

# AMSI DIF1 – Digital Intake Forms and Signature Integration: A Guide for Service Quality and Compliance

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## Overview

This guide outlines the recommended workflow and responsibilities for digitizing and managing intake forms using Microsoft Forms, Power Automate, DocuSign, and CX360. It addresses the distinction between forms that legally require a signature and those that do not, ensuring compliance, efficiency, and long-term sustainability.

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## Workflow Diagram (Text Description)

1. **Form is prepared electronically by the intake specialist**
  2. **Form is presented to the person supported or legal representative in person (on paper or tablet) or sent electronically to their home (via MS Forms or email)**
  3. **Each form includes a signature requirement label or structured response option, defined in advance**
    - For signature-required forms: the person must sign (in person or via DocuSign)
    - For response-required forms: the person chooses an option and submits (via button or checkbox)
  4. **Power Automate is triggered automatically when the form is submitted electronically (either signed via DocuSign or submitted through MS Forms)**
  5. **The completed form is automatically routed to a secure records system (e.g., CX360) for storage and documentation**
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## Representative Intake Document Registry (Open List)

The following table provides a non-exhaustive list of intake forms commonly used across supported employment and residential service providers. While form titles and formats may vary, the functional content is generally consistent. This registry will continue to expand as additional documents are reviewed.


### Important Note:

Based on the currently reviewed registry, all standard intake forms used across supported employment and residential providers require a signature — either from the

person supported, their guardian, or a witness — due to legal, regulatory, or organizational policy requirements.

As such, it is recommended that all digital intake systems are built to **support signatures by default**, even for forms that do not initially appear to require them.

<b>Form Name</b>	<b>Purpose</b>	<b>Signature Required</b>	<b>Legal/Regulatory Basis</b>
Criminal Background Check Review Form	Internal review of criminal history to determine eligibility for services	Yes	Internal policy; admission screening practices
Consumer Report Consent (e.g., Sterling)	Authorization to run a consumer background check via a third-party agency	Yes	Fair Credit Reporting Act (FCRA); Correction Law Article 23-A
Self Report of History for Admissions	Self-disclosure of relevant history to support intake risk assessment	Yes	Internal policy; risk management protocols
Learning About Incidents Brochure	Educates individuals/families on incident reporting, investigations, and protections	Yes	OPWDD Part 624; Jonathan's Law
Government Benefits and Work – Informational	Provides an overview of how employment affects benefits like SSI/SSDI and Medicaid	Yes	SSA work incentive guidance
Working While Disabled – SSA Resource	Explains Social Security work incentives and ongoing eligibility requirements	Yes	SSA Red Book; Ticket to Work
Rights of People Supported	Acknowledges the civil and service rights of the person supported	Yes	CQL Basic Assurances; UN Declaration of Human Rights
Requisition for Student Records	Requests educational records to support intake documentation and planning	Yes	FERPA – Family Educational Rights and Privacy Act
Criminal Background Check Policy Summary	Describes policies and decision-making related to criminal history during intake	Yes	Organizational admission and risk review standards

 *Note: This table represents a working draft and may be updated as new documentation practices emerge across providers.*

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### Application in Office vs. At Home

Location	Form Type	How the Person Completes It	Staff Role
In Office	All Types	Sign on printed form or electronically (with support)	Witness and sign in person
At Home	Acknowledgment or Choice Forms	Submit via MS Form or DocuSign	Review and countersign if needed
	Legal Consent Forms	Sign via secure DocuSign link	Track and file completed documentation


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### Implementation Guide

#### Step 1: Define Signature Requirements

- The provider's compliance team or intake leadership should review each intake form to classify:
  - If a legal signature is required
  - If acknowledgment or choice selection is sufficient
  - The applicable legal/regulatory basis

#### Step 2: Develop Intake Forms Digitally

 **Important Clarification:** Microsoft Forms alone does not support legally valid signatures for most intake forms. For documents requiring formal, legally binding consent (e.g., HIPAA, FCRA, SSA, FERPA), providers must use platforms such as **DocuSign**, **Adobe Sign**, or another legally compliant e-signature system. These tools ensure signer identity, security, and legal admissibility. Microsoft Forms may still be appropriate for forms that require only acknowledgments or non-legal selections.

- Create intake forms in Microsoft Forms or equivalent platform
- Clearly label whether signature is required

#### Step 3: Configure Automated Workflow

- Use Power Automate or similar tool to route completed forms:

- Signature-required forms → DocuSign → storage
- Non-signature forms → direct upload to storage

#### **Step 4: Store Records Securely**

- Automatically save completed forms to a secure system (e.g., CX360 or another records platform)
- Maintain consistent tagging for tracking and audits

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#### **Best Practices**

- **Standardize Form Design** for clarity and accessibility
- **Use Clear Labels** for all form actions (sign vs. select)
- **Stay Legally Compliant** with evolving federal, state, and local guidance
- **Monitor Workflow Efficiency** and staff/participant usability

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This guide is intended to support providers, intake professionals, and system designers in creating a legally sound, efficient, and person-centered digital intake experience. By following these principles, organizations can promote service quality and accountability in support of individuals with intellectual and developmental disabilities.