

Process on Referral of Services Questionnaire

Step-by-step Referral Documentation Process:

Step 1: Document the referral in ChildPlus under Family Services EVENT. Scan document and attach under Family Services Information. Be sensitive. Document if referral was verbal/written.

Step 2: Follow up in one month, if referral can wait (use your own judgment). Ask the family if the Agency/Specialist you referred them to has contacted them or if they have made contact with the agency. Document your contact with parent/agency in ChildPlus, under the Referral EVENT notes; add an ACTION. If no contact has been made, inform the parent that you will follow up on the status of the referral. (*Check that family contact information is current*). Document contact under Referral event; add an ACTION ASSOCIATED WITH REFERRAL.

Interagency Referral Only: Before you follow up with a DACHS Specialist, check Child Plus for any notes pertaining to referral. If there is no documentation, *then* contact specialist to follow up on the status of the referral. **Do not document in Child Plus.**

Step 3: Notify the family on the status of referral. Document in Child plus under the Referral event notes; add an ACTION ASSOCIATED WITH REFERRAL.

Step 4: Six to eight weeks after referral was given to family, provide parent with a “Referral Feedback Questionnaire” to complete. Document that questionnaire was given to parent under your referral event; add an ACTION ASSOCIATED WITH REFERRAL

Step 5: After Feedback Questionnaire is returned, scan and attach form under Family Services Information, Document in ChildPlus under referral event; add an ACTION ASSOCIATED WITH REFERRAL.

Step 6: Send the completed Feedback Questionnaire to Family Services Specialist. Family Services Specialist will document “no further action needed”.