



**GOOD FRIENDS
OF THE
FIRST STATE**
Inc.

Referral Guidelines and Procedures

POST OFFICE BOX 424
HOCKESSIN DELAWARE 19707
302 / 455 8534

www.goodfriendsofthefirststate.org

Referral Guidelines and Procedures

A social worker, case manager or healthcare professional becomes aware of a consumer's emergency need and makes a referral to Good Friends of the First State. Consumers are NOT allowed to make a referral for themselves. (Consumer is defined as the person or family in need.) Consumers must be women or girls. A social worker, case manager or healthcare professional must confirm that Good Friends of the First State is the last place you look for funds after other resources have been exhausted. Our funds are used for crisis intervention requests.

A social worker, case manager or healthcare professional must complete the Good Friends of the First State referral form and email the information to goodfriendsdistributions@gmail.com. Good Friends Referrals must be screened, verified and provided by a social worker, case manager or healthcare professional who has been working with the family, or has had an interview by a social worker, case manager or healthcare professional who will submit the referral. The family needs to be approved for the services being provided by that agency. Workers may not refer friends or family members.

In the event of payment to a third party, the social worker, case manager or healthcare professional must contact the vendor directly to determine the total amount owed or the cost of an item that is needed. The standard procedure is for two price quotes from reputable vendors. Invoices must be presented to Good Friends of the First State.

When the referral form is received, we will review the form to ensure that all information is complete and meets requirements. Factors taken into consideration:

- a) Income
- b) Situation (as described on the Good Friends Referral Form)
- c) The policy is to assist eligible consumers once per 12 months
- d) Will the funds provided resolve the consumer's emergency?
- e) Has the client (or other agency) utilized resources to resolve the problem before making the request to Good Friends?

After considering the above, the referral is approved or denied. Once a decision has been made, Good Friends of the First State will notify the social worker, case manager or healthcare professional. It is their responsibility to ensure that the consumer is notified. The social worker, case manager or healthcare professional is also responsible for notifying the vendor of a verbal commitment to assist. Good Friends of the First State approvals are processed and the check is mailed to the vendor or agency. Good Friends of the First State reserves the right to approve or decline a referral based on its own sound discretion and judgment.