

Chapter: Program  
Subject: External Service Referral Procedure  
Section: 12.13  
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ODJFS Rule: 5101:2-9-42  
COA Standard: PA ETH 5.01, 5.02, 5.03; AM 6.01, 6.02  
Revised: 9/2/20; 4/23/21

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### External Service Referrals

In effort to conduct excellent customer service, during a youth's placement order at NRTC, or upon making transition/exit plans, it may be necessary to make service referrals to external resources. NRTC's external service referral policy/procedure is conducted in an honest and ethical manner and in conjunction with personnel from the MCJC Probation Department, South Community, Inc., and youth's parent/guardian, to include MC Children's Services, if applicable. All referrals are objectively considered. Personal interests and preferential treatment during referral consideration is strictly prohibited. Making or accepting payment or other considerations in the referral process is strictly prohibited.

NRTC, in conjunction with appropriate persons named above, may consider external service referrals for the purpose of education and treatment. A Release of Information is required to obtain or refer any information not subject to public access.

### Referrals to Providers

Upon continuation of services or exit from NRTC, continuity of service with an existing provider is preferred, but not required.

To enhance the youth, parent/guardian and the public's understanding, knowledge, trust, and confidence in the system, impartial, neutral information, including offering pamphlets, guides or information, may be provided when considering a referral to a service. The youth and parent/guardian may be provided a listing of local providers, should a provider other than the existing provider be desirable. NRTC obtains the credible, approved providers list through the Montgomery County ADAMHS Board's website (MCADAMHS.org).

### Preferential Treatment:

Referring to particular services does not support the NRTC's or the Court's obligation of impartiality or neutrality.

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When considering referral sources, taking or accepting payments, gifts, or contributions of any kind is prohibited.

NRTC employees must not direct any youth or parent/guardian to a particular service, provider network, or one where a relationship, other than professional, exists. Employees must avoid any perception of preference.

Provider Application:

Any provider seeking to conduct business with NRTC will request to do so with formal application to the Montgomery County Juvenile Court or the local ADAMHS Board. This may be through MOU, contract, or RFP processes. Preferential treatment is prohibited and avoided through this process. Any known, possible, or perceived conflict of interest must be disclosed.

Policy Enforcement

NRTC employees will report to their Supervisor, Manager, or Director, without reservation, any actual or perceived corrupt or unethical provider and referral behavior which could affect the youth or the integrity of NRTC or the Court.