
Admission Criteria Policy

Purpose

This policy describes the criteria for admission to Lifeworks Services and how waitlists are monitored.

Scope

The Admission Criteria Policy applies to all persons that are seeking services that Lifeworks Services, Inc. offers.

Policy

While Lifeworks considers all referrals, an individual will only be admitted for services after Lifeworks has determined that resources are available or will become available to meet the needs and desires of each person and his or her goals in the least restrictive environment, recognizing each person's history, dignity and cultural background; affirming and protecting the consumer's rights, as determined by the support team. The program will not discriminate against any person. Most service locations have capacity limits enforced by the Department of Human Services Licensing Division and County Departments of Human Services.

Criteria for services include:

- living within a transportation service area or is able to provide his or her own transportation
- eligibility for funding or private funding
- resources available to meet the needs of the individual in the least restrictive environment
- availability of services that match the individual's needs

Lifeworks will not refuse to admit a person solely on the basis of the type of residential services a person is receiving, or solely on the basis of the person's severity of disability, orthopedic or neurological handicaps, sight, physical disabilities, personal care needs, behavioral challenges, or past failures to make progress. Reasonable accommodations shall be made as required under the Americans with Disabilities Act. Lifeworks will recommend other service providers or other resources if it is determined that we are not a service match for the individual's needs. An Admission Refusal Notice will be provided upon request by the

person or support team when it is determined that Lifeworks can not provide appropriate services to the individual.

Waiting Lists

Lifeworks has limitations on the amount of people they can service within a designated program. When potential customer meets the above criteria for services and wants to wait for an opening in a designated area and service type, they will be placed on the waiting list for their requested service. Lifeworks monitors waiting list and will reach out to individuals on a quarterly basis to determine the referral would like to remain on the waiting list. As openings occur it will be determined what specific program support is available to determine which person on the waiting list could be supported most efficiently. Length of time on the waiting list will be considered for openings but may not be appropriate for the current opening.

Rights & Responsibilities

Lifeworks staff is responsible for determining if the customer meets the Admission Criteria, request supporting documentation and monitoring and communicating available services to the customer and or their support team.

The customer has the right to request services and documentation of an Admission Refusal Notice when services are not available for their specific support needs. The customer has the responsibility to respond to requests of support documentation and quarterly check-ins by Lifeworks staff to remain on waiting lists.

Resources

Lifeworks Referral Process
Lifeworks Admission Refusal Notice
DHS and CARF Policy Requirements