



ADULT SERVICES INTAKE PROCESS

Dear Applicant, Parents & Guardians,

Thank you for your interest in the Robin Hood Association. We have been supporting children and adults for over 57 years to live, work, and play in their community. As part of our intake process we invite individuals and families to share their goals and support needs, that we may fully understand the needs of the individual.

The **first step** of the process is to ensure funding through Disability Services (DS) is confirmed, and the individual meets the criteria of the Robin Hood Association (RHA). Disability Services funds many programs throughout Edmonton region. People who wish to attend RHA must have pre-registered with Disability Services for support of funding; they must also confirm what type(s) of services they have been pre-approved to receive and provide this information to the potential service provider. If the individual / family / guardian have received an Outcome Plan from Disability Services; they are required to share this document.

Once an individual has confirmed eligibility of DS funding (PDD funding), the **second step** of the process is to complete the Robin Hood Association application form. We request your cooperation to fill this document out thoroughly. Please provide copies of past relevant assessments, last school IPP, and / or progress report(s) from past service provider (if applicable). If legal guardianship, legal trusteeship, power of attorney, personal directive, and / or Goals of Care / DNR, is in place, please provide a copy of the order(s). At this time, RHA recommends that pre-approval is sought or confirmed, by DS, for the services that are requested by the applicant(s).

The **third step** of the process is for the intake / transition committee to review the application form and any supporting documents. If the application is accepted by the Association, the applicant(s) will be notified in writing. If the application is not accepted, the applicant(s) will receive written notification of the decision.

If the applicant(s), decide to continue with the intake process, the Robin Hood Association will be pleased to provide supports. The **fourth step** is to complete documents that allow RHA to plan for support needs. A member of the Intake / Transition team will meet with the individual and their family. Program(s) staff who will be providing service, may also attend the meeting. The ISR request will be send to PDD, once all requested documents are received. *(exceptions may be made for dental forms only – this is discussed at time of application).*

- *Risk Assessment*
- *Guidelines on Sexuality - signature page*
- *Code of Conduct*
- *Medical / Dental Forms*
- *Family Health History Form*
- *Medical / Dental – Physical / Chemical Interventions Form*
- *Pre-authorized Debit Form / Change Form*
- *Consent for Release of Information (sent to relevant support providers)*

If RHA Intake / Transition committee members have questions following receipt of this information, the Parent and/or Guardian will be contacted.

Four of the documents provided are information / reference purposes and are kept by the applicant(s)

- *Adult Services Manual*
- *General Information Sheet (includes information for application forms below)*
- *Adult Services Fee Schedule*
- *Guidelines on Sexuality*

The following forms (where applicable), are to request services / access to programs & subsidies.

- *Mobility Bus Application*
- *Everybody Can Ride Application*
- *Everybody Can Play Application*
- *Access to Entertainment Pass Information*

Fifth step of process: Should all parties wish to continue with the request for service delivery, RHA will complete an Individual Service Request (ISR), along with an attached budget. The completed ISR and budget will then be sent to Disability Services for approval. If Disability Services has questions, or requests to negotiate the ISR / budget, Disability Services will contact the applicant(s), and/or the potential service provider. If an agreement cannot be reached between DS and RHA, services will not proceed.

Quality Assurance will inquire regarding any outstanding forms. RHA will use all information received to develop the Individuals Master File. This includes completion of the profile document, Part One and Part Two, as well as the General Service Plan (GSP). The master file will also include a copy of the completed risk assessment and other documents completed during the process of intake.

The sixth step of the intake process, is to receive written confirmation from PDD that program funding is approved. The Robin Hood Association requires this documentation prior to the start of service. Within two weeks of services commencing, the following information / forms below are provided. A Program Orientation is scheduled with the individual / parent / guardian. The individual will meet with their assigned support staff to organize a schedule / agreed upon supports.

As part of the Program Orientation; program staff will review the individual file and will collaborate with Quality Assurance for any further information required from the individual / family / guardian.

- *Calendar (non-operational days)*
- *Organizational Chart*
- *Family Guild Information*
- *'Who's Responsible' list*
- *Tips for the Caregiver*
- *The Signed Fee Schedule / Change Form, and, Pre-Authorized Debit Form will be provided for completion at this stage. (must be completed prior to service commencing.)*

For further information on programs please visit our website at www.robinhoodassoc.com. And feel free to follow @RHACnects on Facebook, Instagram and Twitter.

If you have questions, please feel free to call: Linda Staszko - Coordinator, Quality Assurance in Adult Services at 780-467- 7140 Ext. 1237 – or – Samantha Hamel, Coordinator, Family Support in Children & Youth Services 780 - 640 - 9401 Ext. 2221.