


**C**  **NNNECT**  
*Electronic*  
**MONTANA REFERRAL SYSTEM**

CONNECT ELECTRONIC REFERRAL SYSTEM

Connecting Service Providers in Montana

# ABOUT CONNECT

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Secure web-based platform, with the goal of creating the most comprehensive local, regional and statewide referral networks.



**A BRIEF BACKGROUND**

**Referrals can be sent  
from your client's  
home community to  
anywhere in the state.**

WITH REFERRALS BACK TO THEIR HOME COMMUNITY FOR  
FOLLOW UP AND SUPPORT SERVICES.



# CLOSING THE LOOP

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Facilitating a bi-directional flow of information, allowing provider-to-provider referrals to be tracked in real time, with status updates and progress notes.

## LESS WASTE

Reduce or eliminate :

- Duplication of service
- Unnecessary referrals
- Failed transitions to/from facilities

## FEWER PROBLEMS

Weak hand-offs result in :

- Delays in service
- Lapses in care
- Diminished health outcomes

## HAPPIER CLIENTS & STAFF

- Reduced frustration for all parties involved
- Easily tracking client progress is rewarding for staff

# WHY IS CARE COORDINATION IMPORTANT?

CONNECT ELECTRONIC REFERRAL SYSTEM



## **OUR GOAL IS TO FOSTER A COLLABORATIVE CULTURE AMONG SERVICE PROVIDERS IN MONTANA**

Strategic referral tracking via CONNECT aims to improve the referral process in our communities by establishing accountability and improving processes for the exchange of client information

**OUR GOAL**

# HISTORY OF CONNECT

2009

35 youth-focused agencies  
begin using 1st version  
electronic referral system

2010

Helena Consented Referral  
System (HRCs) created

2014

HCRS was redesign by Nobel  
Software Group. Version 2  
expanded to include all types  
of service providers

2017

HCRS re-branded as  
CONNECT. OPI expands  
CONNECT to Butte, Browning  
and Kalispell

2018

CONNECT becomes available  
across MT and incorporated  
into multiple grants

CONNECT ELECTRONIC REFERRAL SYSTEM

# 83%

CONNECTION RATE OF CLIENT TO SERVICE

FOR 2023 IN CASCADE COUNTY

83 out of 100 clients actually start the service they were referred to.



## SECURE WEB-BASED SYSTEM

Sending, receiving and tracking referrals locally, regionally and across the State of Montana

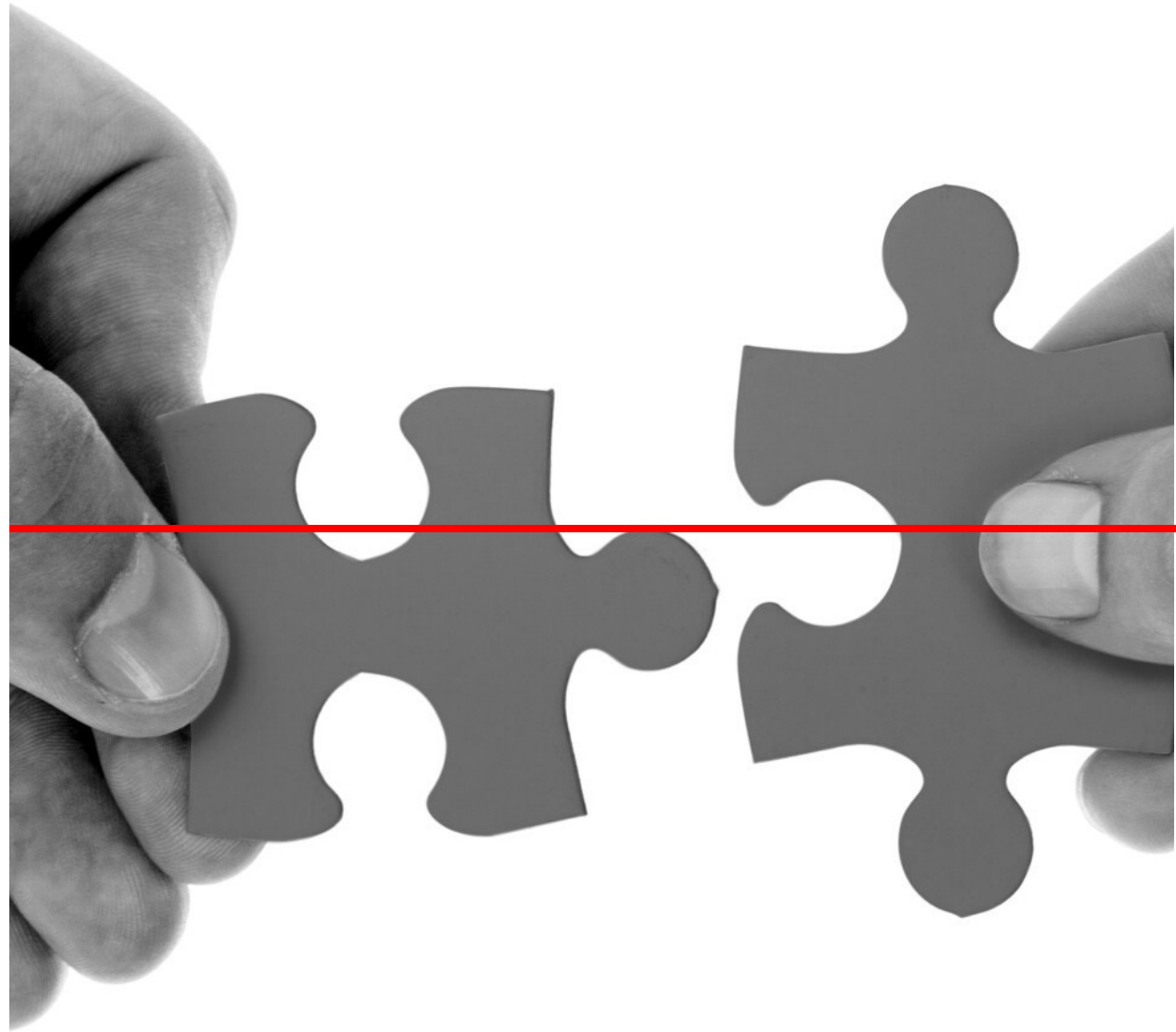
## COORDINATED CARE

Encourages care among multiple agencies working with multiple clients

## PROVIDES REFERRAL DATA

Improve service to delivery to clients, and increase communication between agencies

# CONNECT Basics



## CONNECT **IS NOT**

- A case management system or EMR
- Replacement for human interaction
- Time-consuming
- Complicated

## CONNECT **IS**

- FERPA, HIPAA, 42CFR & IDEA compliant
- Statewide tool
- Accessible by any type of service provider
- Scalable
- Available at no cost



PROVIDER TO PROVIDER REFERRALS



SELF REFERRALS



## CONNECT

Service provider sends referrals on behalf of client

Referred provider contacts client and updates referral status

### **2-1-1**

Resource directory



# OUR PARTNERS

CONNECT is designed to be  
inclusive of any type of service  
provider.

CONNECT ELECTRONIC REFERRAL SYSTEM

# TYPES OF SERVICE PROVIDERS

- Youth Organizations
- Senior Services
- Disability Services
- Schools, School Nurses, Counselors, etc.
- Medical Providers
- Mental Health Providers
- Wellness Groups
- Providers of Information & Assistance
- Legal Services
- Housing Services
- Faith-based Organizations
- Food Pantries
- Suicide Prevention
- Substance Abuse Programs
- Community Coalitions
- Veteran & Military Services

## COMMUNICATION

Bring community together to talk about CONNECT - how it could strengthen existing partner relations, foster new relationships & streamline the referral process

## MAPPING

Referral mapping exercises to identify which service providers should be onboarded first. Identify which providers have most referral partners for successful implementation.

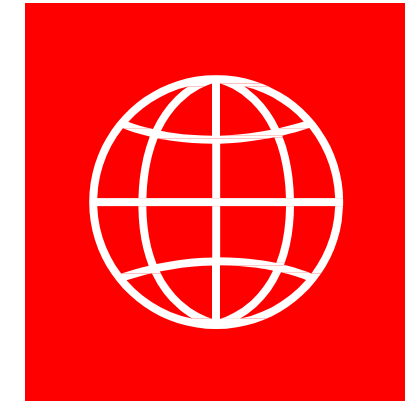
## ONBOARDING

Create a strategic onboarding plan based on interested parties in the community, onboarding agencies with most partners first, onboarding partner agencies at same time.



# Development Stages

# LEARN MORE



## WEBSITE

Visit our website at  
[connectmontana.org](https://connectmontana.org)



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