



## TANF 703-1

# Service Brokering and Referrals

**Supersedes: TANF 703-1 (10/1/18)**

**Reference:** ARM 37.78.806

**Overview:** Contractors may offer services and/or refer to community services, but may also broker services (e.g., refer and purchase a service) on behalf of families. Brokered services must be needed for family activity engagement (barrier reduction, etc.) and cannot duplicate services available in the community. Brokered services are available at the contractor's discretion within their budget.

### **TANF EMPLOYMENT and TRAINING POLICY**

#### **BROKERING GUIDELINES:**

Brokering is not used to replace or extend the households Supportive Services.

1. Service is:
  - a. Not a medical service; and
  - b. Not available free of charge or through another funding source.
- AND
2. Client:
  - a. Has exhausted all other payment sources, including Medicaid; and
  - b. Cannot obtain the service without financial assistance.

If brokering for basic ongoing needs the service must:

1. Be designed to deal with a specific crisis situation or episode of need;
2. Not be intended to meet recurrent or ongoing needs beyond four (4) months; and
3. Support bridge goals.

#### **REFERRAL GUIDELINES:**

1. Pathways may make a referral to community partners for services to help stabilize the family and address the barriers identified from the Montana TANF family bridge screening;
2. The referral must be reviewed every 90 days (or sooner) during the E/SP review; and
3. Referrals must be reconciled every 90 days or when it's completed, or the client is enrolled with the community partner.

**Effective Date:** September 01, 2021