

WCHO	<i>Policy and Procedure</i>		
Department: Health Services Access	# of Pages: 3		
Policy Name: Referral For Community Based Supports and Resources	Type of Policy: <input checked="" type="checkbox"/> WCHO <input type="checkbox"/> Regional <input type="checkbox"/> Network		
Policy Number 07.009	Effective Date	Revision Date	Approval Date 6/20/06
Administrative/Board of Directors Sign Off			
Administrative Signature:			Date:
Board of Directors Signature:			Date:

I. PURPOSE

To assure that applicants for and consumers of Washtenaw Community Health Organization (WCHO) services have access to information and/or referrals for community supports and resources including but not limited to:

- Food, shelter, clothing services
- Most affordable behavioral and physical health services
- Community educational programs
- Community support groups

II. APPLICATION

WCHO Health Services Access staff providing the centralize intake, screening, referral and information services.

III. DEFINITIONS

None

IV. POLICY

It is the policy of the WCHO that information and referrals for community based supports and resources be given to applicants for or consumers of WCHO services based on an informational intake, clinical screening, and/or as part of the PCP or treatment planning process. It is the policy of the WCHO to coordinate with Washtenaw United Way First Connect - 211 for the purpose of providing information and referrals to persons calling WCHO Health Services Access.

V. EXHIBITS

None

VI. REFERENCES

Balanced Budget Act of 1997 Standards, no. 438.100 (2)
JCAHO Comprehensive Accreditation Manual for Behavioral Health Care 2006-7, IM.6.20
Michigan Administrative Rules for Substance Abuse, R 325.14601
WCHO Policy and Procedure 02.003 Requests for Network Services/Health Services Access.

VII. PROCEDURES

Referrals for community based supports and resources

WHO

DOES WHAT

Applicant for or consumer of WCHO direct or authorized services, or their representative

Contacts WCHO Health Services Access for services

WCHO Health Services Access Staff

Will utilize electronic databases such as the Washtenaw United Way First Connect - 211; local resource publications such as the Ann Arbor Newspaper; and a WCHO Health Services Access developed hard copy Resource Directory of community based supports and resources to provide information and referrals for services to applicants for and consumers of WCHO services, that are outside the scope of services provided by the WCHO and their contracted providers.

Develop and maintain a WCHO Health Services Access Resource Directory which will include the following information when available:

- Name of resource
- Address where resource is available
- Telephone and fax number for resource
- Hours of operation
- Description of resource(s) that is available
- Qualification criteria for potential recipients of resource

The Directory will be updated on an ongoing basis and at a minimum on an annual basis.

Will complete an intake and/or clinical screening to determine eligibility for WCHO services. (WCHO Policy 02.003) Screening may include identification of need for community based supports and/or resources including but not limited to:

- Food, shelter, clothing services
- Free or low fee behavioral and physical health services
- Community educational programs
- Community support groups

When need for community based supports and/or resources is identified the intake and/or screening staff will:

- Clarify the type of support or resource needed.
- Identify whether the support or resource need can be met through the telephone referral process.
- If need can be met through the telephone referral process, identify potential referrals to meet the callers need.
- Provide the information regarding each resource(s) available to meet the identified need. Information given to caller will include: resource name, address, phone number, hours of operation, type of resources available, and any qualification criteria to receive resource.
- When identified need cannot be met through a telephone referral process the staff will offer information to the caller for alternatives that the caller may investigate.
- Will record in the electronic record, the identified need, referral(s) given to meet the need, and/or additional alternatives the caller may investigate.