

Developing and Sustaining Referral Sources

Developing New Referral Sources	<ul style="list-style-type: none">• Develop clear referral criteria/expectations• Find potential sources• Interview and build a relationship• Learn how both your systems work• Be sensitive to cultural and stigma issues
Set Up a Referral & Follow-up Process	<ul style="list-style-type: none">• Identify key program or agency contact• Agree on clear roles, responsibilities & process for referral, information sharing, services coordination & accountability• Decide how best to link clients to ensure follow through• Ensure timely communication re: staff & program changes• Set up a system to track referrals and their outcome to facilitate consistent follow-up• Develop a process to handle complaints & problems
Reduce Structural Barriers	<ul style="list-style-type: none">• Develop & maintain a referral resource guide/database• Nurture strong working relationships with referral agencies• Use written memorandums of agreements (MOA's) that outline the roles & responsibilities of each agency to formalize the relationship and ensure accountability• Regularly monitor and evaluate the referral and follow-up process to identify and address barriers to success