



## 2.4 AVAILABILITY OF SOCIAL SERVICES

### **POLICY:**

Provide social services related to family planning, including counseling, referral to and from other social and medical service agencies, and any ancillary services which may be necessary to facilitate clinic attendance. 42 CFR § 59.5(b)(2)

Provide for coordination and use of referrals and linkages with primary healthcare providers, other providers of healthcare services, local health and welfare departments, hospitals, voluntary agencies, and health services projects supported by other federal programs, who are in close physical proximity to the Title X site, when feasible, to promote access to services and provide a seamless continuum of care. 42 CFR § 59.5(b)(8)

### **PROCEDURE:**

Subrecipients and service sites must develop and implement plans to coordinate with and refer clients to other providers of health care services, local health and welfare departments, hospitals, voluntary agencies, and health services projects supported by other federal programs.

Service sites must have a process to refer clients to relevant social and medical services agencies, for example: childcare agencies, transport providers and WIC programs. (Optimally signed, written collaborative agreements).

Evidence of processes for effective referrals to relevant agencies, including emergency care, HIV/AIDS care and treatment agencies, infertility specialists, and chronic care management providers, prenatal care and providers of other medical services not provided on-site.

Service sites must provide referrals for medical and social services to promote access and provide clients' a seamless continuum of care.

Service site's medical records indicate that referrals were made based on documented specific conditions/issues.

Subrecipient and service site referral resource lists must be comprehensive, including pregnancy options, medical services, and social services.

Oversight of subrecipients/service sites compliance will be monitored by QA components of the Policy Manual.



**RESOURCES:**

ND County Social Services <https://www.hhs.nd.gov/service-locations>

North Dakota Services for parent and child [Kids Count North Dakota \(ndkidscount.org\)](http://ndkidscount.org)

First Link [FirstLink – 2-1-1 and National Suicide Helpline for North Dakota and Clay County, Minnesota \(myfirstlink.org\)](http://myfirstlink.org)

The EveryONE Project Neighborhood Navigator [Neighborhood Navigator \(aafp.org\)](http://aafp.org)

[Resources | Life Health and Human Services](#)