

Parkdale Interagency Referral Network

A Pilot Project Tool

supported by the South Toronto Local Immigration Partnership

Tsering Thonsur

Parkdale Intercultural Association

Synopsis of the Pilot Project Tool

- Objective
 - To develop standardised and effective referral system
 - Support client centred service
 - Develop, build partnership and provide friendly referrals
- Member agencies:
 - Parkdale Intercultural Association
 - Parkdale Community Legal Service
 - Parkdale Community Information Centre
 - Kababayan Multicultural Community Centre

Synopsis of the pilot project tool

- Planning/Logistics
 - Memorandum of Understanding
 - Software development-integrate ICARE/Agency needs assessment
 - Staff feedback
 - Staff training
 - Tool testing
 - Evaluation of the practice

Demonstration of the Referral Tool

- <http://pirn.clinicip.com>: This will forward you to the referral interview.
- Use the interview tool to send single or multiple referrals
- Referral agency can follow up calling or emailing referee

Conclusion

- Add more agencies to the referral network
- Program designate to evaluate the system every three month
- Network partners to follow up evaluation with staff

Questions?

Thank you!