

Job aid

Referral Statuses

Referral statuses are found in a drop-down list in the “Referrals” tab in TWIST. Following is the list of referral status choices, when to apply these referral statuses and whether or not applying the status will cause the system to enter today’s date as the date closing out the referral. If the status applied closes out the referral, then no further follow-up is required for that referral.

Status	Apply when a referral is recommended and the participant...	Cause Close Out?
Applying	Is already in the process of applying for the referral agency benefits.	No
Completed	Obtains referral agency benefits as a result.	Yes
Not Achieved	Is not eligible to obtain referral agency benefits.	Yes
Participating	Is already obtaining the referral agency benefits.	Yes
Recommended	Has not taken any further steps.	No
Refused	Refused to apply for referral agency benefits.	Yes

Resource: TWIST Manual, Chapter 3, Section 4, Lesson: Referrals