**Section 240.240 Information and Referral**

Information and Referral service is defined as assistance to participants to enable them to gain access to appropriate services and to receive services.

a) Service components of information and referral include:

1) A brief assessment of the participant's needs to facilitate appropriate referral to and follow-up with community resources;

2) Assisting participants in applying for benefits provided by federal, state and local agencies;

3) Follow-up to ensure that participant was linked to community-based services and supports;

4) Information and referral may also encompass program-related public information efforts.

b) Unit of Service

One unit of Information and Referral service is 1 incoming telephone call received by the professional information and referral staff.

(Source: Amended at 42 Ill. Reg. 20653, effective January 1, 2019)