

Home Stretch WA - Intake & Referrals

- Practice Guidelines



Summary

The Home Stretch WA Coordinator is responsible for managing the program's intake and referrals. This includes the management of current places and vacancies, stages of intake, allocation of referrals and providing regular updates to District Offices, Department of Communities, and the Home Stretch WA Community of Practice. The Home Stretch WA - Data Collection Tool provides further information on data tracking.

Stages of Intake

Referral

- Referrals are accepted based on eligibility and capacity of the provider
- If a young person hasn't consented to the referral, it won't be allocated, and the Coordinator speaks to the District liaison about the referral
- Pathways for young people to self-refer at 17 are going to be developed within the first 12 months of the service roll out
- Young people who are ambivalent to engage can meet with the Transition Coach at the District Office while they are embedded

Pending

- Young person is 17 and unable to be allocated/onboarded until 17.5
- Transition Coaches are at full capacity (awaiting vacancy in caseloads)
- Other reasons could include, information required around eligibility & allocation

Allocation

- Home Stretch WA providers hold a weekly intake meeting where Stage I referrals are presented and allocated, Home Stretch WA Coordinator updates tracking spreadsheet or relevant database with the dates the referral and the Transition Coach were allocated
- Home Stretch WA Coordinator checks status of referrals during intake meetings
- Allocation Guidelines - Refer to the 'Transition Coach - Provider - Demand Management and Operationalising Opt in and Opt Out'

Onboarded

Young person has signed up to Home Stretch WA and completed relevant consents, Home Stretch WA provider updates details on tracking spreadsheet or equivalent database. Refer to 'Transition Coach – Provider – Demand Management and Operationalising Opt in and Opt Out'

Declined

- Young Person has made an informed choice to decline Home Stretch WA
- Home Stretch Provider declined referral as young person ineligible/did not consent or other.
- Refer to the 'Home Stretch WA Eligibility Guidelines'



Ongoing Demand Management

- Refer to the 'Home Stretch WA Demand Management Guidelines & Levels of Support'

Practice Tools & Supporting Resources

- Service Tracking Tool
- Service Tracking Tool Information Sheet
- Referral & Onboarding Pathway
- Transition Coach - Practice Guide

Reporting on Intake & Referrals

Home Stretch WA providers are required to provide updates on referrals and intake to facilitate shared outcome, data monitoring and evaluation across providers

Example from Service Tracking tool

Referral Stage	Data Definition - Intake & Referrals
Referred (Stage 1)	Referral Form Stage I is completed by District Office and emailed to the Home Stretch WA provider <i>*If a young person has not consented to the referral, it won't be allocated, Coordinator contacts referrer to re-send*</i>
Pending	Young person is 17yo and unable to be allocated/onboarded until 17.5 Transition Coaches are at full capacity (Awaiting vacancy in caseloads) Another reason (e.g. Further information required around eligibility & allocation)
Allocation (Stage 2)	Referral is allocated to a Transition Coach to commence follow-up and info session. Transition Coach uses stage II form to collect sufficient information to meet with the young person and offer service Transition Coaches attempt to meet with the young person on a weekly basis for up to 6 weeks
Onboarded	Young person has made an informed choice to engage in Home Stretch WA and required forms have been completed
Declined	Young Person has made an informed choice to decline Home Stretch WA Home Stretch WA Provider declined referral as young person ineligible/did not consent or other. Refer to the 'Home Stretch WA - Eligibility Guidelines'

Allocation Meetings

- Suggested Agenda for Weekly Allocation Meetings (30-60mins)

Current Allocations

- Each Transition Coach briefly reports back on progress of previously allocated referrals that are recorded in the Intake Register (spreadsheet)
- Transition Coach reports back any information that might suggest young person needs additional supports or is ineligible for discussion or review by team and coordinator.
- Transition coach provides brief rationale for extension of 6 week follow up timeline subject based on special circumstances or significant delays in engagement.
- Coordinator approves extension or advised Transition Coach to ceasing follow-up after 6 weeks. Intake Register is updated and young person & referrer advised of pathway to reconnect through a District Office.

New Referral Allocation

- All referrals are reviewed for eligibility by Coordinator and allocated to appropriate coach.
- Information is added to the Intake Register and allocation date recorded.