

Schenectady arc

SEE ABILITY. NOT DISABILITY.



HOW ARE NEW APPLICATIONS PROCESSED?

1. The individual is referred to the Service Navigation department by an MSC or another referral source. Service Navigation appointments are typically made 2-3 weeks from time of initial contact but we can accommodate emergencies if a service is needed as soon as possible. (Please note that even though we can schedule an Intake quickly, this does not mean the service will begin at that moment; service start dates may depend on program wait-lists, provider availability, etc.) The entire process could range from a couple of weeks to a year or more depending on how quickly the individual/referral sources/other service providers can provide us with necessary information we need to process an application.
2. Service Navigation meets with the individual (and usually the referral source) to complete the application for services. This may include a tour of the program the person is interested in.
3. Service Navigation processes the individual's application by:
 - Completing necessary paperwork; monitoring individual's application status through monthly file reviews.
 - Collecting required documentation - This may include referring the individual for additional services if necessary documentation is not available for the application (ie: clinical evaluations, Medicaid, SSI)
 - Updating team members of individual's needs, plans, etc.; arranging additional meetings if necessary.
 - Giving necessary information to the Database Administrator.
 - Reviewing the individual's application for services at Central Review.
 - Finalizing the individual's application and, once approved or services, forwarding information to necessary parties based on service(s) requested.

NAVIGATION SERVICES

WHAT IS THE SERVICE NAVIGATION DEPARTMENT?

The Service Navigation department serves as the first point of contact for persons seeking services at Schenectady ARC - providing information, guidance and support, as necessary, until services are established. Operating as the "single point of entry" to the agency, our Service Navigation department coordinates and facilitates admissions (including applications, waiting lists and tours) for all of the programs operated by the Schenectady ARC including:

Residential Services – IRA placements: Group home and apartments program (Community Living Program), Community Habilitation
Day Services – Maple Ridge, Princetown and Life Prep I & II
Ridge Health Services – Article 16 Clinic referrals: Occupational Therapy, Physical Therapy, Speech, Social Work and Psychology (ABAS), Intensive Behavioral Services and Vocational Rehabilitation
Medicaid Service Coordination – Medicaid Service Coordination applications and Change of Vendor, HCBS Waiver applications (for people under age 18)
Family Services - After School Program, Respite Rec program
Vocational Center – Pine Ridge Industries, Choices Evaluations
Supported Employment - ACCES applications

Service Navigation also helps individuals apply for OPWDD Eligibility. This typically leads to referrals to other program/services listed above.