



POLICY: REFERRAL AND ENROLLMENT

Requests for service are accepted from people requesting supports for themselves, their caregivers, family members and guardians, other providers, and social service agencies. Mains'l accepts referrals from people without regard to race, gender, age, disability, spirituality, or sexual orientation, and our practices are consistent with a person's service recipient rights.

Mains'l uses a person centered approach to discover if the person requesting services and Mains'l are a good fit, based on needs, alignment with Mains'l values, and our ability to meet the person's level of care. We do not refuse to offer services to a person based solely on the type of services the person is currently receiving, the degree of their emotional, physical or intellectual abilities, type of communication style, personal routines, or past success rate. If we cannot meet a person's service needs, documentation regarding the reason will be provided to the person, the person's legal representative, and case manager, upon request.

PROCEDURE: REFERRAL AND ENROLLMENT

Referrals

Mains'l engages in conversations with the person requesting services and their support team to help identify what's important to and important for the person. We are committed to a collaborative approach when developing services for people, and a team of Mains'l employees work together to determine if service needs can be met. Team members may consist of a customized options specialist, navigator, senior manager and/or manager.

When a person contacts Mains'l about our services:

1. We gather basic information about the person, including service needs, funding type, personal information, preferred characteristics of support staff, and the type of housing or roommate preferences, as applicable.
2. We will ask if a person centered description and/or Person Centered Plan have been created. If so, we request the information. If not, we offer resources to assist the person in this process. The process may involve an outside person centered planner.
3. We meet with the person and their circle of support (those invited by the person they want involved) about what is important to and for them. Most often we have a "meet and greet" at a place designated by the person and/or at a place with potential roommates. "A Getting To Know You" form can be used to begin recording information about the person.
4. If during these conversations/introductions it is determined Mains'l is a good fit for the person and/or their circle of support, information sharing continues. Mains'l asks for the following, as applicable/available:
 - a. **Important to the person:**
 - Person Centered Plan (Picture of a Life, MAP, Essential Lifestyle Plan, etc.)
 - Personal Description and/or Personal Profile
 - Support/program plan (i.e., Coordinated Service and Support Plan or Individual Program Plan)
 - b. **Important for the person**
 - Personal Safety Plan (Individual Abuse Prevention Plan, Support/Program Plan)

- Individualized Education Program Plan – completed by school professional
 - Medical and health care related information and/or assessments (psychological and/or psychiatric evaluation, behavior assessment, physical therapy, dental, occupational therapy, audiology, etc.)
 - Positive Support Transition Plan
5. If there are concerns regarding potential risk to the agency, the assigned manager meets with the Vice President of Administration to determine if the referral process can continue. Certain medical needs or behavioral or criminal histories may pose too great a risk for the person or Mains'l. History of arson, assault, and sexual offenses, for example, require special consideration and may not match Mains'l's ability to provide supports. When there appears to be a mismatch between Mains'l's ability to provide supports and the supports that are likely needed, the referral must be reviewed and approved by the executive leadership team.
 6. If it is determined that the person and Mains'l are not a good fit and we are not going to provide services, the manager will provide documentation of the reason to the person, the person's legal representative, and case manager, upon request.
 7. When the person requesting services and Mains'l agree that we are a good match, the manager negotiates the service agreement with the case manager. Upon receiving the service agreement, (or authorization that the agreement is in process), the manager begins developing services.
 8. The manager meets with additional Mains'l staff when the supports requested require resources that extend beyond our current support options. Members may include the following: services director, human resources representative, nurse, therapeutic specialist, finance representative, and/or a housing representative. The development team works together to ensure the person's support needs can be met, and within the expected timeframe(s). The team meets on a regular basis to communicate updates on progress to the person and their support team, as needed.
 9. Mains'l support team members and the person requesting services continue the discovery process to learn as much as possible about each other. Mains'l uses a variety of person centered practices to assist in documenting the information learned. These tools/skills may include, but are not limited to: Matching Tools (to gain insight on what staff characteristics are preferred) and Discovery Tools (Important To/For, Rituals and Routines, Relationship Map, Good Day/Bad Day, Communication Chart, Learning Log). Many of these tools are contained in the Person Centered Description materials packet.

The information gathered is used to assist with the development of the person's support plan.

Enrollment

When the person requesting services and Mains'l agree that we are a good match, the process of starting services begins. This procedure may vary, depending on the supports and needs of each person.

1. When new staff are needed, Mains'l partners with the person and their support team to recruit employees who are the right fit for the person and Mains'l.
2. If during the referral process it has been determined that the person requesting services is looking for a new place to live, the support team members determine the roles and responsibilities of each



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member in locating housing. Depending on the supports identified, different levels of supports will be needed.

- a. In some cases, Mains'l may have an established home that provides up to 24 hours of support. If a roommate is desired by existing tenants of the established home, and this level of support is requested by the person, the manager will make arrangements for the people to meet and get to know each other.
 - b. If the person has a criminal background which may affect roommates, the manager notifies the roommates and/or their guardians and case managers (i.e., is on a sexual predator registry.) Also, the manager notifies the person requesting supports if one of the potential roommates is on a sexual predator registry.
 - c. If everyone agrees the living arrangement is a good match for all, a move in date is scheduled by the manager, the person, and their support team.
 - d. When new housing must be arranged before supports start, a move-in date is set when the person's home has been secured (lease signed, roommates identified if needed, etc.) The roles and responsibilities are assigned by the person and their support team, depending on the level of support requested.
 - e. Once staffing and housing is established, as needed, an enrollment meeting can be scheduled.
3. An enrollment meeting is scheduled by the manager, and/or the person and their support team. Meetings are held at a place agreed upon by the person and their circle of support.
 4. At the meeting, conversations continue to address what is important to and for the person. These conversations help the manager record information that will inform the person's Support Plan.
 - a. If a Person Centered Plan has not been created by/for the person, the team addresses who will be responsible to develop the plan, as appropriate.
 - b. All documents listed on the Enrollment Checklist will be reviewed and/or signed by the person and/or their guardian.
 - c. The manager offers a Mains'l Guidebook to Supports. The handbook includes policies and procedures on how we offer services.
 - d. A date when services will actually begin will be determined by the person and the support team.
 5. The manager completes a Starting Services form to notify other Mains'l departments when services are starting.
 6. The manager begins the process of developing the person centered Support Plan (see How We Offer Supports and Services Policy and Procedure). This document is developed as soon as possible (best practice 15 days but no later than 30 days after the initial starting services meeting) and is sent to the person and their identified support team.

References

Getting to Know You
Person Centered Description packets
Enrollment Meeting Checklist
How We Offer Supports and Services Policy and Procedure
Mains'l Guidebook to Supports
Starting Services/Change of Service form

(Rev. 8/5/16; policy team)