
POLICY

The Poverello Center, Inc. strives to respond to client needs as they present during service receipt.

PROCEDURE

One of the primary tools TPC staff use is the SBIRT Tool to screen client needs for smoking cessation, food programs, depression treatment and substance use treatment. Once someone screens positive for any of these needs, staff make assertive referrals to the available service through the appropriate means:

- a. Provide Enterprise for people with Ryan White Part A.
- b. Direct Referrals to agencies who accept Medicaid, Medicare, or Insurances.

Other than formalized tools, frequently through the course of service provision, a client will mention a need. Staff are required to inform the client of available services within the community and ask if they wish to receive referral assistance. If they agree, assistance will be provided to access the community services through the appropriate means for that service.

Follow up after the initial period of intake for the referred service is preferred if consent is provided by the client to do so.

Approvals:

Signature: _____



Date: _____

1/1/18

Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: 2.18.19

Date Established: 01.11.2018

Date Reviewed/Revised: N/A