

TANF Policy 5 – Bridge Referrals

The Bridge program assists clients suspected of having problems related (but not limited) to substance abuse, mental health, homelessness, or domestic violence through screening, assessment, and case management services. The primary role of the Bridge program is to assist clients in accessing appropriate treatment services.

In order for a referral to the Bridge program to be considered complete the following must happen:

1. Determine if the criteria for appropriate referral has been met:

DSS Case Worker deems it necessary –

If the DSS case worker identifies or suspects an issue, the case worker along with the referral will send a case comment via an alert to the contractor with the title “Bridge Assessment Requested”. This is an appropriate referral.

TANF Works Provider deems it necessary –

If the TANF Works worker identifies or suspects an issue with a client that has participated with the contractor, the worker will send the referral directly to Bridge. This is an appropriate referral.

No shows to Orientation (that are open cash) –

If the TANF Works worker is unsuccessful with the minimum standard of outreach that needs to be completed within a two week time frame that includes the following:

- an immediate telephone call after receiving the referral,
- an outreach letter that describes the services to be offered, schedules an individual for an orientation (two optional dates), provides the individual an opportunity to schedule an orientation at a time which is convenient (where a conflict exists), and reminds the individual of any consequences of failing to attend orientation.
- a second phone call with a follow-up letter that notifies them that they have missed their scheduled orientation appointment, informs the individual of any potential negative consequences of their action, schedules a home visit by contractor staff (provides date and range of time not to exceed 3 hours), and provides them an opportunity to schedule an orientation at a time which is convenient (where a conflict exists).
- conduct the home visit, and request sanction if needed.

This is an appropriate referral to Bridge.

Please Note: Making a referral to the Bridge program does not relieve the TANF Works provider from outreaching the client in any way.

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2. Make the Referral:

After appropriateness is determined, the TANF Works provider should immediately complete the attached Referral form. The form should either be hand delivered or emailed to the Bridge worker located within their facility. In either case the referring worker should discuss the path forward to engage the client. In addition to the actual referral, a confirmation e-mail (a copy of the referral) should be sent to the TANF Policy Administrator at (DHSS_DSS_PPDU@Delaware.gov). See Policy 24 Email Formats for required format.

3. Weekly Updates:

Activity hours will be captured and documented by the Bridge provider and shared with the TANF Works provider (for data entry purposes – Bridge provides actual documentation of hours to TANF Works). It is the provider's responsibility to ensure that documentation is in compliance with the TANF Policy 16 Contractor Documentation. The Bridge provider will also provide the TANF Works provider with weekly updates (in a Word document). It will be the responsibility of the TANF Works provider to update the DSS worker via case notes.