






# Resource Referral Planning Guide

Identifying community partners and a process for referring youth to additional services takes intentional effort. This guide is intended to help youth-serving providers identify the right referral partners based on the needs of their community and to help them develop a process for working together to best address the needs of shared clients.

## IDENTIFYING THE RIGHT REFERRAL PARTNERS

Consider the needs of youth you work with by asking the following:

 <p><b>Who are the youth and families we work with?</b></p>	<p><i>How do we ensure we have a comprehensive understanding of our client population, not only the needs of our most active youth and families?</i></p> <p><b>Examples:</b> Characteristics, demographics</p>
 <p><b>What are their needs?</b></p>	<p><i>What services do our youth and families say are the toughest to connect to and why?</i></p> <p><b>Examples:</b> Mental health services, substance use treatment, housing, transportation, employment, culturally relevant services</p>
 <p><b>What are our existing resources/relationships with other organizations within the community?</b></p>	<p><i>What resources or supports do they provide?</i></p>
 <p><b>What are the gaps?</b></p>	<p><i>Who/what is not represented?</i></p> <p><i>Who/what do our clients/patients say we are missing?</i></p>
 <p><b>Where can I look for other resources?</b></p>	<p><i>Is there a local community resource guide?</i></p>

## EXAMPLES OF COMMUNITY PARTNERS

HEALTH CARE	SOCIAL SERVICES	FAMILY SUPPORT	PUBLIC SAFETY
Hospitals	Ethnic/cultural groups	Prevention agencies	Prevention agencies
Emergency services	Faith community	Civic groups	Law enforcement
Peer services	Housing (includes group homes, landlords, homeless services)	Schools and other academic support	Courts
Medical specialty			
Primary care	Food banks	Youth clubs/activity groups	
Substance use disorder treatment	Employment services		
	Transportation services	Childcare providers	
Mental health providers	Utility assistance	After school programs	

## DEVELOPING A REFERRAL PROCESS

Once you have identified referral partners, develop a shared process for communicating. Questions to address as partners include:

*Who is our contact?*

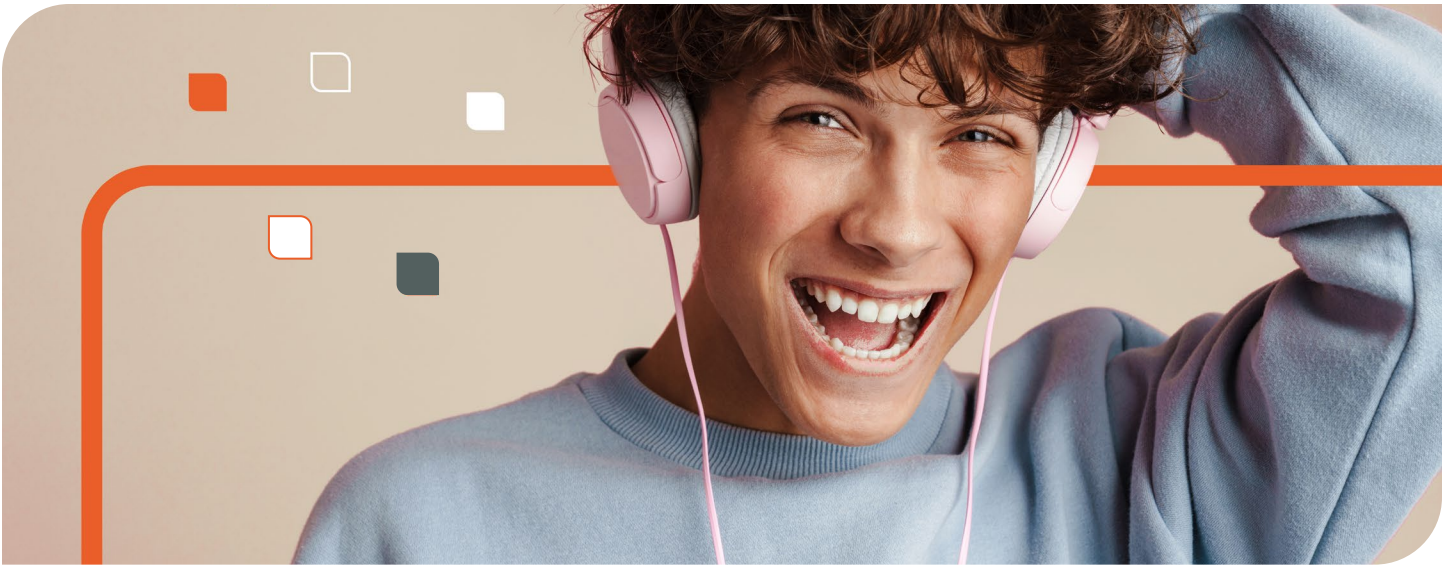
*Who is eligible for referral?*

*What is our process for making and alerting each other on referrals?*

*Do we have rapid access/referral protocols?*

*What information are we exchanging and how?*

*Do we have a process for identifying and tracking shared patients/clients via a business associate agreement, memorandum of understanding (MOU), etc.?*



## INFORMATION TO SHARE WITH CLIENTS

Once a partnership is established and a shared process is defined, consider what information your youth and families will need and how you will share it with them. Consider using the Client Referral Form on Page 4 to share this information with the youth you serve in making a referral.

Check out this [referral guide and template](#) from Health Leads for community-based and health care organizations looking to create and maintain high-quality resource listings for clients, including the steps these organizations can take to better understand and proactively address barriers to care.

## LOOKING FOR MORE RESOURCES?

- [Creating and Maintaining Coalitions and Partnerships](#)
- [Partnership Self-assessment Toolkit](#)
- [Partnership Assessment Tool for Health](#)

# CLIENT SERVICE REFERRAL FORM

*Client for whom the referral is being made:*

*Referral made by:*

*Referring organization:*

*Referring organization's contact information:*

## GENERAL ORGANIZATION INFORMATION

*Name:*

*Location:*

*Hours of operation:*

*Contact information:*

*Languages spoken:*

## WHAT TO DO AND EXPECT

*Referral process:*

*How to access services:*

*What to bring:*

This project is supported by the Centers for Disease Control and Prevention (CDC) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$2,000,000 with 100% funded by CDC/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CDC/HHS or the U.S. Government.