

## CESA's Referral Worksheet

The first step of a good referral is to recognize situations where a family may need help that goes beyond your level of expertise!

Our "Wisconsin Coverage Connections™" Referral Worksheet can help!

Complete these brief questions with the family, then give a navigator a call for more assistance! *Contact information is on the other side.*

A proper referral starts with a good conversation with a family:

Main family contact (Name): \_\_\_\_\_

Best phone number (Home/Cell): \_\_\_\_\_

Best time to call: \_\_\_\_\_

Contact information (Address)

What is the family's current health coverage, conditions, or needs?

What are their questions?

Family size: \_\_\_\_\_

Family Income: \_\_\_\_\_ (Monthly or Yearly)

Immigration status:

Let the family know you'd like to direct them to more detailed assistance

- Don't just give them a phone number... do a "warm hand-off"
- Do a 3-way call where you call with the family, **OR**
- Call ahead to alert the agency a family will be calling



## Contact Information for Navigator Agencies

County	Navigator Agency	Phone:
Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer, Taylor, or Washburn	Northwest Wisconsin CEP, Inc.	1-888-780-4237
Buffalo, Crawford, Jackson, Juneau, La Crosse, Monroe, Trempealeau, or Vernon	Workforce Connections, Inc.	1-800-742-5627
Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk, or St. Croix	Workforce Resource, Inc.	1-800-472-5522
You can also contact ABC for Health for assistance: 1-800-585-4222		

## Contact Information for Targeted County Human Service Agencies

County	Human Service Agency Consortium	Phone:
Ashland, Bayfield, Iron, Price, Rusk, Sawyer, or Taylor	Northern Consortium	888-794-5722
Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, Trempealeau, or Vernon	Western Consortium	888-627-0430
Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, St. Croix, or Washburn	Great Rivers Consortium	888-283-0012
Crawford	Southern Consortium	888-794-5780
Juneau	Capital Consortium	888-794-5556
Live in another county? Check online for contact information of your local Human Services Agency: <a href="http://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm#Counties">www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm#Counties</a>		