

## 300 REFERRAL PROCEDURES

REVISION DATE: 4/17/1996

EFFECTIVE DATE: January 15, 1996

REFERENCES: A.A.C. R6-6-402(A).

- A. Referrals for Division services may be accepted from a variety of sources, including the applicant, the applicant's family, public schools, hospitals, or other state agencies such as the Arizona Long Term Care System (ALTCs), Department of Child Safety (DCS), Adult Protective Services (APS), and Disability Determination Services Administration (DDSA). Referrals may occur by phone, mail, or in person. The person receiving the referral should document the contact on the *Intake Record* form and ensure an intake worker is assigned according to local office procedures.
- B. If the referral is from other than the applicant/responsible person, the intake worker shall, within 5 working days, contact the applicant/responsible person, explain the Division's services and eligibility criteria, and determine if the responsible person wishes to apply for services. If the responsible person cannot be contacted by phone, a letter shall be sent asking the responsible person to contact the intake worker within 10 days of the date of the letter if application is desired. If the responsible person wishes to apply for services, the intake worker will schedule an intake interview, which should occur within 10 working days of the date of initial contact with the responsible person. If the responsible person does not wish to apply, cannot be located, or does not respond, the intake worker will document the result and close the case.
- C. All referrals for children in foster care will be completed through the district the Department of Child Safety (DCS) staff is located.

### Intake Interview

The assigned intake worker will conduct the intake interview at the time and in the location mutually agreed upon during the initial contact with the responsible person. The intake process should include a face-to-face contact with the person for whom application is made.

For children birth through three years of age, the intake worker is encouraged to coordinate with the Arizona Early Intervention Program (AzEIP) initial planning process contractor to jointly visit with the family when possible.

The intake worker will complete the following during the intake interview:

- A. *Application for Eligibility Determination* form;
- B. For persons age 6 and older, *Intake Application – 3 Years and Older* form;
- C. For persons age 6 and above, the *Inventory for Client and Agency Planning (ICAP)*. Hard copies of this tool may be obtained in District offices;
- D. *Authorization for Release of Information* form in sufficient quantity to send to each school, social services agency, psychologist, physician, and hospital who has served the applicant, and who may have records needed to determine eligibility and/or plan

appropriate services for the applicant. In particular, the intake worker will ensure that the Division requests copies of medical records such as hospital discharge summaries, specialist's consultation reports, and results of any significant medical tests; and,

- E. Explain and provide a copy of, *Statement of Rights*, and obtain the signature of the responsible person on Form, *Acknowledgment of Publications/Information, Pre-PAS Screening Tool* form, and the *Application for the Arizona Health Care Cost Containment System (AHCCCS) Medical Benefits Part I*, are required for some members following determination of Division Eligibility (see Section 506). The intake worker may wish to complete these at the time of the intake interview.

The intake worker must request copies of the following documents during the intake interview:

- A. Court documents relating to guardianship, if appropriate;
- B. Birth certificate; and,
- C. Psychological evaluations, school records, medical records, or social service agency records applicable to determination of eligibility and/or identification of needs which may be in the possession of the individual/responsible person.

Prior to obtaining the responsible person's signature on the appropriate application and the *Authorization to Release Information* form, the intake worker will explain:

- A. Division eligibility criteria;
- B. Confidentiality rights;
- C. Requirement to cooperate with ALTCS screening and application process;
- D. Third party liability requirements;
- E. Grievance and appeal rights;
- F. Services available from the Division; and,
- G. Services available from other agencies that might assist the applicant.

The intake worker will provide the applicant/responsible person with the following documents:

- A. Mission and Value Statement;
- B. Eligibility; and,
- C. The DDD information booklet, *Working with you*.

### Proof of Age

An applicant shall provide proof of age of the person to receive services by providing two of the following:

- A. Citizenship documents;
- B. Federal or state census records;
- C. Hospital records of birth;
- D. Copy of birth certificate;
- E. School registration, if appropriate;
- F. Military records;
- G. Notification of birth registration;
- H. Religious records showing age of or date of birth;
- I. Dated school records showing age or school records showing date of birth;
- J. Affidavit signed by the licensed physician, licensed midwife, or other health care professional who was in attendance at the time of the birth, attesting to the date of birth;
- K. U.S. passport; and, or
- L. If an applicant has made all reasonable efforts to obtain documented verification as described above and has been unsuccessful, the application signed by the applicant shall be sufficient to verify age of the person to receive services.