

REFERRAL CHECKLIST AND SERVICE AUDIT

Ensuring Services Offered Reach Those in Need

Interventions created by BIT/CARE teams or case management should be designed to ensure a high likelihood of follow through and buy-in from those being offered the intervention. Providers should manage the ongoing nature of helping another person through a difficult time and should consider the ease of access when considering referrals to services.

Accessible Services	The overarching concept to consider when designing interventions is accessibility. This means considering all the various obstacles that may prevent a successful, continuous, connection between a service and the individual in need of assistance.
Flexible Hours	Consider the need for hours of access that expand beyond normal hours of operation. Flexible hours make services accessible for non-traditional students and those with full time employment or care-giving obligations that make accessing services during daytime hours of operations difficult.
Affordable Care	Ensure that access to services is not cost-prohibitive. This can involve the use of grants, sliding scale pricing based on income, or free services. Cost assistance and reduction should be reviewed across the entire course of support, treatment, and assistance, not only at the point of entry to services.
Location Proximity	While the service itself maybe affordable, the transportation cost of getting the person in need to the service maybe prohibitive, both monetarily and in terms of time lost to commuting. Offering additional support such as transportation vouchers or online options are some ways to address the proximity of services.
Online Options	Offering services through an online process can be a useful way to address cost and reduce concerns related to travel and hours of operations, but remember that not everyone feels comfortable in an online format or has access to high-speed internet and other technology required to access online material.
Staffing Diversity	Having a diverse staff helps those seeking services to feel more welcome and comfortable. This is not to that say staff who look different from those they are helping are not as effective, but rather a reminder that some clients will feel more comfortable seeing their uniqueness represented when seeking help.
Cultural Competency	This begins with an awareness of both our shared and different experiences and the development of a growing knowledge specific to the different populations served. This leads to a sensitivity of cultural differences and a growing proficiency and competence in terms of our interactions with others.
Mental Illness & Neurodiversity	There are a variety of ways people perceive the world around them that are impacted by mental illness, personality and neurodiversity. Service providers should receive ongoing training on the range of people they may encounter who have mental illness or neurodiversity.