

Assistance to Individuals and Families in Locating Resources and Information

Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to provide individuals in need of assistance with information on community resources and/or to link them with services.

Purpose

The policy outlines the process utilized to identify, locate and access appropriate resources for individuals and/or their family members. In accordance with Recovery-Oriented System of Care principles, resources may include referrals to assessment/treatment and/or supports to promote health, wellness and quality of life.

Procedure

1. CFBHN's Behavioral Health Services (BHS), Consumer and Family Affairs (CFA) and Housing departments share primary responsibility for the execution of this policy.
2. CFBHN staff members must respond to requests for information and/or referral within one business day.
3. In providing information or making referrals, CFBHN staff gather relevant information from the individual, family member or stakeholder to ensure that an appropriate referral is made. This includes, for example, the presenting problem and service needs; geographic or travel limitations; financial circumstances; and personal preferences.
4. CFBHN maintains a service locator tool on its website: www.cfbhn.org.
5. As required, referrals will include a warm hand-off, or follow-up, to ensure that requested services have been accessed.

Assistance to Individuals and Families in Locating Resources and Information Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>08/02/2010</u> Last Revision: <u>04/23/2025</u> Review Date: <u>04/23/2025</u>
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