



## **TIDES Referral Process**

1. School staff identify symptoms/behaviors in a student (or parent requests therapy services)
2. School staff makes contact with the family to inform them of their recommendation for therapy AND inquire about insurance coverage. If the student has Medi-cal insurance or has NO health insurance, you can offer to make a referral to the YMCA TIDES Counseling Program. Inform the parent to expect a call to discuss services within a week of referral
3. School submits a referral via fax to the TIDES program:

**Fax: 619-281-8324**

\*If your school name is clearly listed on the top of the referral, it will be assigned to the appropriate therapist. Please identify yourself on the referral form as well.

\*\* You may submit the referral in person the therapist on campus or in the TIDES mailbox

4. Therapist receives the referral and verifies eligibility with Medi-cal insurance **(if you can give a social security number or Medi-cal insurance number on the referral, this process is faster! TIDES cannot move forward with services until this is verified)**
5. Family is contacted to gather more information and schedule an intake appointment **(this appointment is with the caregiver(s) and therapist only; can take up to 2 hours; must have this before seeing the student)**
6. Therapist will make 3 attempts to contact family; will notify referring party of any outcomes (i.e. intake assessment date, inability to reach family, no shows, etc.)
7. Once an intake is completed, paperwork will be processed and therapist can now meet with the student and family.

\*Updates to treatment or referrals will be given during monthly meetings set up between lead therapist and school staff. If you would like to request a list of client's served, please e-mail or contact the lead therapist on campus