

REFERRAL POLICY

POLICY:

UMCHS.INC. has a planned system for implementing referrals in order for families to receive services which are responsive to their needs, concerns, interests and goals.

PROCEDURES:

A. STAFF RESPONSIBILITY:

1. Staff will identify and/or evaluate the need for a referral, utilizing the pre-referral checklist.
2. Request technical assistance for child and family needs and/or concerns (i. e., social services, mental health, behavior issues, and disability concerns) by completing a Internal Referral form and forwarding it to the Director of Child and Family Services.
3. The referral and action taken is to be recorded in the progress notes.

B. APPROPRIATE MANAGEMENT STAFF'S RESPONSIBILITY:

1. The Director of Child & Family Services will assign appropriate staff to respond to the referral.
2. The staff member assigned is responsible to see that the necessary action is taken on the referral. If no action is being taken by the first resource, an alternate plan should be sought.
3. The staff responsible for the referral will respond in writing within five working days, using the memo form, to the staff who made the referral. The memo will contain:
 - a. A plan for responding to or resolving the situation
 - b. A plan to assist staff/family to locate appropriate resources
 - c. A request for staff/family to gather for further information in order to develop an appropriate plan of action.
4. Follow up will occur via the monthly Intensive Case Staffing (ICS) meeting and shall be documented in the meeting notes.

C. Referrals for families to community agency or organization (resource) will be the prime responsibility of the family's home visitor (except for mental health referrals).

1. Referrals to community services or agencies will follow the specific agency's referral guidelines.
2. All referrals will be followed-up with the family to determine whether the referral meet their needs, was completed in a timely manner and documented on the appropriate component face sheet and progress notes. Referrals for crisis or emergency needs will be followed up within 72 hours of the referral.

3. Parents will also be kept informed as to the process being undertaken in the referral.
4. Referrals will not be closed until the specific need(s) are met and documented.
5. All referrals to mental health will be made by the responsible mental health professional or in consultation with the mental health professional.