

CVS POLICY & PROCEDURE MANUAL

Policy Area: **Operational Policies - Service Delivery**

Policy # & Name: **5.18.B Orientation, Intake and Acceptance**

Group: Child and Family Respite Services

Purposes:

To ensure that potential consumers and their families have accurate information on which to make application decisions, and fair and equal access to CVS services.

To ensure that CVS has sufficient information upon which to base acceptance decisions.

To ensure that both CVS and the consumer have sufficient and appropriate information upon which to base decisions about whether the services requested will meet the consumer's needs.

Policy Statement:

CVS provides information and orientation for families requesting services.

CVS collects information from families in order to make acceptance decisions. Acceptance decisions are based on program eligibility criteria specific to each service, availability of service, appropriateness of the service, and the family's choice.

Practice Standards:

Provide an orientation to the service requested and CVS services in general using the Child and Family Services Handbook as a guide. This may be part of the initial home visit (s) or meeting(s) with the family, Topics discussed with the family should include:

- ? Introduction to CVS and Child and Family Services
 - ? History/Background of services including information about the specific program that the child has been referred to including eligibility criteria, the range of services offered through the program, and the names of the staff providing the service
 - ? CVS Staff & People Structure (i.e. board, staff, volunteers)
 - ? CVS Mission and Service Philosophy
 - ? CVS Services and program eligibility criteria
 - ? Policies & procedures relevant to the support provided by Child and Family Services:
 - ? Rights and responsibilities regarding services
 - ? Consent and confidentiality
 - ? Conflict Resolution/Complaints process
 - ? Overview of planning and delivery of support services
 - ? Specific program descriptions
 - ? Child and Family files (content & access)
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Child and Family Planning /Individual Program Planning

Review referral information with the family and complete information forms specific to each program to determine program eligibility. Ensure the date of the service request is clearly marked.

Based on this information and discussion with the family, determine their eligibility and suitability for service using the criteria established by MCFD for each program.

Ensure all referrals and requests for service are reviewed and intake decisions are noted at the Child and Family Inter-services meeting. The options are "accepted, referred to a more appropriate service, or waitlisted". Ensure that the family and referral source have been notified in writing of the decision and reasons for it. MCFD is responsible for confirming program acceptance for Supported Child development with families. If the child and or family are accepted, provide the family with the opportunity to confirm it is still a service they want and need.

If the family or child is deemed eligible, proceed with intake. The intake process will involve:

- ? Completing the child information form
- ? Identifying capacity within requested services;
- ? Determining if the services requested will meet the applicant's needs;
- ? Completing a consent for service; and
- ? Gathering relevant information and assessments child to proceed with service and the development of a Child and Family Plan.

Once the service has been initiated, begin the Child and Family Planning process. Timeline for completion of this process is 6 months from intake. See Section 5.10, Individual Planning.

Policy Audit: March Annually

Date Issued: March 2004

Date Revised:

Position

Responsible: Executive Director or Designate

References:

- ✍ SDC 5.18.A - Child Information Form
- ✍ Child and Family Services Handbook
- ✍ MCFD Program Eligibility Criteria
- ✍ Waitlist
