

The Chicago Recovery Alliance

Individuals Working On Recovery → Any Positive Change

Harm Reduction Outreach with Syringe Exchange

Treatment and Other Referral Expediting Service

---T.O.R.E.S. ---

Guide

re-approved 3/28/04 by CRA's Board of Directors

Rationale

CRA's Treatment and Other Referral Expediting Service (TORES) which assist people access the risk reduction service of their choosing. CRA recognizes that risk reduction is a process that involves many different areas and an effective referral system is crucial for any one component in order to be an effective service provider.

The TORES is also a process not a definitive single action in most cases and should be thought of as a collaboration between CRA staff/volunteer and the person seeking access to a risk reduction service of their choosing.

Anonymity and Confidentiality

CRA will always offer anonymity in referral assistance if it is desired. At times, the level of assistance may be restricted if anonymity is not compromised and each person should be advised of this in advance. It is CRA's general policy to allow all people the maximum anonymity and confidentiality possible. Any identifying information will be on a need-to-know basis, closely protected and not given out without the express permission of the person being assisted with referral access.

Coverage

CRA's TORES is accessible (24/7 if needed) through a variety of means:

- At all of CRA's sites of Harm Reduction Outreach;
- By phone at CRA's office (773) - 471-0999;
- By calling Dan at 312-953-3797,
Cheryl at 773-860-1804, or
Karen at 773-860-1803 or any of the Site Organizers:

South Suburbs - Betty at 708-558-0083
West Suburbs - Susie at 630-788-6050

Initial Contact

Contacting a CRA staff or volunteer at any of the above points to express an interest in gaining access to any risk reduction service via referral starts the TORES process for that person. The TORES assistance continues until the person no longer desires CRA's assistance with referral access.

The initial contact must include the following points of mutual understanding:

- The type of assistance desired as specifically as possible; and
- A clear understanding of what that referral source offers.

These two pieces of information form the basis for the TORES work. The goal will continue to be the positive change(s) sought not simply access to the sought after referral. This perspective is crucial because there is more than one way to accomplish the same goals and sources of referral are not always available.

Levels of Assistance

Several levels of assistance are available under TORES. The assistance options are explained and then negotiated with all people requesting referrals. CRA's goal is to match the level of assistance desired with the level of assistance we can provide. All TORES work is preceded by a discussion of what the person wants out of the referral and what the referral options are. After the informed goals of the person seeking are clear the level of assistance can be determined.

Levels of assistance offered:

1) At minimum, a phone number and contact person in referral are written on the back of a CRA staff's card which also includes information on contacting that staff. At the time this referral is made an open invitation is extended to contact the staff again if the referred encounters any difficulty in acting upon the referral plan.

This referral is simply counted on the EOS data form if no follow-up contact is made. This is usually an anonymous contact.

2) A phone contact can be placed from the site of outreach and either an appointment made for access to the referral source or personal contact facilitated between the referred and the source.

This referral is simply counted on the EOS data form if no follow-up contact is made. This is usually an anonymous contact.

3) A phone contact can be made on the person's behalf and they can be contacted with the next steps needed in accessing the referral.

This referral is counted on the EOS data form and with each TORES operative as follow-up contact. This is , by necessity, a confidential contact.

4) A personal escort to the site of referral can be made, usually with an appointment. This can occur immediately upon initial contact or at another agreed upon time.

This referral and follow-up is counted on the EOS data form and with each TORES operative as follow-up contact. This is usually but not necessarily a confidential contact.

In general, any assistance offered with accessing a outside source of referral is counted at a referral contact. All on-site work is recorded on the End-of-site sheet and each TORES operative keeps record of their off-site and follow-up contacts on their own (see follow-up below).

CRA Quarterly TORES Referrals - From _____ to _____

Region: Southside Harvey NearNorthwestside Northside Cicero Westside

Addiction Treatment

<u>Level of Assistance</u>	<u># Referrals</u>	<u>#Male</u>	<u>#Female</u>	<u>#AA</u>	<u>#C</u>	<u>#L/H</u>	<u>#Other</u>
1							
2							
3							
4							

Health Care

<u>Level of Assistance</u>	<u># Referrals</u>	<u>#Male</u>	<u>#Female</u>	<u>#AA</u>	<u>#C</u>	<u>#L/H</u>	<u>#Other</u>
1							
2							
3							
4							

HIV Testing

<u>Level of Assistance</u>	<u># Referrals</u>	<u>#Male</u>	<u>#Female</u>	<u>#AA</u>	<u>#C</u>	<u>#L/H</u>	<u>#Other</u>
1							
2							
3							
4							

Legal and Other

<u>Level of Assistance</u>	<u># Referrals</u>	<u>#Male</u>	<u>#Female</u>	<u>#AA</u>	<u>#C</u>	<u>#L/H</u>	<u>#Other</u>
1							
2							
3							
4							

Follow-Up

In order to offer the most effective TORES possible CRA needs to have some measure of success in each type of referral. These indications of success are useful in guiding subsequent referrals.

Follow-up occurs via three methods in the TORES:

1) The nature of CRA's Harm Reduction Outreach is an ongoing offering of assistance with any positive change. Accordingly, the first and most common method of follow-up is simple inquiry made on-site, after the referral is made.

TORES operatives record this contact in both success in both accessing the referral source and achieving the goals they had for themselves in seeking the referral. For example, a person may have successfully accessed a detox program but, in retrospect, did not feel the program helped them achieve the initial goals they had for the referral. This experience can inform the person's next steps and/or subsequent referrals. The feedback obtained about the referral site is noted by the TORES operative and shared at bi-weekly staff meetings.

2) If the person opts for non-anonymous assistance in referral the TORES operative they are working with can contact them and inquire about success in referral.

3) A less sure way to assess referral success is by inquiring of referral sources about those people who contact their program via CRA's TORES system.

