# Policy

County Social Services has designated Single Entry Points throughout the region directly linked through LifeLong Links 800 # and website so that all Iowans will have easy and local access to assistance.

# Procedure

CSS Single Entry Points will provide: 1) informational referral and access that includes Level 1 assessment; 2: Level 2 assessment; 3: assistance with completion of eligibility application; 4: arrange standardized assessments: 5: enrollment and approval for Level 2MHD services; 6: follow up to referred services including case management and/or health homes.

## Access

Any individual seeking long term care services and supports may:

### Call LifeLong Links at 866-468-7887 or

### Website: [www.LifeLongLinks.org](http://www.LifeLongLinks.org) or

### Website: [www.CountySocialServices.org](http://www.CountySocialServices.org)

### Call or visit a Single Entry Point at the following County Social Service Offices:

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| **County** | **Location** |
| Allamakee County Social Services | Phone: (563) 568-6227  24/7: (855) 266-1257  Allamakee Courthouse  110 Allamakee Street  Waukon, Iowa 52172 |
| Black Hawk County Social Services | Phone: (319) 292-2272  24/7: (855) 266-1257  Pinecrest Building  1407 Independence Ave.,  Waterloo, Iowa 50703 |
| Cerro Gordo County Social Services | Phone: (641) 210-7044  24/7: (855) 266-1257  Cerro Gordo County Social Services Office  355 South Eisenhower  Mason City, Iowa 50401 |
| Chickasaw County Social Services | Phone: (641) 394-3426  24/7: (855) 266-1257  24 N. Chestnut  New Hampton, Iowa 50659 |
| Clayton County Social Services | Phone: (563) 245-1865  100 Sandpit Road  Elkader, IA 52043 |
| Emmet County Social Services | Phone: (712) 362-2452  24/7: (855) 266-1257  Emmet County Courthouse  609 1st Ave. N, Suite 5  Estherville, IA 51334-2255 |
| Fayette  County Social Services | Phone: (563) 422-5047  24/7: (855) 266-1257  Fayette County Courthouse  114 N. Vine St., Box 269  West Union, IA 52175 |
| Floyd  County Social Services | Phone: (641) 257-6363  24/7: (855) 266-1257  County Human Services Building  1206 South Main St., Suite D  Charles City, Iowa 50616 |
| Grundy  County Social Services | Phone: (319) 824-6779  24/7: (855) 266-1257  Grundy County Social Service Office  704 H Avenue  Grundy Center, IA 50638 |
| Howard County Social Services | Phone: (563) 547-9207  24/7: (855) 266-1257  Howard County Public Services Building  205 2nd Street East  Cresco, IA 52136 |
| Humboldt County Social Services | Phone: (515) 332-5205  24/7: (855) 266-1257  Humboldt County Courthouse  203 Main Street  PO Box 100  Dakota City, Iowa 50529 |
| Kossuth County Social Services | Phone: (515) 295-9595  24/7: (855) 266-1257  Kossuth County Annex  109 West State  Algona, Iowa 50511 |
| Mitchell County Social Services | Phone: (641) 832-2615  24/7: (855) 266-1257  Mitchell County Service Center  415 Pleasant St.  Osage, Iowa 50461 |
| Pocahontas County Social Services | Phone: (712) 335-3269  24/7: (855) 266-1257  Pocahontas County Annex  23 3rd Ave NE  Pocahontas, Iowa 50574 |
| Tama County Social Services | Phone: (641) 484-4191  24/7: (855) 266-1257  Tama County CPC Office  211 W. State St.  Toledo, Iowa  52342 |
| Webster County Social Services | Phone: (515) 573-1485  24/7: (855) 266-1257  Webster County Community Services  723 1st Ave. So.  Fort Dodge, IA 50501 |
| Winneshiek County Social Services | Phone: (563) 387-4144  24/7: (855) 266-1257  Courthouse Annex  204 W Broadway Street  Decorah, Iowa 52101 |
| WHW County Social Services (Worth, Winnebago, Hancock) | Phone: (641) 585-2340  24/7: (855) 266-1257  WHW County Social Services  126 South Clark  Forest City, Iowa 50436 |
| Wright County Social Services | Phone: (515) 532-3309  24/7: (855) 266-1257  Wright County Annex  115 1st Street SE  PO Box 4  Clarion, Iowa 50525 |

## Service Delivery

The Service Delivery standards describe the functions that are essential for providing Information, Referral & Assistance, and Options Counseling within the context of LifeLong Links and the Single Entry Points, including (Appendix Z Service Delivery Flow):

* an individual assessment of the individual’s need;
* providing information,
* referrals, assistance,
* options counseling;
* advocacy when warranted;
* Follow-up as necessary.

CSS recognizes the consumer’s right to accurate, comprehensive and unbiased information provided in a confidential setting with information from a source of nonprofit, government, and for-profit services that meet CSS inclusion/exclusion criteria. The individuals’ needs and preferences drive service planning and implementation. The initial point of contact in the Single Entry Point begins with an Information & Assistance Specialist, Service Coordinator or Coordinator of Disability Services.

All Single Entry Point staff will receive the minimum training to be I&A Specialist by October 1, 2014.

### From Contact to Completion

Information & Assistance Specialists (I & A Specialist) will screen and triage in-coming calls and visits based upon the individual’s needs. The I & A Specialist utilizes the Enhanced Services Program (ESP) database/ Community Service Network (CSN) and communicates community resources including, but not limited to, nutrition programs, transportation services, adaptive equipment, housing, legal assistance, disability specific services, support groups, etc., and provides the individual with information, assistance and referral options.

### Simple Intake (Level 1)

I & A Specialist shall provide information to an individual in response to a direct request for such information. If the information needed is a simple call or request, it is considered an I & A request. Examples of simple I & A request:

* individual is requesting a listing of housing options,
* inquiry about assistance with utility bill,
* information on support groups,
* who to call for legal advice, etc.

If the request is more detailed or complex, the I & A Specialist will refer the individual to a Service Coordinator or Coordinator of Disability Services by completing a Level 1Intake/Assistance/Referral Form (Appendix L). Examples of complex requests include, but are not limited to,

* Short-term person centered planning for long term care and supports,
* responding to needs identified in the assessment,
* offering detailed descriptions of available resources to meet the consumer’s needs,
* Consumer needs assistance applying for public or private programs (Medicaid or Waiver programs, etc.)

It is important to engage the individual in a welcoming and hopeful manner. Active listening is necessary to establish a positive contact with the individual, to understand the context of the need, to provide an appropriate response(s), and follow-up.

The I & A Specialist clarifies the individual’s initial request for information to ensure the individual’s actual needs and problems are assessed based upon their directives. During this person-directed assessment, the I &A Specialist accurately documents, into the Enhanced Service Program (data system):

* identifying information of the individual, i.e., name, role of caller, contact information, age
* nature of the inquiry
* problem(s) or need(s) shared by the caller

### Complex Intake (Level 2)

Upon receiving the referral, the Service Coordinator or Coordinator of Disability Services will conduct a **Level 2 Assessment** with the individual and/or the caregiver. The person-directed assessment process consists of:

* active listening and effective questioning to determine the needs and goals of the consumer,
* clarifying the need(s), identifying appropriate resources,
* making referrals to organizations able to meet their need(s), and
* Providing enough information about each organization to help consumers make an informed choice.
* Develop an action plan of consumer’s goals and needed services (Attachment E)

The Service Coordinator or Coordinator of Disability Services accurately records additional information regarding consumer assessment, needs, consumer goals, planning options for immediate and long-term care and supports, application assistance, referrals provided, and follow-up information.

The Service Coordinator or Coordinator of Disability Services may, with the **consumers written consent (Appendix Y)**, advocate on the behalf of the consumer with other agencies or may provide a “warm” transfer to the agency or organization based upon the consumer’s choice. In situations where services are unavailable, the Service Coordinator or Coordinator of Disability Services shall engage in problem solving to help the consumer identify alternative strategies utilizing the Enhanced Services Program database for community resources.

#### Level 1 and Level 2 Assessments

The Level 1and Level 2Assessments are part of the service delivery flow and begins with I/A and flows to the Service Coordinator or Coordinator of Disability Services and then, when appropriate, Case Management or Health Homes.   The information gathered in these assessments work to identify the needs of the client.  The Level 1and Level 2provide an assessment to determine what assistance the client may be eligible for. When applicable the Service Coordinator or Coordinator of Disability Services assists the consumer through the application process.

The I & A Specialist completes the Level 1assessment if the caller has a complex situation and is in need of discussing options for services.  The Level 1gathers(Appendix K) :

* demographic information,
* client income and assets,
* services client is currently receiving,
* client’s pay sources (Medicaid, Medicare, waivers programs, private pay/sliding fee scale),
* Veteran’s status to determine potential funding sources for the clients to receive assistance with obtaining services.

The I & A Specialist will document the presenting concerns of the client.  The I & A Specialist emails the Level 1to the ADRC Project Coordinator to assign the case to an Options Counselor.

The Options Counselor completes the **Level 2** (Attachment D) when contact is made with the client or during the home visit if requested by the client.  The Level 2is completed for Options Counseling, Section Q, or Care Transitions referrals.  The Level 2gathers the following information:

* client’s health conditions,
* presenting concerns and priority of importance according to the client,
* health care provider information,
* Comprehensive assessment of ADLs, to determine the level of care.
* The POA, Conservatorship, and Guardianship status is obtained

**When appropriate, and after all options are provided to the consumer, a referral is made to a Case Management entity chosen by that consumer or to an AAA Options Counselor , Health Home or Public Health Nurse.** The Case Manager will receive the Level 1and Level 2document upon referral from the Service Coordinator or Coordinator of Disability Services.

## Covered Services

## Budget

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## CQI

**Outcomes:**

* Consumers needs are met (i.e., services are available and referral(s) are provided or assistance without referrals is made available)
* Consumer had unmet needs (i.e. situations where no services are available.) A pattern of individual unmet needs may lead to identification of service gaps
* Options Counseling provided
* Case Management referral
* Follow-up advised/made;(unless consumer refuses)
* Services were appropriate - additional services/referrals needed
* Actions provided (i.e. individual was provided application assistance)
* Information and assistance provided to the consumer is accurate and pertinent to the request of the consumer.
* The consumer is encouraged to re-contact LifeLong Links if the initial information proved to be insufficient to meet the consumer’s needs, if additional services are needed, or as a follow-up requested by the I & A Specialist.
* LifeLong Links performs regular follow-up contacts with callers.

# Approved

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

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