

# **Catholic Charities Diocese of Palm Beach, Inc.**

## **Policy and Procedures Manual**

No. of Policy 8001

**SUBJECT:** INTAKE

**POLICY:** At intake, a screening of the person's need for services takes place and persons served are informed whether the organization's service will be available, will be delayed, or if another service is more appropriate.

**PROCEDURES:**

- 1) The organization retains and acts upon the right to determine whether the organization is best suited to provide the needed service before accepting potential clients.
- 2) In assessing a person's eligibility for service, the needs of the more seriously mentally ill, impaired, or in crisis persons will be given priority in making prompt referrals.
- 3) Clients must be informed of time delays for screening, assessment, and/or provision of service and how long the waiting period will be.
- 4) Individuals who cannot be served promptly or who would be served better by another resource must be provided information and referral sources.
- 5) Advocacy for persons unable to access services for themselves may need to be provided.

**AUTHORIZED DATE:** 12/06/00

**REVISED DATE:** 06/25/09