the PWB Eligibility form, providers can call **858-694-5191** to identify the current assigned Protective Services Worker (PSW).

The following script will assist providers in obtaining the information that is needed: **“I am calling to obtain the name and telephone number of the assigned worker for [youth name].”**

When calling, a provider may be asked for the following information:

- **The name and DOB of the client about whom you are calling**
- **The name of the mother and/or father of the client**

It is important to note that this is a general CWS line that handles all community inquiries and calls to this line are not documented. **The information that can be provided is limited to a PSW’s name and telephone number.** In order to limit confusion by the clerical staff answering the phone, **please refrain from using terms such as, “Pathways to Well-Being” or “Eligibility”.**

Once a provider has obtained the name and telephone number of the assigned PSW, the next step is a follow up call to that PSW in order to gather and exchange relevant eligibility information and to collaborate regarding the needs of the client. If the worker you reach indicates that they are no longer the assigned worker, refer back to the CWS line to request the name/number of the current worker. If at any time in this process a provider is having difficulty getting ahold of the assigned worker, the next step is to contact the assigned worker’s supervisor.