# **H.A-4 REFERRAL MECHANISMS AND LANGUAGE SERVICES PROCEDURES**

## **Referral Assessment Framework**

1. **Purpose of Needs Assessment Matrix**
* Systematically identify all caller needs
* Prioritize urgent requirements
* Match needs with available services
* Ensure comprehensive support
* Document service requirements
* Track referral patterns
1. **Components of Assessment**:

Primary Needs Assessment

* Emergency Shelter
	+ Immediate safe accommodation needed
	+ Temporary shelter requirements
	+ Long-term housing needs
	+ Special accommodation requirements (e.g., children, disabilities)
* Medical Care
	+ Emergency medical attention
	+ Ongoing healthcare needs
	+ Sexual assault response services
	+ Mental health support
	+ Pregnancy care
	+ Injury documentation
* Legal Services
	+ Protection orders
	+ Legal representation
	+ Immigration support
	+ Child custody issues
	+ Property matters
	+ Court advocacy
* Mental Health Support
	+ Crisis counseling
	+ Trauma therapy
	+ Support groups
	+ Substance abuse treatment
	+ Child counseling
	+ Family therapy
1. **Urgency Levels Explained:**

Immediate (within 24 hours)

* Life-threatening situations
* Active violence
* No safe accommodation
* Severe medical needs
* Child protection issues

Urgent (within 72 hours)

* Recent violence
* Housing instability
* Medical needs
* Legal deadlines
* Safety concerns

Standard (within 1 week)

* Stable but requiring support
* Ongoing service needs
* Follow-up care
* Resource access

Non-urgent (within 2 weeks)

* Information seeking
* Long-term planning
* Additional support services
* Prevention services

**4. Special Considerations Assessment:**

Children Present

* Number and ages
* Special needs
* School requirements
* Childcare needs
* Safety considerations

Disability Access

* Physical accessibility
* Communication needs
* Medical requirements
* Support services
* Transportation needs

Language Support

* Primary language
* Dialect specifications
* Interpreter requirements
* Written materials
* Cultural considerations
1. **Implementation Process:**

Step 1: Initial Assessment

* Gather basic information
* Identify immediate needs
* Assess safety concerns
* Document urgent requirements

Step 2: Detailed Evaluation

* Complete needs matrix
* Prioritize services
* Identify barriers
* Consider special needs

Step 3: Service Matching

* Review available services
* Check eligibility criteria
* Confirm service availability
* Consider alternatives

Step 4: Action Planning

* Document referral plan
* Schedule appointments
* Arrange support services
* Plan follow-up

**6. Documentation Requirements:**

Essential Information

* Client identifier
* Date and time
* Primary needs identified
* Urgency levels
* Special considerations
* Action taken
* Follow-up planned

Quality Assurance

* Regular review of assessments
* Pattern identification
* Service gaps analysis
* Outcome tracking
* Process improvements