

# Disability Rights Iowa

Intake Process

# Who Answers The Phone?

- Intake Specialist
- If the Intake Specialist is not available callers are directed to their voicemail.
- The Intake Specialist is responsible for completing all initial requests for services.
- The Intake Specialist may also communicate via email if that is a clients preference.

# Intake

- The first step in the process of requesting services from Disability Rights Iowa is called an intake
- The Intake Specialist asks questions in order to complete the intake and gather the information necessary for the Intake Team to determine if your issue is one Disability Rights Iowa can assist with.
- Our Federal Partners require us to ask for demographic information like education level and ethnicity for data tracking purposes.
- An Intake is not a guarantee of services

# Who can call and complete an Intake?

- Disability Rights Iowa represents the individual with a disability, therefore only the person with the disability or their legal guardian can complete an intake.
- Professionals working with or representing a person with a disability may complete a Professional Inquiry for technical assistance.

Callers personal information and everything shared with Disability Rights Iowa Is completely Confidential !

**Intake Questions Include but are not limited too:**

- 1. Name**
- 2. Address**
- 3. Disability**
- 4. Date of Diagnosis**
- 5. Phone Number**
- 6. Description of Issue**
- 7. Deadlines**

Issues we will not complete an intake for (no-list):

- Divorce, Child Custody, and Adoption
- Bankruptcy
- Estate Planning(wills and trusts)
- Criminal Representation
- Civil mental health commitment including appeals
- Tax Law
- CINA(Child in Need of Assistance)
- Personal Injury
- Malpractice
- Private Insurance Issues
- Property Disputes

Continued.....

- Social Security eligibility or appeals
- Workers Compensation
- Civil litigation that does not relate to the legal or civil rights of an individual with a disability.
- Initiation of Guardianship or Conservatorship of person
- Cases involving inmates at state or federal correctional facilities(other than injuries arising from abuse and neglect or restraint and seclusion issues)

# What happens once an intake is complete and how long does it take?

- After a new intake is completed it takes on average 3 to 5 business days for it to be processed and you to receive a call back.
- The Intake team lead by a attorney reviews all requests for services
- If there are still questions about whether a request for service can be met by DRI the Intake is taken for further discussion DRI's Legal Director for additional guidance.



# Questions Intake Team considers when deciding if Disability Rights Iowa can help:

- Is it a disability related issue
- Is the issue within our current Board approved Areas of Focus
- Do we have the staff and resources to assist
- Are there other resources or agencies who have more expertise with the issue or have the ability to assist more quickly

## If Disability Rights Iowa can assist:

- The intake is assigned to the appropriate advocate or attorney
- The advocate or attorney assigned will call the client back to further discuss the issue
- All Disability Rights Iowa Services are free

# Types of Assistance Disability Rights Iowa Offers

- Self Advocacy Information and Referral

Caller has a disability, but DRI cannot assist at the full case level either the issue is not disability related or issue is not in our areas of focus or we don't have the resources or issue is on the no list etc. Brief information or resources given and closed.

- Professional Inquiry

Caller is a professional providing services to an individual with a disability and/or mental illness, for example attorneys, social workers, case managers, etc.

- Full Case

Issue is within our Areas of Focus and is assigned to an advocate or attorney for possible representation.

## If Disability Rights Iowa can not assist:

- Intake Specialist will call the individual back and explain why Disability Rights can not assist and give any additional information, resources or referrals the Intake Team recommends .

## A few additional details:

- We do not confirm or deny we are working with an individual or give updates on their case to anyone they have not given permission for us to speak with. Permission is given by the signing of a release form for the person or agency a client approves.
- Verbal permission can be given at the time of intake if the individual has a family member, friend or staff person they wish to have participate or assist in the intake.
- Intakes can also be completed online at <https://disabilityrightsiowa.org/online-intake-form/>