In order for a referral to the Bridge program to be considered complete the following must happen:

1. Determine if the criteria for appropriate referral has been met:

   DSS Case Worker deems it necessary –
   If the DSS case worker identifies or suspects an issue, the case worker along with the referral will send a case comment via an alert to the contractor with the title "Bridge Assessment Requested". This is an appropriate referral.

   Employment Connections / Keep a Job Provider deems it necessary –
   If the Employment Connections / Keep a Job worker identifies or suspects an issue with a client that has participated with the contractor, the EC/KAJ worker will send the referral directly to Bridge. This is an appropriate referral.

   No shows to Orientation (that are open cash) –
   If the Employment Connections/Keep a Job worker is unsuccessful with the minimum standard of outreach that needs to be completed within a two week time frame that includes the following:

   - an immediate telephone call after receiving the referral,
   - an outreach letter that describes the services to be offered, schedules an individual for an orientation (two optional dates), provides the individual an opportunity to schedule an orientation at a time which is convenient (where a conflict exists), and reminds the individual of any consequences of failing to attend orientation.
   - a second phone call with a follow-up letter that notifies them that they have missed their scheduled orientation appointment, informs the individual of any potential negative consequences of their action, schedules a home visit by contractor staff (provides date and range of time not to exceed 3 hours), and provides them an opportunity to schedule an orientation at a time which is convenient (where a conflict exists).
   - conduct the home visit, and request sanction if needed.
   This is an appropriate referral to Bridge.

   Please Note: Making a referral to the Bridge program does not relieve the EC/KAJ provider from outreaching the client in anyway.

2. Make the Referral:

   After appropriateness is determined, the EC/KAJ provider should immediately complete the attached Referral form. The form should either be hand delivered (Employment Connection) to the Bridge worker located within their facility or deliver via fax or e-mail (Keep a Job) and followed with a phone call. In either case the referring worker should discuss the path forward to engage the client. In addition to the actual referral, a confirmation e-mail (a copy of the referral) should be sent to the TANF Policy Administrator at (DHSS_DSS_PPDU@STATE.DE.US).

3. Weekly Updates:

The (EC/KAJ) ISS should document a brief summation of the treatment plan that has been created for the client. Activity hours will be captured and documented by the Bridge provider and shared with the EC/KAJ provider (for data entry purposes – Bridge provides actual documentation of hours to EC/KAJ). **It is the EC provider's responsibility to ensure that documentation is in compliance with the TANF Documentation Policy**. The Bridge provider will also provide the EC/KAJ provider with weekly updates (in a Word document). It will be the responsibility of the EC/KAJ provider to update the DSS worker via case notes.

TANF Policy 13 – Attachment I – Bridge Referral Form

Bridge Referral Form

EC/KAJ Provider: ______________________________

Client Name: _______________________________

Client Date of Birth: _______________________________

MCI Number: ________________________________

Case Number: _______________________________

DSS Worker: _______________________________

DSS Worker Phone Number: _______________________________

Client Address: _______________________________
____
____

Client Contact Number(s): ____________________________

Vendor Case Manager: ______________________________

Vendor Phone Number: _______________________________

Date of Referral: ____________________________

Initial request for Bridge services made by: ____DSS, ____E&T Vendor, ____Client, other: ________________________

Comments: