

## **Referral/Admissions Procedure Vocational Programs**

1. Applications for vocational services will be first given first to the Vocational Director for review, and then passed to the appropriate case coordinator.
2. The case coordinator receiving the information will pass the referral to another case coordinator if there is a conflict of interest (e.g. if the person is a relative or friend), if there is an issue of “balancing” caseload size/tasks, etc.
3. The case coordinator will be responsible for ensuring all needed information is obtained to make admission decisions.
  - a. Service coordinators will share information with the indicated department representative when there are questions about the ability to serve the individual.
  - b. The department representative will review the information, make notes or comments, and share thoughts with the case coordinator. This should take place within a reasonable amount of time.
4. The case coordinator will present information at the admissions committee in order to make an admissions decision.
5. The total time it will take after an application and all requested information is received and a decision made will not exceed 30 days.
6. Recommendations will be made by the Admissions Committee regarding the new referral. The case coordinator is then responsible for communicating to the referral source and the consumer the recommendations by sending a Referral Decision Notice. The individual will be accepted, declined, or deferred.
  - a. When the individual is accepted, the case coordinator will contact the individual to determine a start date. The case coordinator will also communicate this information to the appropriate others to include case manager, program staff, reception desk, and the business office.
  - b. When an individual is declined, an alternative service and/or service provider will be given.
  - c. When an individual is deferred, the reasons for the deferral will be given.
7. Should the Admissions Committee not be able to come to a decision (eg: conflict about ability to serve the individual, appropriateness for the requested service, etc.), the Vocational Director will be responsible for making the final decision.
8. When an individual disagrees with an admission decision, they may appeal in writing to the administrative team with in 15 days after notification.
9. All individuals awaiting services will be considered in order of acceptance. For example, when a waiting list occurs, individuals at the top of the list will be considered first when an opening occurs.
10. Individuals wanting to learn more about the LifeWorks and services we provide will be directed to our website.

*All applicants will receive consideration for services without regard to race, creed, color, sex, national origin, religion or age.*

*Revised: 11-15-13*