

Audrain Developmental Disability Services



Fieldcrest Community Services Participant Program Handbook

Fieldcrest Directory

1001 Fieldcrest, Mexico, Missouri, 65265

Staff:

ADDS Executive Director	Tim Crews
Director of Quality Assurance, Community Services	Kara Clovis, MPH
Director of Health Services	Valarie Haller, RN

Important Phone Numbers:

Fieldcrest Office	573-581-9810
Fieldcrest Fax	573-581-9810
Coordinator of Community Services, Kara Clovis	573-473-0789
ADDS Administration	573-581-8210
ADDS Targeted Case Management	573-581-3953
Center for Human Services Case Management	573-590-8654

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

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

Program Description & Philosophy

The Fieldcrest Community Services Program supports individuals with developmental disabilities who live independently in the community. Our goal is to provide the assistance each person needs—and wants—to be successful, contributing members of the community in which they reside.

We believe that every individual with a developmental disability has the right to choose the life they want to lead and to live in the most independent environment possible. This program is designed to enhance each person’s quality of life by offering individualized support services that help them continue to live safely and successfully in the community.

The Community Services Program operates from the Fieldcrest office located at 1001 Fieldcrest in Mexico, Missouri, within Audrain County. County-funded services for individuals with developmental disabilities are authorized under legislation informally known as Senate Bill 40. Additional program funding is provided through the Missouri Department of Mental Health and the Medicaid Waiver Program. All referrals—whether from family members, social service agencies, or the Hannibal Satellite Office—are processed through Audrain Developmental Disability Services (ADDS).

Program Content

The Fieldcrest Community Services Program aims to provide each participant with the encouragement, training, and support needed to maintain current skills and develop new ones, enabling each person to live with the least amount of support necessary.

Program participants live independently in homes of their choosing within the community—most commonly Mexico Housing Authority apartments on Fieldcrest Street—where they hold their own leases. Some individuals choose to reside with their families elsewhere in the community. Each participant is responsible for completing the daily living tasks essential for independent life, including cleaning, cooking, and laundry. Staff support is individualized and based on each person’s specific needs and goals. It is important to note that some practices used in ADDS residential homes are not appropriate for the Fieldcrest Community Services Program, as participants in this program live independently in their natural homes.

Progress notes are documented regularly for each participant, based on their individual goals within the program. Every person receiving services has a Person-Centered Support Plan (PCSP), designed to support skill development necessary for community living. Documentation is maintained to track progress and ensure that each person continues to receive services that meet their needs.

Staff Qualifications

Fieldcrest Community Services is led by a full-time Program Director. The Program Director holds 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.

Rules and Requests

The following rules and requests have been established to guide and protect individuals receiving services from ADDS while residing on Fieldcrest Street.

Rules

1. **Mexico Housing Authority Rules**

All Mexico Housing Authority (MHA) rules must be followed. Eviction from MHA housing may result in discharge from the Fieldcrest Apartments Program. ADDS will determine continued eligibility for services at the time of discharge.

2. **Weapons Prohibited**

Firearms and other weapons are strictly prohibited in the Fieldcrest Apartments Program area. Possession of a weapon will result in immediate discharge from the program.

3. **No-Trespass Orders**

Individuals with active No Trespass Orders issued by MHA are not allowed on Housing Authority property. If such an individual is seen, both residents and staff must notify MHA immediately.

4. **Allowing Banned Individuals into Apartments**

Allowing anyone with a No Trespass Order into your apartment will result in immediate discharge from the Fieldcrest Apartments Program.

5. **Parties and Large Gatherings**

Parties or large gatherings require prior approval from the Program Coordinator. Repeated violations may result in program discharge.

6. Overnight Guests

Participants must notify the Program Coordinator or Fieldcrest staff before guests stay overnight.

7. Guardian-Established Rules

Any rules set by a legal guardian will be enforced by Fieldcrest staff. Consequences for violating guardian rules will be determined collaboratively by the guardian, staff, and the person served.

8. Use of Vehicles

Participants with vehicles must keep them properly maintained, insured, and legally compliant. Careless driving—including speeding, tire-squealing, or other unsafe behaviors—is prohibited on Fieldcrest Street.

9. Moving from Fieldcrest Street

Individuals who voluntarily move away from Fieldcrest Street may not return for six months. They may request placement on the waiting list.

10. Guest Conduct

Guests must follow all program rules. Residents are responsible for the behavior of their guests and must ask them to leave if they refuse to comply.

11. Resident Conduct and Welfare

Any resident whose behavior compromises the safety or welfare of others may be discharged from the Fieldcrest Apartments Program.

Requests

1. Courtesy

All individuals are expected to treat others with courtesy and respect.

2. No Smoking Indoors

The Fieldcrest office is a smoke-free area. Staff are not permitted to smoke inside an individual's home.

3. Abuse Prohibited

Physical or verbal abuse violates the rights of persons served and will not be tolerated.

4. No Personal Favors

Staff may not ask residents for personal favors, and residents may not ask staff for personal favors.

5. Knocking Before Entering

Please knock and wait for a response before entering any home or the office. Residents who receive a knock at an inconvenient time have the right to ask the visitor to return later.

6. Extended Absences

Residents should notify staff if they plan to be away for an extended visit.

7. Alcohol and Drugs

Possession of alcoholic beverages is strongly discouraged. Illegal drugs are strictly prohibited.

8. Apartment Cleanliness

Apartments must be kept clean and sanitary. Staff will conduct weekly inspections. Pets are not permitted.

Admissions & Eligibility

Criteria for Fieldcrest Community Services

1. **Referral Certification**

Before admission to the Fieldcrest Community Service Program, all referrals must be certified for placement and funding through the Hannibal Satellite Office (HSO). The ADDS Intake Information Packet must be completed and returned.

2. **Interview Process**

After the referral and intake materials are received from HSO or the designated Support Coordinator, an interview will be conducted with the applicant. Those involved in the interview will review the applicant's abilities, needs, and limitations.

3. **Placement Decision**

Final decisions are based on the applicant's ability to participate independently with supports, desire to live in the community, need for placement, fit with established admission criteria, and availability of program funding.

4. **Assistance with Housing**

Applicants will receive support in locating appropriate, affordable housing. They are responsible for following all guidelines set by their landlord, whether written or verbal.

5. **Non-Discrimination**

Admission decisions will not be influenced by race, creed, color, age, religion, gender, sex, sexual orientation, gender identity or expression, national origin, veteran status, disability, or genetic information.

Criteria for ADDS Admission

When a person is referred to ADDS, staff complete an Initial Contact Form and an ADDS Referral Form to direct the individual to the appropriate internal programs or outside agencies.

Eligibility Determination

- Age 18 or older.
- Individuals seeking services must meet eligibility criteria for the Missouri Department of Mental Health (DMH).
- Applicants not yet assessed are provided contact information for the Hannibal Satellite Office (HSO) Intake Coordinator.
- Eligible individuals are admitted to programs on a space-available basis; ineligible applicants are referred to appropriate agencies.
- In emergencies or cases of significant need, the Executive Director may grant temporary admission pending DMH eligibility determination.

Assessment Procedure

1. Applicants not previously evaluated by DMH must be referred to the Hannibal Satellite Office (HSO) for eligibility assessment.
2. The HSO Intake/Eligibility Coordinator completes psychological, medical, and social testing to determine eligibility.
3. Applicants found ineligible by HSO may be evaluated by ADDS to determine whether ADDS programs are appropriate. Alternate services will be recommended when needed.

4. The HSO Intake Coordinator refers eligible applicants to the designated Targeted Case Management (TCM) agency.
5. Once an individual is deemed eligible, TCM staff must make contact within five (5) working days.
6. A Person-Centered Support Plan (PCSP) meeting is held to review diagnosis, needs, and personal goals. The PCSP team includes HSO staff (as applicable), ADDS staff, TCM staff, the individual, family/guardian, and other necessary participants.
7. Placement dates are based on program space availability. Within 30 days of placement, PCSP objectives are developed. Amendments are made as needed through monthly or quarterly reviews.

Intake Procedures

1. Prior to admission, all referrals must be certified for placement and funding through HSO, and the ADDS Intake Packet must be completed and returned.
2. After receiving referral information, an interview is conducted with the applicant. The meeting takes place at the facility and focuses on abilities, needs, and preferences.
3. Final placement decisions consider available beds, compatibility with current residents, the applicant's desire for placement, assessed need, admission criteria, and available funding.
4. A **60-day trial admission** is required. During this period, staff evaluate the appropriateness of the placement.

Referrals to Human Services Agencies

Individuals who are ineligible for ADDS services, or who request services not offered by ADDS, are referred to agencies listed in the local Directory of Human Services or similar resources.

Exit/Discharge Criteria

Involuntary Discharge

Individuals may be involuntarily discharged from the Fieldcrest Community Service Program for any of the following reasons:

- 1. Noncompliance With Medical or Behavioral Health Care**

Failure to follow physician instructions for physical or mental health care when that noncompliance poses a risk to personal safety or the safety of others.

- 2. Refusal of Required Support Services**

Ongoing refusal to allow staff into the home to provide services, or repeated failure to keep scheduled appointments with program staff or other service providers.

- 3. Repeated Legal Violations**

Continued involvement in activities that result in repeated violations of the law.

- 4. Significant Decline in Health**

A deterioration of health to the point that the individual can no longer safely care for themselves within their own home.

- 5. Deliberate Noncompliance with Program Recommendations**

Intentional refusal to follow ADDS staff recommendations when such refusal leads to behaviors or actions that place the individual or others at risk.

6. Failure to Maintain a Safe and Sanitary Home

Inability or refusal to maintain oneself or one's living environment in a safe and sanitary condition, as determined by ADDS staff and/or other relevant professionals.

7. Physical Assault

Any physical assault against staff members or other persons served.

- A 60-day trial admission is required before permanent acceptance.
- After 60 days, an individual may be removed for cause at the discretion of ADDS.
- Individuals from outside Audrain County may be discharged with 30 days' notice if space is required for an eligible Audrain County resident.

Discharge/Transition Procedure

1. Discharge decisions are made by the ADDS team and designated TCM staff, with full participation from the individual and their legal representative or guardian.
2. Discharge planning begins early. Individuals, families, and staff receive timely notice and may appeal in writing to the Executive Director within 10 working days.
3. A discharge summary is completed within seven (7) days of discharge and includes:
 - Reason for discharge
 - Diagnosis
 - Functional limitations
 - Services provided
 - Outcomes
 - Recommended referrals

4. Recommendations to support continued growth and independence after discharge will be provided to the individual and family.

Transition Follow-Up Procedures

The Program Director must conduct follow-up for individuals who are discharged, transferred, or placed on inactive status.

1. At least once annually for two (2) years—beginning within 45 days of discharge—staff must make contact (letter, phone, or in-person) with the individual, family/guardian, case manager, or receiving agency to obtain an update.
2. Documentation of the contact—including date, person contacted, and a narrative summary—must be filed in the case record. Notes should indicate how well services contributed to post-discharge success and whether improvements to ADDS service delivery are recommended.
3. Follow-up documentation is reviewed by the Case Records Review/Safety Committee.

Referrals to Human Services Agencies

Individuals who are ineligible for ADDS services, or who request services not offered by ADDS are referred to agencies listed in the local Directory of Human Services or similar resources.

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)

Person-Centered Support Plan (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.

PCSP Team Members

The PCSP will be developed by a cooperative team, including the person served and his/her family members or guardians. PCSP team members will include ADDS staff (including the Program Coordinator/Home Manager as appropriate), designated Support Coordinator, Hannibal Satellite Office staff (as appropriate), Division of Vocational Rehabilitation staff (as appropriate), and other interested parties.

PCSP Meeting Schedule

PCSP meetings will be scheduled annually and reviewed monthly. The team will establish the date, time, and location of the meetings and prepare the agenda. Written notices will be sent to all designated participants for the annual PCSP meetings. Other scheduled reviews may be communicated by telephone.

Content

The diagnosis, guardianship needs, risks, medical issues, needs for assistive technology, and functional limitations of the person served will be addressed during the

PCSP meeting. Goals and objectives will be developed to promote a more independent level of functioning or to maintain a least restrictive level. The desired level of functioning and services to be provided will be established by the team based on the person's expressed needs and preferences and input from knowledgeable team members. The services and objectives will be relevant to achieving appropriate community integration for the person receiving services. The Home and Community Based Services (HCBS) Standards will be followed as well as the MO Quality Outcome guidelines will be reviewed in developing the PCSP. Anticipated times for completion of services and methods for completion of services and objectives may be adjusted at review meetings when deemed necessary by the team. The changes will reflect input into the plan by the person served. Appropriate action persons will be assigned to each service or objective for assurance of completion.

Responsibility

An ADDS staff person will be designated as the Program Coordinator/Home Manager to assume responsibility for the plan of the person served. The Program Coordinator/Home Manager 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 Program Coordinator/Home Manager will arrange for follow-up and assist in obtaining appropriate support services with the assistance of the support coordinator (TCM).

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 Office (HSO), 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 program coordinator 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.

Cost of Services

Services are funded through the Department of Mental Health Medicaid Waiver program and other sources as applicable.

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).

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 Coordinator of Community Services (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



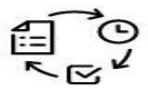
To receive appropriate humane and high-quality services and support as determined by the support team of the person served. which may include but no limited to the individual, parent, guardian, or authorized representative



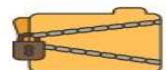
To receive these services and support in the most integrated setting appropriate for the needs of the person served



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 Office (HSO) 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.

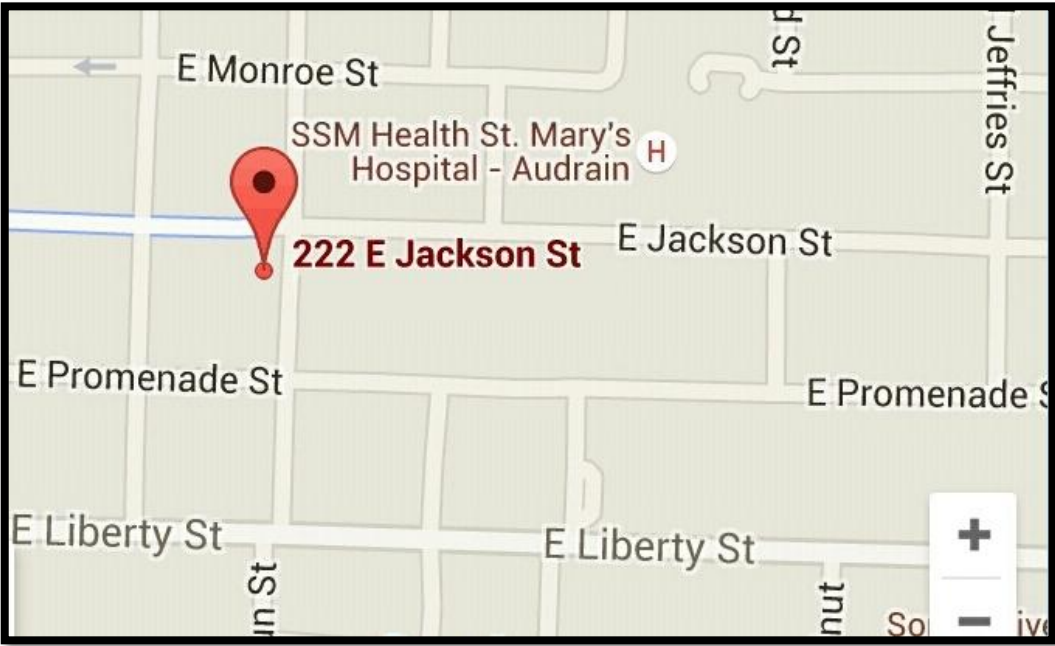
ADDS ORGANIZATIONAL CHART

ADDS BOARD DIRECTORS

Tim Crews, Executive Director

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

AUDRAIN DEVELOPMENTAL DISABILITY SERVICES



AUDRAIN DEVELOPMENTAL DISABILITY SERVICES



222 East Jackson Street
Mexico, MO 65265
(573) 581-8210



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

Natural Disasters

General Guidelines used in Natural Disasters at the Fieldcrest Community Services

Location

It should be noted that the Fieldcrest office is not staffed during the night or on weekends and holidays; however, Fieldcrest staff have discussed and completed drills with Fieldcrest program participants in order to assist them in following appropriate procedures during the following natural disasters. Fieldcrest residents also have been provided ADDS staff contact information for direction and reassurance as needed.

Fire

Fire inspections are made yearly by the Mexico Housing Authority by H.U.D. Fire extinguishers will be inspected yearly by the Fire Safety Inc., tagged and recharged as necessary.

Fire drills will be done on a monthly basis by the a.m. and p.m. shifts, and data regarding which apartment was selected, time, duration and if the individuals passed the fire drill will be documented. House inspections will be done monthly or every two weeks, and staff should note if hallways and doorways are clear for a proper egress or exit. Exits in each unit should be clear at all times so that occupants can be quickly evacuated should a fire occur.

Smoke alarms are checked by the Mexico Housing Authority and kept in proper working order. If there is a problem or question about a smoke detector, the resident needs to call the Mexico Housing Authority office at **573-581-2294**.

In case of a fire in a unit, the tenants should evacuate immediately by the appropriate route. Staff or tenant will go to the nearest phone and call 911. Audrain Hospital-SSM will be called and the tenant will be taken there until they can be picked up by their guardian/parents/staff, etc.

Tornado

In the event of a tornado watch or warning during staff coverage hours, the staff will call all individual apartments, and everyone will assemble in their own apartments in the hallway or in the middle closet of their hallways if appropriate. If possible and available, staff will reassure all persons who are anxious or upset and encourage them to come to the office, or staff will go to their apartments after the warning for reassurance. The radio will be turned on in the office (if during staff coverage hours) to listen for alerts, bulletins or advisories. If available, staff will listen for the “all clear” advisory before alerting individuals.

If a tornado warning should occur at night or on weekends, unit tenants who hear the weather siren alerting them of weather danger should go to the appropriate places which have been practiced/directed. Fieldcrest residents can attempt to call the staff member living in the Mexico area and ask for their advice if needed. The all-clear siren should sound, and all individuals can continue as usual.

Severe Storm

In the case of a severe storm watch or warning during staff coverage hours, the staff member will call all individual apartments. Everyone will assemble in the middle hallway or in the middle closet away from all windows. Windows in all units should be closed. Staff will listen to the radio for bulletins, alerts or advisories. When they have the all-clear signal, individuals can be called and advised of the all-clear weather signal. If this weather event occurs at night or weekends when staff is not present, the individuals will follow the safety procedures described above. Fieldcrest residents can attempt to call the staff member living in the Mexico area and ask for advice if needed.

Power Outage

In case of a power outage in the apartments, staff can take all individuals to the emergency area if needed (Breckenridge Heights Group Home located at 1403 West Breckenridge) if during staff coverage hours.

Flood

In case of a flood warning during staff coverage hours, staff will listen to the radio for emergency instructions. If advised to evacuate this will be done so immediately and evacuation routes to McMillan School or Breckenridge Group Home followed. In a period of heavy rain, staff will be aware of the hazard of flash flood. If there is a possibility of flooding, everyone can also move to higher ground or the emergency areas as discussed.

Earthquake

During tremors, staff and Fieldcrest Program residents should crouch in a strong supported doorway or get under a sturdy table or desk. Individuals should brace themselves and use the doorway for support. If under a table, one's head should be tucked between one's knees to protect the head in case debris falls. After tremors have stopped, individuals needing assistance should be tended to. Individuals need to be prepared for tremors and/or aftershocks. All individuals should be checked for injuries. The radio should be referred to for public safety announcements. Broken water lines should be considered a possibility. Emergency flashlights and battery-powered lanterns should be utilized rather than matches and candles. When it's safe to move, observe for broken glass – make sure all are wearing shoes. Since damage can be severe or vary from home to home, use judgement and be prepared to respond to a variety of circumstances such as power outages, fire, injury, structural damage, etc.

Natural Gas Leakage

In the event that a natural-gas leak is suspected, staff and tenants should evacuate the building(s). The emergency checklist and med bins should be removed from the Fieldcrest office if possible. Mexico Housing Authority should be called and/or the local utility company. Emergency numbers are posted in the office kitchen. If it is unsafe to return to apartments, residents can be evacuated to the Breckenridge Group Home until residents can be picked up by guardians/parents or return safely to their apartment

Bomb Threat

In the event that a bomb threat is received, individuals can evacuate to the Breckenridge Group Home. Police and the Program Coordinator should be contacted for further instructions.

Disaster Plan for Community Outings

If Fieldcrest staff and program participants are on a community outing or in a community building and it is announced to evacuate due to a bomb threat, gas leak, fire, weather watch, etc, individuals and staff will immediately and safely evacuate to the ADDS vehicle, if appropriate.

Staff will have information with individuals' names attending the outing. Everyone must be accounted for before leaving the premises of the outing. Fieldcrest participants and staff should go directly to the safest area – individual apartments or the Breckenridge Group Home.

If there is a warning regarding a tornado or severe storm, all individuals should go to the nearest wall away from windows and falling objects. Staff will account for all individuals on the outing.

When the all-clear signal sounds, departure can be made to the safest place. Staff and individuals should follow the emergency procedure of the place they are at during the event of an emergency.

Emergency information should be kept in the ADDS van and periodically updated. Proper supplies are kept on hand in the Fieldcrest Community Services' office and in the ADDS van to ensure safety. Emergency supplies should include water, food supplies, first aid kit, emergency blanket and flashlight at a minimum.

IN CASE OF ANY EMERGENCY THE PROGRAM DIRECTOR AND ADDS EXECUTIVE DIRECTOR SHOULD BE NOTIFIED.

Safety Drill Procedures

Tornado, Severe Storms, Earthquake

1. Plans for a drill and type of drill are announced.
2. Discussions are held regarding actions during a tornado, severe storm or earthquake.
3. All drills will be tested quarterly by staff.
4. Staff will record feedback from participants.

Evacuation Drills: e.g. Fire, Power Outage, Flood, Bomb Threat, etc.

1. Drills reviewed monthly.
2. Staff will place a sign in a selected apartment.
3. Staff will observe the individual and his/her actions. Desired actions generally include:

Acknowledge the sign or the danger.

Act: Leave the apartment; knock on neighbor's door

Respond: Go to the office area quickly.

4. Staff will note length of time it takes to get to the office area to inform staff.
5. Monthly drill will be recorded on drill form and length of reaction time.
6. Desired reaction time is 3 minutes or less and concerns will be noted on drill form.

Community Evacuation Drill Procedure

One of the goals of the Fieldcrest Community Service Program is to provide training for each person receiving services to assist them to live independently with the least amount of support. Preparing individuals for community emergencies helps reach this goal. Regular community evacuation drills are held for this purpose. The Community Evacuation Drill Procedure

includes:

1. Plans for a test drill during a community outing have been announced.
2. Instructions and reminders regarding the appropriate procedure to follow will be given.
3. Safety first is emphasized: Slow down; take your time; watch for cars; be safe when going to the van or the designated safe area.
4. Reminders to look for exits when going into stores and looking for a safe place away from windows or falling objects are given if appropriate for the drill being done.
5. A code or signal will be given so that all know when the drill begins.
6. Staff will note the time it takes to get to the van or to the safe place – 3 minutes would generally be considered a safe time.
7. Staff will announce where the safe place is if a tornado warning.
8. Staff will remind individuals to focus on getting themselves to the designated safe area.
9. Staff will note drill, number of participants, length of time and other appropriate information on the monthly safety form.
10. Drills and the process will be discussed at a group meeting – such as Friends and Neighbors – before the outings regarding designated safe places in some of the stores frequented as well as when involved in an outdoor activity.

Neighborhood Watch

Program participants are encouraged to participate in their “Neighborhood Watch” by participating in the following activities.

OBSERVE: Anything unusual going on? Stranger danger? Smoke or fire observed? Neighbor acting differently or hurt?

ACT: Call Staff or 911.

RESPOND: If a neighbor is hurt or needs help, respond to his or her needs. Shout for help if you can't leave the individual. If you can't get anyone's attention, leave and call 911.

Approaches to Risk versus Choice and Conflict Resolution Fieldcrest Community Services Program Participants

Fieldcrest staff will encourage you to make choices and take greater control of your life. There may be times that you make choices that Fieldcrest staff may feel would not be in your best interest and might be a risk to you and/or others. In this case, the Program Coordinator or Fieldcrest staff member will discuss the possible risks involved with you. If you have a guardian, the guardian will be informed of the risks as appropriate. The Fieldcrest staff or Program Coordinator can fill out a risk versus choice assessment form noting the choice made and the risk involved, and this will be placed in your individual file if completed. Additional notes can be made on this form depending on the decisions made, risks taken, etc.

RISK versus CHOICE ASSESSMENT

CHOICE

RISK

DATE _____

SIGNATURE _____

FOLLOW UP

DATE _____