



MENTAL RETARDATION BULLETIN  
**COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE**

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SUBJECT:

**Subject: Registration and Intake**

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**SCOPE:**

County Mental Health/Mental Retardation Administrators  
Administrative Entities  
Supports Coordination Entities

**PURPOSE:**

The purpose of this Bulletin is to outline Office of Mental Retardation (OMR) policy for intake and registration to ensure uniform application of statewide standards. The Mental Health and Mental Retardation Act of 1966, as well as the County Service Regulations, 55 Pa. Code CH. 6201 and CH. 4210 outline Counties' responsibilities to conduct intake, determine eligibility and provide supports for individuals eligible for Mental Retardation (MR) services. Since the inception of these regulations, the service system has grown to recognize an individual's right to an "Everyday Life" which entails utilizing "Person Centered" planning and Self-Determination principles.

OMR established the Home and Community Services Information System (HCSIS) to ensure accountability and promote quality in supports offered to individuals.

**BACKGROUND:**

In 2003, OMR initiated a work-group of the Planning Advisory Committee (PAC) which developed ten recommendations that called for standardized practices and choice of Supports Coordinator and Supports Coordination Entity for each individual and family. OMR supports the development of Intake/Eligibility roles and functions in each Administrative Entity. Should an Administrative Entity elect to utilize Supports Coordinators for these functions, they must obtain OMR's approval.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

**The Appropriate Regional Program Office**

## **DISCUSSION:**

The desired intake and registration function is respectful, responsive and accessible to the community. The process explains what to expect and when to expect it, gauges when immediate intervention and/or support is needed, and has staff that reflect and carry out daily functions in a manner consistent with the principles of “Everyday Lives.”

Intake is a series of activities designed to:

- Explain the documents needed to determine program eligibility.
- Gather necessary information about the person seeking services to open the case and record basic data in HCSIS.
- Determine whether the person is eligible for Mental Retardation (MR) services based on the requirements outlined in OMR Bulletin 4210-02-05 “*Clarifying Eligibility for Mental Retardation Services and Supports*”.
- Explain to the individual and family the Mental Retardation services and supports available.
- Document the provision of information about community resources.
- Explain the individual’s and family’s right to appeal a determination of ineligibility, the right to a fair hearing, and provide them with a copy of Department “Fair Hearing and Appeal” Process.

If an individual is found eligible for Mental Retardation services, the process continues with the registration of the individual for services and supports they have been found eligible for including:

- Assure completion of the Supports Intensity Scale Plus (SIS+), relative to the directed SIS+ phase in, and completion of Prioritization of Urgency of Need for Services (PUNS).
- Explanation of available services and supports including those supports that promotes employment and Lifesharing.
- The individual and family is informed of their right to select a Supports Coordination Entity.
- The individual and family is provided an information packet regarding potential services and supports.
- The selected Supports Coordinator is provided with the correct information obtained during the intake and registration process.

## **PROCEDURE:**

### **Roles and Functions of Intake**

The role and functions for Administrative Entities in the Intake/Registration process are to:

- Assess and determine eligibility for MR Services.
- Offer and Explain Service Performance.
- Complete documentation of Activities.
- Respond to Individual Requests.

The standards for these roles and functions are outlined in Attachment #1 - *Roles and Functions of Intake*.

### **Choice of Supports Coordination Entity**

Individuals eligible for Targeted Services Management (TSM) are entitled to choice of TSM Agency statewide as stated in MR Bulletin 00-02-06 "Revision of the Definition of Conflict Free Providers for Targeted Service Management."

Administrative and Intake Entities shall advise individuals during intake and annually thereafter of their right to choose an eligible Supports Coordination Entity. When an individual chooses an Entity other than his or her county of residence, assistance must be made through a timely referral to their Administrative Entity of choice. The referral Administrative Entity can accept or decline to serve the individual based on: caseload availability, inadequate documentation, and distance to travel that precludes effective oversight, which may include individuals residing in non-contiguous counties. If an Entity declines the transfer, the reason(s) for declining must be recorded in the Supports Coordination case management wizard of HCSIS. Choice of Supports Coordination Entity will be monitored through the Administrative Entity Oversight Process.

### **Choice of Supports Coordinator**

Supports Coordination Entities shall advise individuals during the intake process and annually thereafter that their preference for choice of Supports Coordination will be honored whenever possible. The Supports Coordinator Entity must be responsive as a request may come at any time for choice of Supports Coordinator. It is incumbent on the Supports Coordination Entity to measure consumer satisfaction with the Supports Coordinator and to document that choice of Supports Coordination has been offered. While preference for Supports Coordinators will be honored, there are circumstances that may prevent an individual or family from being able to select a particular Supports Coordinator. One such factor may be caseload size. It is the responsibility of the Supports Coordination Entity to determine the cause and document actions taken in service notes. Choice of Supports Coordinator will be monitored through the OMR Administrative Entity Oversight Process, including a review of the conditions that necessitated a change of Supports Coordinator.

### **Attachments:**

Attachment #1 – *Roles and Functions of Intake*

## Roles and Functions of Intake

The following matrix outlines the Office of Mental Retardation standards for County programs in the Intake/Registration process.

1. Assess/Determine Eligibility for MR Services	Standards
Identify and coordinate receipt and review of testing information.	Determine person’s current eligibility status (through HCSIS clearance) in accordance with MR Bulletin #4210-02-05 “ <i>Clarifying Eligibility for MR Services and Supports.</i> ” Through any combination of the following documents to meet the established criteria. Birth certificate, standardized IQ assessments, teacher evaluations, educational development, medical history, and approved Adaptive Behavioral Scales
	Contact individual/family seeking registration within 2 working days. Contact should be made within 24 hours if considered urgent at initial screening. Provide MR system overview, explain process and information needs.
	Secure consent for release of information. Follow-up with individual/family if release is not returned within 10 business days or information needed to establish eligibility is not provided within 30 business days from date that the release is sent.
	Assist in obtaining Medical Assistance eligibility, as needed.
	Provide information to individual/family on medical, social, education, habilitative and other available community services and benefits.
	Notify individual/family of MR eligibility determination and appeal rights within 10 business days of receipt of needed information. Explain the right to fair

	hearing and provide the individual/family with a copy of “ <i>Department Fair hearing and Appeal Procedures.</i> ”
	Assist consumer in selection of Supports Coordination entity.
<b>2 . Offer/Explain Service Preference</b>	
	Determine if individual meets criteria for completion of service preference. Notify individual of the determination if they do not meet the requirements.
	Inform individuals about waiver services and feasible service alternatives
	Provide opportunity to indicate service preference
<b>3. Documentation of Activities</b>	
	Record meeting details and contacts in HCSIS within 10 business days of activity/contact
	Enter demographic and eligibility data/information, as it is obtained within 2 business days
	Identify and track receipt of missing information. Send reminder letters within 10 business days.
<b>4. Respond to Individual Requests</b>	
	Respond to urgent inquiries within 24 hours of contact
	Respond to non-emergency contact within 48 hours of contact
	Demonstrate flexibility to accommodate individual's needs