# AX CA ESSENTIAL RECORDS

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# CHAPTER 14 - RECEPTION AND INTAKE

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# CHAPTER 14 - RECEPTION AND INTAKE

## 14.00 RECEPTION

1. Reception is generally the client's initial contact with the ESSO and its various service systems and its resources. The receptionist shall use the greatest degree of courtesy and discretion in determining the basic facts concerning the client's request.

   During the reception process, the applicant usually will have been provided with a general orientation to the agency, been told of his rights and responsibilities, and had help in completing an application for financial assistance.

   During the financial process, the Financial Service Technician will have reviewed the financial application and may have interviewed the client to obtain additional information. The client may have been made aware of whether his application has been approved, denied, or is pending and why.

   The client may have come in as a result of a referral from the Social Security Administration District Office, other community agency or resource, or of his own accord seeking information or other services.

2. The receptionist will:

   a. Provide necessary financial documents when the request is for financial assistance only.

   b. Refer to Intake when the request is for information or other services except that, for example:

      (1) Protective service

      (2) Foster home finding

      (3) Adoptive home finding

      (4) Day care home finding

      (5) Adult alternate care placement

      (6) Homemaker service may be referred directly to the specialty units handling those services.

   c. If the case is an active social service case the client or any individual contacting the ESSO in respect to his affairs, including complaints, is referred to the service worker in charge of the case.

## 14.08 INTAKE SERVICES

Each applicant for social services shall have a service-oriented interview. This may be by appointment in the office or the client's home, depending on ESSO policy and type of request.

This service-oriented interview should include any of the following which is not provided during the reception process and/or financial interview:

1. Determine what circumstances brought the applicant to the agency and what he wants.

2. Discuss problems applicant may be having and what he would like to do about them. (Service needs)

3. Relate his problems to services provided by the Department and those provided by other community agencies.

4. Provide information and referral if this is the only service needed.

5. Inform the applicant of family planning services and offer to provide them if he is interested.

6. Inform the applicant and describe the EPSDT program and encourage the parent to take advantage of this service on behalf of family members under 21.

7. Assist the applicant in completing the DSHS 14-139(X), where applicable and secure his signature.

8. Services may be completed in Intake or referred to the appropriate worker as ESSO organization dictates.

## 14.12 SERVICE DELIVERY METHODS

The programs and services described in this manual can be implemented through the use of a variety of models of social work. The Department has established the socialization model as the casework method of choice in the vast majority of situations. Intensive case work and crisis-oriented techniques may be most helpful in exceptioned situations.

Choice of the socialization model has been influenced by the fact that the majority of our clients expect a direct, action-oriented response to their requests for help. This is a method in which the worker is free to become Engaged in direct planned activity aimed at satisfying these expectations. Six major steps are involved:

1. Explicit commnication between worker and client; that is, a clear understanding of each in mutual terms of situation and the problem.

2. Mutual definition of the goal to be pursued and responsibilities of worker and client agreed on in the process.

3. Direct activity in providing help in using available resources, presenting and examining available alternatives, being a dependable example for the client, and clearly pointing out to the client the advantage he can expect from his improved functioning.

4. Knowledge of resources in the community that may be enlisted or used by the client to overcome problems or improve his situation.

5. Strengthening the relationship with the client by being trustworthy, dependable and sincerely interested in his welfare.

6. Making an assessment of the client's needs and problems, both stated and unstated, and planning with him the steps necessary to meet his needs or resolve his problems.

## 14.18 BASIC PRINCIPALS IN HUMAN INTERACTION

Integral to effective work with the client are certain basic principals of human interaction. These are:

1. Respecting the client as an individual who has his own unique situation, including cultural background, family background, life history, personal preferences and perceptions.

2. Worker attitudes which place blame, demean the client for his racial, ethinic, socio-economic, dependency or other status whether communicated verbally or nonverbally, will hinder or block the development of an effective working relationship. Workers must maintain objectivity if goals are to be achieved.

3. Accepting the client as he is, including his strengths and weakness, and maintaining the sense of the client's innate dignity and personal worth.

4. Respecting the client's right to express his feelings, including hostile and negative feelings, and encouraging the expression of his feelings where this is appropriate to the problem solving process.

5. Sensitivity in understanding and responding to the client's feeling without becoming overidentified with them.

6. Respecting the client's right to participate in any decisions respecting his future, including the right of choice between alternatives to the point of terminating the plan.

7. Holding communications received from the client as privileged, except in so far as it is necessary to share pertinent data with other helping agencies, with the client's agreement where possible. See WAC 388-48.

(2) If service needed can be provided by DSHS, discuss service length of time needed.

a. If service need(s) can be met in Entry, contract is to be made with client, and service provided. Appropriate service recording form completed to show problem, service need(s), initial contract, and action initiated. When service is completed, summary of contract, action taken and resolution is recorded in the case record. Return to Entry Control for routing to files.

b. If service need(s) require longer service or a specialized service not available in Entry, case is referred to Ongoing through Entry Control.

## 14.24 COMPLAINTS

(1) Complaints regarding financial matters.

Pertinent financial information will be forwarded to the appropriate person in Financial Service via the RFIS-13.

(2) Except for Protective Services, complaints on cases assigned to an Ongoing Service worker will be referred to the worker.

(3) Protective service complaints:

a. Neglect or abuse of children alleged. The complaint will be transferred directly to the Child Protective Services Section or worker. See Chapter 54, especially sections 54.05, 54.08 and 54.10.

b. Mentally Retarded Adult

1. Route the original and triplicate to person responsible for compiling monthly report of Protective Service cases.
2. The duplicate 4PA30 will be forwarded with recording of complaint and RFIS-13 to Ongoing Control for assignment.

(4) Complaint on a Case in the Bank

Entry worker receiving compliant will record the complaint. Recording will be routed to Entry Control. Copies will be routed according to LO procedure so that a control is maintained to see that the complaint is acted upon.

(5) Complaints Concerning a Non-recipient

General community complaints not concerning a recipient or protective services will be verbally referred to the appropriate community resource, e.g., police department, bar association, health dept. etc., by the receiving worker.

## 14.28 ACTION ON SERVICE COMPLAINTS ASSIGNED TO ENTRY

(1) Assess service need from as many of the following sources as needed:

a. Case Record
b. Contact with Client
c. Contact with Collateral such as schools and other agencies.

(2) Take Appropriate Action

a. Terminate for service if no need exists or taken care of in one contact.
b. Retain in entry for service
c. Refer to Ongoing through Entry Control.
d. Refer to appropriate community resource.

## 14.32 ENTRY INTERVIEW

Each client must have a service-orientated interview. This interview may be held in the office on the day the client first requested assistance, or be scheduled for a later date either in the office or in the client's home.

This service oriented interview should include any of the following which is not provided during the reception process and/or financial interview:

(1) Determine what circumstances brought the applicant to the agency and what he wants.

(2) Discuss problems applicant may be having and what he would like to do about them. (Service needs)

(3) Relate his problems to services provided by the department and those provided by other community agencies.

(4) Explain mandatory services pertinent to applicant.

a. The client has the right to determine whether he wants to utilize the services offered by the department. The client must be informed that there are certain program requirements that must be met if he is to receive financial assistance.

1. AFDC-E or non-grant categorically related employable applicants must be referred to Employment Security if not currently registered there for work.

2. AFDC-R recipients must be referred to Pre-Referral Screening Committee to determine appropriateness for WIN referral.

3. Unless a doctor's statement containing diagnosis, prognosis and length of time client is expected to be incapacitated can be obtained, GAU applicants must have an employability exam and referral to screening team to evaluate. This does not apply to individuals in school or training per Chapter 86.

4. DA applicants must cooperate in providing medical and social data. Applicants 18 or over who have a disability which is anticipated to last over 12 months must be referred to the local Social Security Office for potential OASI benefits.

5. When parent or parents are absent from the home and refuse to pay support or do not pay adequate support for a minor child, form 18PA42 must be completed in full detail for each absent parent. Refer to Manual F, section 26.44.5