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

P.O. Box 6189
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