



# General Information for All Applicants

Intake/Eligibility Phone Line: 541-682-6564

Intake/Eligibility Email:

Intake/Eligibility Fax: 541-682-9842

[DDSIntake@lanecountyor.gov](mailto:DDSIntake@lanecountyor.gov)

Mailing Address: Lane County Developmental Disabilities Services, 125 E 8<sup>th</sup> Avenue, Eugene OR 97401

Physical Address: Lane County Developmental Disabilities Services, 125 E 8th Avenue, Eugene OR 97401

- Due to the current health situation, there may be delay in responding to phone calls and emails. We will respond as soon as possible and attempt to respond within 24 to 48 business hours.
- In order for someone to access services through Lane County Developmental Disabilities Services they must reside in the State of Oregon and be considered a resident of Lane County. If you are applying for someone who does not reside in Lane County or the State of Oregon, please contact our office and speak to the intake/eligibility team prior to submitting an application regarding your circumstance.
- If someone other than the custodial parent is applying for the child then that person will need to provide a copy of the document that shows that have been granted the authority to access services for the child.
- For anyone who is 18 or older they will need to apply for themselves. In order for a parent or some other support person to apply for someone who is over the age of 18 that person must be the court appointed legal guardian and provide that documentation at the time the application is submitted. A parent or support person can assist an adult to apply for services, but the adult must sign the application and release forms.
- An intake packet can be submitted to our office by: mail, fax, or email. You can also drop a packet off at our office. At this time our office is closed to the public, we do have a drop box in which packets and other documents can be submitted to our office. Intake packets will be directed to the intake/eligibility team for processing.
- Once our office receives an intake packet we will review the documents and contact you if any additional information is needed. Our office will then request records from the agencies/providers authorized on the release form. Once all available records are obtained and reviewed, we will contact you with either a determination, or explain what is needed to complete the determination. The process may take up to 90 days.
- If you have questions regarding the eligibility determination process, eligibility criteria, or if you need our office to send you an intake packet please contact our office by either phone or email. Contact details are listed above.