

## **Intake and Referral**

Referrals for services are made to the Challenge Center's Consumer Service Coordinator. Referrals can be made by Health and Human Service Agencies, ADRCs, community members, schools, etc.

### **Process Description and Methods**

Upon referral, the Consumer Service Coordinator arranges for a tour of the facility and a discussion of program options and the intake process. This meeting may include the potential consumer, guardian, care provider, case manager or any individual of the consumer's choosing. Initial placement into program areas is made through interviews, observation, review of records and the consumer's own personal choice.

After the initial placement is determined and necessary funding is authorized in writing, a meeting is arranged with the consumer, guardian, case manager or care provider to complete the intake process. The consumer and/or guardian will be asked to fill out a Consumer Assessment to the best of their ability. A packet of forms will need to be completed and returned to the Challenge Center .

When all paperwork is completed and returned to the Consumer Service Coordinator, a start date, hours of service and transportation will be established. During the intake/orientation process the consumer will receive the agency brochure, Client Rights and Grievance procedures, Statement of Choice, CCI Staff qualifications, Consumer Handbook/Safety Handbook and program descriptions. A confidential file will be set up for the consumer at the time services begin. Recommendations/referrals to other agencies for services may also be made at this time.

Participation will be assess during the first 30 days of service, at which time individualized goals will be established.

### **Objectives:**

1. Provide access to the desired services to individuals with Developmental Disabilities

### **Eligibility**

The Challenge Center maintains the following admission criteria:

1. Be in need of a vocational, day or residential service due to a disability related issue
2. Demonstrate a stabilized medical condition if applicable
3. Be free from communicable disease as documented by a licensed physician
4. Be able to access appropriate funding sources
5. Be at least 18 years of age
6. Be able to benefit from the services offered by the Challenge Center

### **Who to Contact:**

Consumer Service Coordinator  
Challenge Center, Inc.  
39 N. 25th Street E.  
Superior, WI 54880  
Phone 715 394-2771  
Email: [Kanderson@Challenge-center.org](mailto:Kanderson@Challenge-center.org)