

## SECTION 5031-STANDARDS OF PROMPTNESS

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| OVERVIEW     | Access services staff will respond to inquiries and requests for information, assistance and screening for admission to services as they receive the requests, in whatever form the request is made (telephone, fax, mail, email, walk-in contacts, website inquiries).  |
| REQUIREMENTS | <p>Staff will handle requests in order of receipt, making every effort to initiate contact with inquirers within one business day of the referral date.</p> <p>(a) The referral date is defined as the date a request is received by the ADRC staff and is the date entered into the DAS Data System when initiating the record of ADRC transactions. The referral date for online web intake is the date the call record was created, not the date it was assigned to an ADRC or ADRC staff.</p> <p>(b) Staff shall schedule all screenings within five (5) business days of the referral date unless the caller's availability has prevented this.</p> <p>(c) Eligibility assessments must be completed, when required, within ten (10) business days of the referral date unless the client and caller's availability has prevented this.</p> <p>(1) The Area Agency shall arrange availability of ADRC Counselors to meet the needs of callers who are not available during normal operating hours.</p> <p>(2) ADRC Counselors should complete eligibility assessments during the initial call if possible.</p> <p>(3) ADRC Counselors shall schedule appointments to complete assessments if required information is not available during the initial call. Individual callers who do not keep appointments and fail to notify the ADRC staff will be notified by mail that the appointment was missed and therefore cancelled, and that it is the caller's responsibility to schedule a new appointment.</p> <p>(4) All attempts to reach caller shall be documented in the case record.</p> <p>(d) Staff shall enter all documentation in DDS within 1 business day after speaking with client.</p> |