



Residential Referral Coversheet Purpose and Instructions

Purpose of the Residential Referral Coversheet

- A. This form gives an **overview** of the individual and their support needs:
 - 1. to assist prospective providers to efficiently identify individuals they may be able to serve.
 - 2. to help the DDD Community Development Unit (CDU) identify potential program vacancies for the individual.
- B. This form is used:
 - 1. For individuals already on the Community Care Program (CCP) waiver when the individual/Legal Guardian has requested a residential referral.
 - 2. By SCAs when making residential referrals, **or**
 - 3. By SCAs when requesting CDU assistance in one of two ways:
 - if the situation is endorsed by the Division as **urgent**. CDU will take the lead making referrals.
 - if the referral is not urgent, and the SC would like referral documents added to the File Transfer Program Secure (FTPS) server, a secure online site where providers can review prospective referral information.

Instructions

- A. **When the SC is conducting independent referrals:** (Division involvement is not necessary.)
 - 1. Complete the form in its entirety and upload to iRecord.
 - 2. Identify prospective providers using the Provider Search database, your knowledge and the individual's/family's knowledge of community resources, and other sources of information at your disposal.
 - 3. Use this form as a coversheet for sending referral packages to prospective providers. (See below for a list of referral package documents.)
 - 4. Coordinate exchange of additional information as needed between providers and individual/family.
 - 5. Coordinate meetings between providers and the individual/Guardian/family (referred to as Meet & Greet).
 - 6. Facilitate pre-placement meeting.
 - 7. Document all efforts in case notes.
- B. **When the SC is requesting Division involvement for urgent situations:**
 - 1. Complete the form in its entirety and upload to iRecord.
 - 2. Email the SC Helpdesk at DDD.SCHelpdesk@dhs.nj.gov using the subject line: "Residential Referral (DDD ID#), (SCA Name), URGENT".
 - 3. A Care Management Monitor will be assigned to review the referral and facilitate involvement of CDU.
 - 4. Ensure all referral documents are uploaded to iRecord. (See below for a list of referral package documents.)
 - 5. Once CDU accepts an urgent referral, they will take the lead. The SC should not send additional referrals.
 - 6. Referral efforts already under way should be shared with CDU to prevent duplication.
- C. **When the SC is requesting Division Involvement via the FTPS server:**
 - 1. Complete the form in its entirety and upload to iRecord.
 - 2. Email the SC Helpdesk at DDD.SCHelpdesk@dhs.nj.gov using the subject line: "Residential Referral (DDD ID#), (SCA Name), FTPS only".
 - 3. Ensure all referral documents are uploaded to iRecord. (See below for a list of referral package documents.)
 - 4. A Care Management Monitor will be assigned to review the referral and provide referral documents to CDU for upload to the FTPS server.
 - 5. The SC will continue conducting independent referrals (see steps above).

D. Referral Package Documents (include as applicable):

1. ISP
2. PCPT
3. NJCAT Assessment
4. Annual Medical
5. Behavior Support Plan
6. Guardianship Judgment
7. Psychological
8. Other relevant documents such as Medical, Behavioral and Psychiatric evaluations, etc.

Important Tips

- A. Be honest, neutral and objective. There can be a temptation to downplay information about certain challenges of caring for a particular individual, hoping to improve chances of an acceptance for placement. However, if a placement fails because of incomplete referral information, it creates a very difficult situation for everyone involved, especially the individual.
- B. Focus primarily on the individual's needs. A residential referral does not need to elaborate extensively about things like complaints/allegations directed toward another provider, or relationship tensions between an individual/family and a service provider. Inappropriate information can create a barrier to successful referrals.
- C. The Residential Referral Coversheet is an effective **overview** of the individual's needs. It is not intended to duplicate work already invested in other documents. It is a summary where relevant information is organized in one place.

Support Coordinator Responsibilities

- A. Provide updates regarding urgent referrals to the Community Development Unit.
- B. Upload Provider Response form(s) to iRecord upon receipt.
- C. Communicate the Provider's offer of residential placement to the Individual/Legal Guardian and enter a case note.
- D. Obtain the Individual's/Legal Guardian's written response to the offer of placement, upload to iRecord, and inform the assigned Division staff.
- E. Revise the ISP.
- F. Update the individual's address in iRecord.
- G. Inform the Division contact person when placement occurs, so CDU will know to remove the referral package from the FTPS server, and that the vacancy is no longer available.

Other Notes

- A. If the individual/family/guardian would like to write about concerns involving a provider, direct the letter to the Provider Performance and Monitoring Unit (PPMU) Helpdesk: DDD.PPMU@dhs.nj.gov
- B. When an individual, on the CCP and living in their own home, requests initial placement in a licensed setting, this is considered a residential transfer. The Residential Referral Coversheet is used.
- C. A residential provider cannot discharge an individual without the expressed written permission from the Division. SCAs are notified when the Division approves a discharge request.
- D. The Residential Referral Coversheet is not used if the team identifies an alternate vacancy with the same provider (known as an internal transfer).
- E. For additional information see the ABC Manual sections on Discharge Requests and Residential Referrals.