Social Services Training Guide

Contact Info

- Email: socialservices@spectrahealth.org
- Phone Extension: 701-757-2100 x1218

General Appointment Information:

- **SpectraPlan ONLY**: 30 minutes
- **Marketplace**: 90 minutes
- **All other SS needs**: 60 minutes (*unless approved by Social Services staff*)

Appointment Notes

- Include chief complaint (e.g., transportation, RX assistance, insurance, SP)
- Note if patient refused to provide information
- Indicate who approved the visit (medical, dental, SS, Optometry, etc.)
- If not in-person, specify method (Teams, phone, Zoom)
- *Must be approved/requested by SS staff only*

Staff overview

Name	Schedule	Role / Focus	Trained In	Not Trained In / Notes
Kayla Hochstetler	Monday - Thursday 8 AM - 5 PM	Supervises SS staff. Not taking new patients unless approved by Kayla or Charge SW.	FTR, Community Connect, ACP, Marketplace	
Taylor Becker	Tuesday 8 AM - 5 PM, Wednesday Larimore 8 AM - 1 PM Grand Forks 3 PM - 5 PM, Thursday 8 AM - 5 PM	Supervises Social Work Interns. Focus on SpectraPlan & insurance enrollment. In Larimore every Wednesday.	Marketplace, FTR, Community Connect, ACP	
Haleigh Stenseth	Monday, Wednesday, Thursday, Friday 8 AM - 5 PM	SUD Triage Caseworker. Focus on patients in recovery. Triages MAT intake calls. **Any SS staff can do MAT intake if needed.**	Marketplace, FTR	Community Connect
Tanya Cook	Monday - Thursday 8 AM - 5 PM	Can see anyone.	FTR, Community Connect	
Elizabeth Stevens	Tuesday - Friday 8 AM - 5 PM	Can see anyone.	FTR, Community Connect	
SW Interns		Can see anyone once trained. Focus on SpectraPlan, transportation, insurance enrollment.	—	Marketplace

Social Service Processes, Staff Availability, and Scheduling

** SS staff schedules are not public, except for:**

- SpectraPlan
- Insurance navigation
- 1–2 same-day spots (available daily)

Same-Day Appointments

- PSRs may schedule for any reason
- Do not schedule until the day of the appointment
- Staff availability varies; holds are placed for flexibility
- Call at **7:30 AM, Monday–Friday** — First Come, First Served

Scheduling Guidelines

- Patients needing insurance navigation or SpectraPlan: schedule as normal
- If patient is new or hasn't visited in over a year:
    - Must be triaged by Charge SS member before scheduling
- If patient presents and no same-day spot is available:
- Ask reason for visit and get MRN
- Say:

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 "Please give me a few minutes as I reach out to our Social Services team and inquire if anyone is available to come out and see you. Please have a seat until I have an answer."
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- Keeps front desk clear for other patients
- Relay SS staff guidance to patient

Additional information

Housing Prioritization Tool (HPT)

- Formerly called VISPDAT
- Vulnerability assessment for housing
- Only Elizabeth can complete due to system access from a previous grant
- Refer patients asking for HPT to Charge SS staff for triage
- Patients may also be referred to the Mission

Free Through Recovery (FTR)

- Collaborative program with ND DHS Behavioral Health Division & DOCR
- For justice-involved individuals with behavioral health concerns
- Spectra Health provides Care Coordination
- **Referrals must come from probation/parole**

Community Connect

- Collaborative program with ND BHS Behavioral Health Division
- Spectra Health provides Care Coordination
- Patients must:
    - Complete application
    - Select Spectra Health as provider
    - Be approved to access services

SW/BH/Optom Checklists

Start of day

Task	Notes
Turn lights on	
Log into comuter/phone	Turn scanner on
Log into Epic and Teams	
Tend to Teams/Provider requests	For example: When a provider is out, rescheduling
Collect chart prep from chiro area	Desk by printer
Check voicemails, return patient calls	
Work on patient MyChart messages for your department	
Start chart prep	
Confirmation calls	Typically done before noon

Reminder - check voicemails throughout the day and return patient calls as time allows.

Weekly

Please remember to check the waitlist for your department.

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