Dear Homeless Services Consortium Member:

As the agency receiving referrals to the Medical Respite Center between 8:00 am and 8:00 pm daily, Focus Counseling has seen a significant increase in the number of individuals and families in need of quarantine or isolation due to COVID-19. There has recently been some confusion among participating agencies about how to refer these individuals and families to the Medical Respite Center. To shorten the referral time and provide the best patient care across the spectrum, our current referral process is outlined below:

**The Referral Process**

* ***Individuals/families need to present to a shelter, outreach provider, Public Health, hospitals and clinics, Dane County Jail, or the Department of Corrections.*** One of these agencies will then need to make the referral to the MRC pursuant to Public Health-approved protocols.
* **Referrals between 8:00am and 8:00pm** will be handled by Focus Counseling. The procedure is as follows:
	+ - **Call the Referral Line: 608-618-0216** (not to be externally shared outside of hospital and shelter staff). If no one answers, please leave a voicemail. \*We often receive multiple calls simultaneously and will return all calls, so a voicemail helps a great deal!
		- **Fax or email the Completed Coversheet and signed/initialed Participant Agreement** to Focus Counseling:
		- Email: info@focuscounselingwi.com (Subject: Medical Voucher)
		- Fax: 608-285-5215 (Attn: Medical Voucher)
* Focus will strive to respond with details within 30 minutes. If the referring agency does not hear back from Focus in 30 minutes, they should call back. \*Again, owing to the volume of calls we are receiving, we will do everything we can to return your call within 30 minutes.
	+ Focus will contact the hotel, reserve a room, and relay the room information to referring agency staff.
	+ Referring agency is responsible for arranging transportation.
	+ Referring agency should **wait to arrange transportation until they have received a room number from Focus Counseling.**
* **Referrals between 8:00pm and 8:00am** will be handled by **The Salvation Army.**
* Phone number (608) 513-2392.

Thank you for all you are doing on behalf of individuals experiencing homelessness during the pandemic. If you have questions, please contact Kristi Mason at k.mason@focuscounselingwi.com or at (608) 630-0641.

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