

What Makes a Good Referral?

Understanding the Need

Conduct assessment of the person's problem and need

Ensure accurate and complete understanding of the problem and needs

Assessment

Ask relevant questions to obtain the information necessary for an accurate referral

Determine any specific needs or preferences (e.g., language needs, hours of operation)

Clarification

Clarification avoids misunderstanding or misconceptions and lets them know they are being heard.

Finding Appropriate Referrals

Determine the type of referral required and search for appropriate services

Provide as much information about each service so the person can make an informed decision

Search for Services

Carefully check the services eligibility requirements

A referral should not be provided if one does not exist (explore alternate solutions)

Provide Options

Do not provide too many referrals - this can be overwhelming
Sometimes there is only one service available



**LIFE CAN BE HARD.
FINDING HELP CAN BE EASY.**

Call 211 to find support for all of life's challenges.

211 HELP STARTS HERE
Dial 2-1-1

Free | Confidential | 24/7 | 150+ languages

What Makes a Good Referral?

Asking Questions:

- Always have a reason to ask the question
- When asking personal questions, explain why you are asking the question
- Be respectful
- Avoid making people feel like they are being interrogated
- Ask follow-up (second) questions
- Paraphrase

Remember:

- Actively listen to what is being said
- Make sure you understand the need
- Be empathetic
- Avoid using jargon
- Selecting the most appropriate referral involves mutual problem solving
- Don't forget about any specific preferences or service requirements
- Check eligibility criteria
- Do not provide referrals for programs that you know will not help
- 211 is available 24/7

What you <u>may</u> need to know about the person:	What to look for in a service listing:
What do they need help with?	What services are provided?
Do they meet the eligibility criteria?	What are the eligibility criteria?
Where do they live?	What geographic area does the program serve?
Do they have the required documents to apply?	Are there any documents or application forms to apply?
What times are they available to access services?	What are the hours of operation?
Do they need free services?	Are the services free or is there a cost?
Do they have the means to access the service if virtual?	How is the service provided?
Are they able to get to the service location?	Where is the service located (if in-person)?
Do they need/want service in another language?	What languages are the services provided in?