

3006.0.0 INFORMATION AND REFERRAL

3006.1.0 Purpose

To establish the requirements and procedures for an information and referral system network that will include the Department of Human Services (DHS), the Arkansas Department of Health, and contract services agencies that receive funding through DHS. This information and referral system network will result in appropriate referrals for individuals seeking services from a DHS county office, Human Services contract agency and the Arkansas Department of Health.

3006.2.0 Scope

3006.2.1 This policy applies to all divisions, programs and contract agencies of DHS and all local health department units of the Arkansas Department of Health. The DHS Division of Program Operations will have the responsibility for implementing and managing the information and referral system.

- A. Upon request by an individual for a service that is provided through the information and resources network, the worker who has contact with that individual will complete the DHS-3300 Referral Form. The worker will route two copies of the form to the agency to which the client is being referred, one copy to the DHS county office to be keyed on the computer and will retain one copy for their records. Forms are to be mailed to the receiving agency.
- B. Every thirty days the system will generate a printout (Disposition Form) which will go to all agencies who received referrals that are at least sixty (60) days old. The agency representative will be responsible for providing information regarding the disposition of the referral. This information will then be returned to the DHS county office for system input.
- C. The reports generated from the system will be routed to each division of DHS, the contract service provider, the local health unit administrator and the DHS county administrator for their respective counties for review.

REPLACEMENT NOTATION: This policy replaces DHS Policy 3006-I previously issued with effective date March 2, 1987.