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www.MHAnkyswoh.org / www.GuideToFeelingBetter.org



HOW TO MAKE A REFERRAL

- **Identify the situation:** Determine the level of seriousness the situation presents. If it is determined that it is important, but not an immediate crisis, continue with the following.
- **Identify the need:** Ask what the person needs. If it is something within the realm of your agency, church, etc, then offer the help or referral. Refer to the MHA Resource Directory for a listing of Agencies, Support Groups, Psychiatrist, Therapist and more.
- **If the need is above and beyond your services:** Have the person contact Mental Health America of NKY at (859)-431-1077 or Recovery Network at (859) - 431-2134. They can contact us for information and/or referrals.
- **As the Provider, if you have questions:** If you are not sure about a referral, feel free to contact MHA of NKY and we can help guide you!

Crisis Situation: is an inner state of a person reacting to stress when normal coping mechanisms have broken down.

Important Situation: any time a person is dealing with a situation that causes them stress or is outside of their routine, it can seem as if it is a crisis. However, in an acute crisis, their safety or the safety of others is threatened. Every situation we deal with is important and may need further assistance, but knowing the difference between a crisis and a stressful event is **KEY** to referring.