

***Tools to Enhance  
Client Access to Information on Referral Resources***

Three aids are provided here:

1. ***Examples of Resource Information Handouts  
for Students/Families***
  
2. ***Description of Referral Resource Files***
  
3. ***Example of One District's Referral Policy***

## ***Examples of Resource Information Handouts for Students/Families***

This and the following pages offer format examples of materials developed to provide students, families, and staff with ready references to key referral resources. It is best if these references are backed up with a Referral Resource File containing summary descriptions and other information on the various services.

### **ON-CAMPUS MENTAL HEALTH RESOURCES**

#### ***GENERAL PSYCHOSOCIAL PROBLEMS***

**Clinic Mental Health Professional** -- (name)

information, screening, referral, individual and group therapy, crises, consultation, supervises interns and volunteer professionals offering individual and group psychotherapy

**School Nurse** -- (name)

information, screening, referral, consultation, supervises interns and volunteer professionals offering individual and group counseling

**Clinic Nurse Practitioner** -- (name)

information, screening, referral, consultation

**School Psychologist** -- (name)

information, screening, assessment, referral, individual and group counseling, crises, consultation -- primary focus on special education but available on a limited basis for regular education students

**School Counselors**

information, screening, and referral

**Student Assistance Center** -- (name)

information, screening, referral, coordination and facilitation of counseling and self-help groups, training and coordination of peer counselors, consultation

#### ***SPECIAL PROBLEM FOCUS***

**Substance Abuse**

*Counselor* -- (names)

information, screening, referral, treatment, consultation

**Psychosocial Problems Resulting from Pregnancy**

*Counselors from an outside agency who come to the school* -- (names)

individual and group counseling, consultation

*Teacher for pregnant minors class* -- (name)

education, support, consultation

*Infant Center* -- (name)

education, support, consultation

**Dropout Prevention**

*Advisor* -- (name)

individual and group counseling, consultation

#### ***RELATED CONCERNS***

**Clinic Health Educator** -- (name)

offers and educational focus in dealing with various problems (e.g., weight problems)

**Vocational Educational Advisor** -- (name)

job counseling and finding for special education students

**(Sample of Flyer Listing Community Resources)**

**COMMUNITY COUNSELING RESOURCES**

The community resources listed below are provided to assist in finding community services. The School District does not assume responsibility for the services provided nor for the fees that may be charged.

**Individual, Group, and Family Counseling**

Hathaway Childrens Serv.  
11600 Eldridge Ave.  
Lake View Terr., 91342  
(818) 896-1161 Ext. 231

Manos Esperanza  
14412 Hamlin  
Van Nuys, 91405  
(818) 376-0028  
(818) 780-9727

North Valley Family  
Counseling Center  
661 S. Workman St.  
San Fernando, 91340  
(818) 365-5320

San Fernando Valley  
Child Guidance Clinic  
9650 Zelzah  
(818) 993-9311

Boys & Girls Club  
of San Fernando  
11251 Glenoaks Blvd  
Pacoima, 91331  
(818) 896-5261

Because I Love You  
General Information Line  
(818) 882-4881

El Nido Services  
12502 Van Nuys Blv  
Pacoima, 91331  
(818) 896-7776

Families Anonymous  
(818) 989-7841

Sons & Daughters United/  
Parents United  
Sexually Abused Children (13-18)  
Intake: M & T, 1-4:30  
(213) 727-4080

**Drug Programs**

El Proyecto del Barrio  
13643 Van Nuys Blvd.  
Pacoima, 91331  
(818) 896-1135

Vista Recovery Center  
7136 Haskell Ave.  
Van Nuys, 91406  
(818) 376-1600

IADARP - Reseda  
(818) 705-4175

Life-Plus  
6421 Coldwater Canyon  
North Hollywood, 91606  
(818) 769-1000

ASAP - Panorama City Hosp.  
14850 Roscoe Blvd.  
Van Nuys, 91406  
(818) 787-2222

**Phone Counseling**

Valley Hotline  
(818) 989-5463

Helpline Youth Counseling  
(213) 864-3722

Child Abuse Hotline  
Dial 0 -- Ask for  
Zenith 2-1234

Suicide Prevention  
(213) 381-5111

Spanish Bilingual Helpline  
(818) 780-9727

Rape Hotline  
(818) 708-1700

Alateen  
(213) 387-3158

Info Line  
(818) 501-4447

Runaway  
1-800-843-5200

**Emergency Counseling**

Crisis Management Center  
Same day appointments  
8101 Sepulveda Blvd.  
Van Nuys, 91402  
(818) 901-0327 or 782-1985

Olive View Mid-Valley Hospital  
14445 Olive Drive  
Sylmar 91342  
(818) 364-4340 24 hours

FOR ADDITIONAL RESOURCES, SEE THE SCHOOL'S RESOURCE REFERENCE FILE.

*Example of a Wallet-Card Developed at a School Site  
for Students to Carry with Them*

Front

San Fernando High School  
*Community Resources*

Alcohol & Other Drugs

Alcoholics Anonymous ... 1-800-252-6465  
Be Sober (24 hr. hotline)...1-800-Be Sober  
Cocaine Anonymous ..... (818) 988-1777  
Narcotics Anonymous ..... (818) 750-3951  
El Projecio del Barrio ..... (818) 896-1135

Suicide Prevention

Hotline for Teens ..... 1-800-621-4000  
24 hour Crisis..... (213)-381-5111

Child Abuse

Hotline.....1-800-272-6699  
Family 24 hour  
Crisis Center.....(818) 989-3157

Rape

Rape Hotline.....(818) 793-3385  
Victims Anonymous.....(818) 993-1139

Back

Run Away

Run Away Hotline.....1-800-621-4000  
L.A. Youth Network.....(213) 466-6200  
Stepping Stone.....(213) 450-7839

Pregnancy/Family Planning

Pregnancy Testing.....(818) 365-8086  
El Nido Services.....(818) 896-7776  
County Health Dept..... (818) 896-1903

Other Resources

School Team.....Ext. 15  
School Health Center.....(818) 365-7517  
Teenline .....1-800-TLC-TEEN  
AIDS Hotline.....1-800-922-2437  
Spanish Bilingual Helpline (818) 780-9727  
Family Problems Group...(818) 882-4881

## *Description of Referral Resource Files*

A comprehensive referral resource filing system is built up in stages. The first stage involves a focus on a few key referrals. Each week, time can be devoted to adding a few more possible services. Once the main services are catalogued, only a little time each week is required to update the system (e.g., adding new services, deleting those that are not proving useful, updating information).

The tasks involved in establishing and maintaining the system can be described as follows:

1. Use available resource systems and directories and contact knowledgeable persons at the school and in the community to identify all possible services.
2. If sufficient information is available from directories and other systems, it can simply be photocopied. In cases where there is insufficient or no information, contact the service (preferably by mail) to request brochures and other materials that describe available services.
3. Use a standard format to summarize basic information for quick review (see attached form). The summary can be done by someone at the center abstracting information that has been gathered about a service or the form itself can be sent to be filled out by someone at the agency and returned.
4. Put the information gathered about each service into a separate folder and label the folder appropriately (e.g., name of agency or program).
5. Sort folders into categories reflecting (a) their location (e.g., on-campus, community-based) and (b) the type of service provided (e.g., counseling/psychotherapy, substance abuse, vocational guidance, tutoring). File the folders alphabetically, by category in a filing cabinet that can be made accessible to clients
6. Summaries can be exhibited in binder notebooks for quick review. Using separate binder "Resource Notebooks" for each location (e.g., on-campus, community-based), alphabetically insert the summaries into sections labeled for each category of service. There are computerized systems that can be used to store the information for easy access.
7. Files and Resource Notebooks should be put in an area where anyone interested in using them can have ready access. A poster might be hung over the file to call attention to this service information system and how to use it.
8. Listings of the most accessible services can be compiled and widely distributed to all school staff and students.
9. Consumer feedback can be elicited in a variety of ways from student users (e.g., as part of referral follow-through interviews or periodic consumer feedback questionnaires). If clients provide positive feedback on services, their comments can be included in the folders as an encouragement to others. If a number of clients indicate negative experiences with a service, it can be removed from the files.
10. Service listings and filed information and summaries regarding services probably should be updated yearly.

**SUMMARY SHEET ON AN AVAILABLE REFERRAL RESOURCE**

The following is basic information provided by an agency and summarized here as a quick overview for anyone interested in the service.

**How to contact the service**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

Person to contact for additional information or to enroll in the service:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

**Clients served**

Age range: Youngest \_\_\_\_\_ Oldest \_\_\_\_\_  
Sex: Males \_\_\_\_\_ Females \_\_\_\_\_

Type of problems for which services are offered:  
(please briefly list)

Ability to serve clients who do not speak English. YES NO  
If so, which languages?

If there are any limitations or restrictions related to clients served, please note  
(e.g., no individuals who are on drugs; only Spanish speaking).

**Type of services**

(please check services offered)

**Fees:**

_____ Assessment	_____
_____ Counseling/psychotherapy	_____
_____ substance abuse treatment	_____
_____ sexual abuse support groups	_____
_____ vocational guidance	_____
_____ tutoring	_____
_____ other (specify)	_____
_____	_____
_____	_____
_____	_____

Sliding Scale? YES NO

If there are any other sources that underwrite fees for the above services, please indicate them (e.g., public agencies, insurance).

***SUPPLEMENT TO BROCHURE AND OTHER PRINTED MATERIAL***

Along with whatever brochures and printed material that is available, it is helpful to have a summary statement highlighting the following matters.

1. What is the particular philosophical or theoretical orientation underlying the service(s) provided?

2. Please describe the nature of what a client can expect to experience (e.g., time involvement, activities; if groups are involved, indicate typical group size and composition).

3. Specific directions for traveling to the service provider (e.g., using public transportation if off-campus).

4. If there is any other information that should be highlighted for a potential client, please provide it here.

Date this form was filled out: \_\_\_\_\_

## *Example of One School District's Referral Policy*

### **INTRODUCTION**

It is the policy of the District to initiate the referral of parents and pupils to appropriate agencies when a pupil's needs are beyond the scope and/or responsibility of school and District resources. School staff members cooperate with agency personnel in effecting timely and suitable referrals and work together on a continuing basis regarding aspects of the pupils problems which may relate to school adjustment. The following guidelines are to be followed in making such referrals.

### **I. SCHOOL PERSONNEL RESPONSIBLE FOR REFERRALS**

- A. The school principal or designee assumes administrative responsibility for the coordination of efforts to help a pupil in the school and for the delegation of community agency referrals to appropriate personnel.
- B. Pupil services personnel are trained specifically to assist school staff and parents in the selection and contact of approved community resources providing counseling, health, mental health, and related services.
- C. School staff and parents are encouraged to consult with the pupil services personnel assigned to the school for information and assistance in processing referrals (e.g., nurses, counselors, school physicians, psychologists, social workers).

### **II. SELECTION OF AGENCIES**

- A. Referrals may be made to:
  - 1. Public tax supported agencies
  - 2. Charitable support based agencies such as those funded under United Way
  - 3. Voluntary non-profit agencies meeting the following criteria:
    - a. Directed by a rotating board broadly representative of the community
    - b. Not operated on fees alone
    - c. Available on a sliding-scale cost to patients
    - d. Open to the public without regard to color, race, religion ancestry, or country of natural origin
    - e. Licensed by the State Department of Health when mental health services are involved.
- B. Referrals shall not be made to:
  - 1. A profit or non-profit proprietary agency. (proprietary: "held in private ownership")
  - 2. Private practitioners or groups of private practitioners.
- C. Since the District does not have staff resources to investigate the status or otherwise evaluate community agencies, school personnel should limit referrals to agencies listed by (designated resource book or public information phone or on-line service).



### ***III. PROCESSING OF REFERRALS***

- A. Most health, counseling and related social service agencies require that the pupil, parent, or guardian make direct application for service. This does not preclude school personnel from assisting in the application process nor from presenting pertinent information to the agency in support of the applicant's request, when authorized by the parent.
- B. Complete information about a recommended agency should be given to prospective clients by support services personnel. Such information should include agency program, application procedures, intake process, location, agency hours, telephone number, fees, and other pertinent data.
- C. In all agency referrals, consideration should be given to family factors such as:
  - 1. Geographical area
  - 2. Determined needs and services
  - 3. Religious preference
  - 4. Ethnic and/or language factors
  - 5. Financial capability
- D. A family's financial resources should be explored discreetly prior to making an appropriate agency referral. A family which has the financial ability to secure private services should consult with the family physician or the referral services provided by professional associations. A family which has its own insurance plan should confer with the plan's insurance consultant.

### ***IV. RELEASE OF PUPIL INFORMATION***

Written authorization from parent, guardian, or student (if student is eighteen [18] years of age and living independently of parents, or is an emancipated minor) must be obtained before any school information is released to a community agency regarding a pupil. The same such authorization is required for a community agency to release information to school personnel.