

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 and Consumer and Family Affairs 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. When providing information or making referrals, CFBHN staff gather relevant information from the individual, family member, or stakeholder to help ensure an appropriate referral. This may include 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: cfbhn.org.
5. When required, referrals include a warm hand-off or follow-up to confirm that the requested services were accessed.

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Approval:



Alan Davidson, President/Chief Executive Officer

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