

DCF Policy #86-003  
Effective: 02/01/1986  
Revised: 07/01/1989  
Revised: 02/10/1998  
Revised: 07/08/2008

## **INFORMATION AND REFERRAL POLICY**

Information and referral is a short-term supportive service offered by the Department to individuals and families. It consists of the provision of information about community resources and referral assistance to enable individuals and families to access those resources.

### **POLICY**

It is the policy of the Department of Social Services that any individual or family may receive information and referral. A request for information and referral may be made by phone or in person.

### **PROCEDURES**

1. **Providing Information.** The Social Worker responds to a telephone or in person request by providing information as necessary and available.
2. **Referral.** If assistance is necessary to enable the individual to access a service, the Social Worker makes a referral and/or instructs the individual how to contact the service provider.  
The Social Worker invites the individual to recontact the Department should the need for further information and referral arise.
3. **Documentation.** The Social Worker documents the contact in the information and referral log.
4. **Inviting an Application/Filing 51A Report.** If the individual is requesting information about services which the Department provides, the Social Worker explains the process for completing an application for services, in accordance with *Policy #86-005, Voluntary Intake Policy*. If the individual wishes to file a 51A report, the Social Worker attempts to obtain sufficient information to recontact the individual if necessary, and then refers the individual to the appropriate screening unit. (See *Policy #86-015, Protective Intake Policy*)
5. **Supervisor.** The Supervisor reviews, signs and dates the information and referral log on a weekly basis.