

## Potential Barriers to Services

## Strategies to Overcome Barriers

Lengthy and challenging paperwork

Make duplicate copies of forms; seek assistance from other adults familiar with the process

Long waiting lists to receive services

Research available programs and services; submit application for eligibility determination as early as possible

Limited openings for services

Look for other community programs that may offer similar services; contact the state [Protection and Advocacy Agency](#) for additional assistance

Strict, inflexible, or confusing eligibility requirements

Seek assistance from advocates or advocacy organizations, such as the [National Disabilities Rights Network](#)

Information request redundancy

Keep organized and complete records; use the [Special Care Organizational Record](#) to keep a readily available master file of information that is repeatedly requested

Lack of or restricted access to health and medical records

Obtain and sign [HIPAA](#) paperwork to allow access to records

Adult services agency personnel repeatedly delaying appointments

Document each phone call, electronic communication, and conversation; if personnel contacted is nonresponsive more than three times in a row, contact a supervisor; always document the name of the person providing the information, including title and direct phone number