ORANGE COUNTY SOCIAL SERVICES AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Referrals to Agencies and Professionals Number: D 2
Approved: Date: 07/01/07

I. PURPOSE

To set forth policy and general guidelines for referring any client requesting services to private resources.

II. POLICY

Information and referral services are to be provided to all clients, regardless of income or status. The purpose of the services is to enable individuals to have current and accurate knowledge about the available public and private resources established to help alleviate socio-health problems, and to provide short-term help to enable clients to identify and gain access to resources appropriate to their needs.

III. PROCEDURE

The following guidelines are established for the Social Services Agency (SSA) employees who are dispensing information and referral services:

- A. Agency employees shall refrain from engaging in any activity that constitutes a conflict of interest (see Administrative Services Division Policy & Procedures C 30, Conflict of Interest).
- B. Agency employees shall not refer clients to their own or another employee's private practice including members of employee's family. Approved resources shall be used in referring clients, such as:
 - 1. Intranet/Internet resources
 - 2. Call 2-1-1 (People for Irvine Community Health [PICH])
 - 3. Division's in-house resources
- C. Agency employees shall abstain from any decision-making in which they have or may have financial interest. If necessary, a case shall be transferred to another employee.
- D. Referring clients to agencies or professionals shall generally be done without advocacy towards a particular professional agency. Should an employee feel the situation warrants a focus or advocacy towards a particular professional or agency, the referral and the reasons for that focus/advocacy shall be recorded in the case file.
- E. When employees have concerns regarding specific referral situations, a memo requesting clarification is to be submitted to the appropriate manager through the unit supervisor.
- F. Comments, either positive or negative, regarding services provided by community agencies/professionals may be sent, in written form, to the appropriate manager through the unit supervisor.

IV. REFERENCES