



PROCEDURE

Title/Subject: Referrals to Services			
Policy #: OPS - 310	Page 1 of 1	Adoption Date:	Revision Date: 06/10/04
Approved By:		Title: Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
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The Florida Center for Child and Family Development (The Florida Center) assists clients by providing information and linkages to necessary services. These services may be ones that we do not provide, or they may be ones we provide and the client wishes to explore other options. Staff never encourage clients to utilize any particular resource, but rather make every effort to provide sufficient information in order that the client can make an informed choice.

Intake personnel are provided with resource directory information, and emergency response information. At least twice annually, a clinical supervisor will provide training to Intake staff on how to respond to emergency calls.

The county provides access to resource information by dialing 211, or through the internet, to which all staff have access. Internet access is obtained by going to www.suncoasthelp.org. When clients request resource information, any staff that provides services to these individuals can provide a list of possible resources from this 211 directory.

Clinicians and Case Managers continuously assess their client's ability to meet basic needs, and investigate the extent to which these needs are being met. Staff provide clients with referral information to community resources, and whenever possible, assist in linkages to other community organizations. Staff will follow-up with the client to help them with additional resources if needed. The client's response to the referral is documented in the client record. Child Protective Services counselors have access to financial resources that can be used to provide for the needs of children in care. These funds are applied for as needed.

Referrals to medical specialists, psychologists and psychiatrists are made as indicated during treatment and case management services. The Florida Center provides and offers psychological and psychiatric services on site for the convenience of our clients. However, if the client chooses to utilize other sources, staff will assist them by providing a list of available providers. Medical specialists are generally identified by the insurance carrier for those covered. For private pay individuals, a list of specialty care physicians is provided.