

Recovery Works Referral

Quick Reference Guide

Web-Based Referrals Overview

- Online referral system designed to streamline processing and reduce delays.
 - Features include appointment scheduling, participant-submitted referrals, and eligibility document uploads.
 - Eligibility required at the time the referral is submitted.
 - Acceptance letters are no longer required prior to referral submission. Criminal Justice Partners (CJPs) may request an acceptance letter after a Recovery Works (RW) referral is submitted and the CJP has been contacted by the provider.
 - All referrals begin with submission to Recovery Works. Participants and/or CJP's should not reach out directly to the provider prior to the provider receiving a Referral Opportunity. The provider will contact the participant and/or CJP (for incarcerated individuals).
 - Providers must receive a referral prior to participants receiving services from the provider or residing at the provider's location.
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Enhanced Referral System Features

Appointment Times

- **Morning:** 8:30 a.m.–12:00 p.m.
- **Afternoon:** 1:00 p.m.–4:00 p.m.
- Liaisons will attempt contact up to 7 days. Initial contact will occur 24-72 business hours after submission.
- Recovery Works liaisons will not contact incarcerated participants. CJPs submitting referrals for incarcerated individuals may review the final status, which will include the recovery residence and/or treatment provider the referral was allocated to.

Eligibility Criteria

- Indiana residency (Driver's License, State ID, Passport).
- Age 18 or older.
- Income at or below 200% of federal poverty guidelines (pay stubs, Work One history, SSI/government assistance).
- Current or prior felony (sentencing order, plea agreement, case summary).

Eligibility Documentation

- Eligibility documents are uploaded at the time a referral is submitted – All documents must
- For incarcerated participants, a jail/prison face sheet may be submitted in lieu of state issues identification

- Providers may contact the participant and/or CJP for additional history or interview.
- It is important to ensure the participant's information (name, DOB etc.) is entered correctly. If any information is incorrect, the participant's information may not be reflected in the status results.

Criminal Justice Documentation

- Sentencing order
- Plea agreement
- Case summary

Referral System Timelines & Allocation

- One processed referral accepted every **90 days**.
- Referrals are allocated based on the provider matrix, which includes:
 - Provider availability
 - Participant input and history
 - Rotated distribution schedule
- 45-day grace period for participants who return to use; participant may return to the same recovery home without the need for a new referral.

Referral Status Tracking

Real-time referral status is available to CJPs, providers, and participants via the Recovery Works Application Status portal. Participant DOB, last four digits of SSN, and last name are required.

Status updates begin with the first phone call attempt; the final update includes the provider's name.

Status	Action Taken	Outcome
In Process	Referral has been received.	Awaiting review or update.
1st Call Attempted	Liaison attempted to contact the participant.	No response received.
2nd Call Attempted	Liaison attempted to contact the participant.	No response received.
3rd Call Attempted	Liaison attempted to contact the participant.	No response: referral closes at end of business day.
Contact Unsuccessful	Three documented attempts made.	No response or incomplete referral.
Contact Successful	Liaison spoke with participant.	Referral Opportunity Forms sent to multiple providers. Awaiting provider responses.
Referral Complete - Unsuccessful	Liaison completed the referral and closed it.	Unable to complete referral due to non-participant contact or no provider(s) not available in the requested area
Referral Complete -Successful	Liaison completed the referral and closed	Provider(s) responded. Intake form is sent to the provider(s) accepting the referral

No Recovery Residence available	No recovery residence accepted the referral or no RW related RR in the county.	Unable to complete the referral due to no provider accepting the referral or no recovery residence in the area that is RW certified.
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Processing Timelines

- Timelines may vary due to participant/provider response, participant needs and/or county specific information.
- For specific participant choice providers, providers must respond with 24 hours of receipt of the referral regarding acceptance or denial. Recovery Works will move on to subsequent provider options beyond participant initial choice after 24 hours.
- Referrals may remain open for up to **7 business days** while liaisons identify an appropriate provider.

Incarcerated Participants

- Status will begin with **In Process** and immediately move to **Contact Successful**, indicating that Referral Opportunity Forms have been sent to providers. Recovery Works will not contact incarcerated participants. Providers will have the opportunity to reach out to the CJP prior to accepting/denying a referral.

Incarcerated Referral Guidelines

- Referrals may be submitted up to **1 year prior to release**.
- After a Referral Intake Form is sent to the provider, CJPs and providers may coordinate logistics **without** submitting a new referral near the time of release.
- Referrals remain valid with the provider for **30 days post-release**.
- If the provider cannot accommodate the individual before release, a new referral may be submitted.

Referral Denials

A referral may be denied for the following reasons:

- Submitted by someone other than the participant (except a CJP).
- Submission by a provider, case manager, peer recovery coach, or other unauthorized individual
- Participants are already receiving services from the provider. Participants must have an approved referral before residing in a recovery residence or beginning treatment services.
- Eligibility requirements are not met, or documents not uploaded or illegible.
- Intentional misinformation, including altered or inaccurate identifying information.
- Participants have exhausted Recovery Works funding.

Note: Recovery Works makes every effort to identify appropriate services and maintain participant eligibility whenever possible. It is important for all entities to ensure proper understanding and adherence to the Recovery Works Policies and Procedures, to ensure a participant maintains eligibility of funding.

Contact Information

- All Recovery Works liaisons operate by appointment only. Liaisons will contact the participant directly and may leave a phone number for the participant to return the call.
- Liaisons do not answer unscheduled, unsolicited or “cold call” inquiries from participants, criminal justice partners or providers.
- All status related questions may be answered by accessing the status tool located at <https://pacerecoveryworks.org>
- Recovery Works is unable to disclose participant-specific referral information to any via phone or email. The status tool is the only method of referral information
- Participants who need assistance with accessing a computer to submit a referral may visit their local Recovery Café, Regional Recovery Hub or local Recovery Community Organization (RCO).
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Policy and Procedure related questions

- Current Recovery Works Providers may submit a JIRA ticket for all Recovery Works Policies and Procedure inquiries.
- All other stakeholders, please visit the Recovery Works website for answers to common referral and/or policy related inquiries www.in.gov/fssa/dmha/recovery-works/

Provider Availability

- Providers with available beds may reach out to recoveryworks@paceindy.org weekly with bed availability information.