

Directions: The OCLPA Universal Referral Process (URP) Monthly Feedback Sheet should be easy to complete. To promote common understanding of the meaning of the URP Elements, the following definitions will be used.

UNIVERSAL REFERRAL PROCESS DEFINITIONS	
URP Elements	URP Definitions
1) Participated in Partnership Efforts	The Pilot Program Staff, from multiple agencies, participated in collaborative programming, communication and planning for the individual who wants to participate in community-based work experience or Competitive Integrated Employment (CIE).
2. ✓ email	Pilot Program Staff, from any of the agencies, have used email to communicate with the individual, family or other agency regarding the URP Process.
3. ✓ calls/conference calls	Pilot Program Staff, from any of the agencies, have participated in calls/conference calls, to communicate with the individual, family and/or other agency regarding the URP Process.
4. ✓ face-to-face meetings	Pilot Program Staff, from any of the agencies, have participated in face-to-face meetings, to collaborate as a team with the individual, family and/or other agency regarding the URP Process and/or Programming.
5) Utilized Person Driven Planning (PDP)	Held one or more PDP/PCP meeting to promote work experience or CIE.
6) Worked with Family Member/Conservator	Worked with one or more family member/Conservator specific to the URP Process.
7) Accessed Services for Individual	Identified, referred and supported the individual in accessing work training and/or CIE.
8. ✓ new services	Pilot Program Staff Identified, referred and supported the individual in accessing new services, related to work training and/or CIE.
9. ✓ enhanced services	Enhanced services were provided to the individual during the Pilot Program. (The individual was receiving services prior to the start of the Pilot Program and these services have been expanded /improved since the start of the Pilot Program.)
10) Encountered agency roadblocks	Through the Pilot Programming attempts to provide coordinated services, agency issues have been identified that have interfered with the identification or provision of work training/CIE services.
11. ✓ regulations	Agency regulations have interfered with providing a resource needed for the individual's access to work related services
12. ✓ organization procedures	Organizational practices/procedures have interfered with accessing a work

	training/employment related services needed by the individual.
13) Work Experiences Identified and Utilized	One or more community-based work experiences have been identified for the individual and utilized during this month.
14) Employment Secured for Individual	Individual has been placed and supported in a Competitive Integrated Employment Setting.
15) Identified Best Practices	Work training Best Practices have been identified, used & verified and can be shared with other stake holders.
16) Identified Issues/Concerns with Partner Agencies	Issues/concerns have been identified specific to one or more agency practices.
17) Translation Needs	Was there a need to find and/or utilize translation services for the individual and/or a family member.

URP #8 (9-21-18)