



Cottonwood CDDO

...a division of Cottonwood, Inc.

2801 W. 31st Street · Lawrence, Kansas 66047
785 · 842 · 0550

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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. The CDDO Liaison will maintain a supply of representative brochures and information regarding all the agencies affiliated with the CDDO. The CDDO Liaison will represent each of these agencies equally and fairly to individuals choosing a service provider. The CDDO Liaison 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 (or the Targeted Case Manager if applicable) will inform the CDDO Liaison of their choice. All organizations will remind families/individuals that the CDDO needs to be notified of their choice. The CDDO Liaison will complete the Provider Choice Form and send to the individual/guardian for signatures. All service provider choices will be tracked by the CDDO Liaison and included in the CDDO Monthly Report.
4. CDDO staff will make the appropriate provider changes in BASIS.