



Residential Referral Process

Residential Referral Sources

Clinically-Responsible Service Provider (CRSP*)
Skilled Nursing Homes (Returning Consumers)
Hospital Inpatient / ED
Out-of-County CRSP
DHHS (Age-Outs)



Referring Agent meets with clinical team to review
& determine if consumer meets criteria for
specialized services



Referring Agent meets w/ Consumer & Guardian:

- Discuss options of available services
- Obtain consent to submit for residential referral



Referring Agent submits clinical packet* w/ completed
referral checklist to Residential Services:

Fax: (313) 989-9525

or

Email : residentialreferral@dwihn.org

**CRSP to include 2-3 available dates & times for scheduling
assessment appointment with Consumer & Guardian at
CRSP facility.*

DWIHN Residential Services

Administrative Specialist

- Receives referral and notes referral log for tracking
- Emails receipt confirmation to Referring Agent
- Referrals submitted after 2 PM processed next business day
- Excludes ED Referrals

Manager/Director

- On same day, reviews submitted documentation
(Out-of-County referrals must have Director/Manager approval prior to assignment)
- Assigns Residential Care Specialist

Residential Care Specialist (RCS)

- Within 24 hours of assignment, contacts Referring Agent
- Confirms date, time, and location of face-to-face assessment with Consumer/Guardian
- Explains available residential services; location preference, and obtains written consent
- Completes IDD/AMI Staff Planning Guide and presents to determine criteria has been met for specialized residential services
- Identifies potential residential provider from DWIHN Provider Network
- If requested, coordinates face-to-face consumer/provider interview
- Obtains consumer/provider consent of acceptance of placement
- Notifies Referring Agent of placement acceptance date and location to confirmed residential provider with location & contact info, documenting referral outcome in consumer chart notes
- Provides copies of additional documentation & signed consent to accepting residential provider
- Completes **Internal Service Authorization Request** form for Care Coordinator to enter new authorization

Residential Care Coordinator (RCC)

- Receives completed **Internal Service Authorization Request** form to enter new service authorization
- Identifies potential residential provider from DWIHN Provider Network
- If requested, coordinates face-to-face consumer/provider interview
- Notifies designated CRSP of placement admission date, provider location/contact info, & signed placement consent
 - *If LOCUS Score below 5:* Notification sent to update score to meet criteria for specialized services
 - *If IPOS needed, approaching expiration, or has expired:* Notification sent to advise update is needed immediately