

## **Information and Referral (Intake)**

Adult Services Intake is a service provided by DSS to assist the community in seeking out potential services. Adult Services Intake can receive Adult Protective Service reports of abuse neglect or exploitation, complaints on Adult Care Facilities in the county as well as requests for information about programs being offered by DSS. Many times, an adult or an adult's family member calls DSS and are unsure what program they are looking for or unsure of what services are being offered in the county to assist themselves or their loved ones. The Adult Services Intake Social Worker listens to the adult and works with her/him to determine what services would be appropriate for them to pursue. Adult Service Intake provides information about local shelters, food banks, senior enrichment services and other adult services in the community. Callers to Adult Service Intake can also be provided with information regarding nursing homes, adult care homes, family care homes, and group homes located in the county. Plus, information on CAP DA program, Special Assistance, Guardianship, Representative Payee Services, Outreach Services, and other DSS services such as Medicaid and Food and Nutrition Programs.