LAMP
Lowndes Associated Ministries to People
601 North Lee Street • Valdosta, Georgia 31601 • (229) 245-7157

Referral Handling Process

Referrals are generated through the LAMP website. It is a protected page requiring username and password for access. This information may be distributed to the responsible official at each of our participating Churches. A log of participants must be kept on file and current.

Below is a list of required actions and the staff member responsible for each.

Action	Emergency Services Coordinator	Assistant Director
Referral Retrieval	X	X
Receptionist Notification	X	X
Interview	X	
Assistance Provision	X	X
Follow-up with Referrer	X	
Filing of Referral	X	

Detailed Instructions:

1. Referral Retrieval – the referrals generated through the LAMP website are received via email. Email must be checked regularly.
2. Receptionist Notification – once a referral has been received, the receptionist must be notified. Generally, the referring Church is interested in validating the client's situation and needs as much as they are having LAMP provide the assistance. Therefore, interviews must be completed.
3. Interview – the preliminary paperwork may be completed by the receptionist or volunteers. The final process will be completed by the Emergency Services Coordinator.
4. Assistance Provision – the decision of whether or not to provide assistance will be made by the Emergency Services Coordinator assuming the client qualifies for ESG, budgeted funds are available, or the Referrer agrees to pay. Assistant Director is to be consulted regarding other funding requests.
5. Follow-up – This is to be done no later than close of business on the day of the referral. If the client did not show, that needs to be conveyed. If the client presents themselves for service, contact needs to be made with the referrer while the client is present so that discussion regarding assistance may take place.
6. All referrals need to be filed in the client's file.