Division of Prevention and Behavioral Health Services
Department of Services for Children Youth and Their Families
State of Delaware

CS 003	INTAKE AND ASSESSMENT POLICY		
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Purpose: The purpose of this policy is to define the mission and policy for the Intake Unit of DCMHS.

I. The mission of the Division of Prevention and Behavioral Health Services is to provide effective prevention and treatment services for children through collaboration with families and service partners.

II. The mission of the Intake Unit
The Unit will collect data for entry of clients into DCMHS managed care services and will provide information and referral services for other individuals and agencies to facilitate least restrictive, efficient, coordinated, and effective services for children, youth and their families. The unit also assists in outreach.

III. Clients served in Intake.
Intake and referral services will be provided to anyone with questions regarding Delaware mental health services for children younger than 18 years of age.

IV. Policy for Intake Functions

A. I/A staff will comply with Department Confidentiality Policy and the American Psychological Association Ethical Guidelines.
B. Efforts will be made to help protect client's legal rights. Client consent for releases and procedures will be sought consistent with Delaware law and Department policy.
C. Intake staff does not make treatment or service decisions or authorize services.
D. Written appeals and grievances related to Intake services will be handled consistent with Division policy.
E. Client safety will always be the first issue addressed.
F. Intake staff will make all reasonable attempts to provide whatever assistance that clients need to locate and obtain services. This may include explaining how to obtain more information, assisting in obtaining or filling out releases, and helping to schedule appointments with DCMHS providers.
G. The Intake Supervisor will provide administrative supervision and guidance regarding procedural issues. Where there is any question regarding clinical issues, a licensed clinician will be available. The licensed clinician will be available to review requests for adequacy of clinical information and determination of the appropriateness of sending the case for a managed care decision, further assessment or consultation, DCMHS outpatient service, or referral to private insurance. Questions regarding

crisis referrals or management will be directed to the crisis program administrator but these clinical functions may be delegated to any licensed clinician on a temporary basis.

H. As appropriate and with supervisory input as necessary, Intake staff will refer callers to appropriate community resources, private insurance providers, and provide information.

I. Although services may be suggested that are somewhat different than initially requested, if the individual requesting services is not satisfied with the suggested service, a supervisor must be consulted. No request for service should be denied without supervisory consultation.

J. All callers and referral agents will be given the name and telephone number of the staff member handling the referral in case there are further questions or the referrals or suggestions made prove unworkable or inadequate.

When individuals have concerns regarding eligibility, confidentiality, grievance, or appeal procedures, intake staff will inform the party about their rights and provide written materials as needed. If requested, the Intake supervisor's name and telephone number will be provided.