# **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