



MAKING EFFECTIVE REFERRALS

CAPP AND PREP WEBINAR

APRIL 3, 2018



OBJECTIVES

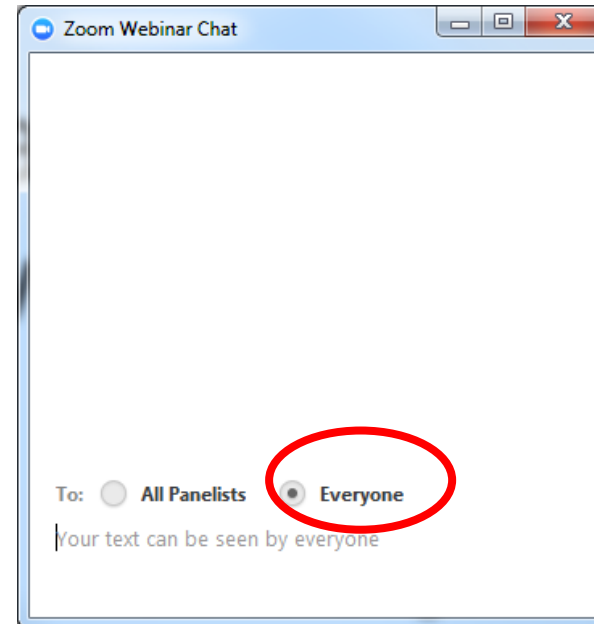
- Referral and documentation
- Referral process
- Follow-up
- Referrals to other community services
- Resources

HOUSEKEEPING



Experiencing delays?

Try closing out the other programs running on your computer



Questions?

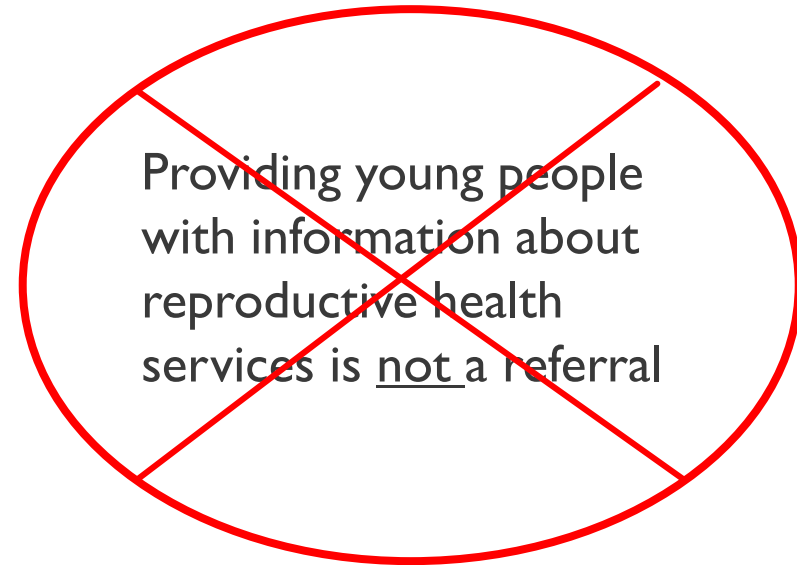
Use chat function. Post to Everyone.

REFERRAL

Referral describes a process of assisting young people in obtaining sexual health services. This process usually occurs in a one-on-one meeting with a young person who expresses the need or desire to access reproductive and sexual health care services.



Document in bi-annual report



DOCUMENTING REFERRALS

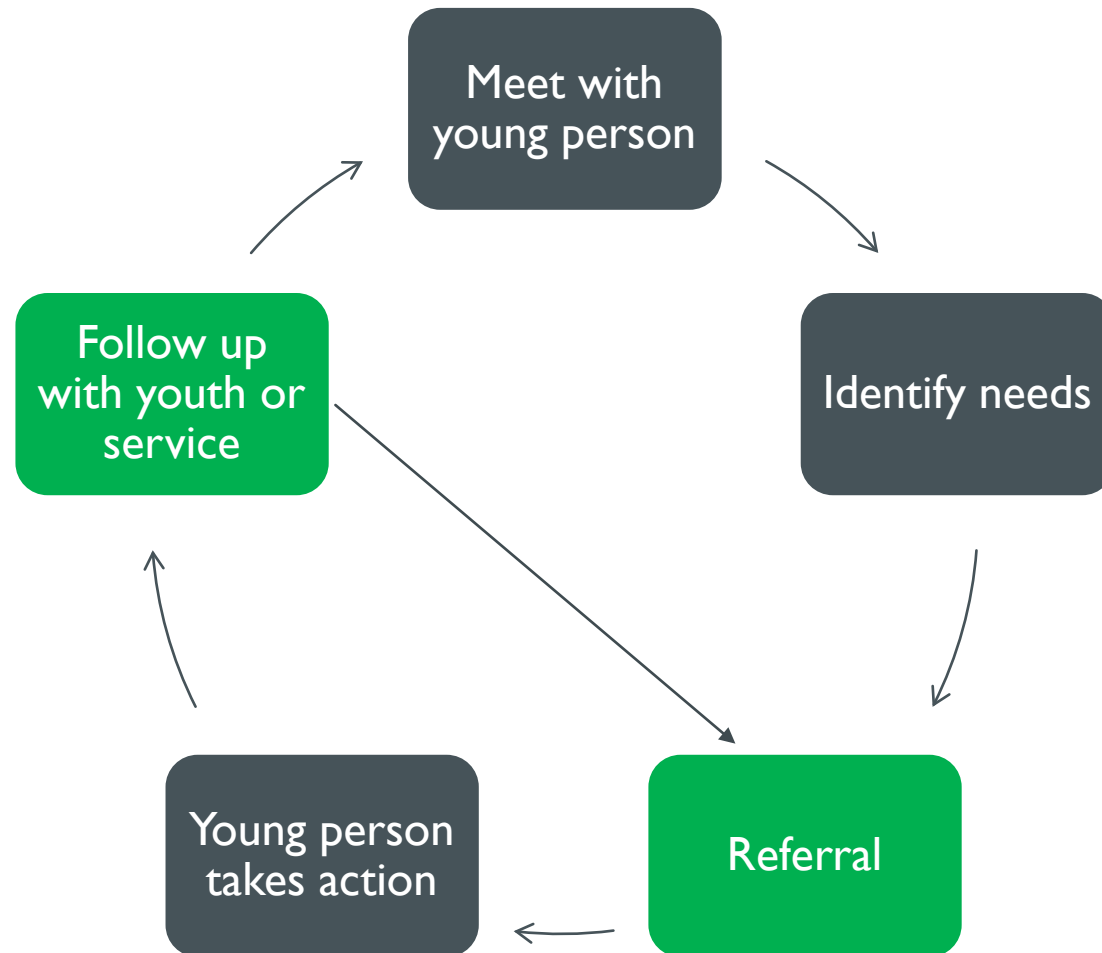
Bi-Annual Report

5) Indicate the total number of reproductive health services referrals made for youth involved in Component 1 activities:

6) Indicate referrals made to other federal, state, county, city, school district, and local community service providers for physical, social, emotional, educational, and developmental support or services.

Referral Type	Total Number of Referrals
Reproductive health services (Component 2 involved youth only)	
Housing	
Public Assistance (DSS/HRA)	
Mental health	
Social-emotional wellness	
Substance abuse counseling	
Legal assistance	
Interpersonal violence prevention	

REFERRAL PROCESS



REFERRAL PROCESS

- Building rapport/safe environment
- Ensuring confidentiality/consent
- Identifying young person's needs
- Selecting appropriate services and providers (referral guide)
- Making the referral
- Following-up after the referral

REFERRAL GUIDE

- Healthcare provider information
- General information (location, transportation options, access)
- General services (age range, types of services, services for special populations)
- Sexual health services (testing, contraception, condom availability, HPV vaccine)
- Cost of services
- Additional information (websites, minor's rights)



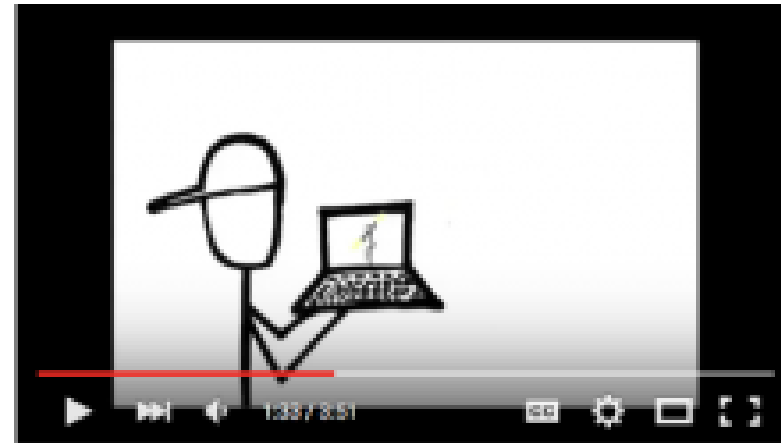
WHAT HAVE YOU USED AS A REFERRAL GUIDE?

Chat it in.

REFERRAL DEMO

Communication Skills

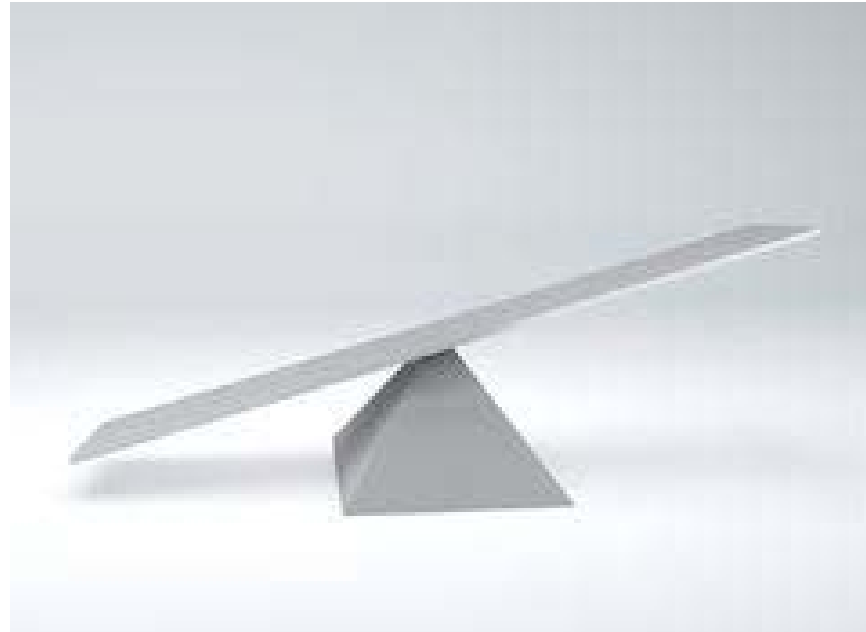
- Open-ended questions
- Affirmations
- Normalizing
- Reflections
- Summarizing



<http://www.connectionsforstudentsuccess.org/index.php>

FOLLOW-UP

Follow up with
youth person:
Via phone, web,
or in person



Follow up directly
with the agency
(release of
information)



HOW DO YOU FOLLOW-UP?

Chat it in.

INFORMATION SHARING

Confidentiality

An individual has the right to have personal information maintained in professional confidence

- Waiver of Confidentiality or Informed Consent (Release of information)
- Exceptions or limitations (child abuse, harm, self-harm)

Federal Confidentiality Legislation

HIPAA – Health Insurance Portability and Accountability Act of 1996

RELEASE OF INFORMATION

- Specify information to be disclosed
- Purpose of the disclosure
- Expiration date (can be revoked any time by the signer)
- Must contain identifying data of signer
- Name and date of signature
- Name of person/agency receiving information

 Agency policies and practices

REFERRAL TO OTHER COMMUNITY SERVICES

Component 2/PREP

Referring youth to other community services

- ✓ Community guides
- ✓ Web (i.e. 211 CNY)
- ✓ Established referral network

What are your strategies to connect youth to needed services?



RESOURCES

OAH: Linkages and Referrals to Services

<https://www.hhs.gov/ash/oah/resources-and-training/tpp-and-paf-resources/linkages-and-referrals-to-services/index.html>

CAI: Connections for Student Success: Making an Effective Referral

<http://www.connectionsforstudentsuccess.org/index.php>

JSI Research & Training Institute, Inc. Broadening the Base for Teen Pregnancy Prevention: Expanding Community Partnerships & referral Networks

<http://rhey.jsi.com/wp-content/uploads/2016/04/Partnership-Toolkit-Final.pdf.pdf>

ACT RESOURCES

ACT Shared Resources Page – Updated Material

http://www.actforyouth.net/sexual_health/community/capp/resources.cfm

Interested in CHES or MCHES credits? Contact Divine at mas597@cornell.edu



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ACT for Youth Center for
Community Action, BCTR
Cornell University
www.actforyouth.net