



ANGEL REFERRAL:
CASE MANAGEMENT
PROCESS SUMMARY CHECKLIST



Contact Made / Initial Interview:

- Referral Form Completed / Criminal History Attached
- Shared Expectation Form Completed
- Releases of Information Completed
- Disposition on Referral Form Completed

Angel Volunteer Needed for Transport?

- Contact Dispatch (303.651.8501) request an Angel Volunteer Page.
- Provide Dispatch with Call Back Number for Volunteer Coordination.
- Share applicable information with the Volunteers (i.e. transport location, phone numbers, etc.)
- When two volunteers are assigned, contact Dispatch for follow up page (request has been filled).
- SAFETY CHECK Completed – if needed before transport to treatment.
- DETOX? Receiving Facility contacted and advised of transport?

Case Management Assignment:

- Shared Calendar referred to for next available Case Manager.
- Appointment made on Assigned Case Manager Schedule with Participant information.
- Text or Email sent to assigned Case Manager and Emily w/ Participant Name and Appt Date/Time.
- Participant Advised of Next Step with Case Manager, Appt Date/Time and Angel Initiative Info.
- Referral Packet relayed to assigned Case Manager for entry into CiviCore.

Unable to Respond At Time Requested:

- Make sure you or the next On Call Case Manager collects Referral Form from "LEAD/ANGEL" basket.
- Complete Case Management Assignment Steps.