HOME VISITATION REFERRAL PROCESS

Referring agency staff complete HV referral at every prenatal and infant intake & place in referral bin

Referring agency sends HV referrals weekly on Fridays in batches to KCHD Coordinated Intake (CI) – fax # 630-897-4845

Did weekly batch of referrals arrive from Referring agency?

KCHD CI notified referral coordinator by e-mail that referrals did not arrive

YES

KCHD CI reviews & designates distribution of referrals received to eligible HV program

KCHD CI faxes referrals to HV agencies and send e-mail to supervisors to verify they received the fax

KCHD CI logs referrals in databases

HV Agency offers home visitation to clients

HV agency tracks if clients are or are not enrolled in HV program

KCHD CI sends list of open referrals on second Friday of month for previous months

HV agency sends data on outcome/disposition of referral by third Friday of the month***

KCHD CI enters referral disposition data and completes monthly report

KCHD CI sends monthly report to each HV program on 1st business day of the following month

NO

Call HV agency supervisor for data on outcome/disposition

KCHD CI sends monthly report to each HV program on 1st business day of the following month

NO

KCHD CI send e-mail reminder to HV agency asking for Disposition Report

YES

KCHD CI enters referral disposition data and completes monthly report

KCHD CI sends monthly report to each HV program on 1st business day of the following month

NO

KCHD CI send e-mail reminder to HV agency asking for Disposition Report

YES

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KCHD CI sends monthly report to each HV program on 1st business day of the following month

NO

KCHD CI send e-mail reminder to HV agency asking for Disposition Report

Code Key***

(1) Enrolled – Client that has consented to receive home visits
(2) Refused – Client has been offered home visit services and decided not to accept them.
(3) Unable to locate RETIRED, DO NOT USE
(4) Other – Some other reason than those defined in the current referral disposition code list
(5) Still Pending – Those clients that the home visitor still plans to offer home visit services to
(6) Out of Service area – Clients who live outside the service area of the home visiting program
(7) Waiting list – Clients that the home visiting program cannot serve due to full capacity, but whom the home visiting agency plans to try to serve in the near future (and cannot be served by other home visit agencies)
(8) Agency has no record – Clients for whom the home visit program has not record of receiving a referral
(9) No agency to refer to – (home visit agencies will not use this code-it applies to the clients whom the referral coordinator has no home visit program that can accept the referral, due to eligibility, service area, summer closure, etc.)
(10) Program Full – Client referral that is returned the HV Coordinator because the program is full and cannot visit and does not maintain a waiting list
(11) No disposition recorded=client for whom the home visit program has not yet reported the referral outcome/disposition. DO NOT USE—FOR CI ONLY
(12) MIHOPE Control Group = client is in the MIHOPE control group
(13) Unable to physically locate=client cannot be located despite attempted home visit
(14) Unable to reach by phone/mail: client whom the home visitor has not been able to reach by phone or mail in order to have a conversation about accepting home visits.

Revised 10/1/2013 by HVC