

STEPS TO MAKE A REFERRAL



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



2 RV/FS assesses client needs & explains available services



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



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

STEPS AFTER A REFERRAL IS MADE



5 Client arrives at the receiving service provider with referral form



6 Client receives or enrolls in service



7 Service provider completes referral form



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

referral COUNSELLING GUIDANCE

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)
3. 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)
2. Complete referral form and give to client
3. Record referral in outgoing register

ABOUT COMMON SERVICES



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



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