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# Robust Referral System Training

Presented by the Duke Clergy Health Initiative & Partners in Health and Wholeness of the NC Council of Churches

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# Our Goals Today

**Explore**
01
What is a referral system and why is it important?

**Assess**
02
Assess the referral needs of one's congregation

**Develop**
03
Develop a ready-to-go list of resources

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# Explore: Defining referrals

**Define referral:** an act of referring someone or something for consultation, review, or further action.

**Define Robust Referral System:** This includes a premeditated, ready-to-go list of resources that can potentially help the wide, various needs that a person can have. The list is meant to consider the full range of a person's needs. This list is utilized by those in supportive roles in a faith community, from staff, to administrative staff, to deacons, Stephen ministers, youth volunteers, VBS workers, and anyone who works alongside people that feel confident in their ability to recognize a need and provide support to that person.

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# Explore: Why referrals and how to frame referrals theologically

**Why is this important?**

- This is life saving.
- Our faith has the incredible ability and opportunity to promote genuine health, healing, and wholeness in our lives—including mental health (Jn 10:10).
- We should be able to bring our full selves to church and not be judged.
- We turn to each other, friends, and family when we have a concern, and we can learn how to support one another (Gal 6:2).
- Instead of promoting stigma, faith communities can instead promote the foundation for self-compassion, healthy reflecting, communication, learning, resilience, and self-esteem.

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## Other reasons why is this important?

- The professional training and scope of a faith leader does not normally include clinical training and has related limitations.

- Referrals help treat and prevent burnout.

- Referrals efficiently help the person in need, while protecting boundaries of a faith leader.

- Developing a referral network will empower others in your congregation to also be prepared to help, expanding the outreach of the ministry.

- Get away from triaging.

- COVID-19 has provoked all types of needs and deepened existing concerns. With all of the acute and ongoing needs that you face in ministry, it helps to have a system in place to offer support.

Pause this video to review the supplemental video where theologian and psychologist, Dr. Tonya Armstrong, talks about the importance of mental health in communities of color and communities of faith, and some of the specific challenges that arise in these communities.

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After the supplemental video is completed, take about 10 minutes to explore the following questions in a large group or in smaller groups.  As you discuss you discuss, consider jotting down the answers to these questions on Section 1 of Worksheet 1.  You can also write these answers down later.  When you have completed the discussion, resume Training Video 1.

## Assessing the referral needs of one's congregations

- What are common, recurring needs in your congregation?

- Think about your community holistically, what issues does your larger community face?

- What community and individual trauma causes barriers in your community?

- What are age-specific issues that need to be addressed?

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# Developing a Referral List

**The Goal:** To develop a ready-to-go list of resources that can potentially help the wide, various needs that a person can have. The list is meant to consider the full range of a person's needs. Consider adding and updating to this list as you learn about trusted resources.

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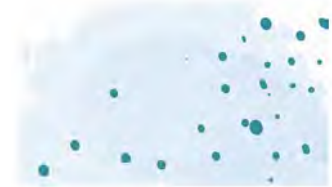
# Brainstorm contacts for:

## Individual Support

- Mental Health Professionals: individual-focused; couple-focused; family counseling. Consider speciality trainings: trauma; addiction; children/ youth; etc.

- Guidance: Spiritual direction coaches; job-training specialists; chaplains

- Health Specialists: Doctors; Psychiatrists; Psychologists/ Psychotherapists; Out-patient clinics; nutritionists; music therapists; pain-management specialists that honor holistic approaches

- System needs: lawyers; connections to mental health or family court; social workers; principles/ superintendents; educators; transportation providers; accountants; rental agencies/ property manager

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# Brainstorm contacts for:

## Group Support

- Twelve Step Groups: Gamblers Anonymous; AA; Al -Anon; Narcotics Anonymous; Food Addicts; Anonymous; Celebrate Recovery

- Grief Groups

- Support Groups for those recovering from sexual abuse

- Groups for life-changes: adoptions; new parents;  aging

- Support groups for those in grief; chronic pain; illness; caregivers; veterans

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# Brainstorm contacts for:

## Other Support

- Hotlines: Suicide help; crisis hotline. Example: Hope for NC Crisis Counseling hotline: 1-855-587-3463 and National Suicide Hotline: 988. Your local Mobile Crisis Team for mental health concerns.

- Agencies: hospice care; shelters; food pantries; rehabilitation and treatment centers; recreational centers for children; teenager resources; familiarity with public transportation

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here to break into smaller groups to complete sections 1 & 2 of Worksheet 1, "Developing a Referral List". If people are present from multiple congregations, allow them to meet with other members of their congregation. If all are from the same congregation you may elect to remain in 1 working group.

**Complete sections 1 & 2 of the worksheet, "Developing a Referral List"**

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.  While referrals from trusted individuals are preferred, these resources can help you identify professionals and organizations in your area to help complete your referral list.
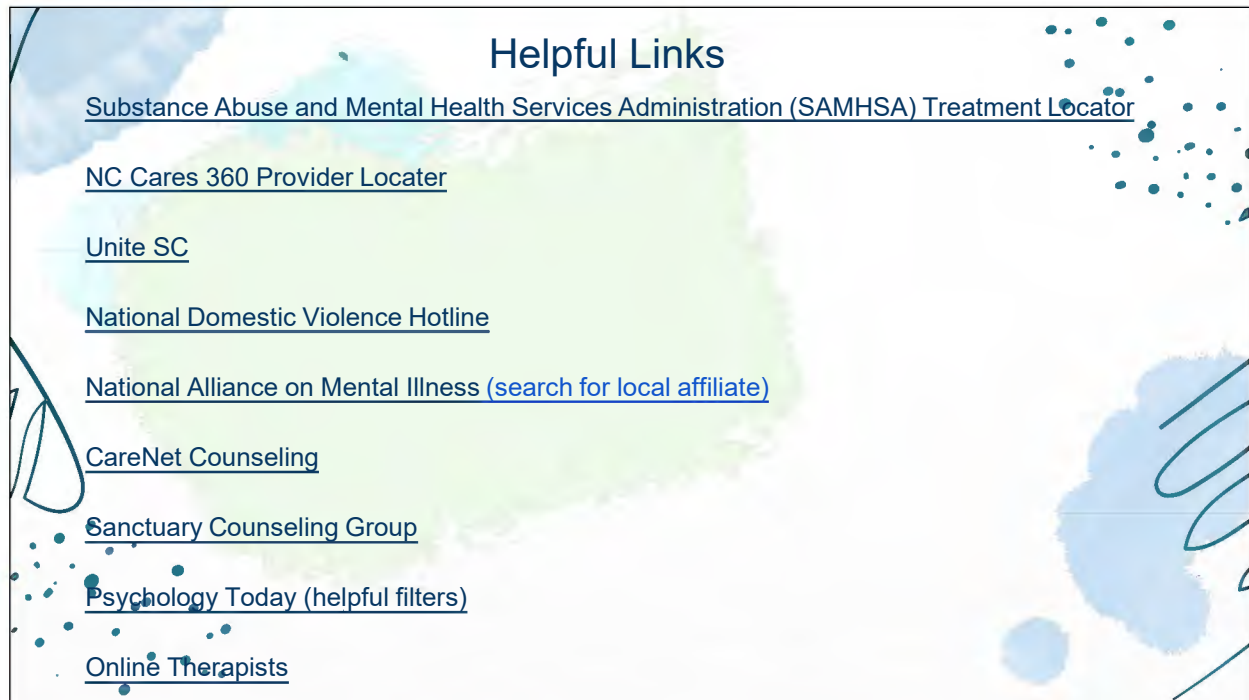
## Helpful Links

Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Locator

NC Cares 360 Provider Locater

Unite SC

National Domestic Violence Hotline

National Alliance on Mental Illness (search for local affiliate)

CareNet Counseling

Sanctuary Counseling Group

Psychology Today (helpful filters)

Online Therapists

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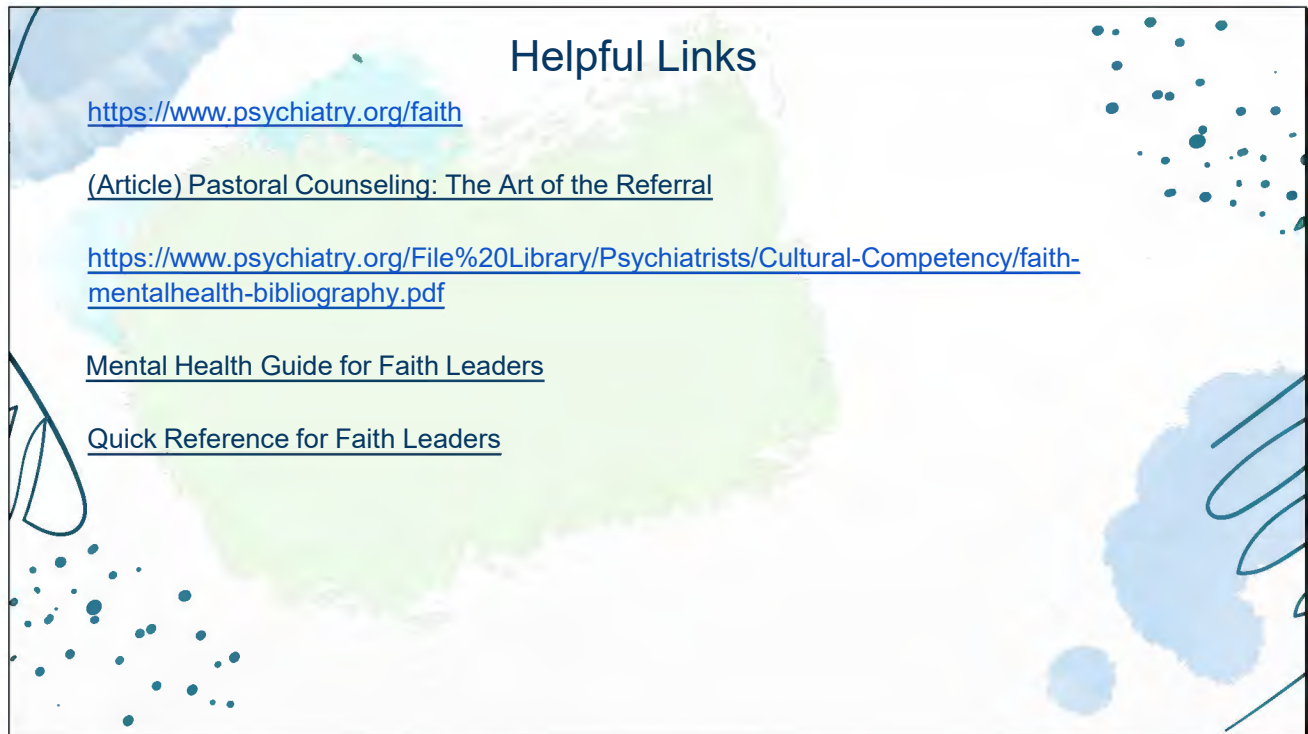
CareNet Counseling

Sanctuary Counseling Group

Psychology Today (helpful filters)

Online Therapists

These are helpful links for faith leaders around mental health.

## Helpful Links

https://www.psychiatry.org/faith

(Article) Pastoral Counseling: The Art of the Referral

https://www.psychiatry.org/File%20Library/Psychiatrists/Cultural-Competency/faith-mentalhealth-bibliography.pdf

Mental Health Guide for Faith Leaders

Quick Reference for Faith Leaders

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Mental Health Guide for Faith Leaders

Quick Reference for Faith Leaders

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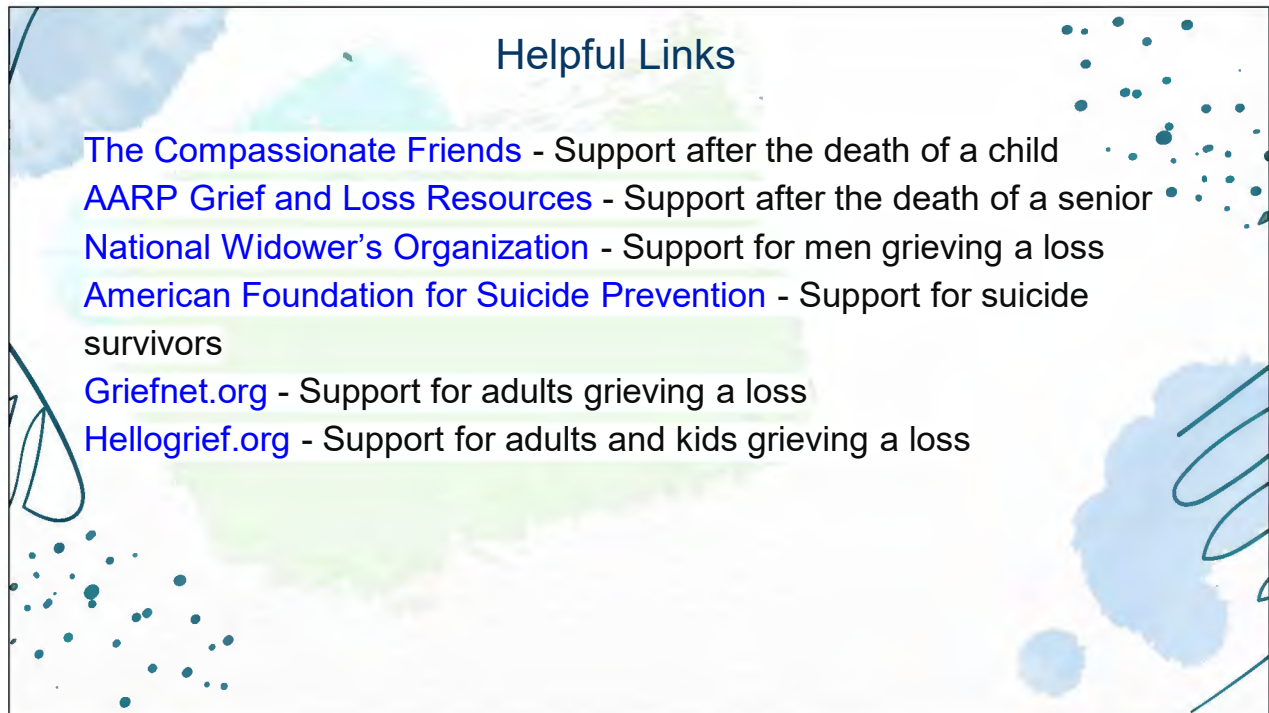
## Helpful Links

The Compassionate Friends - Support after the death of a child
AARP Grief and Loss Resources - Support after the death of a senior
National Widower's Organization - Support for men grieving a loss
American Foundation for Suicide Prevention - Support for suicide survivors
Griefnet.org - Support for adults grieving a loss
Hellogrief.org - Support for adults and kids grieving a loss

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Take this opportunity to name the fears and use the wisdom of the facilitator and training participants to help face these fears as congregations develop their robust referral systems.

## Group Discussion

Together, let's name fears around impliementing a referral system in the congregation.

What are some things we can do to address these fears and challenges?

What are some opportunities for your congregation in implementing this referral system?

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Use the remaining time to answer any questions that are coming up as you prepare to compile your referral lists.



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