

## Fundamental Element #2

# Intake Process

## Procedures for Screening, Referral, and/or the Delivery of Services to Victims of Disabilities

A good way to begin the process is to include an intake question that will help you to identify the person's needs and assistance she/he prefers while receiving services. When including this type of question, you are being proactive and can become more familiar with ways to accommodate the client from the start.

Insert a question into your intake process and make this a part of your agency's customary protocol. Remember if the person with a disability has a caretaker or assistant with her/him, complete the intake with the client alone, if possible. Sometimes caretakers can be the abusers. Some suggested intake questions might include:

- Do you have any needs that we can assist you with while you are receiving services from our agency? (e.g., sign language interpreter, assistive listening device, first floor bedroom, personal care assistant, etc.) OR
- What extra help will you need from us while you get services here? (This uses simpler language for those with lower literacy or understanding)

After you ask the intake question, the client may ask for assistance with disability-related issues such as physical access, communication strategies, assistive equipment, and other accommodations. As you continue to serve the client, an ongoing assessment may identify additional needs along the way. You may also need to make referrals to community resources such as disability agencies, social services, schools, mental health, or others.

More information about resources can be found in the *Guide to Achieving the Fundamental Elements of Accessibility*. If you did not receive this guide, please contact Pam Dickens at the Access for All Project at 919-966-0871 or 919-843-3811 (TTY) or [dickens@mail.fpg.unc.edu](mailto:dickens@mail.fpg.unc.edu).



Let us know when you have implemented Fundamental Element #2.  
Send us your stories, strategies, or pictures!

For more information or assistance, call  
NC Coalition Against Domestic Violence: 1-888-232-9124 (toll free)  
NC Coalition Against Sexual Assault: 1-888-737-2272 (toll free)  
Access for All Project: 919-966-0871 or 919-843-3811 (TTY)