

How To Make An Effective Referral

01 | Build Rapport

to create an environment of trust and comfort throughout the referral making process by valuing what teens have to say, establishing your trustworthiness, accessibility, expertise, normalizing discussions about sexual health, and using client-centered communications skills.



02 | Ensure Confidentiality and Consent

by informing teens about their confidentiality and consent rights consistent with state law and agency policies.



03 | Identify the Needs of the Youth

by asking, or integrating into assessment tools, a couple of key questions that will help you link youth to services that will meet their unique needs.



04 | Select the Appropriate Service(s) and Provider(s)

by reviewing the HOPE Buffalo Referral Guide with teens. Consider service needs like, transportation, cost, hours of operation, need for confidentiality, language, gender identity, and sexual orientation when selecting referral site(s).



05 | Make and record the Referral

by walking through the steps of, or assisting the youth in making an appointment. Provide a specific contact to ask for and written information about the referral site. Document the referral was made.



06 | Follow-Up After the Referral

by making an agreement with the teen before they leave to check back with them to assess need for additional support.



Adapted from the [Connections for Student Success Referral System Implementation Kit](#).

To view or download, visit our resource center on connectionsforstudentsuccess.org

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