

Community Care Hub: Referral Workflow



Referral



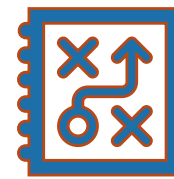
- Call Center
- Funder Referral
- Local or Regional Referral

Intake



- Intake information
- Screen for social, medical, and behavioral health needs
- Offer support

Routing



- Referral routed based on geographical location and appropriate services

Receive



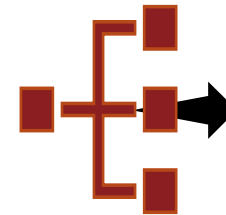
- Hub receives referral
- Client Management System (CMS) record is located or created

Eligibility



- Hub Manager notified of new client referral
- Hub Manager confirms program / funder eligibility

Smart Assignment



- Hub Manager makes smart assignment to Social Care Network partner

Network

SOCIAL CARE NETWORK

COMMUNITY BASED CARE COORDINATION PROVIDER (CBCC) *(Partners provide HRSN care management, meet standards, employ CBWs)*

EMERGENCY RESPONSE PARTNERS *(Partners ready to mobilize in a crisis or emergency)*

RESOURCE & REFERRAL PARTNER *(Coordinate with existing funded partners & programs e.g. FCS, Health Homes, MSS, HMG)*

HRSN BENEFIT PROVIDER *(e.g., provides medically tailored meals)*

Social Care Network: Community-Based Care Coordination (CBCC) Workflow



Engage

Assess

Support

Connect

Engage: reach and engage people in communities who have complex care needs and want support to improve their health.

Assess: screen for social and health factors that significantly compromise health (e.g. SDoH/HRSN assessment).

Support: establish an action plan that identifies client-defined priorities and supports the client in ways that promote self-efficacy and activation.

Connect: connect individuals to community resources and clinical services to improve physical and behavioral health outcomes, and to support ongoing social needs.

- Outreach & Engage
- Establish Trust
- Offer Services
- Obtain Consent
- Document

- Maintain Trust
- Complete/Confirm Intake & Eligibility
- Assess: Screen SDoH/HRSN
- Document

- Develop Person-Centered Shared Care Plan
- Utilize Brief Action Planning
- Educate
- Advocate
- Engage Care Team
- Document

- Locate Services
- Offer Resources
- Develop Client Readiness
- Complete Closed Loop Referral
- Document
- Discharge Client