

5122-29-22

**Referral and information service.**

- (A) "Referral and information service" means responses, usually by telephone, to inquiries from people about services in the community. Referral may include contacting any agency or a provider in order to secure services for the person requesting assistance.
- (B) Referral and information service shall be planned and coordinated with other health and human service providers, and shall:
- (1) Have a mechanism to compile information about services available in the service system and the community; and
  - (2) Have mechanisms to determine whether persons referred were able to access services, were satisfied with the services, or experienced any problems with the referral source. This information shall be used to determine if particular providers shall continue to be used as referrals for persons seeking services. All state and federal confidentiality laws shall be adhered to in this process.
- (C) The **agency provider** shall ensure access and availability of referral and information service including:
- (1) A referral and information service shall have a published telephone number, including a published telephone number for special telephone services for the hearing impaired; and
  - (2) The **agency provider** shall ensure access and availability for persons whose primary means of communication is a language other than english, and for persons with communication impairments such as speech, language or hearing disorders, access to ~~telecommunication devices for the deaf (TDD)~~ telecommunication relay services (TRS), and for persons with visual impairments.
- A TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls, such services include but are not limited to text to speech relay and signing to speech relay.
- (D) Each call and contact shall be logged and shall include the date, time and person answering the call or contact.
- (E) A referral and information service is not hotline service, and is not intended to replace the crisis assistance function of a hotline service.