The Institute for Child and Family Well-being Referral Process

Referral/Request for Services: Our team accepts referrals submitted through our website, located at [https://uwm.edu/icfw/referral/](https://uwm.edu/icfw/referral/). If a parent who is the legal guardian and has placement of their child wishes to initiate therapy themselves, they can call 414-231-4927 and we will not request an online completed referral as there is less information we will need about the child. **If the child being referred for services is in out-of-home care and the participating adult is not the legal guardian, the consent packet located on our website must be completed and submitted by email to ICFWTherapy@chw.org prior to the child being added to our waiting list.**

If the referral is incomplete or additional information is needed, the referral source will receive a follow-up email concerning additional information needed. Once we have received and reviewed the complete referral paperwork and consents, and we determine the child/family is likely appropriate for our specialized services, the referral source will receive an email confirming the child has been added to our waitlist or will be contacted for a phone screening. See our website for details about appropriate referrals. If there are changes to the child's situation (for example, changes to out-of-home placement) the referral source is responsible for updating our clinic about the change as soon as possible.

Initial Phone Call: If we have a waitlist, within 1-2 weeks of being added to our list the adult who will be participating in therapy with the child will be contacted for an initial phone call. (On the referral form, this person is in the “Name of adult participating in therapy” section). If the participating adult indicates they are not interested in our clinic’s services, the child will be removed from the waitlist and the referral source will be notified of the same. **ICFW services are completely voluntary—if the participating adult indicates they are not interested in services for any reason (ie. if they are not aware of the referral thus not interested, if they report the child already has another therapist, or that the child doesn’t need therapy) the child will be removed from the waitlist and the referral source will be notified.**

Phone Screening: As a child moves up the waitlist, our clinic will call to complete a phone screening with the participating adult to assure the child and family are appropriate for services. This phone call can take 15-20 minutes. If the participating adult does not answer the phone or return a voicemail left by our clinic within one week of the call, the child may be screened out for services. Our clinic will typically make two attempts to conduct phone screening before screening a child out for services. The referral source will be notified if a child is screened out for services. **The participating adult is responsible for communicating with our clinic to complete the phone screening process.**

Scheduling the Intake Appointment: Typically at the end of the phone screening phone call, we will offer an available initial intake appointment. Appointments fill on a first-come first-served basis; appointments are not put on “hold” to wait for a participating adult to return a call. The phone screening must be complete for an appointment to be offered. We sometimes have last minute openings that become available within a day or two of the appointment date; our goal is to schedule clients for appointments as quickly as possible. **The participating adult is responsible for coordinating efforts to attend the intake appointment and all subsequent appointments. We will email the referring provider the date and time of the appointment; the referring provider is responsible for coordinating with anyone else they would like to attend the initial therapy session.**

***Our clinic is not responsible for coordinating transportation to/from appointments, providing childcare before or after appointments (or for other children during an appointment), providing supervision before or after appointments for parents who are court-ordered to be supervised with their child, or for any other coordination related to appointment attendance.***