

YLI Referral and Follow-up Processes

Introduction

To assist substance use and mental health providers this **Referral and Follow-up Process** document outlines the three referral and follow-up processes that are in effect during SFY 2021. Questions on the guidance below can be directed to the following:

- [COVID-19 Emergency Grant](mailto:jennifer.robertson-hill@idph.iowa.gov) process: jennifer.robertson-hill@idph.iowa.gov
- [Your Life Iowa](mailto:ipn@idph.iowa.gov) process ipn@idph.iowa.gov
- [Zero Suicide Grant](mailto:keri.neblett@idph.iowa.gov) process: keri.neblett@idph.iowa.gov

COVID-19 Emergency Grant Email Referral and Follow-up Process

Email Referral: When a person contacts YLI (phone, text or chat) and requests a referral for the COVID-19 grant or a referral is provided for the COVID-19 grant Foundation 2 (F2) will obtain a two part consent. Consent will include first a verbal agreement to share contact information (to provide referral to the COVID-19 Community Behavioral Health Organization (CBHO) AND secondly F2 will ask the person to participate in a follow-up call with F2. F2 will send an email with the person's contact information to the appropriate CBHO and/or Abbe Center, if appropriate. It is the expectation that the CBHO receive and contact the referral within 24 hours, if the referral is received Monday – Thursday. If the referral is received on a Friday, it is the expectation that the CBHO contact the referral as soon as possible or by Monday COB.

Email Referral Follow-up: Foundation 2 will follow-up with the referred person and the CBHO 3 business days after the email referral was sent to ascertain the outcome of the referral.

Supporting Documents: Please click on the links below for supporting documents that outline the process and further define the roles and responsibilities.

- [Covid-19 Grant Referral Process](#)
- [COVID-19 Follow-up Roles and Responsibilities](#)

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Your Life Iowa Email IPN Referral and Follow-up Process

Email Referral: When a person contacting YLI (phone, text or chat) requests a referral or a referral is provided for SUD or PG AND the person has verbally agreed that their contact information may be shared AND that they agree to participate in a follow-up call (to them and the referred to agency) to ensure they have made contact with the referred to IPN Contractor, Foundation 2 will send an email with the person's contact information to the appropriate IPN Contractor.

Email Referral Follow-up: Foundation 2 will follow-up with the referred person and the IPN Contractor 5 business days after the email referral was sent to ascertain the outcome of the referral.

Supporting Documents: Please click on the links below for supporting documents that outline the process and further define the roles and responsibilities.

- [YLI IPN Follow-up Procedures Chart](#)
- [YLI IPN Follow-up Roles and Responsibilities](#)

Zero Suicide Follow-up Program

This program is designed to provide care continuation and support to IPN clients who screen positive for suicide risk as they transition to different levels of care. The initial focus is on transitions out of residential care but may also include outpatient levels of care too.

Referral to Foundation 2: IPN agencies send a completed referral form to Foundation 2 in order to start the follow-up process. Foundation 2 is available to review the follow-up process with the client before they transition as requested by the IPN provider.

Follow-up: Foundation 2 will provide follow-up calls to clients within 24 hours of the transition of care and then again in 7 days and 14 days to provide support and review the safety plan; these points are adaptable and will be decided upon with the client.

Supporting Documents: Please click on the links below for supporting documents that outline the process and further define the roles and responsibilities.

- [Zero Suicide Follow-up Model](#)
- [Zero Suicide Follow-up Paths](#)