

JW House Referral Criteria for Social Workers

The following is general background information for social workers only

GENERAL CRITERIA FOR OVERNIGHT GUEST STAY ELIGIBILITY

- Geographical distance: family lives 50+ miles from the referring hospital
- Financial need: low-income, unemployed, unexpected financial burden, etc.
- Hardship status: single parent, no car, etc.
- Severity of patient's illness (NICU, PICU, Pediatric, and Comfort Care cases are given priority)

ACCOMMODATION GUIDELINES

- ALL families must be referred to JW House by a hospital social worker. Please see the following page for referral guidelines.
- Families are asked for \$70 per room per night, regardless of whether the accommodations offered are at our hospitality house, extended stay apartment, or a partner hotel. However, no family is turned away based on their inability to pay this rate. Other financial arrangements can be made in cases of severe hardship and financial need. The following criteria will be used in determining whether or not a family is offered a discounted or waived room rate.
 - Financial need and hardship status
 - Anticipated length of stay (the longer the stay, the more financially draining?)
 - Is the medical crisis causing long-term expenses?
 - Is this an unexpected medical crisis causing sudden financial stress?
 - Does the family qualify for special financial aid?
 - NOTE: Each case will be evaluated individually; if there are special circumstances, they will be taken into consideration and an affordable room rate assigned accordingly. Guests will be asked to keep their room rates confidential. The room rate will be determined by the Family Services Manager if the family is unable to pay the full rate.
- Up to 4 or 5 people can be accommodated per family, depending on which room is available.
- Rooms at JW House and hotels are typically offered for up to 3-5 nights at a time, and based on availability. If a family is in need of a longer stay, an extension may be discussed as the checkout date approaches. Families needing accommodations for longer than 2 weeks AND who have a loved one in critical care may be eligible for our extended stay apartment.
- When all of our rooms are full, referrals and extension requests will be placed on a waiting list and accommodated on a first come, first served basis.
- Families may be placed on the waiting list as soon as an admission date is known.
- Accommodations will not be confirmed until 3-7 days before the requested check in date.

WHO IS AUTOMATICALLY INELIGIBLE FROM STAYING AT JW HOUSE?

- Persons with Communicable disease – COVID-19, TB, Chicken Pox, Lice, Scabies, etc.
- Homeless persons
- Persons without a loved one being treated at a nearby hospital
- Persons who have already been recognized as ineligible guests by Kaiser or JW House
- Any persons formerly dismissed from JW House

GUEST STAY REFERRALS

- If a family meets our eligibility guidelines, a referral can be submitted on their behalf by a hospital social worker. It is expected that the social worker can provide details of the family's situation, or act as a liaison if needed. A JW House staff person will then contact the primary caregiver to discuss the accommodations requested. Please provide as many details in the referral as possible.
 - Guest Stay Referral: www.jwhouse.org/referral
 - Password: socialworker
- Referrals are typically reviewed within 24-48 hours, Mondays through Fridays. Response time is slower on the weekends due to limited staff.

Any questions or concerns? Please contact us at (408) 246-2224.