Types of Resource Referral Needs

When you are making a resource referral, you will need to select **Resource** as the **Referral Type**. To learn more about the other types of referrals, please visit **the Documenting Referrals in CCTO job aid**.

- All individuals who are reached by phone should be asked if they have any resource needs.
- **Referrals should only be logged by the person who made the referral(s)** and **should not be logged simply due to asking** if the individual in need of resources.
- A **unique referral should be logged for each type of support** that the individual was referred for. For example, if someone requests support for housing, food, and transportation, then three referrals will be logged.
- A referral can be made by either providing information to the individual or sharing the individual's information to a supporting organization.

After you have selected that the **Referral Type** is **Resource**, you will then be asked to identify the type of **Referral Need(s)**. Refer to the list below to better understand the types of resource referral needs.

Details		Referral Need	Select or search options ∧
Referral Type * Resource		Outcome of Referral (if known)	☐ Select all 21 items
Referral Date * 6/28/2022		Notes from Referral	☐ Benefits Navigation
			☐ Clothing & Household Goods

This job aid provides information regarding which Referral Need(s) to select when logging a resource referral.

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Resource Referral Need	Definition	Examples
Benefits Navigation	Includes services provided to a client to assist them in navigating the service and/or benefits landscape.	• Benefits Eligibility Screening • Health Insurance/Benefits • Immigration Services
Clothing & Household Goods	Includes services and/or items used to furnish the household and personal goods.	• Appliances • Baby Supplies • Houseware/Cookware
Education	Includes services that assist a client in accessing academic education and achieving literacy. It can also include supportive services and financial assistance to support the obtainment of that education.	• Computer/Technology Classes • Assistance to obtain Degrees/Certifications • Educational Support Services

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Employment	Includes services provided to assist a client in obtaining a new job, which may include job training programs, soft skills training, or actual placement assistance.	• Career Skills Development • Internships/Work Experience • Job Training
Entrepreneurship	Includes any assistance provided to clients to support their small business.	• Entrepreneurial training programs • Assistance with securing commercial real estate or permits • Small business financing and fundraising
Food Assistance	Includes any services that assist a client in obtaining food.	• Food Pantry • Prepared Meals • SNAP/WIC/Other Nutrition Benefits
Housing & Shelter	Includes services in obtaining and maintaining safe and stable housing, including assistance finding temporary or permanent housing and paying for rent/mortgage.	• Assisted Living • Emergency Housing • Home Loans and Financing
Income Support	Includes services provided to help clients obtain a source of income through public or veterans benefits.	• Emergency/One-time Financial Assistance • SSI/SSD & Disability Benefits • Veterans Pension & Disability Benefits
Individual & Family Support	Includes non-clinical services that promote personal development and help individuals and families achieve/maintain stability.	• Care • Family Support Home Visiting • Parenting Education
Legal	Includes professional legal services offering legal advice & counsel or representation for a wide variety of issues.	• Bankruptcy Law • Employment Law • Veteran Benefits Advocacy

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Resource Referral Need	Definition	Examples
Mental/Behavioral Health	Includes services provided by clinicians to assess, diagnose, treat or professionally counsel individuals to alleviate mental or emotional illness, symptoms, conditions or disorders.	• Behavioral Skills Training and Support • Individual or Family Counseling • Mental Health Evaluation
Money Management	Includes services that help clients manage and improve their financial situation.	• Financial Counseling • Financial Literacy Classes • Taxes
Physical Health	Includes clinical services provided to promote the physical well-being of individuals and to manage and prevent diseases.	• Home-based Care • Medical Expense Assistance • Primary Care
Social Enrichment	Includes classes and activities focused on building relationships, promoting community, and increasing feelings of social connectedness	• Special Interest Clubs • Volunteer Opportunities • Peer to Peer Networking
Spiritual Enrichment	Includes activities or connections made to local religious or faith-based groups/leaders to improve an individual's sense of spirituality	• Faith-based Communities
Sports & Recreation	Includes programs and services focused on organized physical activity for adults and youth of all ability levels.	• Outdoor Activities • Individual/Team Sports • Exercise Classes/Groups
Substance Use	Includes clinical services provided to address substance use disorders.	• Drug/Alcohol Testing • Substance Use Treatment, Counseling & Recovery Support • Tobacco Cessation

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Transportation	Includes programs that provide for the basic transportation needs of the community.	• Ride Coordination • Transportation Expense Assistance • Transportation Passes/Vouchers
Utilities	Includes programs that provide application/advocacy or financial assistance for people who are at risk of having their utilities shut off.	• Home Energy/Utilities Benefits • Utility Bill Payment Assistance
Wellness	Includes programs that help participants understand and develop personal practices that enhance their total well-being.	• Alternative Medicine • Mindfulness and Meditation • Therapeutic Programs & Retreats
Other	If none of the other categories fit the service and program, the resource need can be marked as "Other"	