

## Ask Potential New Referral Sources About:

| Eligibility Criteria   | Geographic Access   | Language Access   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Diagnostic</li> <li>• Income</li> <li>• Geographic</li> <li>• Required documentation</li> </ul> | <ul style="list-style-type: none"> <li>• Public transportation</li> <li>• Parking costs &amp; availability</li> <li>• Transportation vouchers</li> <li>• Van service</li> <li>• Wheelchair access</li> <li>• Home visits</li> <li>• Mobile units</li> </ul> | <ul style="list-style-type: none"> <li>• Bilingual staff</li> <li>• Access to interpreters</li> <li>• Translated forms</li> <li>• Translated education &amp; services information</li> <li>• Language &amp; TDD phone line</li> </ul> |

| Client Fees   | Appointments  | MH & SU Treatment  | Emotional Support   |
|---|---|--|---|
| <ul style="list-style-type: none"> <li>• Free</li> <li>• Sliding scale fees</li> <li>• Medicare</li> <li>• Medicaid</li> <li>• Insurance</li> </ul> | <ul style="list-style-type: none"> <li>• Scheduling process</li> <li>• Evening &amp; weekend availability</li> <li>• Wait times</li> <li>• Wait lists</li> <li>• Reminder calls</li> <li>• Walk-in hours</li> </ul> | <ul style="list-style-type: none"> <li>• Individual</li> <li>• Couples/family</li> <li>• Group</li> <li>• Wellness</li> <li>• Day treatment</li> <li>• Inpatient psychiatric</li> <li>• Detox</li> <li>• Residential</li> <li>• 12-step</li> </ul> | <ul style="list-style-type: none"> <li>• Support groups</li> <li>• Peer navigators</li> <li>• Peer support</li> <li>• Phone check-ins</li> <li>• Coping skills groups</li> <li>• Drop-in centers</li> <li>• Chat rooms</li> </ul> |