STEPS TO MAKE A REFERRAL



Client meets with referral volunteer (RV) or field supervisor (FS)



2 RV/FS assesses client needs & explains available services



Client & RV/FS agree on services the client will be referred to

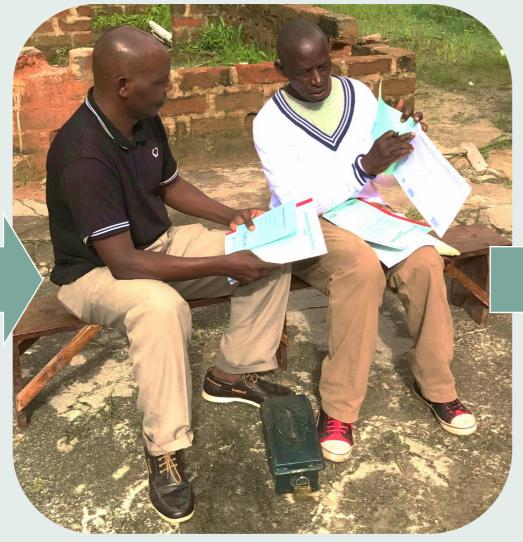


RV/FS confirms service is available, completes the referral form & gives it to the client

STEPS AFTER A REFERRAL IS MADE



Client arrives at the receiving service provider with referral form



6 Client receives or enrolls in service



7 Service provider completes referral form



RV/FS follows-up with client if referral is not completed

DESCRIBE REFERRAL PROCESS & OBTAIN CONSENT

- 1. Welcome the client & introduce referral process using images on reverse side
- 2. Inform client that their information will remain confidential (e.g. HIV status)
- Confirm client understands referral process
- 4. Ask for consent to receive referral then complete client intake & consent forms
- 5. Assign Client ID number (use SmartCare # if available)

ASSESS CLIENT NEEDS

Guiding questions:

- Who is the head of your household?
- How many people live in your household?
- Are all school aged children in your household currently attending school?
- Do you have employment? If so, what kind/ profession?
- Are there other source(s) of income to the household?
- What is the main type of energy that your household uses for cooking?

DISCUSS REFERRAL OPTIONS

- Use service directory, client assessment information and guiding questions below to discuss referral options with the client
- See boxes below for key messages about common services
- Guiding questions to determine best referral options:
 - What is your area of residence?
 - Do you have an interest in a particular service?
 - What relevant skills, experience and/or education do you have?
 - How far are you able to travel to access services? How frequently?
 - Are there government grants that the client is eligible for and can be linked to?

AGREE ON REFERRAL SERVICE(S) AND COMPLETE FORMS

- 1. Once service(s) has been selected, confirm:
 - Service is available by contacting the receiving SP
 - Eligibility criteria are met
 - Client is willing and able to commit time to participate
 - Client can meet the physical demands of service/activity
 - Client can pay fees towards receipt of a service (if required)
- Complete referral form and give to client
- Record referral in outgoing register



SAVINGS GROUPS

SGs are community groups with 15-20 members who save money together and use their pooled savings as a loan fund from which to borrow.

SGs allow members to:

- Save money within 4-12 months
- Access small loans for a business, school fees, etc
- Access special loans for emergencies
- Learn how to manage household finances



HIV TESTING

Why is HIV testing important?

- Life-saving and affordable care and treatment is available
- Prevent HIV transmission to sexual partners by knowing your HIV-status
- Women can access prevention services to protect children from HIV
- The test is simple and only takes 20 minutes



SERVICES FOR OVC

What is an OVC?

- A child infected or affected by HIV/AIDS, including:
 - HIV-positive children
 - Children and households affected by HIV/AIDS
- OVC and their caregivers benefit from referrals to services that reduce their vulnerability such as:
 - Savings groups
 - School support
 - Health & nutrition

PROVIDE REFERRAL INSTRUCTIONS TO CLIENT

- Introduce client directly to service provider, if possible
- Use images on reverse side to explain the steps required of client after referral is given:
 - ✓ Bring referral form to service provider
 - Receive service or enroll in group
- Contact RV/FS if service not received
- SP will complete the referral feedback form
- RV/FS will follow-up with client or SP if the feedback is not received











