

# Outbound Referral Status

The Outbound Referral Status field appears in the Student Services channel within the Outbound Referrals sub-channel. The Outbound Referral Status is used to identify whether a student was successfully connected to the referred service or whether a barrier prevented the connection.

Recording the referral status helps track whether students are able to access the recommended services or supports. Select the option that best reflects the outcome of the referral at the time of follow up.

Status	Definition	Examples
Connected	The student successfully connected to the referred service or support.	<ul style="list-style-type: none"> <li>• Student or family received contact information for a service</li> <li>• Student has a scheduled appointment with a provider</li> <li>• Family was connected to a community organization or support program</li> <li>• Student was provided information to access an academic tutoring service</li> </ul>
Not connected – Access barrier	The student was unable to connect to the referred service or support due to a barrier that prevented access.	<ul style="list-style-type: none"> <li>• Transportation challenges</li> <li>• Service waitlist or limited program capacity</li> <li>• Cost or insurance barrier</li> <li>• Scheduling conflicts or inability to reach the provider</li> </ul>
Not connected – Not geographically available	The referred services or support is not available within a reasonable geographic area for the student.	<ul style="list-style-type: none"> <li>• No nearby providers offering the recommended service or support</li> <li>• Program only available in another county or region</li> <li>• No local providers accepting new clients</li> <li>• Services or support not available in community</li> </ul>