

Referral Agent Disclosure Instruction Guide

Referral Agent Name:

Date:

A referral agent shall provide a client with a disclosure at the same time the client is offered information, referral or recommendation regarding a program. The written disclosure must be conspicuous, provided in clear language and include:	
A description of the program referral to be provided by the referral agent, including:	
The names of all agencies that license the program and the type of licenses/certificates the program currently holds.	Provide all names of entities that have any regulatory oversight that license the programs and how the program(s) demonstrates compliance such as a license or certificate.
All licensing actions taken against the program or its parent company in the prior 24 months, based on direct inquiry with each agency that licenses the program.	Provide date of inquiry with program(s) where all licensing actions were requested. If there were no licensing actions, this also needs to be documented. (Examples: Provide licensing reports, any civil penalties, revocations, conditions imposed, violations, etc.)
The number of substantiated allegations of abuse, deaths and or serious injuries at the program in the prior 24 months, based on direct inquiry with each agency that licenses the program or investigates abuse at the program.	Provide date of inquiry with program(s)
The program's restraint, seclusion and behavioral management policy.	Provide a copy of the policy electronically or by mail. If the program does not use restraints or seclusion, provide a copy of the policy that supports the non-use of restraints and seclusion.
Names, titles and educational background of the leadership team of the program.	Example: Executive and management team
Day and nighttime staff to student ratio of the program.	Only staff who are available to respond.
Whether the program serves youth offenders.	Youth offender is defined as an adjudicated youth and whether they currently have or accept adjudicated youth into the program(s).

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Names, titles and educational background of all health care providers who are employees of the program.	Include any information regarding staff that the program identifies as a health care provider. If the program has no staffed health care providers document it.
Does the program advertise treatment services?	Document whether the program(s) advertises treatment services or not.
Is the program regulated as a behavioral health center by its state's health authority?	Provide documentation whether the program is licensed by a state regulatory entity.
Provide a description of the relationship between the referral agent and the program the agent is making the referral to.	Provide any professional affiliations between the referral agent and program(s).
Provide a statement of whether the referral agent provides program referrals only to programs with which the agent has an existing contract.	
Document all sources of fees, compensation, or consideration the referral agent may receive in exchange for making the program referral on the disclosure or client contract.	
Provide a description of the referral agent's educational background, qualifications, and business practices.	At a minimum, this would include the certificate of registration that you receive from Oregon Department of Human Services.
The referral agent's contact information, including email address, physical and mailing address, and telephone number.	
The referral agent's privacy policy.	This would be the same policy that was provided to our department for the certification process.
The date of the referral agent's last visit to the facility and whether the visit was in person or a virtual tour as permitted.	
For each program to which the referral agent makes program referrals, a referral agent shall provide to a client via a website or written notice the following:	

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A link to the state agency website listing licensing or abuse complaints concerning the program.	For Oregon, the following link(s) are applicable, https://www.oregon.gov/DHS/providers-partners/licensing/CCLU/Pages/Index.aspx List other states website links as applicable.
Contact information to facilitate reporting of abuse or neglect or licensing violations in the state in which the program is located.	Provide name of the entity, an email address and phone number.
Contact information for the law enforcement agency responsible for coverage of the community in which the program is located.	Provide name of the entity, an email address and phone number.