

# **Audrain Developmental Disability Services**



## ***Developmental Training Center Participant Handbook***

# DTC Directory

2988 South Clark Street, Mexico, Missouri, 65265

## Staff:

ADDs Executive Director  
Director of Quality Assurance  
Director of Health Services  
Director of DTC  
Assistant Program Coordinator

Tim Crews  
Kara Clovis, MPH  
Valarie Haller, RN  
Barry Dalton  
Kayla Cragen

## Important Phone Numbers:

DTC Office	573-564-7139
DTC Fax	573-564-7136
ADDs Administration	573-581-8210
ADDs Targeted Case Management	573-581-3953
Center for Human Services Case Management	573-590-8654

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Emergency	911
Poison Control Center	800-222-1222
Ameren UE (electric/gas)	800-681-7911
Missouri American Water Co.	866-430-0820
City of Mexico (Sewer)	573-581-2100
Webber Pharmacy	573-581-6930
After Hours:	573-473-4090 / 473-8960

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Department of Mental Health	800-364-9687 / TT 573-526-1201
Hannibal Satellite Office	573-248-2400
ADDs Website	<a href="http://www.audraindevelopmental.org">www.audraindevelopmental.org</a>
ADDs email	<a href="mailto:info@audraindds.com">info@audraindds.com</a>
Missouri Protection and Advocacy (MO P&A)	800-392-8667
Missouri Adult Abuse and Neglect Hotline (DHSS)	800-392-0210

## **Welcome & Program Philosophy**

The Developmental Training Center (DTC) is a service of Audrain Developmental Disability Services (ADDS). We believe people with developmental disabilities have the right to lead the lives they choose. Our goal is to support each person to achieve optimal physical, emotional, and independent functioning, and to enhance quality of life through individualized services.

## **Program Overview & Services**

The DTC provides person-centered, individually tailored supports that maximize independence and promote regular, meaningful participation in the community. Each person has an annual Person-Centered Support Plan (PCSP) that identifies strengths, needs, preferences, and outcomes to guide services.

## **Examples of Service Areas**

- Daily Living Skills
- Vocational Skills & Work Attitudes
- Health, Wellness & Safety
- Functional Academics
- Decision-Making & Self-Direction
- Self-Advocacy & Communication
- Social Skills & Community Connections
- Leisure & Recreation
- Spiritual & Cultural Activities
- Fine Motor Skills Development

- Community Integration & Use of Resources
- Volunteerism and Service Learning

When a needed service cannot be provided directly by DTC, we will assist with referrals to appropriate agencies or organizations.

## **Staff Qualifications**

The DTC is led by a full-time Director with at least a bachelor's degree from an accredited college or university. Direct Support Professionals (DSPs) must be at least 18, hold a high school diploma or GED, maintain a valid Chauffeur's License, and complete required certifications (Level I Medication Aide, CPR, First Aid). Staff receive ongoing training in Crisis Prevention/Intervention (CPI), HIPAA, abuse/neglect, fire safety, infection prevention, and other topics relevant to the needs of the people we support.

## **Service Capacity & Levels of Support**

Staffing patterns meet Department of Mental Health (DMH) criteria. The program uses four service levels based on support needs and staffing ratios:

- Level 1: Independent with minimal prompts; ratio 1:12.
- Level 2: Requires frequent direction and encouragement; ratio 1:8.
- Level 3: Requires some physical assistance and significant staff time; ratio 1:6.
- Level 4: Extensive physical assistance and/or intensive behavioral support needs; ratio 1:4.

DTC primarily serves eligible persons residing in Audrain County; individuals outside the county may be served based on available capacity.

## **Admissions & Eligibility**

### **Criteria for DTC Admission**

- Age 18 or older.
- No discrimination based on race, creed, color, religion, sex, sexual orientation, gender identity or expression, national origin, veteran status, disability, or gender information.
- Approval for services/funding through the Hannibal Satellite Office (HSO) or other reimbursement source (except Audrain County residents funded by SB40).
- Ability to benefit from DTC services and supports.
- Free of severe medical conditions requiring constant skilled nursing care.

Placement decisions are made by the Director of DTC and Executive Director with input from the PCSP team. In special cases, the Executive Director may authorize waivers or trial admissions.

### **Referrals, Admissions, and Placement Process**

- All referrals are processed through DTC regardless of origin.
- Prospective participants receive program information and may visit during program hours.
- If DMH eligibility/funding has not been determined, DTC will refer to the HSO for assessment.

- Complete an Intake Information Packet and participate in an interview with the Director of DTC.
- Upon approval, a start date is set and TB screening documentation is required prior to attendance.
- Participants receive this Handbook and acknowledge receipt via the Sign-Off Form.
- Within 30 days: PCSP and Individual Goals/Implementation Strategies are finalized.

### **Assessment Procedure**

1. Persons referred to Audrain Developmental Disability Services (ADDS) for residential or personal social adjustment services who have not been assessed for eligibility for Department of Mental Health services, are to be referred to the HSO.
2. The HSO Intake/Eligibility Coordinator will conduct psychological, medical, and social testing to determine eligibility.
3. Persons found ineligible for services by the HSO will be evaluated by ADDS to determine the appropriateness of placement in our services. Alternate services will be recommended to persons determined ineligible for ADDS programs.
4. The Intake/Eligibility Coordinator with HSO will make the referral (generally via email) to the designated Targeted Case Management Office/Agency with new referral or, if the individual is a transfer with the HSO region, a referral will come from the sending county.

5. When an individual is determined eligible by the HSO, the designated TCM Agency has five working days to make contact with that individual.
  
6. Person-Centered Support Plan (PCSP) meetings will be conducted for persons eligible for HSO services. The diagnosis, needs, and desires of the person will be discussed. The PCSP team, composed of HSO staff (as needed), ADDS staff, designated support coordinator, the person served, family/guardian, and other concerned persons, determines the appropriate services which should be pursued.

The availability of space in the programs determines the date of placement. Within 30 days of placement, PCSP objectives and other identified services will be developed to enhance strengths and improve weaknesses. Amendments will be made to the PCSP when analysis of data collected per daily programs is deemed necessary. These will be made by the PCSP team during monthly or quarterly reviews.

## **Program Rules & Attendance**

1. Program hours: 8:00 a.m. – 4:00 p.m., Monday–Friday.
2. Regular attendance is expected; excessive absences may affect continued placement.
3. If absent due to illness or other reasons, notify the DTC and (if applicable) the driver before the bus run.
4. Schedule personal appointments outside program hours when possible.

5. Dress appropriately for health, safety, and public settings. Dress warmly in winter; shorts permitted in summer.
6. Send necessary incontinence supplies (briefs, wipes, spare clothing). DTC will notify when supplies are low.
7. Personal spending money is permitted.
8. Smoking is permitted outdoors only during breaks. No smoking in agency vehicles.
9. Bring a packed lunch in a small cooler with ice pack (state food-safety requirement).  
A microwave is available.
10. Special diet textures must arrive prepared (e.g., soft, chopped, or pureed as ordered).
11. Stay home if experiencing fever, vomiting, or other contagious symptoms until resolved.
12. Annual TB testing is required; provide DTC with current documentation.
13. Visitors by prior approval of the Director of DTC only.
14. Leaving with outside individuals requires authorization from the responsible party (e.g., parent/guardian or home manager).
15. Walking home after program hours requires demonstrated safety skills, guardian/home approval, and suitable weather.
16. All participants must follow safety procedures (fire, tornado, earthquake drills).
17. Use respectful language; refrain from profanity and bullying.
18. Severe disruption, aggression, or repeated rule violations may result in suspension or termination.

19. In the event of a weather closure, the Director of DTC will notify staff, individuals served, and supported decision makers by text or phone call.

## **Health & Safety (Including Medications)**

If medications are needed during program hours: notify the Director of DTC so arrangements can be made for secure storage and administration in accordance with state regulations. Participants may not keep prescription or nonprescription medications in lunch boxes while at DTC.

Participants who are approved to self-administer must carry medications securely (e.g., pocket or waist pouch) in clearly labeled containers with name, dosage, and time.

Report any medication changes to the Director of DTC.

Report new medical conditions, restrictions, diets, or allergies to the Director of DTC so staff can monitor and follow recommendations.

## **Risk vs. Choice**

DTC encourages informed choice and control. When a choice involves significant health or safety risk to the person or others, the Director of DTC will review the risks with the person (and guardian, if applicable), document the discussion on a Risk vs. Choice form, and follow up on outcomes.

## **Privacy & Access to Records (HIPAA)**

All personal information is confidential and stored securely. Individuals (and guardians) may request access to their files and receive explanations as needed. No records will be released without a signed authorization from the individual or guardian, unless otherwise permitted by law.

## **Person-Centered Support Planning (PCSP)**

PCSP meetings occur annually and are reviewed throughout the year. The plan addresses diagnosis, health, risks, assistive technology, functional limitations, and meaningful goals that promote independence and community inclusion. Action steps, timelines, and responsible parties are identified. Plans may be revised based on data and team input. The Home and Community Based Services Standards will be followed as well as the Missouri Quality Outcome guidelines will be reviewed in developing the PCSP. The changes will reflect input into the plan by the person served.

The Director of DTC will ensure that the plan is implemented in a purposeful and goal-directed manner and with input from the person served. Upon exit/discharge from the program, the Director of DTC will arrange for follow-up and assist in obtaining appropriate support services with the assistance of the support coordinator.

## **Cost of Services**

Services are funded through the Department of Mental Health Medicaid Waiver program and other sources as applicable. Current billing units include Day Habilitation (T2021 HQ) and Day Habilitation: Medical Exception (T2021 SC).

## **Persons without Fee Sponsorship**

Every effort will be made to secure full funding from all appropriate sources for individuals receiving services through ADDS. However, there may be situations in which services need to begin before full funding is finalized due to lengthy approval processes or funding delays from other agencies. In such cases, the Executive Director may authorize services to start prior to funding being fully established. ADDS will continue to pursue all available funding as quickly as possible and will seek retroactive payment if and when the sponsoring agency's funding situation improves.

For Audrain County residents only, services may occasionally be provided to persons who have been denied fee sponsorships from other government units. These instances will be reported to the Board at its next regular meeting. Such placements will be limited in light of agency fiscal constraints. Appeals to denying funding sources will be pursued and new sources will be sought. Out-of-county individuals will not be accepted under this clause. In all cases, the person's unearned income and a designated amount of earned income (the same scale as it applies to everyone else) will be payable to ADDS as partial compensation for the services provided.

## **Layoff from Job or Day Program**

In the event of a layoff of a Person Served from a job or day program (when the Person Served resides in a residential facility operated by ADDS), day supervision at the home shall be provided by ADDS. Day supervision will continue until funding for the supports can be obtained or another appropriate placement can be found, unless that individual's PCSP specifically states the individual can stay at the facility without supervision or funding is provided/approved through the Hannibal Satellite Office (HSO).

## **Referrals & Community Resources**

### ***Referrals for Guardian/Conservator***

Persons served are assessed annually during their PCSP meeting to determine the need for a guardian and/or conservator. When the team feels there is a need for a guardian/conservator, the person is referred to the Audrain County Probate Court. ADDS staff is available to provide support for the person served and to provide input into the case when requested.

### ***Referrals for Employment Services Eligibility***

Persons served requesting supported employment services in the community are referred to the Division of Vocational Rehabilitation (DVR) for eligibility determination. Those determined ineligible are referred to the Employment Security Division. Persons served seeking employment at the sheltered workshop are referred to the Handi-Shop, Inc. or to the Pike County Workshop. Those eligible for sheltered workshop employment must be certified by DVR.

### ***Referrals for Financial Support***

Persons served needing financial support are referred to the Division of Family Services to apply for Social Security and other benefits for which they may be eligible. Persons served having problems with their Social Security benefits are referred to the Columbia Social Security Office. Those seeking SSI benefits are given a toll-free phone number to call to request SSI. ADDS will provide as much assistance as possible.

Persons served requesting assistance with medical expenses are assisted with accessing the Department of Social Services to apply for Medicaid. If services cannot be obtained through Medicaid, persons served are referred to other appropriate sources, such as the Hannibal Satellite Regional Office (HSRO), University Extension, Rural Community Services Coordinator, Children and Youth with Special Health Care Needs Program and the First Steps program for children under the age of three.

### ***Referrals for Self-Help and Advocacy Services***

Persons served needing more extensive self-help and/or advocacy services than are offered through ADDS, are referred to Missouri Protection and Advocacy Services.

### ***Referrals for Educational Opportunities***

Families requesting educational services for their school-aged children are referred to the public school district in which they reside. The school system is required to provide services or contract for services for intellectually disabled/developmentally disabled children from ages three to age 21. Persons served over the age of 18 who are eligible for Department of Mental Health services may be offered developmental and vocational training through the ADDS Developmental Training Center. Persons served who are no

longer in school may enroll in Adult Basic Education classes through the Hart Career Center if any are available. The Hart Career Center may also offer other adult education courses that persons with disabilities may choose to attend.

### ***Referrals for Early Childhood Services***

Families requesting services for their infant and toddler children are referred to the Children's Therapy and Early Education School. The school offers early childhood special education, physical, speech, occupational therapies, and infant stimulation as well as behavioral supports. The following is a list of some other agencies that parents may be referred to for further assistance: United Cerebral Palsy Heartland, Easter Seals Midwest, Children and Youth with Special Health Care Needs, First Steps of Missouri, Thompson Center for Autism, and Missouri Department of Mental Health Office of Autism.

### ***Referrals for Medical Services***

1. Referrals for all medical services will be documented and placed in the master file of the person served and in their working file when necessary. The report must contain no less than the following information: the name of the person receiving services, place, date, and reason for referral, a report of the outcome, and recommendations. The Director of DTC *is* responsible for ensuring that proper documentation is made of each service provided and that the reports are placed in the persons served' record.
2. Persons served participating in any program offered by ADDS are required to be

seen by a physician annually and screenings for communicable diseases are to be done. Appropriate forms will be completed and signed by the physician and returned to the Director of DTC to be placed in the individual's case record. Any recommendations and referrals for further testing/screening made by the physician will be followed up by the responsible party (such as parent, home operator, guardian, etc.). Appropriate documentation of the testing/screening completed will be released to the Director of DTC for placement in the individual's case record.

3. Persons served residing in ADDS' residential facilities are required to have annual dental, visual, and audiological examinations unless a waiver is signed by the guardian and discussed at the PCSP meeting, or unless the examiner recommends a different schedule. Appropriate forms will be completed and signed by the respective physicians and returned to the program manager to be placed in the case record.
4. When the person served is ill or injured and requires medical attention, they will be referred to their physician or preferred hospital. Appropriate documentation will be completed and signed by the attending physician indicating the treatment needed. Copies of all hospital reports will be acquired by the individual's Director of DTC. All documentation will be placed in the individual's case record.
5. Referrals may be made for evaluations for therapies. Results of the evaluations will be documented. Documentation will be made of each session when a therapy is recommended. All documentation will be filed in the individual's case record.

6. Persons served needing psychological counseling will be referred to a properly licensed psychiatrist or psychologist. Consultation reports giving a brief summary of the session will be completed for each session. The reports will be placed in the person's case record.
  
7. Persons served who have Medicaid will, whenever possible, be referred to a vendor who accepts Medicaid. Persons served ineligible for Medicaid are urged to see vendors who *accept* Medicaid in the event that the person becomes eligible at a later date. If a person served who has Medicaid chooses to see a physician who does not accept Medicaid, he/she will be responsible for the payment of the services if other arrangements have not been made.

## **Exit/Discharge & Follow-Up**

### ***Change of Placement***

Recommendations may be made for graduation to a higher level (i.e., sheltered workshop or supported employment). The Director of DTC shall inform the designated Support Coordinator regarding information on the current level of functioning of a person served at any time. Change in placement may be indicated. Parents/guardians shall be notified on any proposed change in placement. Vocational Rehabilitation will be contacted when sheltered workshop placement has been recommended to initiate certification process.

## *Suspension*

The Director of DTC shall review the total data in regard to any person served who is a candidate for suspension from the DTC program. The Director of DTC will reach a decision regarding person-served status in accordance with nondiscriminatory practice. Every effort will be made to prevent crisis situations and to use the expertise and procedures of DTC staff. However, if a crisis occurs, the Director of DTC will consult with the ADDS Executive Director in making the decision to temporarily or permanently dismiss the individual. A decision will be made as soon as possible as to the length of the suspension. The designated Support Coordinator, Program Coordinator/Home Manager and parent/guardian will be notified regarding the decision. Criteria for immediate suspension include such incidents as:

- (1) Extreme disruptive behavior.
- (2) Physical endangerment to self or others.
- (3) Unresponsive to a Behavior Support Plan
- (4) Failure to obey program rules.

## *Voluntary*

It is recognized that all persons served have the right to choose and determine the services they receive and where to receive those services. When a person served voluntarily terminates placement, every effort will be made to determine the reason for termination for the record. Readmission will be based on the desire of the persons served to return and the decision of the Director of DTC and Executive Director.

### *Transition Follow-Up Procedures*

The appropriate Program Directors, Program Coordinators/Home Managers of ADDS shall conduct a follow-up procedure on persons served who are discharged from the program, transferred from the program to a supportive service, or placed on inactive status. This procedure shall include the following actions:

1. A letter, phone call, or personal contact with the person served/parent/ guardian/ case manager or service agency to whom the person served was referred, to obtain the current status of the individual at least annually for a period of two years. The first follow-up shall be conducted within 45 days of the discharge date.
2. Written documentation of the contact, including date, contact person served, and narrative status report to be filed in the case record follow-up section. Written comments should include a statement regarding the degree to which services received have impacted the success of the follow-up placement and whether there are recommended changes to our service delivery.
3. Follow-up data shall be subject to review by the Case Records Review/Safety Committee.

## Special Policy on Input from Persons Served

ADDS values the opinions, priorities, and desires of the persons we serve. Whenever possible, a key component in all decision-making in regard to an individual and his/her program will reflect what that individual or their representative wants. Here are some the ways ADDS receives input from persons served:

1. Persons served and/or their family members/guardians are an integral part of the PCSP meetings. During the PCSP, their input is encouraged and solicited. They have a voice in who attends the meeting and specific topics they would like to have brought up at the meeting.
2. Each residential program and the Developmental Training Center have regularly scheduled house/program meetings during which time individuals served get to plan activities and express opinions about the content of their daily lives. Minutes are kept of these meetings.
3. The Executive Director maintains an open-door policy wherein persons served by the Agency can come in or call to discuss their present situation or future aspirations. The Director of DTC will maintain a similar open-door at program sites.
4. As a part of the Agency's Outcomes Management and Quality Assurance processes, a system of questionnaires and interviews are utilized to gather objective data on the satisfaction of persons served, family members and guardians in order

to inject those results into future program emphasis and design, as reflected in the PCSP.

## **Rights, Dignity & Due Process**

Individuals receiving services are entitled to rights afforded by federal and state law, including dignity, respect, privacy, freedom from abuse/neglect/exploitation, access to records, and services in the most integrated setting appropriate. Any proposed limitations of rights require due process and must be documented in the PCSP, including justification, less-restrictive alternatives attempted, informed consent, data review, and time-limited review intervals.

## **Grievance Procedure**

- Step 1: Speak with the Director of DTC (resolution target within 14 days).
- Step 2: If unresolved, contact the ADDS Executive Director.
- Step 3: If still unresolved, request time on the ADDS Board agenda (meets the third Thursday monthly at Noon at 222 East Jackson Street, Mexico, Missouri).
- Step 4: If still dissatisfied, you may seek legal counsel and/or contact the Hannibal Satellite Office and Missouri Protection & Advocacy (573-893-3333).
- You may also contact DMH Constituent Services at 800-364-9687 (TT 573-526-1201).

## Audrain Developmental Disability Services (ADDS)

### Home and Community Based Services (HCBS) For Participants

If you receive Medicaid Home and Community Based waiver services, you have the right to make choices about your life. You may make decisions about how, when and where you get your services. You may come and go when and where you want. You should have the choice to work and be involved in your community.

#### **ADDS Objectives and Mission Statement:**

ADDS will make sure you have choice and full access to be part of your community.

ADDS' Program Handbooks are documents that explain how your services will be carried out. ADDS will make sure your services meet the HCBS requirements.

#### **ADDS' Mission Statement:**

*"Creating a Better Life for Audrain County Citizens"*

#### **HCBS Requirements:**

1. **Access to the Community:** The setting is integrated in and supports full access to the greater community and engagement in community life – ***ADDS will make sure you have choices about event and have full access to your community. If you want to go to an event, ADDS staff will help you see if you have enough money and transportation. ADDS will help you find local events, parades, etc. and provide***

*options for you to choose from. You will be encouraged to go to public events, such as clubs, groups, parades, or fairs, etc.*

2. **Employment:** The setting provides the opportunity to seek employment and work in competitive integrated settings – *If you want a job, you may talk with your support coordinator or program coordinator and/or ask for a meeting to talk about your employment options. Your planning team will help you with your employment service options.*
  
3. **Money Management/Personal Resources:** The setting supports control of personal resources - *ADDS will work with you and those who help manage your money. You may have access to your money, but you may also ask to have ADDS help take care of funds. ADDS can help pay your bills, make deposits, budget for more costly items and work through how to manage money. You will have your own account and can ask for help and information about your money.*
  
4. **Community Resources:** The setting supports individuals to receive services in the community to the same degree of access as person's not receiving Medicaid HCBS services – *ADDS will talk to you about what you like and your choices in accessing services in your community, such as, medical, social, and recreational activities, or those services that apply.*

5. **Choice of Settings:** The setting is selected by the individual from among setting options including non-disability specific settings – ***ADDS will work with you to learn about your likes and dislikes. This means you have choice of where you live, work and the things you do in your community, including doing things with people without disabilities.***
  
6. **Restrictions/Modifications:** The setting options identified for an individual are supported by an assessed need and documented in the Person-Centered Support Plan based on the individual's needs and preferences – ***You will not have your rights limited unless it is in your Person-Centered Support Plan. Any limits must be approved by you, your guardian, and your team. It must also be reviewed by the Due Process committee.***
  
7. **Privacy:** The residential setting provided the individuals with the option for a private bedroom and the setting ensures the individual's rights of privacy – ***You can talk with your friends/family privately. You can have privacy in your bedroom. You have the right to privacy in your home. Staff will knock before entering your home or room. You will have a choice about with whom you live. If an issue comes up between housemates, ADDS will meet with you to solve it. If you want new housemates, ADDS will help you make changes.***
  
8. **Housing Opportunities:** The Person-Centered Support Plan documents the options based on the individual's resources available for room and board – ***ADDS will give you***

***a choice of housing options. ADDS will work with you to find the best home for you and one you can afford. You may express your wants with ADDS and your Support Coordinator during your meetings.***

9. **Code of Conduct:** The setting ensures the individual's rights of dignity and respect – ***ADDS and all staff will treat you with “dignity and respect.” You should be treated the way you want and talked with in a nice manner and helped in a positive way.***
  
10. **Grievance Policy:** The setting ensures freedom from coercion and/or restraint – ***You can speak with staff any time you are unhappy with your services and ADDS will try to fix the issue. ADDS’ staff will help you contact your guardian or your Support Coordinator, if needed. If the issues have not been fixed, you and/or your guardian can file a verbal or written complaint. Please see the Grievance Procedure on pages 25 and 26. The Division’s Constituent Services Office phone number is 1-800-364-9687 and you or your guardian/family can call them with complaints without giving your name.***
  
11. **Freedom of Choice:** The setting optimizes, but does not regiment, individual initiative, autonomy, and independence in making life choices – ***ADDS will make sure you have choices in your life. You can make choices about how you spend your free time. You can do things you like at your home such as play video games, watch TV, or listen to the radio. You may do your laundry & household activities at times you choose.***

12. **Visitors:** The setting optimizes autonomy and independence in making choices regarding with whom the individual interacts – ***You may invite family and friends to your home at any time.***
13. **Services and Supports:** The setting facilitates choice regarding services and support and who provides them – ***You get to choose your services and who you want to provide them. ADDS will ask you about what you want, or which staff are the best fit. ADDS will offer options so you and your guardian may make a choice.***
14. **Person-Centered Planning Process and Person-Centered Support Plan (PCSP):**  
***This plan process should include people that you choose. The plan needs to be easy for you to understand. The process should take place at times and locations that work for you and your family. Your plan should identify your needs and necessary supports.***
15. **Missouri law gives individuals who receive Department of Mental Health Division of Developmental Disabilities rights without limitation – please see the following pages for a full description of rights.**

# Home and Community Based Services Policy's

HCBS is designed to provide services that meet unmet needs for adults with disabilities allow the individual to remain in their least restrictive environment. This includes the following:

- **Access to the Community:** ADDS will ensure all individuals served know about their community and will be supported in making choices related to accessing the community.



- **Employment:** ADDS will ensure that all individuals served who wish to work are supported in doing so.



- **Money Management/ Personal Resources:** ADDS will assist and support individuals served in managing their own money and personal resources, whether they have a payee or are managing their own money.




- **Community Resources:** ADDS will assist in educating and encouraging individuals served in providing their input on choices regarding the ways in which their needs are met, as well as accessing community services.



- **Choice of Settings:** ADDS will help educate individuals served and their families/guardians.



- **Restrictions/ Modifications:** No individual will have their rights restricted by ADDS except if detailed in their ISP or BSP and approved by the planning team. 

- **Due Process**

- **Privacy:** All individuals served will have privacy in their bedrooms; if individuals share a bedroom, individuals can request private space to meet with a visitor during the day.




- **Housing Opportunities:** ADDS will work with individuals served who have the desirer to live in the least restrictive environment and will receive information on affordable housing.





- **Code of Conduct:** ADDS and all staff recognize the importance of treating individuals served with "dignity and respect"






- **Grievance Policy:** Individuals served can talk to staff any time they are unhappy with staff or the services being provided and ADDS will try to resolve the issue. 

- **Freedom of Choice:** ADDS will support individuals served in their independent choices they make in their daily activities, how they speak their free time. 

- **Visitors:** Individuals served are encouraged to invite family and friends to visit the individuals home any time. 

- **Accessibility:** ADDS will ensure that all individuals served have access to their home and community.  

- **Services and Supports:** ADDS will seek input on the individual served preferences in staff and/supports or the type of staff that are the best fit.  

- **Rental Agreement:** ADDS individuals served that live in a home that is owned by ADDS but has a legally enforceable agreement or lease that offers the same protection from eviction that tenant have under landlord-tenant law of the state, county, city, or other designated entity have available. 

# HIPAA

## Health Insurance Portability and Accountability Act

### What is HIPAA?

HIPAA is a federal law that protects the confidentiality and security of health information and information that would be used to identify a person.

### What does it protect?

- Name
- Date of Birth
- Address
- Social Security Number
- Telephone Number
- Account Number
- Diagnosis
- Occupation
- Employer
- Names of Relatives
- Treatment Services

### AUTHORIZATIONS

- You have to give permission to certain people in order for them to see the information.
- Be specific as to who can have access, what information can be shared, and the purpose of knowing the information.
- The agency requesting information must provide verification as to who they are.

### No authorization is required when:

- Child abuse is suspected
- There are court orders
- IF it is needed to keep someone else safe

### ORGANIZED HEALTH CARE ARRANGEMENT

Facilities and providers of services can share important information about people without violating privacy.

### COMPLAINT PROCEDURE

IF YOU BELIEVE WE HAVE IMPROPERLY USED OR DISCLOSED YOUR HEALTH INFORMATION, YOU CAN FILE A COMPLAINT WITH THE DIRECTOR OF QUALITY ASSURANCE

## Human Rights and Dignity of Person Served

It is an inherent part of the Mission of ADDS to guard the rights and to ensure the dignity of treatment for individuals with intellectual disabilities and developmental disabilities in Audrain County and elsewhere. It is recognized that individuals with disabilities are entitled to the same rights as other citizens. A copy of the rights of individuals served and their HIPAA information will be provided to them at the beginning of services and annually. These rights include, but are not limited to the following:

1. To be treated with respect and dignity.
2. To have the same legal rights and responsibilities as any other person unless otherwise limited by law.
3. To have the right to due process review when any limitation to rights is proposed or is alleged to have taken place.
4. To receive services regardless of gender, race, creed, marital status, national origin, disability, or age.
5. To be free from physical, verbal, mental and sexual abuse, neglect, financial exploitation, and retaliation.
6. To receive appropriate humane and high-quality services and support as determined by the support team of the individual served, which may include, but not be limited to, the individual, parents, guardian, or authorized representative.

7. To receive these services and support in the most integrated setting appropriate for the particular needs of the individual served.
8. To have access to Support Coordination rules, policies and procedures pertaining to services and support.
9. To have access to personal records and have the records of the individual served maintained confidentially.
10. To easily understand services, support and personal records. An individual served and his/her parents, guardian or authorized representative shall be informed of the rights of the individual served in language that is easily understood.
  - At the time of enrollment and whenever changes are made to the description of individual rights, the Support Coordinator shall provide to the individual served and his/her parents, guardian, or legal representation a written description of the rights of the individual served and how to exercise them.
  - A representative of Support Coordination shall read and explain the description of rights to individuals who require assistance because they are unable to read or unable to understand the written description.

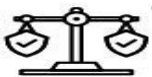
# **HUMAN RIGHTS AND DIGNITY OF THOSE SERVED**



**To be treated with respect and dignity as a human being**



**To have the same legal rights and responsibilities as any other person unless otherwise limited by law**



**To have the right to due process review when any limitation to rights is proposed or is alleged to have taken place**



**To receive services regardless of race, creed, color, age, religion, gender, sex, sexually orientation, gender identity, or expression, national origin, veteran status, disability, or gender information**



**To be free for physical, verbal, mental, and sexual abuse, neglect, financial exploitation, and retaliation**



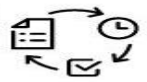
**To receive appropriate humane and high-quality services and support as determined by the support team of the person served. which may include but no limited to the individual, parent, guardian, or authorized representative**



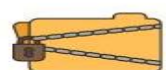
**To receive these services and support in the most integrated setting appropriate for the needs of the person served**



**To have access to Targeted Case Management rules, policies, and procedures pertaining to Services and Supports**



**To have access to personal records which are maintained confidentially**



**To easily understand services, support, and personal records. A person served and his/her parents, guardian, or authorized representative shall be informed of the rights of the individual served in language that is easily explained.**

## Contact

If an individual served has complaints of abuse, neglect or violation or limitation of rights, the individual, the individual's parents, guardian, or authorized representative may contact the Hannibal Satellite Office, or they may contact the Department of Mental Health's client rights monitor at **800-364-9687** or **TT 573-526-1201** for assistance.

Support Coordinators shall have policies and procedures that enhance and protect the human, civil and statutory rights of all individuals served. Support Coordinators and each service provider shall have policies and procedures for providing positive supports to individuals served. Those policies and procedures shall be consistent with the enhancement and protection of human rights.

Support Coordinators shall report abuse and neglect as mandated by law. Any violation of rights shall constitute, at a minimum, inadequate care, and treatment.

## Services and Support

1. You have the right to receive your services and support in the most integrated setting and in a way that best meets your needs. To determine those services, these people may be involved: you, your parents, your guardian, or any other person of your choice.
2. You have the right to know what the Hannibal Satellite Office and habilitation center rules are for the services and supports you receive.

3. You have the right to have your services, support and personal records explained to you, so you understand them.
4. You have the right to receive and read your personal records.
5. You have the right to receive and sign a copy of your personal plan.
6. You have the right to have your records kept private.

## **Abuse and Neglect**

You have the right not to be abused or neglected. Abuse can be physical, verbal, mental, sexual, or financial. Neglect is not getting the things you need to be healthy and safe. If you think you are being abused, neglected, or your rights taken away, you, your parents, your guardian, or any other person you choose can contact the Hannibal Satellite Regional Office or habilitation center for help. You can also call the Person served Rights monitor (Constituent Services) in Jefferson City at **1-800-364-9687** or **TT 573-526-1201** for help.

People who work for ADDS must report any abuse or neglect they see or that is reported.

# ADDS GRIEVANCE PROCEDURE FLOWCHART

## STEP 1

### ADDS PROGRAM COORDINATOR

Program Coordinator will receive and review the complaint and complete a Grievance Form.

Program Coordinator will attempt to resolve the grievance immediately or within 14 business days.

## STEP 2

### ADDS EXECUTIVE DIRECTOR

Executive Director will receive and review the complaint and gather and review evidence.

Executive Director will attempt to resolve the grievance immediately or within 7 business days.

## STEP 3

### ADDS BOARD OF DIRECTORS

You may request to be placed on the next Board Meeting Agenda.

The ADDS Board typically meets every 3rd Thursday of the month.

The Board will investigate the grievance and make a decision in a timely manner.

## STEP 4

### HANNIBAL REGIONAL OFFICE

At anytime in the process, you can contact the Hannibal Regional Office at 573-248-2400.

You may also contact the Missouri Protection and Advocacy Office at 573-893-3333.

The ADDS Target Case Management (TCM) staff if available to assist with this process.

***Individuals served and their guardians retain the right to seek legal representation at their own expense and discretion.***

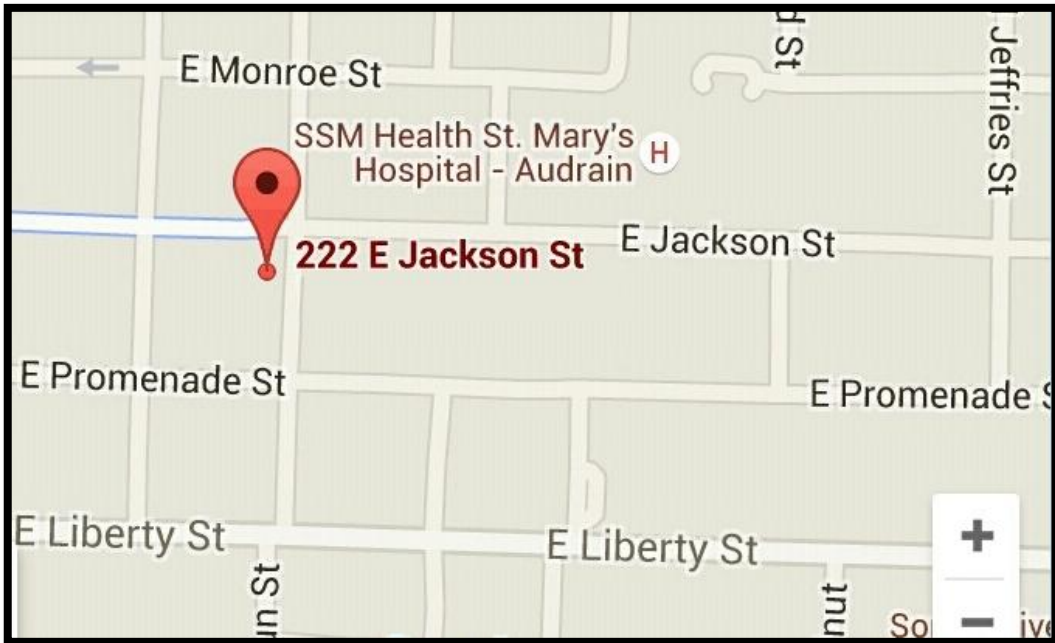
# ADDS ORGANIZATIONAL CHART

## ADDS BOARD DIRECTORS

**Tim Crews, Executive Director**

<b>Kayla Deimeke</b> Financial Manager	<b>April Dunwoody</b> Organizational Payee Coordinator	<b>Courtney Ragland</b> Financial Manager Assistant	<b>Cheryl Woodward</b> Administrative Assistant
<b>Megan Schafer</b> Human Resources, Finance Operations			
<b>Melissa Brumagin</b> Director of Training			
<b>Kara Clovis</b> Director of Quality Assurance, Community			
<b>Mark McDowell</b> Target Case Management Supervisor	<b>Denise Hill</b> Service Coordinator	<b>Emily Terry</b> Service Coordinator, Director of Arts for All Abilities	<b>Michelle Copeland</b> Service Coordinator
<b>Andy Morgan</b> IT Specialist			
<b>Valarie Haller</b> Director of Health Services	<b>Gracie Hamilton</b> Health Services Assistant		
<b>Colleen Davis</b> ISL and Natural Home Coordinator			
<b>Elaina Knipfel</b> Harvey House Supervisor			
<b>Lisa Harrison</b> Residential Services Coordinator	<b>Meri Kuda</b> Breckenridge Heights Manager	<b>Sierra Beasley</b> CT Loyd Apartments Manager	
<b>Barry Dalton</b> Director of DTC	<b>Kayla Cragen</b> DTC Assistant		
<b>John Wilholt</b> Director of Maintenance	<b>Jeff Scarborough</b> Maintenance	<b>Tom Davis</b> Maintenance Assistant	

# AUDRAIN DEVELOPMENTAL DISABILITY SERVICES



## AUDRAIN DEVELOPMENTAL DISABILITY SERVICES



222 E Jackson Street  
Mexico, MO 65265  
[\(573\) 581-8210](tel:5735818210)



For additional information or referral please do not hesitate to contact us by phone.