



# Intake

## PROCESS AND PROCEDURE

ASSIGN ADVOCATE, COMPLETE INTAKE, & INFORM CLIENT OF SERVICES

Intake Categories

Chemical Dependency

If chemically dependent: Set up a Rule 25 assessment to determine if inpatient or outpatient treatment is recommended.  
If sober/in recovery: Connect client to meetings, relapse prevention, and sponsors  
If housing is also needed, connect to sober house options

Mental Health and Abuse/Victimization

Referrals to therapist, psychiatrist, ARMHS worker  
In cases of emergency, refer to mental health crisis center or the hospital  
Suicide prevention  
Referral to internal and external support groups

Housing

**Immediate shelter:** Utilize Day One for clients who qualify for DV Shelter contact 211, Metro Shelter Hotline, & local homeless shelters  
**Long-term Housing Options:** Set up a Coordinated Access assessment through the county, Apply for public housing & for Section 8 if waiting lists are open  
Explore other Transitional Housing options and programs  
Self-pay: budgeting, expunging Unlawful detainers/evictions

Strengths and goals

Review strengths and create step-by-step actions to achieve goals  
Help client find employment and education opportunities

Medical Background & Benefits

Utilize Bridge to Benefits to connect client to benefits including insurance and food support  
Access benefits/resources if diagnosed with physical or learning disability  
Provide STD/HIV testing

Legal Issues and Safety

Obtain Order for Protection if needed  
Offer legal advocacy for information regarding reparations, CPS cases, expungement, etc.  
Obtain I.D. and other documentation  
Create a safety plan