

# PROVIDING REFERRALS TO YOUTH IN YOUTH-SERVING SYSTEMS

IMPLEMENTATION MODEL

## PHASE 1 Establish Organizational Policy

- Conduct organizational assessment
- Identify organizational strengths/gaps
- Establish vision for implementing referral system
- Establish leadership structure
- Develop policy

## PHASE 2 Develop Referral Process

- Identify opportunities for referral
- Identify core staff to give and track referrals
- Develop algorithm for providing referrals
- Develop referral log for tracking referrals
- Develop data collecting, reporting and use process
- Develop linkage agreements with health centers

## PHASE 3 Develop Communication Materials

- Develop referral guide
- Develop other communication materials (posters, flyers)

## PHASE 4 Train Staff and Build Competency

- Training for core staff (see reverse for list of trainings)
- Build awareness among other staff

## PHASE 5 Implement and Improve

- Pilot, modify and finalize referral procedures
- Promote broad implementation
- Implement communication plan
- Report, review and use performance metrics to improve

## PHASE 6 Institutionalize

- Quarterly reporting, review and use of performance metrics for quality improvement
- Revise job descriptions, staff performance reviews, hiring practices
- Integrate into staff orientation and training

### Structure

- Organizational policy in place
- Trained staff

### Referrals

- All youth assessed for sexual activity on at least an annual basis
- All sexually active youth referred for sexual and reproductive health services (active or passive)
- All sexually active youth given referral guide
- All referrals tracked on referral log

### Communication

- Posters, flyers indicating locations of sexual and reproductive health centers

### Outcomes

- Increase referrals of youth to school-based and community-based sexual and reproductive health providers for sexually active youth
- Increase the number of sexually active teens receiving sexual and reproductive health services

PROGRAM MODEL

NO WRONG DOORS  
NO MISSED OPPORTUNITIES  
Teen Pregnancy Prevention

# REQUIRED TRAINING FOR CORE STAFF (AT LEAST ANNUALLY)

## Providing Effective and Confidential Referrals

- Organizational Referral Policy
- Steps in Making a Referral
- Tracking Referrals
- Referral Guide
- What to Expect in a Clinic Visit

## Adolescent Sexual and Reproductive Health

- State and Local Epidemiology (Rates of STD/HIV/Pregnancy)
- Sexual and Reproductive Health 101
- State Laws and Regulations (Minors Rights' and Confidentiality)
- Reporting Requirements
- Trauma-Informed Care

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NO MISSED OPPORTUNITIES  
Teen Pregnancy Prevention