



Checklist: Strengthening Triple P Referrals with Local Child Welfare Agencies

Improving referral processes between community agencies and local child welfare agencies can make a huge difference in Triple P's success. Here are some concrete strategies agencies can use to strengthen that process and build smoother collaborations with local Departments of Social Services (DSS).

1. Co-Design the Referral Process

- ☐ Have we mapped the referral flow *together* with DSS?
- ☐ Do we agree on referral criteria for each Triple P level?
- ☐ Is there clarity around who does what (roles and timelines)?
- Host a collaborative workflow session to map out:
 - What triggers a referral?
 - What info is needed for a quality referral?
 - Who follows up, and how?
- Build shared understanding of Triple P levels and how to determine which intervention is needed for a family's situation

2. Communicate Triple P Clearly

- ☐ Have we shared a simple overview of Triple P levels?
- ☐ Do DSS staff know which families are a good fit for each level of intervention?
- ☐ Are referral talking points or scripts available for DSS staff?
- Make sure DSS staff know:
 - What Triple P is (use simple language)
 - Discuss what each level does and doesn't cover
 - What makes a "good fit" referral
 - What to say to families before referring

3. Build Relationships

- ☐ Do we have a main contact person on both sides?
- ☐ Have we had a recent check-in or relationship-building meeting?

☐ Can we be invited to join team huddles or meetings monthly, quarterly, etc.?

- Assign specific points of contact on both sides.
- Set up monthly or quarterly check-ins.
- Ask to attend staff or team meetings to share Triple P updates or celebrate wins.

4. Make Referrals Easy

☐ Is the referral form simple and accessible?

☐ Do we respond quickly (within 1–2 business days)?

☐ Can DSS staff easily reach us with questions?

- Avoid complicated forms or systems.
- Use simple, fillable PDFs, online forms, or secure email templates if systems are limited.
- Offer same-day acknowledgment of referrals to build trust.

5. Close the Loop

☐ Do we update DSS on referral outcomes?

☐ Are we tracking follow-through and no-shows?

☐ Do we share success stories when things go well?

- Let DSS know what happened with the referral:
 - Did the family enroll?
 - Was it a mismatch? Why?
 - Were there competing priorities for the family that deemed Triple P isn't an immediate fit

6. Train and Refresh

☐ How do we provide information for new DSS staff?

☐ Do we provide short refreshers every 6–12 months?

☐ Are we using real-life stories to make Triple P relatable?

- Offer short refresher trainings:
 - “Triple P 101” for new DSS staff – can be in real-time, recorded, or a handout
 - Focus on recognizing family needs and referral fit
 - Include real family stories to make it stick

7. Use Data Together

- ☐ Are we sharing referral trends and outcomes regularly?
- ☐ Are we aligning Triple P services with DSS goals (e.g., reunification support, prevention)?
- ☐ Are we using feedback to adjust the referral process?
- Share quarterly snapshots: how many referrals we made, what worked, and what didn't work
 - Ask DSS to share their goals and metrics, then align where possible