

## Procedure for NEW CLIENT REFERRALS

1. **TOUR & CONSUMER DECISION:** Contact the program supervisor to arrange a tour of the Enrichment Center by the consumer. The consumer must be present for the tour. If the caregiver arrives without the consumer, we may still provide the tour. *However, we will not consider enrollment until the consumer has completed the tour.* The consumer may be provided with the LIC602 "Physician's Report for Community Care Facilities" at the time of the tour.
2. **REFERRAL PACKET:** After the tour has taken place, if the consumer chooses to enroll at the Enrichment Center, their CVRC service coordinator should complete the referral packet. The referral packet may be in one of two forms—a PDF attached to an email sent to [Director@ECArtists.com](mailto:Director@ECArtists.com) OR a hardcopy printout delivered by mail or in person. *We no longer have a FAX machine.* The referral packet should consist of a completed Enrichment Center *New Client Referral* form, and send it to the program with the most recent copy of the following documents:
  - a. IPP
  - b. Psychological assessment/evaluation
  - c. Social assessment/evaluation
  - d. Medical summary
  - e. Developmental history
3. **PROGRAM DECISION:** The program director and program supervisor will review the referral packet to determine if the client is appropriate for enrollment in the program. If there are any concerns, such as behaviors or specific client requirements, we will follow up with the CVRC service coordinator for more information. If there are no concerns, or if all concerns have been resolved, we will contact the CVRC service coordinator to confirm that the consumer is now a prospective program client—
  - a. Has been accepted for enrollment,
  - b. Still wishes to enroll, and
  - c. Has been authorized for funding by CVRC.
4. **CLIENT CONTACTED:** The program supervisor will contact the prospective client to confirm interest in the program, discuss physical and tb screening requirements, and schedule an appointment for the enrollment interview. If a copy of the LIC602 form was not given at the time of the client's tour, arrangements will be made for the client to receive it.

# ENRICHMENT CENTER

Visual & Performing Arts-Based Adult Day Program

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5. **ENROLLMENT INTERVIEW:** The program supervisor or program director will complete the enrollment interview. The interview may take as little as 30 minutes, or as long as 90 minutes. The client should bring their ID card, emergency contacts, medical/insurance information, and important information like medications and allergies. Every effort should be made by the client to have their physical and TB screening completed before the interview, so they may bring the completed LIC602 form to the interview. If the TB clearance was not documented on the LIC602, the client should bring other evidence of the result. The client is encouraged to bring their representative/caregiver and a translator, if required, to the interview. Other than the client's representative/caregiver and/or a translator, bringing extra people is discouraged. Examples of people who will not be allowed to attend the interview include friends, neighbors, children, or people providing transportation.
6. **PURCHASE OF SERVICES:** After the enrollment interview, the program director will notify the client's service coordinator to discuss confirmation of a start date, purchase of service for program (must be on file before the start date), and a purchase of service for transportation.
7. **TRANSPORTATION:** The Enrichment Center does not provide transportation. Clients select their transportation from a group of options presented to them by their CVRC Case Services Manager. Options usually include being transported by family/caregiver, riding The Bus, or being transported by an alternate (non-family/caregiver) provider<sup>1</sup>. Once the client has made their selection, CVRC makes arrangements for purchasing those services. The CVRC Case Services Manager will contact the Enrichment Center to determine a prospective start date for transportation. The program supervisor will confirm the start date with the client.

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<sup>1</sup> If selecting an alternate provider, it is important for new clients and their families to understand that the provider has been hired by the client, not the program. The client-provider relationship is at-will—either party may sever the relationship at any time, for any reason. The client and their family/caregiver need to take responsibility for maintaining the relationship with the provider. That means maintaining contact, and behaving in a manner which is mutually respectful.