

## The Family Collective

### Empower Tennessee Warm Handoff Procedure

Step 1. Identify client who is a person with a disability who may benefit from Empower Tennessee services. This may include an individual who:

- Has a question about disability-related information including relevant resources for employment, housing, assistive technology, skills training, peer support, and transitioning to community living;
- Has an Independent Living goal such as wanting to return to work, successfully navigating and maintaining Disability benefits, adding to their skillset, or connecting with other people with shared interests; or
- Is looking for supports to aid in obtaining employment, finding a training program, making their housing accessible, learning to drive, or acquiring and using adaptive or assistive technology.

Step 2. Send an email to [info@empowertn.org](mailto:info@empowertn.org) and copy the client, if possible Include the following:

- Introduce the client and share a short description of the information/resources they are seeking.
- Reference in the email that the client has authorized you to make this referral and that you have a release of information.
- Attach a copy of the release of information agreement you have with the client.
- Indicate the client's preferred method(s) of contact and any accommodations they may need (I.e. an interpreter) in order to participate in a conversation.

Step 3. Provide the client with contact information (below) for Empower Tennessee and let them know that Empower Tennessee adheres to the principles of Independent Living which means that the client will need to reach out directly to initiate services. Remind them to reference that you sent a referral email on their behalf and to let the Independent Living Specialist they work with know if they would like to have them coordinate information and services with you.

Empower Tennessee

615-200-6028

[info@empowertn.org](mailto:info@empowertn.org)

Step 4. Follow up with the client to check if they have connected with Empower Tennessee.

Step 5. Coordinate services and action plans with the Independent Living Specialist if the client has authorized them to do so.