



Affiliate Referral Protocol

Purpose: The purpose of the Affiliate Referral Protocol is to specifically outline the process which individual's choose a service provider and the CDDO referral process that occurs in response to their choice.

Protocol:

1. All CDDO staff will represent each affiliated organization equally and fairly to individuals choosing a service provider. The CDDO will be informed of services offered by each of the affiliates. The CDDO website will contain information about each affiliated provider and designate providers who serve specialized populations and are currently at capacity.
2. Individuals and families/guardians will be encouraged to make educated provider choices by using community resources, peers, and the "How to Choose Service Providers" brochure.
3. After the individual/family/ guardian have talked with, toured, and/or interviewed providers, they will inform the CDDO of their choice. All organizations will remind families/individuals that the CDDO needs to be notified of their choice. The CDDO's Service Provider Choice / Referral Form will be completed and signed by the individual, or their guardian if one has been appointed, to verify all service provider options have been reviewed and a service provider has been selected. All service provider choices will be tracked by the CDDO and included in the CDDO Monthly Report.
4. CDDO staff will make the appropriate provider changes in the CDDO databases.