**Comprehensive Referral Procedure**

**1. Purpose and Scope**

**1.1 Objectives**

* Establish standardized referral pathways for comprehensive support
* Ensure seamless access to essential services
* Maintain accountability in the referral process
* Track referral outcomes and effectiveness
* Strengthen partnership networks

**Types of Referrals**

Services requiring referral procedures include:

* Medical care and treatment
* Mental health support
* Legal assistance
* Police and security services
* Child protection services
* Educational support
* Economic empowerment programs
* Long-term housing solutions
* Substance abuse treatment
* Vocational training

**2. Initial Assessment**

2.1 Needs Evaluation

* Conduct comprehensive needs assessment
* Identify priority areas for support
* Evaluate urgency of referral
* Document specific requirements
* Consider cultural and religious factors
* Assess safety implications
* Review available resources

2.2 Resident Consultation

* Discuss available service options
* Explain referral process
* Obtain informed consent
* Address concerns and questions
* Document preferences
* Review potential barriers
* Plan for follow-up

**3. Referral Network Management**

3.1 Partner Organization Database

Maintain updated information on:

* Organization names and locations
* Services offered
* Contact persons
* Operating hours
* Cost structures
* Language capabilities
* Accessibility features
* Past performance (where applicable)

3.2 Service Level Agreements

Document arrangements regarding:

* Scope of services
* Response times
* Cost sharing (where applicable)
* Information sharing protocols
* Quality standards
* Feedback mechanisms
* Dispute resolution
* Review periods

**4. Referral Implementation**

4.1 Pre-Referral Procedures

Complete referral form

* Verify service availability
* Schedule appointment
* Arrange transportation
* Prepare documentation
* Brief the survivor
* Assess safety requirements
* Arrange accompaniment if needed

4.2 Documentation Requirements

* Standard referral package includes:
* Referral form
* Consent forms
* Relevant case history
* Medical records (if applicable)
* Safety assessment
* Contact information
* Follow-up schedule
* Special instructions

**5. Safety and Security**

5.1 Risk Assessment

* Evaluate travel safety
* Assess location security
* Review confidentiality measures
* Consider domestic threat levels
* Document safety plan
* Prepare emergency contacts
* Plan alternative routes

5.2 Transportation Protocol

* Arrange secure transport
* Verify driver credentials (where applicable)
* Plan safe routes
* Schedule appropriate timing
* Prepare contingency plans
* Document journey details
* Monitor travel progress

**6. Follow-up Procedures**

6.1 Service Monitoring

* Track appointment attendance
* Document service delivery
* Record resident feedback
* Monitor progress
* Identify challenges
* Address barriers
* Update case plans

6.2 Quality Assurance

* Evaluate service quality
* Document outcomes
* Review partner performance
* Address any raised complaints
* Update partner ratings
* Maintain service records
* Share feedback appropriately

**7. Feedback and Evaluation**

7.1 Resident Feedback

* Collect service satisfaction data
* Document experiences
* Record suggestions
* Note challenges faced
* Track improvements needed
* Update service ratings
* Share relevant feedback

7.2 Partner Feedback

* Gather provider input
* Document collaboration challenges
* Review service delivery
* Update procedures
* Strengthen partnerships
* Plan improvements
* Share best practices

**8. Special Considerations**

8.1 Emergency Referrals

* Expedited procedures
* 24-hour contact protocols
* Emergency transport arrangements
* Priority handling
* Rapid response teams
* Crisis management
* Documentation requirements

8.2 Vulnerable Groups

* Special procedures for:
* Minors
* Elderly residents
* Disabled persons
* Pregnant women
* HIV-positive residents
* Mental health cases
* Substance abuse cases

**9. Documentation and Record Keeping**

9.1 Required Records

Maintain documentation of:

* Referral forms
* Consent documents
* Service outcomes
* Follow-up notes
* Partner communications
* Resident feedback
* Quality assessments
* Incident reports

9.2 Data Management

* Secure storage systems
* Access protocols
* Regular updates
* Data backup
* Confidentiality measures
* Archive procedures
* Retrieval systems

**10. Staff Training**

10.1 Core Competencies

Training staff on:

* Assessment procedures
* Documentation requirements
* Partner engagement
* Safety protocols
* Emergency procedures
* Cultural sensitivity
* Legal requirements

10.2 Ongoing Development

* Regular updates
* Procedure reviews
* Partner orientations
* Best practices
* Case studies
* Skill enhancement
* Network building

**Contact Directory**

[Insert contact information for:

**- Partner Organizations**

**- Emergency Services**

**- Transportation Services**

**- Medical Facilities**

**- Legal Services**

**- Security Services**

**- Management Team]**

**Review Schedule**

This document should be reviewed:

* Quarterly for partner updates
* Annually for comprehensive review
* After major incidents
* When procedures change
* Upon partner feedback
* As needed for improvement

Last Updated: [Insert Date]

Next Review: [Insert Date]