

# Referral Best Practices

## Include the Youth, Individual, and Family

- If available, have a CRCG member or the referring organization fill in the form with the individual or family to ensure that their voice is included and to emphasize the importance of their involvement throughout the whole process.
- Youth play a valuable role in completing the referral. Involving youth in the referral process gives them the opportunity to think about their strengths (including their skills and natural support systems), goals, needs, and what would be helpful to them.

## Explain the Referral Form

- Provide a clear explanation of what the CRCG is and ensure that the individual or family understands that it is an opportunity for solutions to be offered.
- Share why you are asking for this information and how it will be used.
- Explain why each component of the form is important.
- Consider health literacy and explain any terms or acronyms.

## Consider Accessibility

- Have the referral form available in languages other than English.
- Take the information provided in the referral into consideration when preparing for the meeting (i.e., if the person has any accessibility requirements, needs language assistance, does not have access to transportation, etc.).

## Implement Trauma Informed Practices

- Assess the information on the referral and understand what is trauma-related and how that information might impact the person currently.
- If you need more information to complete sections of the referral, ask with intention and be sensitive and deliberate about how you use the information.

## Factors Contributing to Steady Referrals

The number of referrals a CRCG receives is largely dependent on the needs of their community, however CRCGs note certain positive factors that contribute to steady referrals, including the following items.

## **Relationships and Trust**

- Good working relationships among agencies and consistent follow-through with service plans.
- Positive outcomes through the CRCG process are self-reinforcing for participants and build trust among members, families, and the community.
- Regular communication with referring agencies.

## **Community and Public Awareness**

- An understanding of the purpose and goals of the CRCG throughout the community and partner agencies.
- Information about the CRCG is shared with the public through community events such as health fairs.

## **Creativity and Flexibility**

- Members demonstrate a willingness to be creative to identify, develop, and access resources.
- Flexibility with scheduling meeting times and locations. Efforts are made to ensure individual and family participation, including offering phone or virtual participation as needed.

## **Consistency**

- Meetings occur on a regular basis and members are provided with meeting reminders, notifications, and minutes.
- Consistent attendance by a cohesive core group.