

## **110 CMR 3.00: INFORMATION AND REFERRAL SERVICES**

### Section

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### **3.01: Introduction**

Information and referral services are services provided, upon request, to refer individuals with unmet social service needs to the most appropriate resource. Information and referral services include but are not limited to: evaluation of requests for social services; provision of information about the spectrum of service resources including Department services; referral of the person to one or more appropriate agency(s); and outreach services.

### **3.02: How to Request Information and Referral Services**

Requests for information and referral services may be made in person, by telephone (telephone access shall be assured to deaf and hearing impaired persons through the Department's use of TTD (telephonic telecommunications device) equipment), in writing, or via the mail. A client may request information and referral services directly from the Department, or the client may be referred to the Department by an agency or community professional. A Department employee shall collect the following information on every request or referral for information and referral services:

- (1) date of request/referral;
- (2) type of request;
- (3) Department action taken;
- (4) such other information as may be required.

### **3.03: Eligibility for Information and Referral Services**

The Department shall provide information and referral services to all persons requesting such services. No other indication of need is required nor are there any eligibility requirements to be met prior to the delivery of this service.

### **3.04: Case Record**

If as a result of information and referral services, the client wishes to apply for other services, then the Department shall establish a case record.

### **3.05: How Services Provided**

Information and referral services are provided either directly by the social work staff of the Department or the Department may purchase comprehensive information and referral services, to supplement the Department's information and referral system.

### REGULATORY AUTHORITY

110 CMR 3.00: M.G.L. c. 18B, § 2(A)(15).

110 CMR: DEPARTMENT OF CHILDREN AND FAMILIES