



MOU Partners Shared Customer Referral Process

From MHMNCC to a Partner*:

When it is determined through an assessment or other conversation or by customer request that a jobseeker may benefit from services provided by a partner agency then the staff person will initiate the referral process.

- MHMNCC staff person fills out the referral form entirely and has the customer sign the Shared Customer Release of Information form
- MHMNCC provides the customer a copy of the referral form and Shared Customer Release of Information form
- MHMNCC emails the referral form to the assigned staff person for that partner agency
- MHMNCC provides customer with the contact information for them to access services at the partner agency
- Partner agency staff will accept the referral from customer in person and/or contact customer based on the email referral
- MHMNCC staff will check off the Program Specific box for the Partner customer is being referred to, enter a Referral service and document details in notes in MOSES
- Partner agency staff will report back out to MHMNCC the outcome of the referral

From Partner* to MHMNCC:

When it is determined through an assessment or other conversation or by customer request that a participant may benefit from services provided by MHMNCC then the staff person will initiate the referral process.

- Partner staff person assists participant in registering in JobQuest
- Partner staff person fills out the referral form entirely and has the customer sign the Shared Customer Release of Information form
- Partner staff person provides the customer a copy of the referral form and Shared Customer Release of Information form
- Partner Staff person emails the referral form to Partner-Referrals@mhmnc.com
- MHMNCC staff person will accept referral from customer in person and/or contact customer based on the email referral
- MHMNCC staff person will check off the Program Specific box for the Partner customer is being referred from, enter appropriate services and document details in notes in MOSES
- MHMNCC staff will report back out to the Partner agency the outcome of the referral

Other details:

- We will use MOSES reports to track and report out on services/outcomes for shared customers
- Both MHMNCC and partner agency are responsible for maintaining copies of the referral forms and Shared customer release forms
- MHMNCC staff will document in MOSES notes that a Shared customer release form was signed

****Exception is DTA as there is a state level referral process through DTA WPP that our region will follow***