

## Updated Referral Processing

### 1 | Referral Program | Referral Process | Family Engagement Specialist

The person who receives the referral is the Family Engagement Specialist. They will confirm that the referral was received within 48 work hours. The Family Engagement Specialist will call the client within the designated period stated on the referral form.

If the initial phone call is successful, the Family Engagement Specialist will serve the referral or set an appointment with one of our other FRC staff members/partners. The Referring Party will be contacted once services are provided.

If the initial phone call is not successful, the Family Engagement Specialist will leave a voicemail, send a text, and/or send an email to the client. After 2 work weeks, if the client has not returned the call, the Family Engagement Specialist will call again. After 1 work week, if there has been no response from the client, the Family Engagement Specialist will send the client a letter by mail with information about Chula Vista Community Collaborative and count the referral as served.

The Referring Party will be informed of the action. If the client contacts the Family Resource Centers after the letter is sent, the referral will be reopened, and we will continue working with the family. The Referring Party will be contacted once services are provided. If an email address or home address is not provided, and the initial contact was not successful, we will close the referral and inform the Referring Party

\*If no email and/or address is provided on Referral, the Family Engagement Specialist will make 1 attempt to get information from the Referring party. If there is no reply within 1 week, Chula Vista Community Collaborative will also consider no attempt to contact or participate in the program as no services are needed and thus served and fulfilled.

\*We will consider no attempt to contact the FRCs or participate in the program as no services are needed and thus served and fulfilled.

#### **Family Engagement Specialist: Referral Program/ New Referral**

1. We will acknowledge and provide a receipt to the Referring Party within 48 hours
2. We will contact the client within the stated time frame within Referral i.e., 24 hours, 2-4 days, 1 week
3. Family Engagement Specialist will contact client and conduct Assessment
4. Based on Assessment, Family Engagement Specialist will schedule an appointment with Family Resource Center staff and/ or FRC Partner
5. Once the client has met with FRC staff and/or FRC Partner, the Referring Party will receive a Case Status Update

#### **Family Engagement Specialist: Schedule of Contact**

1. Family Engagement Specialist will call the number on file
2. If no answer, Family Engagement Specialist will leave a voicemail and send an email\*
3. If no reply to voicemail or email within 1 week, Family Engagement Specialist will contact again via phone
4. If there is no answer within 1 week, the Family Engagement Specialist will send a letter with resources to address on file\*
5. Family Engagement Specialist will provide a Case Status Update to Referring Party
6. We will consider no attempt to contact or participate in the program as no services are needed and thus served and fulfilled
7. If at any point the client reaches out to us, we will re-open the case and provide services

## 2 | Referral Program Appointments with FRC Staff

If the Family Engagement Specialist contacted the client, they might set an appointment with one of the FRC staff. Once another FRC staff gets a referral, they will be taking over the case. The FRC staff will either have a phone or in-person appointment with the client to provide services. Once services are provided, they will contact the Referring Party within 48 work hours to let them know of action.

If an appointment was set, but the client did not show up, the appointment will be rescheduled. If the client does not show up to the second appointment, the FRC staff will mail and/ or email information about Chula Vista Community Collaborative and count the referral as served. The Referring Party will be informed of the action.

If the FRC staff could not contact the client by phone, they will leave a voicemail and send an email. If the participant has not returned the call within 1 workweek, the FRC staff will mail information about Chula Vista Community Collaborative and count the referral as served. The Referring Party will be informed of the action.

If an email address or home address is not provided, we will close the referral and inform the Referring Party

\*We will consider no attempt to contact the FRCs or participate in the program as no services are needed and thus served and fulfilled.

### **FRC Staff**

#### Schedule of Contact:

1. Based on the initial assessment conducted after receiving referral, Family Engagement Specialist will set an appointment with an FRC staff
2. If a client does not show up for appointment, FRC staff will reschedule or leave voicemail
3. If a client does not show up for a second appointment or if no reply to voicemail within 1 week, FRC staff will contact again via phone
4. If there is no answer within 1 week, a letter will be sent to the client
5. FRC staff will provide a Case Status Update to Referring Party

**For CVESD staff, please use the Microsoft Forms version of the Referral Form found on SharePoint or use this link:**

<https://forms.office.com/Pages/ResponsePage.aspx?id=DG566I7Aska7c0XdByuqMxS9fPBbu2hGtmxI-swMJCvUMzBNRDFUWkdTMU9ORzM1RENNMzVWV/k0yTi4u>

**For others, please use the Referral Form on our website under the Referral Form tab:**

[Referral Form | ChulaVistaCC](#)