

Audrain Developmental Disability Services

Natural Home Participant Program Handbook

Staff:

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| ADDS Executive Director | Tim Crews |
| Director of Quality Assurance/ Community Services | Kara Clovis, MPH |
| Director of Health Services | Valarie Haller, RN |
| Coordinator of ISL Services | Colleen Davis |

Important Phone Numbers:

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| Coordinator of Natural Homes, Colleen Davis | 573-473-7921 |
| 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 | 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 Natural Home Medicaid Waiver Program is grounded in the belief that individuals with developmental disabilities have the right to live the life they choose. Each person deserves the opportunity to reach their fullest potential and to enjoy a meaningful, fulfilling life within their family environment.

This program provides supports that help families care for their son or daughter with a developmental disability in their own home, with as little disruption to daily routines as possible. Services are designed to ensure the individual remains an active and included member of the family unit.

The program is developed in collaboration with the Hannibal Satellite Office (HSO) and follows all Department of Mental Health guidelines. Working closely with case management staff, individualized training goals and supports are created to meet the needs of each person served. Services are delivered by Audrain Developmental Disability Services (ADDS).

Funding for these services is provided through Senate Bill 40 (county developmental disability services), the Missouri Department of Mental Health, and the Medicaid Waiver Program.

Program Content

The goal of the Natural Home Medicaid Waiver Program is to provide the supports necessary for individuals to continue living successfully in their family home. Services are personalized to offer encouragement, training, and assistance that promote the individual's participation and inclusion as a member of the household.

Each person receives an assessment to identify their personal care needs. Based on this assessment—and the preferences of the individual and their family—staff provide the appropriate level of support.

Health-related needs are identified collaboratively by the family, physician, and program staff, and are addressed through coordination of appropriate services.

Criteria for Natural Home Program Admission

1. Applicants shall be an individual with a developmental disability, with the disability being attributable to intellectual disabilities, cerebral palsy, epilepsy, or other neurological conditions which are closely related to intellectual disabilities.
2. There shall be no restrictions on the person served due to race, creed, color, age, religion, gender, sex, sexual orientation, gender identity or expression, national origin, veteran status, disability, or gender information.
3. Preference will be given to situations where the applicant or immediate family of the individual served has been residing in Audrain County for the six months immediately prior to requested date of admission.
4. Applicants must be assessed through the Hannibal Satellite Office and have an Individual Support Plan (ISP) stating that there is the need for ICF/ID level of care.
5. Maintaining the individual at home with Medicaid Waiver services rather than in placement must be both safe and cost effective.

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

- 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

All Program Coordinators/House Managers 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.

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 program

coordinator *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 manager 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 house manager. 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).

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.

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 Coordinator of Natural Homes 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 Natural Homes (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:

- **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.***

- **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.*
- **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.*
- **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.*
- **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.*


















- **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.***
- **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.***
- **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.***
- **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.***

- **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.***
- **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.***
- **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.***
- **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.***

- **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.*
- **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 desire 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 spend 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 tenants 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



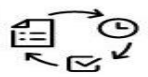
To receive appropriate humane and high-quality services and support as determined by the support team of the person served. which may include but no limited to the individual, parent, guardian, or authorized representative



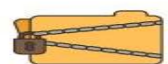
To receive these services and support in the most integrated setting appropriate for the needs of the person served



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.

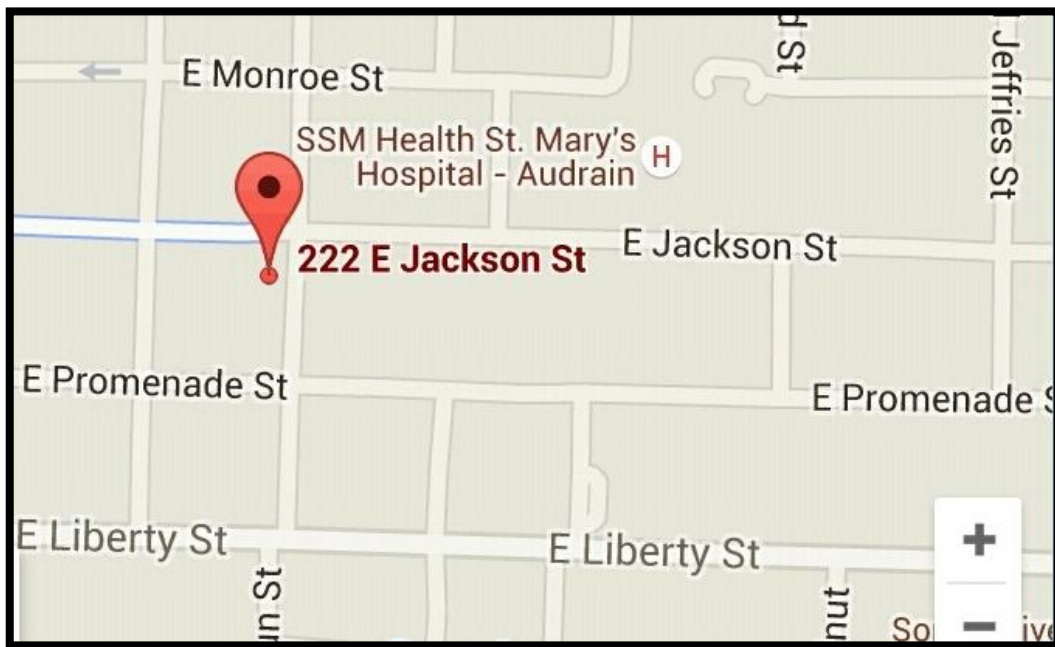
ADDS ORGANIZATIONAL CHART

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



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