



## FAQ | FREQUENTLY ASKED QUESTIONS

**Q: Do I have to use the DMH designated Community Mental Health Liaison title?**

A: Yes. For marketing and research purposes, we need for you to use the DMH designated title of Community Mental Health Liaison. We do not want any confusion about your role with law enforcement and the courts.

**Q: What time are the reports due each month?**

A: At the close of business (5pm) on the 7<sup>th</sup> of the month.

**Q: What should I do if the 7<sup>th</sup> falls on a weekend?**

A: Please submit your monthly reports on the **Friday before the 7th**.

**Q: Something isn't working on the data template. What do I do?**

A: Please contact the Coalition's Project Manager.

**Q: Should I make changes to the spreadsheet?**

A: No. This will cause problems with merging the data. Please contact the Coalition's Project Manager for assistance.

**Q: What if the liaison does not have enough to do to fill a 40 hour week?**

A: There is a lot of work to be done with law enforcement and court personnel. If this is an issue, the CMHL will need to work with both his/her agency supervisor and the Coalition's Project Manager to identify additional opportunities as they are appropriate.

**Q: Should we focus on other groups beyond courts and law enforcement?**

A: The focus identified by the Governor is law enforcement and court personnel. Therefore, we want you to focus on building relationships with law enforcement and court personnel.

**Q: What do I do if I am considering expanding beyond law enforcement and courts?**

A: Please contact the Coalition's Project Manager first to discuss this possibility.



**Q: Is probation and parole considered part of the courts?**

A: No. DMH has a separate program working with the probation and parole department. We do not want you to focus your efforts on probation and parole at this time. The one exception is if the person is participating in a mental health court. In that case, you should work with the courts when asked.

**Q: Should I observe various court proceedings to obtain a better understanding of court processes and procedures?**

A: Court policies and practices within a circuit and across circuits vary, so spending a day observing can be useful for understanding the perspectives of the court. In most cases, you will need permission from the judge to observe. If you have not attended one, we recommend attending treatment court graduation ceremonies.

**Q: When the liaison does a training, can the liaison's services be billed to DMH as POS funds?**

A: No. DMH is paying the salary and benefits of liaison through a direct allocation of funds. If the services were then billed, that would be considered double billing. We continue to explore ways to maximize revenues and billings, but until those methods are finalized agencies should not bill Liaison activities or trainings.

**Q: Should I attend Crisis Intervention Team (CIT) training?**

A: Yes. It will be useful for you to understand what the training is and what it is not. It will also help you to talk about the training to law enforcement officials in your catchment area who do not have a CIT council in their area or law enforcement trained in CIT.

**Q: If there is no new bed space and/or if Medicaid isn't expanded, will we be setting expectations too high that we will be able to do something?**

A: This job will be challenging, and we should be cautious about setting expectations too high. In all situations, you may not be able to link someone to services. However, you should do everything you can to make it happen. Think creatively. Also make sure to communicate with law enforcement or court personnel without violating HIPAA. We do want you to document the challenges you face and instances in which people cannot be linked with services so that we can use data to advocate for increased funding.



**Q: How do I find out if I'm ready to provide POST Trainings for Law Enforcement?**

A: In order to provide POST Approved CLEE credits to law enforcement, the CMHL must be a POST Approved Instructor. The Coalition has a process of establishing this approval. You will be notified and sent a POST Instructor Flyer upon completing this process and becoming an approved trainer. Please do not provide POST trainings until receiving this approval.

**Q: Can I share a CIT report with Senior Services or other agencies to help get services and a guardian for a client?**

A: The first approach should always be to attempt to obtain written consent to talk to another service provider, such as getting the client to sign a release of information form. The CMHL should also talk to his/her supervisor to discuss agency policies and explore additional options, especially in instances where consent cannot be obtained.