

The Luc Cochran Foundation

PROGRAMS & SERVICES

Referral Partner Guide

For counselors, case managers, and agency
partners sending families our way.

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Who we serve, what each program delivers, how to refer well, and how we protect the information that travels with a referral.

Purpose of this guide

This guide is written for school counselors, social workers, case managers, housing and workforce agencies, faith communities, clinics, libraries, and other partners who refer individuals and families to The Luc Cochran Foundation. It explains who we serve, what each program actually delivers, how to make a referral that succeeds, what we can and cannot promise, and how we handle the personal information that travels with a referral.

We are not a crisis service

TLCF does not provide emergency shelter, medical care, mental health crisis response, or law enforcement services. In an emergency call 911. For crisis support call or text 988. For statewide health and human service referrals call 211.

Our programs

Digital Foundations

Digital skills and device literacy training, delivered through our own hosted course platform with 89+ courses covering computer basics, internet safety, email, productivity software, mobile devices, and job-search technology.

Scholars Tutoring

One-on-one and small-group academic tutoring and mentorship for K-12 students, with an emphasis on math and reading confidence.

Resume Workshop

Career-readiness coaching: resume building, interview practice, job-search strategy, and workplace expectations for youth and young adults.

Nourish Network

Food access and emergency household support delivered with partner food recovery organizations and retailers.

Connect Mobile

Connectivity and device access support that helps families get online at home, at school, and at work.

Who we serve

Service area	Clayton County and the surrounding metro Atlanta counties.
Ages	K-12 students for tutoring and mentorship; youth and adults for digital skills, career readiness, and food access.
Cost	Programs are free or low-cost. Financial barriers should never be the reason a referral is not made — ask us.
Eligibility	Program-specific and intentionally simple. We do not require immigration status documentation to receive food or attend digital skills training.
Language	Primary service language is English. Tell us in advance about language needs so we can arrange support.
Accessibility	Reasonable accommodations are provided on request. Include access needs in the referral so we can plan rather than improvise.

What a good referral looks like

1. Talk with the person first and get their consent to share their information with us. A referral made without the individual's knowledge almost always fails at first contact.
2. Identify the concrete goal: 'needs help with 7th grade math,' 'needs a working laptop for online coursework,' 'needs food this week,' 'first job interview in two weeks.'
3. Send the referral through the contact form, by email, or by phone. Include name, best contact method and times, the goal, and any access or scheduling constraints.
4. Tell the person what to expect from us and by when, so our first outreach is not a surprise call from an unknown number.
5. Follow up with us if you have not heard anything within five business days.

What happens after you refer

Step	Typical timeline
Referral received and logged	Same or next business day
First outreach attempt to the individual	Within 2-3 business days
Intake conversation and program match	Within 1 week of contact
Enrollment or scheduled first session	Program dependent; tutoring and digital skills are typically scheduled within 2 weeks
Status update to the referring partner	On request and with the individual's consent

Privacy, consent, and information sharing

Referrals carry sensitive information about real people. We treat that information as confidential and share it only as necessary to deliver services or as required by law.

- Obtain the individual's consent before sending identifying information to TLCF.
- Send the minimum necessary information. Do not send full medical, legal, or case-file records.
- We will not confirm or deny an individual's participation to a third party without their written authorization, except where disclosure is required by law.
- Ongoing two-way information sharing with an agency partner requires a written data-sharing agreement executed by both organizations.
- Participant records are retained and destroyed in accordance with our Document Retention and Destruction Policy.

Mandated reporting

TLCF personnel and volunteers report suspected abuse or neglect of a child or a vulnerable adult as required by Georgia law. Confidentiality commitments do not override that duty, and we will make the report even when it complicates a referral relationship.

Limits of what we can promise

- Capacity is finite. Tutoring, device inventory, and food supply fluctuate; we may place a person on a waitlist rather than turn them away.
- Participation is voluntary. We cannot compel attendance, and we do not act as a compliance monitor for a court, school discipline process, or benefits program.
- We do not provide letters attesting to anything we did not directly observe.
- We are not a substitute for special education services, clinical treatment, legal advice, or financial counseling. We will say so and refer onward when that is what someone needs.

Working together well

Reciprocal referrals

We maintain a public directory of vetted Georgia food, housing, health, education, employment, legal, and connectivity resources at luccares.org/resources, and a printable Community Resource Guide. If your organization should be listed, or a listing is out of date, tell us.

Site hosting and joint programming

Schools, libraries, housing communities, and congregations can host a tutoring block, a digital skills cohort, or a distribution. Hosting requires a suitable space, a point of contact, and a brief written understanding covering scheduling, supervision, insurance, and privacy.

Formalizing the relationship

Recurring referral relationships are documented in a memorandum of understanding that names contacts, defines scope, sets information-sharing boundaries, and states that neither party is the agent of the other. Templates are in the Partnership & Sponsorship Packet.

Feedback and concerns

If a referral did not go well, tell us. Email hi@luccares.org with the date and a description. We respond to partner concerns within five business days and treat them as program improvement data, not as complaints to be managed.

How to reach us

General	hi@luccares.org
Toll-free	833-TLCF-NOW (833-852-3669)
Local	770-678-1667
Office	1560 Commercial Court, Suite H, Jonesboro, GA 30238
Website	luccares.org
Programs	luccares.org/programs
Partnerships	luccares.org/partners
Donations	luccares.org/donate
Resource directory	luccares.org/resources

**Digital Foundations
course catalog**www.digitalfoundations.app

Office hours are by appointment. Program schedules vary by season; confirm current times before referring someone or visiting in person.

Verify our nonprofit status

The Luc Cochran Foundation Inc. is a Georgia nonprofit corporation and a 501(c)(3) tax-exempt public charity, EIN 99-1959689. Our status and filings can be verified through the IRS Tax Exempt Organization Search, the Georgia Secretary of State business search, and our Candid (GuideStar) profile.