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| **GOLDEN BEACON USA RESOURCE REFERRALS PROCESS** | |
| **1. ASSESS** | **In your first meeting with the Assistant, you will describe your situation, any obstacles you face in obtaining the resources you need, and any resources you have used thus far and their results.** |
| **2. RESEARCH** | **Armed with this information, the Assistant will then focus on the Client’s specific community and neighboring communities to research resources that fit the needs of the Client. Research includes phone calls, e-mails, or visits to the provider as necessary.**  **Assistant compiles a document summarizing what she has found and her recommendations on which resources to pursue. Assistant sends this to the Client and sets up the second meeting.** |
| **3. COORDINATE** | **During your second meeting, Client and Assistant discuss Assistant’s findings and recommendations. Together, they decide which resource best serves the Client’s main issue and needs. Assistant then completes an Individual Resource Plan (IRP) that details how the Client will move forward once the resource is chosen and approved.**  **Assistant coordinates Client’s access to the resource. This includes setting up an appointment with the resource provider, providing the resource with Client’s contact information for follow-up (which the Client will need to authorize), or providing the Client with the relevant information to access the provider on his or her own.**  **Assistant is also available to accompany Client on appointments with the resource provider, upon Client’s request.** |
| **4. FOLLOW-UP** | **Assistant checks in periodically with Client to assess his or her satisfaction with the resource and the progress he or she has made. If Client is not satisfied with the chosen resource, he or she should notify the Assistant. As needed, Assistant will act as an advocate on behalf of the Client to clear up any problems that hinder the working relationship between Client and the resource provider.**  **If Client wishes to find a different resource, Assistant will meet with Client to choose another resource from their IRP at no additional charge. Assistant will coordinate the meeting between Client and the new resource provider and conduct the follow-up as usual.**  **If Client is not satisfied with any of the other options on their IRP or the other options are not available to Client, then Client is required to purchase a new Resource Referrals package of $50 in order to find another resource provider.** |