



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

CS 003		INTAKE POLICY	
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Purpose: The purpose of this policy is to define the mission and policy for the Intake Unit of the Division of Prevention and Behavioral Health Services (DPBHS).

- I. The mission of the Division of Prevention and Behavioral Health Services is to develop and support a family-driven, youth guided, trauma-informed prevention and behavioral health system of care.
- II. The mission of the Intake Unit is to collect data and determine eligibility for entry of clients into DPBHS 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.
- III. 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. Intake 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. Unlicensed intake staff does not make eligibility or service decisions or authorize services.
- D. Licensed intake staff makes eligibility determinations. Under the Demonstration Project licensed intake staff will make service decisions and authorize services.
- E. Licensed intake staff will make service decisions and authorize services for youth referred by substance abuse providers.
- F. Any child denied services will be sent a denial letter with the right to appeal.
- G. Written appeals and grievances related to Intake services will be handled consistent with Division policy.
- H. Client safety will always be the first issue addressed.
- I. 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 or referral form.
- J. Licensed intake manager and supervisors provide administrative and clinical supervision to the staff of the intake unit. This includes guidance on clinical and procedural issues. The licensed intake manager or supervisor 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, PBHS outpatient service, or referral to private insurance. Licensed intake manager and supervisors make service decisions and authorize care for youth referred as a part of the Demonstration Project.

Questions regarding crisis referrals or management will be directed to the crisis program administrator.

- K. Intake staff will refer callers to appropriate community resources, private insurance providers, and provide information.
- L. For the Demonstration Project if the individual requesting a service is not satisfied with the suggested service, a supervisor must be consulted.

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 manager's name and telephone number will be provided.