

CHARLENE'S ANGELS ACCEPTANCE INTO SERVICES

For Adult Day Habilitation, PAC, and Respite

Charlene's Angels follows a consistent, person-centered process for accepting individuals into Adult Day Habilitation, Participant Assistance and Care (PAC), and Respite (RSPO) services. These procedures align with the expectations, safety requirements, and participation standards described in the Participant Handbook.

Referral and Initial Contact

Referrals may come from case managers, families, guardians, or individuals directly. During initial contact, Charlene's Angels gathers basic information such as age, waiver type, requested services, and general support needs. The Executive Director, or designee, provides an overview of available services, participant expectations, and current capacity.

Pre-Admission Screening

An intake meeting is scheduled with the prospective participant and/or legal representative. During this meeting, the Executive Director reviews the individual's goals, needs, and expectations; explains program structure, daily activities, and supervision levels; and reviews participant expectations related to safety, cooperation, respect, and behavior. Supporting documentation may be requested, including the PCISP, medical information, or behavior plans.

Eligibility Criteria — Adult Day Habilitation

Individuals must meet the following criteria to be considered for admission:

- At least 18 years of age
- Free from communicable diseases
- Able to be assisted safely by no more than one staff person
- Ambulatory (may use cane or walker)
- Continent of bowel and bladder
- Able to be safely supported within a 1:8 staff-to-participant ratio
- Able to follow basic safety instructions with support
- Able to participate in structured activities with staff guidance
- Medication needs limited to medication monitoring only, consistent with the Participant Handbook
- Behavior that can be safely supported within the program environment

Charlene's Angels provides monitoring and supervision of ADLs, structured therapeutic activities, intermittent health status monitoring, medication monitoring, and support for mild cognitive impairment.

Eligibility Criteria — Respite and PAC Services

Eligibility for RSPO and PAC requires a diagnosis of intellectual disability, meeting general admission criteria, and Charlene's Angels having appropriate staffing to meet the individual's needs. The individual's behavior and health needs must be safely supported in the home or community setting.

Determination of Acceptance

The Executive Director reviews all intake information and determines whether the individual meets criteria. If accepted, a start date is scheduled, required intake documents are completed, and the Participant Handbook is reviewed with the individual and/or guardian. If not accepted, the individual is informed of the reason, alternative resources may be provided, and documentation of the decision is retained.

Waitlist Procedures

If program or staffing capacity is full, the individual is placed on a waitlist based on the date of inquiry. The Executive Director maintains contact with waitlisted individuals and provides updates on availability. When a spot becomes available, an intake appointment is scheduled.

Intake Completion and Service Initiation

Before services begin, Charlene's Angels ensures all required waiver documentation is received, medication monitoring consent (if applicable) is completed, emergency contacts and health information are updated, transportation arrangements are confirmed, and the Participant Handbook is reviewed. Services begin only after all required documents are completed.

Non-Discrimination Statement

Admission decisions are made without regard to sex, race, creed, color, national origin, or religious belief.

Documentation and Recordkeeping

All admission-related documents, assessments, decisions, and communications are maintained in the participant's file according to Charlene's Angels' record retention policies.