



Program Information

Options Counseling (OC)

Case Management (CM)

Options Counseling / Case Management Referral Guidelines.

A client must:

1. agree to services, as options counseling and case management are voluntary programs
2. have the capacity to work on a care plan independently or have a support system available that is willing to assist
3. reside in one the following counties: Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, Jefferson or Gilpin

Program information

1. Please complete the **minimum required fields as indicated (*)**, providing as much detail necessary for us to better serve the client.
2. If the client has **housing only needs, we are unable to provide services**. We recommend referring the client to Colorado Housing Connects at 1-844-926-6632 for further information and assistance.
3. If you provide social work, case management or other similar services to client, please indicate in the referral what our program will do differently than yours. **We are unable to duplicate services**.
4. **We are not an emergency or crisis service program.**
5. The client must have more than one service need. We will work with the client to develop a person-centered care plan that will assist them to continue living independently, safely and healthily in their community.

If you are unsure if a referral is appropriate, please call us at 303-480-6700 to discuss the situation.

Program Information

Options Counseling (OC)

Case Management (CM)

Options Counseling

- ages: 18-60 with a disability and 60-plus
- provide short-term service up to three months
- clients benefit from a more in-depth, in-person or phone explanations of the available service options and how to access these services
- can explain the various things to consider as clients age and provide advocacy, guidance and direction to support decision-making processes in long-term care planning.

Case Management

- age: 60-plus only
- Case Management provides intensive, short-term services, ranging six to 12 months.
- Spanish bilingual case managers available
- comprehensive needs assessment of client and reassess client's needs at six months (or earlier if their needs have changed)
- waiting list averages two to three months.

Submit referral

1. Staff will follow up with the referral source within five business days of receiving a referral.

If you do not receive a confirmation, please contact Susan Anderson, program manager, at 303-480-6759 or email sanderson@drcog.org

I submitted a referral, what's next?

1. The client will receive a call within five business days of the date the referral is received. Area Agency on Aging staff will also attempt to contact the additional contacts, if provided.
2. The referral will be closed if we do not receive a response to our attempts (written or phone).
3. You will be advised of the referral closure or acceptance of services.