

GOOD FRIENDS

OF THE *lowcountry*

Good Friends of the Lowcountry - Distribution Coordinator

Email: distributions@goodfriendsofthelowcountry.org

Good Friends Referral Guidelines & Procedures

1. A social worker or case manager becomes aware of a consumer's emergency need and makes a referral to Good Friends of the Lowcountry. Consumers are **NOT** allowed to make a referral for themselves. (Consumer is defined as the person or family in need.)

Social workers must confirm that Good Friends of the Lowcountry is the last place you look for funds after other resources have been exhausted. Our funds are used for crisis intervention requests.

2. Social worker or case manager must complete the GF referral form and email the information to distributions@goodfriendsofthelowcountry.org If desired, the social worker or case manager may reach out to the Distribution Coordinator to discuss the consumer's situation before completing the referral form.

Good Friends Referrals must be screened, verified and provided by a social worker or case manager who has been working with the family, or has had an interview by a social worker or case manager who will submit the referral. The family needs to be approved for the services being provided by that agency. Workers may not refer friends or family members.

3. In the event of payment to a third party, the social worker or case manager must contact the vendor directly to determine the total amount owed or the cost of an item that is needed. The standard procedure is for two price quotes from reputable vendors. Invoices must be presented to Good Friends.

4. When the referral form is received, the Distribution Coordinator will review the form to ensure that all information is complete and meets requirements. Factors taken into consideration:

- a) Income.
- b) Situation (as described on the Good Friends Referral Form).
- c) The policy is to assist eligible consumers once per 12 months.
- d) Will the funds provided resolve the consumer's emergency situation?
- e) Has the client (or other agency) utilized resources to resolve the problem before making the request to Good Friends?

5. After considering the above, the referral is approved or denied. Once a decision has been made, Good Friends will notify the social worker or case manager. It is their responsibility to ensure that the consumer is notified. The social worker or case manager is also responsible for notifying the vendor of with a verbal commitment to assist. Good Friends of the Lowcountry approvals are processed and the check is mailed to the vendor or agency.

Good Friends of the Lowcountry reserves the right to approve or decline a referral based on its own sound discretion and judgment.