# Call LifeLong Links at 866-468-7887 for Aging and Disability Services, CSS’s policy is no wrong door. [WWW.LifeLongLinks.org](http://WWW.LifeLongLinks.org)

# Procedure

## Information& Assistance Intake

1. I&A Specialist receive a call through the toll free 866-468-7887 phone number.
2. I&A staff will check ESP&CSN for any existing record for the caller/client and will update any information.
   1. If no record is found a new record for the caller/client will be entered in ESP.
3. If the caller is requesting information and assistance, NEI3A staff will provide information from the ESP database or transfer the call to the closes Single Entry Point Office.
   1. Home Delivered Meals and Transportation requests are processed according to the LLL internal process.
   2. If caller is requesting a listing of specific service options, NEI3A staff will provide a listing from the ESP database and will mail the request to the caller.
4. The I&A staff will document in ESP a brief summary of the call including the following information:
   1. Reason for the call
   2. Presenting concern
   3. Contact information
   4. Referrals made
   5. Outcome of call – (i.e. referral for Options Counseling or SEP)
5. If the caller has a complex situation and needs to discuss options for services, the I&A Specialist will complete a Level 1assessment and email the Level 1to the LLL Project Coordinator to assign to an Options Counselor within NEI3A or to the closest Single Entry Point Office.

## Single Entry Point

1. The Single Entry Point Office will assign the Level 1referral for Options Counseling.
2. Service Coordinators/Disability Coordinators will make an Initial Phone Contact with consumer
   1. **Options Counselor begins Level** 2 Assessment over the phone and provide options over the phone as much as possible
   2. Learn about concerns, needs and barriers
   3. Programs, services and options previously explored to meet needs
   4. Learn about consumer’s preferences and goals
   5. If options can be discussed during this time present that information via phone and possible follow up mail/email to consumer. If unable to complete by phone, schedule Face to Face visit.
3. Face to Face Visit
   1. A Face to Face visit may be needed when (examples):
      1. Consumer requests it
      2. Consumer appears to not be able to communicate information via phone due to hearing impairment, cognitive impairment, etc.
      3. Consumer wants to have multiple people involved in their OC process such as caregivers or providers
      4. Consumer needs application assistance
      5. A home visit can be scheduled if consumer and their caregivers have limited transportation options or request that OC observes home environment
   2. During Face to Face visit and/or Phone Options Counseling Contact
      1. Complete Level 2 Assessment with consumer
      2. Engage consumer, caregivers/providers (as appropriate) in discussion of options available based on intake information, questions, concerns, consumer preferences
      3. Establish Action Plan or Next Steps
         1. Client Goal(s)
      4. Complete application assistance as appropriate
      5. Referrals
         1. Referrals are made to appropriate providers as requested by consumer/family. While there is no limit to referral sources, LLL primary referrals based upon need will be:
            1. Mental Health Region
            2. Public Health
            3. Center for Independent Living
   3. Document visit in the CSN database
      1. Discussion at the home visit
      2. Presenting concern and priorities of the client
      3. Referrals made
      4. Outcome of visit – what assistance was provided to client
4. Follow up :
   1. Follow up is required for all Options Counseling clients unless they specifically decline additional follow up.
   2. Consumer may request follow up via phone contact or additional information being mailed or emailed from the Options Counseling process
   3. Options Counselor may need to research additional options from the needs and barriers presented
   4. An Options Counselor may feel that a consumer is at risk for not following through on action steps discussed during OC process and/or may be at risk for potential neglect/abuse. An OC may use their discretion to determine that additional follow up is needed to address concerns, needs and barriers.
5. Assessment from Level 1and 2 to determine if appropriate for enrollment into Service Plan or Case Management referral. If “yes”, provide options and refer accordingly.

## Budget

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| Contract for LifeLong Links | NE3AI | 75,000 |
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## CQI



# Approved

County Social Services Board \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department of Human Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_