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

01 V s

Explore

What is a referral system and why is it important?

02

Assess

Assess the referral needs of one's congregation

03

Develop

Develop a ready-to-go list of resources

Explore

Why is a proper referral important?

Explore: Defining referrals

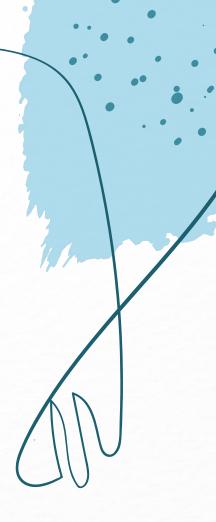
<u>Define referral:</u> an act of referring someone or something for consultation, review, or further action.

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.

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.



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.



Assess

The needs of your faith community

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?

Develop

Create a Robust Referral System

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.

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

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

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

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

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Worksheet

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.

Section 1: Assessing your Congregation's Referral Needs

Co	nsider the following to help develop priorities for building your referral list.					
1.	What are common recurring needs in your congregation?					
2.	Think about your community holistically, what issues does your larger community face?					
3.	What community and individual trauma erects barriers in your community?					
4.	What are the age-specific issues that need to be addressed?					

Section 2: Begin to Build the Referral List

Your referral list can be as expansive as you want it to be. To get you started, this worksheet has space for you to list mental health professionals, health specialists, coaches and guides, people who can help navigate systems, support groups, hotlines and service agencies. Use your answers to the questions above to determine what areas you want to focus on first. Now consider people in your congregation or network that can help you identify these resources. Add their names to the contact list, noting the type of referrals you think they can assist you with, and assign people in your group to reach out to each person. Then set a date to reconvene and compile your results. The people you are reaching out to in this step are not necessarily people who will be on your referral list, but those who can help you build your referral list because of their professional or personal networks.

Contact Name	Phone	Email	Referral Type	Assigned to?
Ex. Maddie Jones	336-445-2049	maddiej@gmail.com	Mental health, therapists	John Boston

Helpful Links

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

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

Helpful Links

(Webstie) APA Mental Health and Faith Community Partnership

(Article) Pastoral Counseling: The Art of the Referral

Mental Health and Faith Bibliography

Mental Health Guide for Faith Leaders

Quick Reference for Faith Leaders

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

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?

Questions