

# Referral Guidelines

## **InfoRock conducts intake for two types of referrals:**

- Preventive Referral - For children under 18 years
- Protective Referral - For adults 18 years and older

## **Understanding a Preventive Services Referral**

The goal of Preventive Services is to enable families to stay together while averting foster care placement of a minor child under the age of 18. Preventive Services are voluntary and regardless of income. Services provided through a Preventive Referral may include casework counseling, childcare assistance, parental support and advocacy. Preventive Service teams are located in Monsey, Pomona and Haverstraw. Residency of person in need of services determines what team is assigned the case.

## **Understanding a Protective Services for Adults (PSA) Referral**

Protective Services for Adults (PSA), aka Adult Protective Services (APS), is a program to assist adults, 18 years of age or older who can no longer provide for their own basic needs, protect themselves from harm (neglect or abuse); and have no one willing or able to assist. Protective Services are voluntary and regardless of income. In addition, the adult being referred for services must be a Rockland County resident living in the community, or in a hospital or nursing home with a plan to return to the community.

## **What to Expect When Requesting a Referral**

Callers requesting a Preventive or Protective referral for services will speak to a Caseworker who will assess whether the circumstances meet the eligibility criteria. If a referral is deemed appropriate, the caller will be expected to provide the following information if possible:

- Presenting problem/why case is being referred at this time
- Name of individual who is in need of service
- Address with directions
- Telephone number
- Date of birth
- Social Security Number
- Family Composition/Other Contacts

