

Information and Referral Calls Through the Call Floor

Rhode Island Department of Children, Youth and Families

Policy: 500.0040

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On occasion a person will call through the Call Floor requesting information about or describing circumstances that are better serviced by another unit within the Department (i.e., Community Resources, etc.) or by an outside agency (i.e., Community Mental Health Clinic, CES, etc.). If the caller is requesting information regarding a service offered by the Department, the caller is referred by the Call Floor worker to the appropriate unit or division. The call is documented in the Call Log.

If the caller is requesting information regarding a service offered by an outside agency, the Call Floor worker will provide the appropriate referral information as available. The call is documented in the Call Log.

Related Procedure...

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Procedure From Policy 500.0040: Information and Referral Calls Through the Call Floor

- A. The caller will be referred to the appropriate unit or division when intra-agency information is requested.
- B. When a caller is requesting outside agency information, the Call Floor worker must first assess the service need of the caller. By next asking the caller in which city/town he/she resides, the Call Floor worker can consult the Resource Directory for appropriate services. With the appropriate resource information, the Call Floor worker can provide the caller with the appropriate service resource(s). Call Floor workers will record all information and referral calls on the Call Log .