

FaDSS Policy 1.0 – Referrals to the FaDSS Program

Policy Statement

It is the policy of the FaDSS program that referrals from PROMISE JOBS and other sources be accepted by the grantee, reviewed for eligibility according to FaDSS Policy 2.0 – Eligibility, and recruited for enrollment into the FaDSS program.

General Information

Purpose

Referrals to the FaDSS program must be addressed in a prompt and responsive manner. Generally, the referral process should last no more than one month from the referral being received by the FaDSS program. PROMISE JOBS will refer to FaDSS following the referral process outlined in the attached document, PROMISE JOBS REFERRAL TO FaDSS. Referrals from other sources that are not from PROMISE JOBS do not have a defined process for referring. Consult your agency's approved referral process when recruiting families to your program. Communication with referral sources is essential. FaDSS will follow the process outlined in the PROMISE JOBS REFERRAL TO FaDSS document to communicate to PROMISE JOBS upon receiving a referral from another referral source other than PROMISE JOBS when the family is a PROMISE JOBS participant.

Referral Communication – PROMISE JOBS Families

FaDSS grantees will communicate regularly with PROMISE JOBS during the referral process. Communication should follow local guidelines for communication that are supported through the grantee and PROMISE JOBS referral process. For referrals from other than PROMISE JOBS, notify PROMISE JOBS of the referral by email within seven days of the referral being received. When notifying PROMISE JOBS, email the outcome of the referral using one of the options included in item #2 in the PROMISE JOBS REFERRAL TO FaDSS document. The referral outcome must be communicated to PROMISE JOBS by email. Documentation of all communication related to the referral, including date of referral, source of the referral and referral outcome must be documented in the family file if enrolled or not, in the manner in which the grantee determines.

Referral Communication – Non-PROMISE JOBS Families

FaDSS grantees will communicate, as needed, with the referral source that referred non-PROMISE JOBS families. At the minimum the referral source is notified of the outcome of the referral and if the recruitment efforts extend past one month they will be notified of the ongoing recruitment efforts. Documentation of all communication related to the referral, including date of referral, source of the referral and referral outcome must be documented in the family file if enrolled or not, in the manner in which the grantee determines.

Transmitting referral information through email requires the use of confidentiality statement. If your agency does not have a confidentiality statement, use the following statement on your email correspondence:

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“THIS MESSAGE CONTAINS CONFIDENTIAL INFORMATION. UNAUTHORIZED USE OR DISCLOSURE IS PROHIBITED.”

Note: Transfers – PROMISE JOBS Families

When transferring a family from one grantee to another notify PROMISE JOBS of the transfer using email. Document the referral source in narrative and Iowa FaDSS as “Referrals from other community programs.”

Note: Recruitment of Families beyond one month Recruitment should be completed within one month of the date of the referral. At times, it may be permissible to recruit families beyond one month. Examples: 1) attempts by the specialist to recruit demonstrate that the family is interested in receiving services but has not been able to connect with FaDSS for an enrollment visit; 2) the family may have been referred during the FIP application period and therefore would be unable to enroll until FIP is approved; 3) Families placed on the waiting list because a lack of a current opening in the grantee caseload. Other situations may arise that would require an extended referral process. However, in all cases when the referral process takes more than 30 day, justification for the additional recruitment time must be documented and maintained with the referral form.

Note: Waiting List, The grantee will maintain periodic contact with the family while on the waiting list, following the guidelines outlined in the program’s waiting list protocol. When the PROMISE JOBS family is removed from the waiting list (either enrolled or declined), complete the referral form with the option that best applies, including the effective date. For Non – PROMISE JOBS families contact the referral source, if appropriate, to inform that the family has removed for the waiting list (either enrolled or declined).

Attachment

PROMISE JOBS REFERRAL TO FaDSS

1. PROMISE JOBS will email the following information to FaDSS.
PROMISE JOBS will attach the FIA to the referral email.
PROMISE JOBS will case note the referral.

Referral Date:	
Parent 1 Name:	Parent 2 Name:
Parent 1 SID#:	Parent 2 SID#:
Case#:	
Address:	
Phone:	
Additional FIA Responsible Family Members:	Name:
	SID#
Immediate Needs/Concerns/Comments:	

2. FaDSS will complete enrollment within 30 days of the referral and will email PROMISE JOBS 1 of the following:
 - <Client> was enrolled into FaDSS on <date.> FaDSS worker is <_____.>
 - <Client> was enrolled into the FaDSS Mathematica treatment group on <date.> FaDSS worker is _____.>
 - <Client> was enrolled into the FaDSS Mathematica control group on <date.>
 - <Client> declined FaDSS on <date.>
 - <Client> was not recruited into FaDSS due to <number> unsuccessful contact attempts.
 - <Client> was placed on the FaDSS waiting list on <date.>
(FaDSS will notify PROMISE JOBS when family is enrolled or otherwise removed from the waiting list)
 - FaDSS will continue to recruit past 30 days to enroll <client> due to <reason.>
(FaDSS will notify PROMISE JOBS when family is enrolled or when recruitment stops)
3. PROMISE JOBS will case note the approval/denial.

IF REFERRED TO FaDSS BY A SOURCE OTHER THAN PROMISE JOBS

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1. FaDSS will email PROMISE JOBS within 7 days of the referral to inform of the referral and verify SID #, case #, FIP status, and FIA responsible family members.
2. FaDSS will complete enrollment within 30 days of the referral and will email PROMISE JOBS 1 of the following:
 - <Client> was enrolled into FaDSS on <date.> FaDSS worker is <_____.>
 - <Client> was enrolled into the FaDSS Mathematica treatment group on <date.> FaDSS worker is _____.>
 - <Client> was enrolled into the FaDSS Mathematica control group on <date.>
 - <Client> declined FaDSS on <date.>
 - <Client> was not recruited into FaDSS due to <number> unsuccessful contact attempts.
 - <Client> was placed on the FaDSS waiting list on <date.>
(FaDSS will notify PROMISE JOBS when family is enrolled or otherwise removed from the waiting list)
 - FaDSS will continue to recruit past 30 days to enroll <client> due to <reason.>
(FaDSS will notify PROMISE JOBS when family is enrolled or when recruitment stops)
3. PROMISE JOBS will case note the referral and the approval/denial.

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