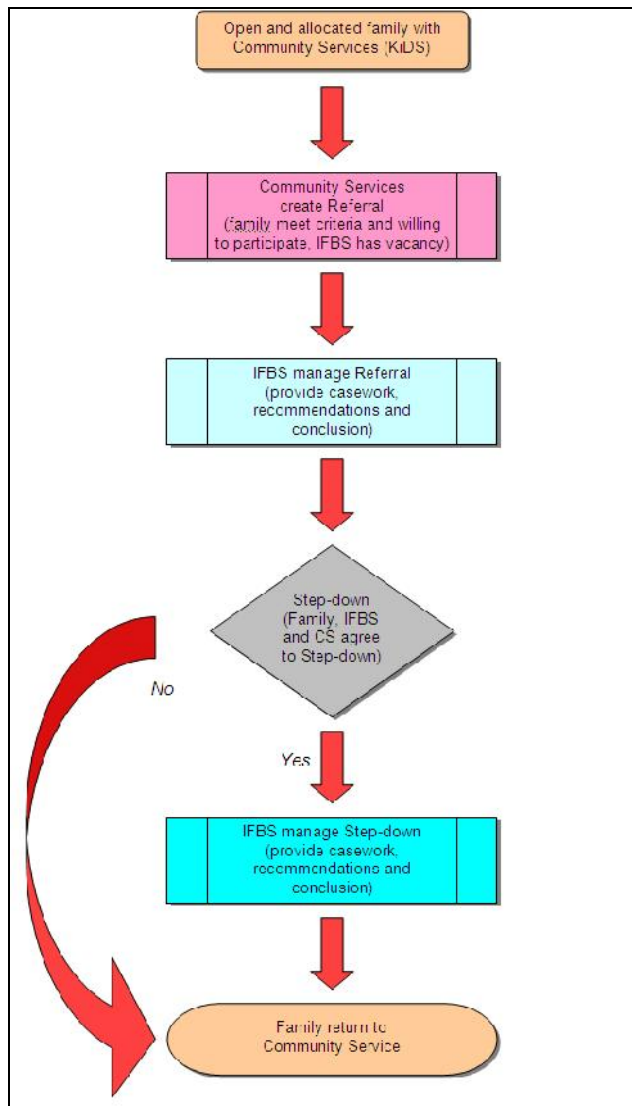


Action IFBS Referral request - IFBS Manager

Use this card as a quick guide to review and action a Referral request in IFBS Connect.

Email notification received advising you have a Referral that requires actioning. The email provides the Referral ID.			
Open and Review	Open and review the Referral.		
	1. Click the ID number of the relevant Referral in the ID field. The Referral is displayed.		
	2. Navigate through the each section of the Initial Referral to review the Referral: • CSC Details • Family • Parent/Carers • Adult • CYP • Referral Reasons • Strengths • Violence • Goals • Current Services Pay particular attention to the Referral Reasons and Goals sections.		
Update Status	Update the Next Status to either; accept the Referral, return the Referral to Community Services for more information or Decline the Referral.		
	3. Click the Next Status drop down button.		
	4. Select the relevant option: • <i>Declining</i> – IFBS is unable to accept Referral • <i>Returning</i> – Referral returned to Community Services for more information • <i>Accepting</i> – IFBS is able to accept Referral Email notification is sent to the relevant parties advising action taken i.e. CS CW and MCW and if <i>Accepting</i> selected, IFBS caseworker.		
		Confirm	5. Click the Confirm button.
		Complete IFBS Updates	To action the Referral, you are required to complete the relevant section displayed in the IFBS Updates view. The sections displayed in the IFBS Updates view are governed by the Next Status you selected. If Declining, follow steps 6 to 8. If Returning, follow steps 9 to 12. If Accepting, follow steps 13 to 16.
		Decline	6. Click the Decline tab to decline and close the Referral.
			7. Click the drop down arrow in the Declined Reason field and select the relevant option. If <i>Other</i> selected, you must enter a reason for decline in the Decline Reason Other field.
			8. Click in the IFBS Comment field and enter comments to support the reason for decline.
		Decline	9. Click the Decline button.
		Return	10. Click the Return tab to return the Referral for more info.
			11. Select the relevant return reason(s). If <i>Other</i> selected, you must enter a reason for return in the Return Reason Other field.
			12. Enter comments to support the reason(s) for return in the IFBS Comment field.
		Return	13. Click the Return button.
		Assign	14. Click the Assign tab to accept and assign the Referral.
			15. Click the drop down arrow in the IFBS CW Assign field and select the relevant caseworker.
		Accept	16. Click the Accept button. The Referral is now with the caseworker to update. At the end of the intervention, the caseworker will submit the Conclusion & Recommendation report for approval.

End to End Referral Process



IFBS Referral Process

