



COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY

NO. 01 FCP ISSUE 1
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EFFECTIVE: 09-10-2012

SUBJECT:

Community Resource Referral System 2-1-1

APPROVED: 11-07-2012

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PURPOSE

Preschool Services Department (PSD) in partnership with the United Way 2-1-1 will provide effective access for PSD families to resources available throughout the community by utilizing a toll free telephone number and Tele Typewriter (TTY) system.

POLICY

Families who are enrolled in a PSD program or are on a wait list, and who have reported a non-emergency need will be instructed to contact a designated toll free number which will connect them with a PSD 2-1-1 Referral Specialist. The Referral Specialist will gather information and provide referrals for PSD families for resources available in the community.

PSD 2-1-1 business cards will be available at each center with the toll free number (855) 955-6107.

REFERENCE

Head Start Performance Standards **1304.40 (g)(ii) 45CFR 1304.41 (a)(2)**

PROCEDURE

During the intake process, a PSD Generalist or Center Clerk will:

- Identify the needs of enrolled and/or wait list families by completing/reviewing the Family Services Assessment (FSA), and
- Determine if an emergency or non-emergency need referral is necessary.

Note: If an emergency need is identified, the Generalist or Center Clerk will follow the existing PSD Family Referral Procedures.

For all non-emergency needs, the Generalist or Center Clerk will take the appropriate actions to make a 2-1-1 referral following the table below:

| If the family... | Then the Generalist or Center Clerk will... |
|--|---|
| Has a COPA Identification (ID) number, | <ul style="list-style-type: none"> • Give the parent a PSD 2-1-1 business card with the family's COPA Id number written on the card. • Instruct parents to contact the toll free number provided on the PSD 2-1-1 business card. • Inform the parent s/he has the option to call from the office phone or the privacy of her/his home. • Update information in COPA to show referral to 2-1-1 services was given for non-emergency needs. |
| Does not have a COPA Id, | <ul style="list-style-type: none"> • Give the parent a PSD 2-1-1 business card. • Instruct parents to contact the toll free number provided on the PSD 2-1-1 business card. • Inform the parent of the option to call from the office phone number or the privacy of the parent's home. • Make a note in the Document Information Form (DIF) stating the referral has been done to use as a reference when entering information in COPA. • Update information, once the file has been entered in COPA, to show referral to 2-1-1 services was given for non-emergency needs. • Conduct the 30-day follow up on the referral by contacting the parent, if COPA does not show it has already been done. • Enter the 30-day follow up information in COPA. • Update COPA with information from the monthly PSD report provided by the 2-1-1 Referral Specialist. • Take appropriate actions to update and complete the referral in COPA. <p>Note: The Generalist or Center Clerk will enter the file information in COPA within three working days from the date the initial referral was given to the parent.</p> |
| Is not eligible for PSD programs, | Give the parent a regular 2-1-1 business card. |

PSD 2-1-1 REFERRAL SPECIALIST DUTIES

When a call is received on the designated PSD 2-1-1 line, the Referral Specialist will gather information from the parent in order to determine what referrals are needed and to provide follow up of services to PSD.

| If the family... | Then the Referral Specialist will... |
|--------------------------------|---|
| Has a COPA Id number, | <ul style="list-style-type: none"> • Provide necessary referrals to meet the PSD family's needs. • Update the Family Referral and Resources page in COPA. • Conduct the 30-day referral follow up with the parent. • Update COPA with 30-day referral follow up information. • Update COPA once the referral has been completed and the need has been met. |
| Does not have a COPA Id number | <ul style="list-style-type: none"> • Provide necessary referrals to meet the PSD family's needs. • Keep record of referral on the iCarol 2-1-1 system. • Conduct the 30-day referral follow up. • Provide PSD with follow-up information on the monthly PSD report. |

The 2-1-1 Referral Specialist or designated call center staff member will provide PSD with:

- Weekly 2-1-1 report of calls received on the toll free number, and
- Monthly follow-up report for all referrals given to PSD families.