ResCare Referrals Process

Use in conjunction with relevant ResCare policies

Referrals sent to admin Determine whether referral is suitable referrals email address, will over 18 years old be forwarded to service • respite days/hours confirmed coordinator email address support needs can be met there is availability for referral Complete PSI (personal support information), assess Initial meet and greet meeting (phone, the needs and support online or in person) - arrange a meeting requirements of person with family/NASC along with the service receiving services - using user information from referrer Client/service Ensure support When required: staff are IF Funding review/increase agreement is completed - based on delivering - gather information respite hours/days in support in required to support family in requesting an IF budget alignment with IF alignment with allocation PSI increase to NASC