IPN Follow up Roles and Responsibilities

October 2020



YLI Counselor

Provides a client with referral to an IPN agency

Gets permission to send client's info to the IPN agency referred to Emails agency to inform identified staff a referral has been made to their agency

YLI Counselor

Incudes in the email the following information:

first and last name

phone number

the reason for the referral.

Emails will come from Foundation 2 general email address.

YLI Project Lead

Will follow up by phone with the client

Will follow up by email with identified staff for IPN agency

within 5 days of referral.

Responses will be document and reported to IDPH in monthly report.

YLI Project Lead Provide support ito client if they have not called or responded to IPN agency

Work on connecting client if they have reached out and not gotten response.

Document if these situations occur and include in monthly report to IDPH.

IPN Identified Staff

Recieves referral information through email from Foundation 2 general email

Process referral based on their agency requirements'

IPN Identified Staff

Responds to YLI Project Lead when they reach out through email

Provides update on where client is in referral process

IPN Identified Staff

If connection between IPN and Client has not occurred then:

IPN attempts to reach out again.

YLI Project Lead will attempt 1 more time to engage client and connect with IPN