

Main Office:

2306 Zanker Road
San Jose, CA 95131
Phone: (408) 894-9041
TTY: (408) 894-9012
FAX: (408) 894-9050

**Branch Office:**

7800 Arroyo Circle, Suite A
Gilroy, CA 95020
Phone: (408) 846-1480
TTY: (408) 842-2591
FAX: (408) 842-2321

The mission of the Silicon Valley Independent Living Center (SVILC) is to empower people with disabilities by providing the advocacy, training, skill development, and services which enhance every individual's capabilities.

INTAKE SERVICES

To be eligible for receipt of SVILC's services, an individual must self-identify as a person with a disability who believes he or she will benefit from receipt of one or more services offered by SVILC.

Eligibility: Any person, regardless of age, race, gender, sexual preference, political affiliation, religion, or disability residing in Santa Clara County and self-identifying as a person with a disability is eligible to receive any service offered by SVILC if there is adequate reason to believe that said service will positively contribute to that person's successful independent living.

Application: The person to receive the SVILC Service must initiate contact to the agency by telephone (408) 894-9041, TTY (408) 894-9012, Fax (408) 894-9050, e-mail (info@svilc.org) or in person and request that an appointment with the Information Coordinator be scheduled.

Intake Appointment: During the Intake Appointment, which will take from 60 to 90 minutes, the applicant will be asked to respond to a variety of questions regarding his/her primary and/or secondary disabilities, the service/s requested, referral source/s, accommodations required, etc. Though the applicant may be accompanied to the Intake Appointment by a spouse, partner, parent, family member, friend, or referring professional, SVILC's Information Coordinator will be directing and Receiving responses from the applying Consumer and it must clearly be the Consumer's choice (not that of a spouse, partner, parent, family member, friend, or referral professional) to receive SVILC services.

Referral Information: Applicants are asked to bring to the Intake Appointment any referral materials from other social service organizations, medical institutions, and/or prior employers knowledge of which may contribute to the effectiveness of SVILC services rendered.

Tour: If requested by the applicant, the Information Coordinator or a Designated Staff member will offer the applicant a guided tour of the agency.

Intake Materials: By the conclusion of the Intake Appointment, an applicant will have been provided with copies of SVILC's Fact Sheets and brochures, the most recent Dispatch Newsletter, a copy of the Consumer Grievance Procedure, Consumer Eligibility Criteria, Confidentiality Policy, California Assistance Program (CAP) brochure, a copy of Consumer Fees for Services as needed, and any other materials requested by and relevant to the applicant's successful receipt of services.

Waiting Lists: Occasionally, Staffing limitations or budget constraints may create the need for waiting lists to be established for high volume (frequently requested) services. Should such be the case regarding a service requested at the time of the Intake Appointment, the applicant will be informed of the approximate length of time he/she can expect to wait until receipt of the requested service/s and will be given the option to be referred to another social service organization offering a comparable service.

Cost: Based upon the applicant's stated monthly income, a one-time processing Intake Fee of \$5.00, \$10.00, or \$25.00 will be charged and payable at the appointment's conclusion. The Intake Fee can be waived if the Consumer indicates that its payment would constitute a financial hardship.

Next Steps: Within two weeks following the Intake Appointment, an applicant will receive in the mail a letter informing him/her either that he/she has been accepted to receive SVILC services or a letter informing him/her that SVILC services will not be offered. When SVILC services cannot be offered, SVILC provides referral information regarding other social service organizations either without waiting lists, offering requested services not offered by SVILC, or considered to be more appropriate than SVILC to meet the applicant's stated needs.

Office Hours: Monday-Friday, 9:00am - 5:00 pm. SVILC advocates for and conducts activities that promote equal access to all services, programs, activities, resources, and facilities in society, whether public or private, and without regard to funding source, for individuals with significant disabilities.

This fact sheet is available in Spanish and alternate formats. Other language translations are available upon request.

SVILC is a scent-free environment. Visitors are asked to refrain from use of scented products.

SVILC of Santa Clara County, Inc. is a private, nonprofit, consumer governed agency serving persons with disabilities. SVILC is funded in part by the Rehabilitation Services Administration, County of Santa Clara, United Way of Santa Clara County, the cities of Santa Clara and San Jose, foundation and corporation grants, program service fees, and individual contributions.

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