**Guidelines for Making Complex Case Consultation Referrals**

When to Make a Referral:

* You and your local team (including DT or Intensive Case Consultants and Placement Specialists) are feeling overwhelmed or like you are “out of options”
* Placement is failing or in jeopardy
* A written eviction notice has been issued and all local options for new placement have been exhausted
* All local placements have been explored and found to not be viable options

Options to Try First:

* Staff with your team and management – all referral should be staffed with a supervisor before they are sent to Complex Case
* Make sure other resources have been attempted including but not limited to: Behavioral Support Services (BSS); Long-Term Care Contract Nursing hours (LTCCN); Specific Need Contract (SNC) homes; Enhanced Care Services (ECS/ECF); exception hours if needed; etc.
* All local placements
* Complete AFH blasts
* Reach out to I/DD licensed providers with variances

Information to Include in the Referral:

* A complete Referral Form– this is extremely important because it contains a summary of all of the information needed for the team to make good, appropriate referrals and suggestions
* Current timelines i.e. eviction notices; hospital discharges; consumer request; etc.
* Supporting documentation, if available, including but not limited to: BSS or other behavioral plans; medical and psychiatric treatment records including specific diagnoses as this can help determine possible placement options; current care plans and progress notes; a list of placements you have tried; etc.
* Any pertinent information about the consumer’s background such as criminal history, sex offender status, specific language or cultural needs, and things like that
* Please also ensure that the CAPS assessment and narrative are as up to date and accurate as possible based on current ADL and behavioral needs – this can weigh very heavily on our ability to make good suggestions is especially important when an exception may come into play

Please reach out via email with any questions about the referral process or if you are unsure if a referral would be appropriate at APDComplexCase.ConsultationTeam@state.or.us