Below is an example outlining the referral request process. In the example, OSH requests evaluations of Client X, for placement at County A (approved) and County B (not approved):

1. OSH social worker emails a PDF of the request letter and supporting documents for Client X  to: psrb@oregon.gov, copying jeff.hanson@oregon.gov and Nola.Borland@oregon.gov)
2. Within 4 business days, Nola (or another PSRB staff member) sends an email to County A’s evaluator containing the following:
	1. In the subject field:  “*Order for evaluation – Mr. X*”
	2. In the body of the email:
		1. hyperlinks to Mr. X’s exhibit files
		2. a note indicating the exhibit number for the Order for evaluation for County A
		3. the phone numbers for the social worker and evaluator(s)
		4. a note indicating that one or more requests (where applicable) were not approved, as here: “*The social worker’s additional request for County B was not approved*.”
		5. a note indicating that a password to open the documents will follow in a separate email.

The social worker will  be included on this email. So—**within 4 business days of submitting your request for Mr. X, you should receive an email with “*Order for evaluation–Mr. X*” in the subject field.** Most often, the evaluation is sent the same day or the following day, but a 4-business-day wait seems reasonable to account for the unexpected. If the social worker has not received the above-described email within 4 business days, he/she should contact Jeff Hanson and/or Nola Borland at (503) 229-5596.

1. The evaluator has 15 days from the receipt of this email to schedule an interview. So—**within 15 days of receiving the email noted above, you should be contacted by the evaluator to set up an interview with Mr. X.** If you have not heard from said evaluator within that time, call him/her at the number listed in the email to find out whether he/she needs new information to complete the assessment.
2. After the interview has taken place, the Evaluator has 30 days to submit an evaluation letter outlining, among other things, whether Mr. X has been accepted. So — **within 30 days of the interview, you *should* receive a copy of the evaluation (sent from PSRB via fax to OSH at 1-503-391-2728).** In practice, due to innumerable factors, the time window for receiving the evaluator’s letter is often stretched out much longer. You may, in fact, know whether or not your client was accepted well in advance of the actual letter. Jeff normally checks on all evaluations that are still unresolved after 52 days.
3. If Mr. X is accepted, the social worker should expect to receive a CR plan along with the acceptance letter. If not, contact the evaluator for status.
4. Upon being informed of Mr. X’s acceptance to an available vacancy in County A, the social worker will request a hearing for the board to approve such a move.