

Prioritizing Consumers/Clients for Direct Service

According to the *Best Practices (2018)* developed by the OIB-TAC:

When scheduling visits, agencies will have a written policy to prioritize services to consumers based upon one or a combination of factors, including but not limited to:

- Safety concerns
- Potential imminent institutionalization
- Severity of visual impairment
- Availability of personal support
- Transition in living conditions (nursing home/personal care, adult children)
- Time waiting for services

Below is a sample list of questions, based on the *Best Practices*, which may assist in guiding priority of when a consumer is seen upon referral.

These questions (or similar questions) can be asked by telephone when a referring organization/person contacts the agency for services or put directly on the intake application.

Phone: 662.325.2001 www.oib-tac.org

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Mississippi State, MS 39762

Instructions: Please ask the referral source about the items below to best determine the Order of Selection. Check all that apply to the individual being referred for services.

- Totally or legally blind. (*Lives alone, not in assistive living or nursing home.*)
- Has *no* home care agency support services, friends and/or family assisting on a regular basis
- Has fallen recently or reduces walking due to fear of falling
- Unable to safely prepare meals
- Unable to find transportation to medical care
- Difficulty complying with medication regime
- Is responsible for daily care of another such as a spouse with significant health problems or a minor child

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