

## MetroWest Aging & Disability Resource Consortium (MWADRC)

**Policy Type:** Intake  
**Effective Date:** August 1, 2007

**Revision Date:** April 23, 2008  
June 16, 2009  
July 7, 2010

**Subject:** ADRC Mutual Intake / Referral

**Definitions:**

ASAP	Aging Services Access Point
EOEA	Executive Office of Elder Affairs
I&R	Information and Referral
MWADRC	MetroWest Aging & Disability Resource Consortium
MWCIL	MetroWest Center for Independent Living

**Policy:** It is the policy of the MWADRC that all callers to any Consortium member agency will be served through the Consortium, regardless of age, income, or disability type.

**Purpose:** The purpose of this policy is to ensure “no wrong door” for consumers, so that linkages to all appropriate community services and programs are provided with minimal fragmentation and confusion to the consumer.

**Forms:** 06-16-2009 MWADRC Mutual I&R Form

**Procedure:**

- I. MWCIL staff will refer the following consumers to their local ASAP to explore if additional programs and services might be available to them:
  - a. consumers age 60 or older,
  - b. caregivers (any age) of someone 60 or older,
  - c. caregivers (any age) of someone with Alzheimer’s/ dementia (any age),
  - d. kinship caregivers (age 55 and over) of someone under age 18,
  - e. kinship caregivers (age 55 and over) of someone age 19-59 who is disabled,
  - f. consumers who are on MassHealth, regardless of age who need supportive services to remain living in the community.

- II. ASAP staff will refer the following consumers to the to MWCIL to explore if additional programs and services might be available to them:
  - a. All consumers, of any age and income, who indicate that they have a permanent or long term disability of any type (physical, sensory, cognitive)
- III. Staff will complete the attached “06-16-2009 MWADRC Mutual I&R Form”
- IV. MWCIL will email the form to the appropriate ASAP’s Information and Referral Department (based on the community of residence of the elder or caregiver)
  - a. The Form will be faxed to HESSCO.
- V. The ASAP staff will email the form to the MWCIL
  - a. The Form will be faxed from HESSCO
- VI. The consumer will be contacted by the agency receiving the referral no later than the following business day for follow up.
- VII. The agency receiving the referral will document the outcome of their contact with the consumer, in their existing database (SAMS or IDMS) including:
  - a. Referrals provided – type and number
  - b. Intake conducted – for which programs and services
- VIII. Feedback will be shared at the MWADRC monthly I&R Managers Meeting as to how the process can continue to be improved.