

Referral Guidelines

InfoRock conducts intake for two types of referrals:

- Preventive Referral - For children under 18 years
- Protective Referral - For adults 18 years and older

Understanding a Preventive Services Referral

The goal of Preventive Services is to enable families to stay together while averting foster care placement of a minor child under the age of 18. Preventive Services are voluntary and regardless of income. Services provided through a Preventive Referral may include casework counseling, childcare assistance, parental support and advocacy.

Understanding a Protective Services for Adults (PSA) Referral

Protective Services for Adults (PSA), aka Adult Protective Services (APS), is a program to assist adults, 18 years of age or older who can no longer provide for their own basic needs, protect themselves from harm (neglect or abuse); and have no one willing or able to assist. Protective Services are voluntary and regardless of income. In addition, the adult being referred for services must be a Rockland County resident living in the community, or in a hospital or nursing home with a plan to return to the community.

What to Expect When Requesting a Referral

Callers requesting a Preventive or Protective referral for services will speak to a Caseworker who will assess whether the circumstances meet the eligibility criteria. If a referral is deemed appropriate, the caller will be expected to provide the following information if possible:

- Presenting problem/why case is being referred at this time
- Name of individual who is in need of service
- Address with directions
- Telephone number
- Date of birth
- Social Security Number
- Family Composition/Other Contacts

If a referral is not deemed appropriate as circumstances do not fall within the referral guidelines, other community resources may be provided by the caseworker.