

Recovery Works Referral FAQ

System Implementation

- 1. What's the new Recovery Works referral system?**
 - a. Recovery Works is launching a new web-based referral system designed to enhance overall functionality, simplify the referral process, and significantly reduce the time required to process participant referrals.
 - b. Effective **October 16, 2025**, the Information Sheet will no longer be accepted
- 2. Who can submit a referral in the new system?**
 - a. Participants
 - b. Criminal Justice Partners (CJP's)
- 3. What is the new web-based referral process?**
 - a. Step 1. All contact begins with submitting a Recovery Works referral (<https://paceintake.org>)
 - b. Step 2. RW liaisons will contact the participant to gather information.
 - c. Step 3. RW liaison will send multiple agencies a **Referral Opportunity Form**
 - d. Step 5. Agency informs liaison of acceptance/denial
 - e. Step 6. Liaison sends a **Recovery Works Referral** to agency (treatment and/or recovery residence)
- 4. How is the new system different from the current system?**
 - a. There are many new features with the new web-based system including:
 - i. Appointment times available at the onset of submitting referrals
 - ii. Participants can submit referrals.
 - iii. Eligibility documents uploaded at onset of referral.
 - iv. Real-time referral updates for CJP's and providers
 - v. Acceptance letters not required prior to referral.

Eligibility & Documentation

- 5. Have eligibility requirements changed for Recovery Works?**
 - a. Eligibility remains the same.
 - i. Must be 18 years of age.
 - ii. Must be a resident of Indiana.
 - iii. Must have a household income not exceeding 200%.
 - iv. Must have a current open case.
 - b. RW has added to allow individuals who have a closed felony conviction within the last 10 years also qualify for services.
- 6. What are acceptable eligibility documents that can be uploaded to the system?**
 - a. Driver's license, passport, state ID card
 - i. Prison/Jail face sheets acceptable for incarcerated individuals

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- b. Check stub, bank statement, etc.
- c. Court forms, sentencing orders, etc.

7. Are providers still required to collect eligibility documentation?

- a. The liaison will collect all eligibility documentation at the point of referral. Providers are no longer required to collect eligibility documentation beginning October 16, 2025.
- b. If the liaison is unable to obtain a required document, the provider may be asked to collect it – such as a driver’s license or ID card – and return it to the liaison at the time of the individual’s appointment.

8. Can treatment providers, case managers etc. submit a referral on behalf of the participant?

- a. No, only a **CJP** or a **participant** may submit a referral.
- b. Any other entity submitting a referral on behalf of the participant will render the participant ineligible.

9. How long does it take to process referrals?

- a. Liaisons will begin working on referrals as they are submitted. On average, the referral process – from initiation to completion – takes approximately 2 to 3 business days.
- b. Liaisons will attempt to contact the participant at the scheduled time for up to 3 consecutive days. If the participant does not respond within that timeframe, the referral will be closed.

10. How many times can a person submit a referral?

- a. A completed referral may be submitted once every 90 days.
- b. If a referral is incomplete, the individual may submit a new one – unless the original referral was rejected due to noncompliance with Recovery Works policies and procedures.

Referral Allocations

11. How are referrals allocated for participants?

- a. Referrals are allocated based on a multitude of factors.
 - i. Provider availability
 - ii. Participant input
 - iii. Rotated provider allocation
 - iv. Participant prior history

12. Why has Recovery Works changed how referrals are allocated?

- a. Recovery Works changed its referral allocation process to improve access to treatment by incorporating additional factors beyond participant preference.

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While participant input remains important, it is no longer the sole determinant of placement.

13. What if the participant does not want to receive services at the assigned provider?

- a. a. Participants may choose to receive services at a different agency than the one originally assigned; however, Recovery Works funding is limited to the agency to which the referral was initially allocated.
- b. Recovery Works will not provide an alternate referral for participants.

14. Is an acceptance letter still required prior to the referral?

- a. An acceptance letter is no longer required prior to the participant or Criminal Justice Partner (CJP) submitting a referral.
- b. All referrals now begin with the Recovery Works liaison, who sends the provider a “Referral Opportunity Form.” The provider then assesses whether the participant is a suitable fit for the agency.

15. Are agencies still able to choose who they accept or deny?

- a. Yes, agencies retain authority to determine which participants they accept or deny.
- b. Agencies use the “Referral Opportunity Form” to initiate contact and conduct an interview with the participant to assess eligibility.
- c. After completing the evaluation, the agency informs Recovery Works of their decision regarding acceptance

16. What if a person is court ordered to a particular provider?

- a. For the purposes of Recovery Works, participants cannot be mandated to receive treatment at a specific provider. While Recovery Works encourages individuals to comply with their court orders, program funding is not tied to any court-mandated provider.

17. Does the process for jail services or problem-solving courts change?

- a. No, the process for problem-solving courts and in-jail services remains unchanged.
- b. Once registration is complete, problem-solving courts and jails will continue submitting referrals through the established web-based system.

18. What information do I need to check the status of a referral?

- a. Anyone can check the status of a referral by providing the following details:
 - i. Name of individual
 - ii. DOB
 - iii. Last 4 digits of the Social Security Number (SSN)
- b. Referral status is not limited by city or county. Anyone with the required information may access the referral status, regardless of location.

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19. When can a participant begin treatment at an agency?

- a. The agency must receive a Recovery Works referral from the liaison before the participant begins treatment.
- b. Participants who start services without an approved referral are not eligible for Recovery Works funding.