

## **Greater Richmond Continuum of Care Coordinated Entry System Referrals to Recovery Programs Policy**

**Purpose:** This policy establishes the principles that guide how the Coordinated Entry System (CES) identifies and supports individuals who may benefit from recovery-oriented services. It ensures that all referrals are grounded in dignity and personal choice.

**Person-Centered Engagement:** CES staff do not assume that any individual requires recovery or addiction support services. Recovery needs are identified solely through voluntary self-report, personal disclosure, or information shared within trusted case management relationships. All referrals to recovery-oriented services must be grounded in choice, autonomy, and informed consent. Access to CES, housing resources, or supportive services does not require sobriety, treatment participation, or adherence to any specific recovery model. Staff use trauma-informed and strengths-based dialogue that honors the individual’s own goals, readiness, and understanding of recovery.

**Referrals Through Community and Healthcare Partnerships:** CES connects individuals to recovery-oriented support through established partners, community providers, and healthcare systems already engaged in serving the region. The system does not duplicate clinical or treatment functions but instead strengthens access to existing expertise by making referrals to appropriate, trusted partners. CES honors the role of local healthcare systems, treatment providers, and community organizations as essential components of the recovery landscape.

**Scope:** CES ensures that all individuals—regardless of substance use history, background, identity, or circumstances—have access to supportive services and referrals to community resources. Recovery services are introduced as options, not obligations, and are presented in a manner that respects cultural, personal, and spiritual variations in how people understand healing and wellness.

**Multiple Approaches to Recovery:** CES recognizes recovery as a diverse and individualized process. The system supports a broad continuum of approaches and does not privilege any single model. Individuals are encouraged to define recovery in ways that reflect their values, experiences, and aspirations.

**Privacy:** Information related to substance use or recovery interests is treated as highly sensitive. Staff must ensure that individuals understand their rights, including the right to decline sharing information. All disclosures are handled with the utmost respect for confidentiality and personal autonomy.

