

## **Service Request Options**

### Accommodations:

A listing of the selectable local options to document which accommodations are necessary to interact and do business with the specified client.

(i.e. Braille, Assisted Listening Device, Large Print, etc.)

NDRN options: Locally defined option, not selected

### Contact Types:

The types of contacts prompted through the client, service request and project creation, edit process. Once a contact is defined its display settings and order must be specified.

(i.e. Adversary = Service Request, 3<sup>rd</sup> to be displayed)

NDRN options: Primary Contact, Guardian, Caller, Referrer, Adversary, General Contact

### Counties:

List of available counties in the state to be selected during intake.

### Education Levels:

A listing of the selectable local options to document the highest level of education for a contact/client.

(i.e. High School, Some College, 2 Year Degree, 4 Year Degree, etc.)

NDRN Options: Elementary School, College, High School, Locally defined option, Not Selected

### Eligibility:

A listing of the selectable local options to document the eligibility criteria met/observed through the intake process.

### Ethnicity:

The list of available options for specifying race/ethnicity for intake and also to specify which race/ethnicity groups are to be included in Projects as a selectable option for Primary Ethnic Groups.

NDRN Options: Listing of all federal PPR races and three ethnicities and Not Selected

### Facilities:

A listing of local facilities associated with service requests.

### Facility Types:

Categories for the facilities that is specified to narrow the selectable options during intake.

NDRN Options: Group Home, Institution, School, Hospital, Locally defined option, Not Selected

### Genders:

This list is populated by the local agency to reflect the gender options necessary, including Male, Female, and any other locally defined option.

NDRN Options: Male, Female, Not Selected, Locally defined option

### Languages:

A list of languages used to populate the preferred language dropdown during intake.

NDRN Options: A listing of common languages, Locally defined option, and Not Selected

### Relationships:

A list of available relationships for the contact types to the client.

NDRN Options: Custodial, relative, parent, self, Locally defined option, and Not Selected

### Service Request Types:

Listing of types of service request that is selectable during service request creation. The categories are Case Services, Non Case-Services (I&R), Non Case-Services (Non-I&R). Items can be mapped so that multiple local types can be created that reference the three types.

NDRN Options: Case Services, Non-Case Services (I&R), Non-Case Services (Not I&R)