

CITE Services

Informational Family Handbook

Welcome to Envision's CITE Services!

Community Integrated Training and Education Services

We are excited about this opportunity to work together with you to achieve your desired goals! We look forward to getting to know you and learning how we can provide services in a way that will best meet your needs and requests.

We have designed this booklet to assist you in learning more about our agency and our CITE Services program. Our hope is that this will support you in understanding the service to ensure the CITE program is the service you are seeking. This booklet will also help you understand your rights as well as your responsibilities in receiving these services. We request that you read this or have someone help you go through it, and that you keep this on hand for any questions you may have in the future.

For any questions, concerns, or issues regarding the information in this booklet or about the services you are receiving, please talk to your service team. Their contact information is below. Also, below, you will find the names of other Envision staff who would be happy to assist you or that you may wish to speak with if you continue to have questions after speaking with your service team.

CITE Services Team Member

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Email:

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Envision Agency Overview

Envision is an organization with deep roots. From our earliest days as the Resident Home Corporation, a common core of beliefs and values has guided our actions and decisions. The new name of our organization places a deliberate emphasis on the power and importance of “envisioning”. It is our commitment to envision together – with people we support, family member, staff, and community members – a new future for people who experience disability.

Envision provides a variety of services to individuals with disabilities and has been a trusted resource for families for over 60 years. Envision is a nationally accredited, state-certified 501(c)3 non-profit agency. Each year, we support more than 600 families and individuals with a diverse array of practical and specialized services which include:

- **CITE:** providing in-home parent education to caregivers, and life-skills coaching to their children with developmental disabilities
- **Mental Health:** providing therapy tailored to the unique needs to people with developmental disabilities
- **Supported Living:** providing adolescents and adults the support they need to live in the community
- **Family Living:** providing children and adults with developmental disabilities therapeutic foster care services for emergency and long-term needs
- **Envision Day:** providing a multi-activity day program for adults with developmental disabilities in Hamilton County
- **YOUR CHOICE:** providing support to people with developmental disabilities to hire a support worker of their choosing

Our Mission is the heart and soul that fuels our purpose. Envision partners with families and community agencies to support a full and meaningful life for children and adults with developmental disabilities. We partner with people with developmental disabilities to achieve their personal best.

Maintaining Privacy



Envision has established policies and procedures to ensure full compliance with the Health Insurance Portability and Accountability Act of 1996. Envision is committed to protecting the privacy and confidentiality of individuals served by the agency and any subsequent collection and/or exchange of information about those individuals.

When you have selected Envision to be your provider agency, the agency may only use your information for the following:

- To provide services to you.
- Training with staff that will personally work with you.
- Billing for services.
- Advocating on your behalf for equal treatment and respect for your rights.
- Representing you with your chosen medical providers, such as physicians, dentists, and therapists.

Community Integrated Training and Education

CITE Services

You have requested services from our CITE Services Program. CITE is a parent education program that is designed to provide services and supports that enable people ages 3-22 with developmental disabilities to experience success in their home, school, and community.

Our Focus

We are helping people to experience the fullest life possible, and to develop independence to lead self-determined lives.

We partner with families and community resources to build lasting, meaningful relationships which empower families to raise their children confidently.

Our Values

We celebrate the inherent worth and community contributions of ALL people by:

- Recognizing that every person can learn, and individualizing our support to meet their learning needs
- Embracing each person's circle of support as the greatest natural resource available to them
- Empowering each family to nurture their child's growth and development, while respecting their unique identity
- Supporting the right of individuals to explore and embrace opportunities as they pursue the life they choose
- Coming together as a team to help each person pursue their goals

Our Goals

- **Independence** – working toward solving problems without seeking reassurance
- **Self-determination** – providing Voice, Choice, and Control
- **Meaningful Relationships** – creating opportunities for community engagement
- **Raising Children Confidently** – empowering families to use the tools they've learned

To help individuals meet their goals, CITE customizes services to fit the needs of each person within their specific home and/or community environments. We are committed to helping individuals develop life skills and learn about themselves and others.

CITE Services takes place in the home and/or community. Services work to support:

- Improvement in a variety of skill areas (communication, social, personal hygiene, toileting, etc) in order to increase independence in the home and community settings
- Improvement in self-esteem by focusing on strengths and the utilization of positive behavior supports approaches
- Enhancing natural support systems in the home and community by providing training, education, and coaching to family members and other community providers to increase their ability to understand the needs of the individual and their repertoire of skills.



Professional staff assist children, adolescents, young adults, and their families within their natural settings. Mindful of the values, desires, and goals that the family has identified, CITE staff can offer the following supports:

- Assessment of a child's specific learning strengths and needs within the home environment utilizing functional behavior assessment, task/activity assessment, and intervention-based assessment methods based on principles of positive behavior support;
- Creation of strength-based behavior support and skill development plans that work within the context of each child's life;
- Implementation of developed support plans through intensive intervention, consultation, and family training utilizing staff modeling and coaching to empower the individual and family to achieve ongoing success.
- General program consultation with service providers and other community supports

Typical goal areas that are requested and addressed can include but are not limited to:

- Strengthening/fostering communication and social skills
- Establishing or modifying child and/or family routines or schedules
- Learning new behavioral skills and decreasing behaviors which limit success within their home, community and relationships
- Improving self-care and personal management skills
- Developing toileting skills

Services focus on the requests and needs of each specific family. The type of service, frequency, and duration of the service is individualized and developed through a person/family-centered planning process.



What the Community is Saying About CITE Services

Customer Satisfaction Surveys from 2025 indicate that the majority of people who have received CITE Services are satisfied with the quality of services.

- **100% of respondents Agree or Strongly Agree that their CITE staff is supportive, positive and courteous; their family member is safe when receiving services; and they are treated with dignity and respect.**
- **Respondents Agree or Strongly Agree that CITE Staff are:**
 - **The family has the opportunity to share and receive information (99%)**
 - **The family has the opportunity to participate in the planning process (98%)**
 - **On time and dependable (98%)**
 - **Knowledgeable, competent & skilled (97%)**
 - **Open to feedback (97%)**
 - **Well prepared and trained (96%)**
 - **The family is satisfied with the services provided by Envision (94%)**

Making a Referral



To make a referral, the Envision Intake Coordinator can assist you. Referral inquiries for CITE Services are received by the Envision Intake Coordinator from multiple referral sources, including professional service providers and/or the individuals and their families or community teams. Families supported by Warren County DDS and Clermont County DDS are referred to CITE Services by their County representative. Families residing in Hamilton County may directly request by calling the Referral Line at 513-619-2945. The Intake Coordinator can answer questions to help you understand our services and, if you desire, to proceed in making a referral. The Intake Coordinator may also complete a Referral Interview to determine eligibility, collect basic demographic data, and gather information about your specific service requests, including your presenting areas of concern.

Eligibility for Services

In order to receive services, individuals must:

- Have approved eligibility through the Developmental Disabilities Board in the child's county of residence or proof of a developmental disability documented in another professional document;
- Request services (if over the age of 18), or services be requested by their parent/guardian,
- Be between the ages of 3 – 21 (until 22nd birthday) years of age; and
- Reside with their parent/guardian or have a permanency plan in place if residing with a foster parent.

A funding mechanism must be available through a contractual agreement with Envision or a service authorization. These funding mechanisms are typically through county board of Developmental Disabilities or multi-system funding entities.

Exclusionary/Omission Criteria

CITE Services provides services to any individual with a developmental disability between the ages of 3 years and 22 years who have been determined eligible through the county board of developmental disabilities services for the county in which they live, or have a documented developmental disability that meets eligibility requirements as set with the contracted funding source AND who live in a county or are enrolled in an agency with which CITE services has an established contract for services. CITE services is not a counseling/psychotherapy service nor do CITE Services staff provide treatment for substance abuse problems, sexual abuse and/or sexually reactive behavior, or juvenile delinquency issues. It is outside the scope of services. However, the program DOES NOT exclude qualified individuals with developmental disabilities from services due to a mental health/behavioral health diagnosis, substance abuse issues, sexual offending or sexually reactive behavior, or juvenile justice status or a history of these issues.

Waiting List



Because the demand for CITE Services may exceed the resources available, individuals may be placed on a waiting list. CITE Services maintains chronological waiting lists of individuals who have been referred for services based upon the date that services are requested. Referred individuals are placed on the waiting list after eligibility has been determined. The Intake Coordinator also maintains data regarding length of wait for service and compiles monthly progress reports of this information. The Intake Coordinator coordinates with the Program Supervisors for decisions regarding acceptance of referrals. Documentation of all contacts is maintained.

Crisis Services



CITE Services does not provide on-call crisis intervention services. Individuals and their families are referred to their formal case management service in cases when they have a case management service in place (e.g. DDS Service and Support Administrator, HOPE Care Coordinator), or to their community emergency services (911) to meet these needs

Hours of Service



The hours of service delivery are designed to accommodate the needs and preferences of the individuals served and their families, as well as community service providers.

The CITE team strives to schedule sessions within the timeframe of 8:30 to 5:30 and we ask for parent support and cooperation in our efforts. There will be times when sessions may be accommodated outside of traditional business hours, provided the

scheduling needs of staff and all families are able to be maintained.

Envision business hours are Monday - Friday, 9:00 a.m. to 4:30 p.m.

Individual Service Planning



Every individual that receives CITE Services collaborates in the development of an individualized service delivery plan that includes the completion of an assessment and the corresponding development of goals and support plans.

Service planning and delivery utilizes a strengths-based, ecological approach. While behaviors of concern are identified, there is no intent to establish diagnoses. Instead, the focus is on the individual's learning strengths and needs, their home and/or community environment, family cultural and spiritual values, and other ecological factors that may support or deter desirable and problem behaviors. Functional Behavioral Assessment, task/activity assessment, and intervention-based assessment informs both goal setting and continuous adjustment of intervention methodology in order to maximize the success and independence of the child based on the desires of the individual and their family and community teams.

CITE utilizes a collaborative teaming model of service delivery, involving other involved service providers and service teams in assessment and intervention planning. In addition, service utilizes a data-driven, objective goal setting process that involves collaboration between CITE staff, the individual, their family, school teams as indicated, and other professional community partners to establish both short- and long-term goals.

Linkage to other Envision programs as well as referral to other community resources are made as needed, based on the presenting needs and team recommendations.

Scope of Services



CITE collaborates with school teams to gather assessment information to inform intervention plans and to support the consistency of interventions across settings. CITE teams cannot provide recommendations on specific school services or school placements. If concerns arise around school services, CITE staff can provide resource information to the team. When services are funded by Hamilton County Developmental Disability Services, collaboration with school teams is limited to two hours per month. Typically, CITE team members will not attend IEP meetings and, if attending, will only attend to share information specific to skill development in the home that corresponds with things being addressed via the IEP in the school setting. Services must focus on building skills and routines within the home and community.

Program Staff Qualifications & Selection/Assignment



All Envision employees meet the requirements for employment as defined by the Ohio Department of Developmental Disabilities. This includes being subject to background checks and appropriate pre-employment screenings, as well as training in the areas of CPR, First Aid, Positive Behavior Supports, and identifying and reporting incidents adversely affecting individuals.

CITE Services are provided by professional staff who include Licensed Teachers, Licensed Social Workers, and additional staff with backgrounds in psychology, early childhood development, education, special education, and other human service fields. Each team member has experience and specialized and advanced training in working with children and youth with developmental disabilities, including autism and intellectual disabilities.

Your family will be assigned either one or two staff members.

When your family is assigned one team member, this will be a Skill Assessment Specialist.

In the case of a team of two professionals, this includes a Skill Assessment Specialist and Skill Development Specialist. You will initially work with the Skill Assessment Specialist to complete the assessment process and create the initial plan for supporting skill development with your child and family. As assessment work is completed, the Skill Development Specialist will join sessions to provide ongoing support and training to your child and family in implementing the developed plan. While you will not always see both team members at all sessions together, they are working closely together outside of sessions to plan and develop services and supports that will be effective in achieving your desired outcomes.

Services will be most effective when you feel comfortable with your staff. If you become uncomfortable with your assigned team at any point, and have been unable to resolve the disagreement, please contact the CITE Services Program Supervisor (contact information located on the front cover of this Handbook) to discuss making changes to your service team.

CITE Services is dedicated to providing effective intervention services to families. As a part of our effort to ensure quality, CITE Supervisors often attend family sessions as a means of providing the CITE staff with coaching and guidance. As part of our commitment to lifelong learning, there will also be occasions when newer staff members will be shadowing veteran staff to receive on-the-job training. It is a necessary practice to maintain service quality. We ask families to be open to the possibility of either a supervisor or training staff attending a session in their home.



Commitment to Diversity

Envision provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment.

Envision expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of employees to perform their expected job duties is absolutely not tolerated.



CITE's Service Delivery Model

CITE Services are delivered within a specific sequence that focuses on first understanding your service requests, then assessing those requests. We then develop and implement supports to address those requests. We make every effort to teach interventions to the key members of each individual's network.

While this sequence is followed each time, we understand that in some cases, you may wish for CITE to complete just certain aspects of this sequence, such as establishing requests and completing an assessment and recommendations that you may choose to deliver on your own without ongoing support from CITE. Below, this process is explained in more detail.

Assessment Phase: The CITE team collaborates with the individual, caregiver(s), and team to identify service requests. We have found that working on one service request at a time has allowed for greater success, so in cases where multiple service requests are identified, CITE will ask you to prioritize the areas you want to work on first. These will be documented in the targeted assessment document.



During the Assessment Phase, your CITE team will focus on getting to know the individual and their family. We will collaborate with you to get a clearer understanding of the concerns. Through this process we will define the behavior of concern so that we can begin to analyze it. The CITE team will use a variety of techniques including: observation of the individual in one or more settings, interviews with parents, teachers, and other providers, review of records from previous services to gather information about the child's skills, strengths, and difficulties related to your service requests, and completion of applicable structured assessments. You will be asked to keep data to help CITE in their assessment. The outcomes of the assessment and methods, including baseline data, will be summarized and documented in the Targeted Assessment Findings Report. These findings will be reviewed with you along with initial recommendations for services. CITE will develop measurable goals for the prioritized service areas.

This phase of service typically lasts up to 5 weeks based upon the presenting needs and desires of the individual and the number of requested outcomes that are being addressed.



Rapport Building as part of the Assessment and Intervention Phases: “Rapport” is an emotional connection with another person. “Building rapport” is the process of establishing that connection. It is usually based on shared experiences.

When we first meet someone new, we start to try to build rapport. Small-talk is a way to try to find things in common with other people and build that shared bond. Playing games can be a great way to bond with others. Games can also provide a calming distraction when discussing tricky topics.

Creating a positive relationship is one of the most important aspects of working as a Team. Taking the time to build rapport and develop a meaningful relationship can even encourage participation in future activities. An individual’s experience of learning new skills can be enhanced when it starts with a base of a positive relationship. Coaching will be more effective when plans capitalize on abilities, strengths and shared experiences.



Intervention Phase: The CITE team will collaborate with you to design a support plan and will then begin to trial those support and intervention strategies, including making recommendations for adapting the environment and altering interactions for success. The CITE team will design data collection tools and ask you to record data that is useful in designing the specific intervention. They may also create educational materials independently or in collaboration with you that will be supportive in meeting the goal (examples: visual schedules, rule charts, social stories, etc.). They will model the delivery of the intervention for you. Along with modeling, CITE staff will be sharing information about the

supports and strategies, about the individual needs, and other valuable information for the purposes of helping further understanding about the individual’s needs, and how and why the supports help. If barriers to success are identified, CITE staff will work with you to develop plans for addressing those barriers to whatever extent is possible. Once preliminary success in a trialed intervention is established, the CITE team will begin to move into a coaching role, supporting you directly in using the interventions yourself. As you become more comfortable implementing the supports and strategies on your own, CITE staff will decrease the amount of direct coaching but may continue to observe your techniques and provide direction on how to improve the intervention further. You will continue to collect data on the effect the interventions are having on the target behaviors.

This phase of service is individualized based upon the presenting needs and desires of the individual and the number of requested outcomes that are being addressed.



Monitoring and Generalization Phase: As the level of progress increases, the frequency of CITE Services sessions will begin to decrease and the focus will begin to shift toward monitoring ongoing progress toward the goals. In addition, the team will review the services and strategies with you that have contributed to the success and breakdown the process that was used to develop those strategies. You will learn how to assess the situation, design an appropriate intervention yourself, and implement it using the same data collection techniques and developing the same kinds of supporting materials as the CITE team initially provided for you. Our goal is that we will provide

you with the knowledge and tools you need to feel empowered to problem solve new issues that arise on your own.

This phase of service is individualized based upon the presenting needs and desires of the individual and the number of requested outcomes that are being addressed.



Parent-Implemented Intervention

Parent-implemented programs require caregivers to be responsible for carrying out the interventions with their child. Parent-implemented intervention effectively promotes positive outcomes for children and youth with developmental disabilities. Due to the complex nature of the children we serve and the increased need for repetitive practice to learn new skills, we rely on caregivers to take an active role in learning about interventions and implementing them in their environment. Family is the most valuable and durable resource and exerts the most influence on the child's development. Our ultimate goal is the child's success. However, parent-implemented intervention can also provide benefits to the parents and/or family members by increasing confidence, reducing stress and improving positive parent-child interactions.

In addition to child goals, we have also found it to be helpful to identify goals for parents to achieve. With parent-implemented intervention, parents assume the role of instructor but also the role of learner. The parent goals are observable and measurable and created by the parent with the team's support. The goals should support the parent in acquiring skills that will have an enduring effect on the child's progress. Monitoring progress of the parent and child's goals through data collection is an important part of improving implementation of the strategies and also evidence of the effectiveness of the interventions selected.



Discharge Criteria

CITE Services are considered complete when the individual, their family, and the CITE Team mutually agree that satisfactory progress has been achieved on the requested outcomes. The CITE service delivery model is anticipated to last up to 12 months. Any service delivery period can be shorter than 12 months.

In Hamilton County services may extend up to 18 months if additional time is required to complete an open objective, AND progress is being made by the family through actively participating in sessions. In Hamilton County, it is expected that after a family ends services they wait 12 months before initiating another service period with CITE services

In Clermont and Warren Counties services are available for 12 months, with the option for a short extension if needed.

If families' changes in living arrangements or other circumstances will result in premature termination of services, we ask that efforts are made a planful transition for the individual and their family.

Our Responsibilities to You

It is the responsibility of Envision to provide you with quality choices and services in accordance with all rules and guidelines established by applicable licensing, accreditation, and certification agencies. These agencies include but are not limited to: Ohio Department of DDS, the County Board of DDS in your county of residence, and Federal Medicaid regulations. Below are a few highlights we want to make sure you know about.



We are responsible to provide services in a way that is effective for you -- We are happy to work with you to provide services in the way that best meets YOUR needs. Please let us know if changes need to be made to make services more effective. A few examples: Your work schedule changes and you need to look at a different session time; You think services would work better for you if they were more often or less often; You would like written information to be in large print due to low-vision needs or just personal preference; You would like to involve additional family

members at sessions; etc...

CITE cares about the needs of your family. CITE understands that sometimes needs change. At any time while you are working with CITE if those needs change let your CITE team members know so that changes can be made.



We are responsible to incorporate your values, beliefs and preferences into the plans we design so that they fit for your life - We strive to develop supports and strategies that are effective. Obviously no plan will be effective if you are not comfortable with it, so we need to make sure it fits your life from the beginning. Exceptions to this would only occur if the rules, regulations, and positive behavior support philosophies were not compatible with your preferences, as we are required to uphold these. In cases where we cannot meet your preferences due to a conflict, we

will work with you to identify other services that may be more effective for you.



We are responsible to ensure you have access to your records -- You have the right to access your service records if you desire. You are able to request this at any time.



We are responsible to provide open communication - The most effective way to team together and develop successful supports is through open, honest communication together. We want you to be open and honest with us and we hold ourselves to this same standard. Authentic connections are developed by:

- fostering a trusting and supportive environment
- valuing and understanding an individual's abilities, interests, and culture
- Having fun together – laughing and enjoying each other's company



We are responsible to provide you with full disclosure of our scope of services

- This informational handbook is designed to give you a complete understanding of the services provided by CITE Services so that your expectations regarding what our services can and cannot achieve are realistic. If you have any questions about how the services can be delivered, the methods used to achieve your goals, or what we can hope to accomplish, please don't hesitate to ask.



We are responsible to uphold and protect the rights of the individual's served -

Individual's rights are established in Ohio law. It is our responsibility to uphold those rights. We will review the individual's rights at the beginning of service.



We are responsible for reporting any incidents that put the health and safety of the person receiving services at risk -

Our first responsibility is to the health and safety of the child or individual. By law, all CITE staff are mandated reporters. We follow the Ohio Department of Developmental Disabilities reporting guidelines for instances that would be considered an "unusual incident" or a "major unusual incident" and all applicable laws and regulations. Your team will provide you with further information

on what this includes. We must also report any allegations of child abuse or neglect that are reported to us or that we witness to the local child abuse reporting hotline.

Your Responsibilities

As part of your role in receiving services, you also have certain responsibilities. While receiving services, here are a few things to know that will increase the effectiveness of the services you are receiving:



You are responsible to be present for each scheduled session - Our service delivery is focused on working with the individual AND their While it is preferred that the individual is present for CITE sessions, their parent/guardian **must** be present for a session to take place. The only time this would not apply would be during observation in alternate settings for the purposes of assessment. When an individual receiving services is their own legal guardian, a parent is not required to be present.



You are responsible to engage in open communication - In order to best support goal work, there should always be open communication between you and CITE staff. Please do not hesitate to ask questions and/or voice concerns - we need to hear about what is working and what is not in order to keep goals moving forward.

If the strategies and supports offered do not fit with your beliefs, priorities, or abilities, the overall plan will not be successful. We want you to feel comfortable letting us know these things. So, feel free to ask questions and/or voice concerns – this will allow us to better support you!

To fully grasp how each individual can best learn, an educator needs to know a person well and have genuine empathy for them - we need to understand and share their feelings. Understanding a person's background, interests, and social life are equally as important as understanding their cognitive or physical differences. Developing a positive relationship is essential to building genuine empathy and understanding. These are the building blocks that can lead to trust, cooperation, and progress.



You are responsible to provide your CITE team with any and all information that would be helpful in delivering services or working on goals (i.e. medical history, psychological information) - The effectiveness of the services that we deliver is partially dependent upon full and accurate information that only you can provide. Even the smallest details can be important in completing an accurate assessment. You will not be judged for any information you provide - our goal is only to support you in developing an effective plan that incorporates all relevant information.



You are responsible for the implementation of supports and strategies between service sessions - CITE Services are a team effort. Our goal is to present materials and interventions that can be successful within your home or community setting. Long- term changes can only occur if these supports and strategies are implemented consistently. A key component to maintaining services is to practice the strategies and supports throughout the week between sessions.



You are responsible for tracking and monitoring goal work - Every person has goals they are working toward. We will work with you to create those goals. You have the most important job, which is keeping track of what's working and what's not. Keeping track may include data collection through a form, email, or an app. If we present a data tracking method that is not effective, please let us know so we can change the data method to one that will allow you to be successful.



You are responsible for acceptance of coaching - Watching is good; but there is no replacement for doing. We will coach you in the moment to practice the interventions that we've shown you. For example, if we have developed a plan together that says we redirect to a visual schedule, first we'll show you how to do it and then we'll help you do it on your own.



You are responsible for keeping scheduled appointments - If a session needs to be cancelled; please inform your CITE team as soon as possible (at least 24 hours notice would be preferred). If you need to reschedule a session, please contact your staff by Friday morning *the week before* to increase the ability to accommodate your request, as we finalize our schedules on Fridays.

If you do not return scheduling calls, or if services are not regularly held, your services are at risk for discontinuation. However, when services are discontinued, you will have access to services in the future by making a new service request and returning to the wait list until a service team is available. In addition, we offer a temporary break of up to 30 days from services if needed.

Conditions for Maintaining Services



Ongoing availability of CITE Services is dependent upon availability of adequate funding. If a situation occurs that would prevent continued funding, CITE staff would work with you to plan a transition from services.

Due to the expertise required to provide CITE Services, new staff participate in an intensive period of training prior to delivering services independently. When staff turnover occurs, we make every attempt to maintain the level of current services to all individuals; however, if this is not possible, we may request a temporary decrease in service frequency while we train another staff person.

The majority of our funding comes through local tax levy dollars. We uphold ourselves to be accountable for responsible use of those public monies. Therefore, the following factors are considered when determining the continuation of services.

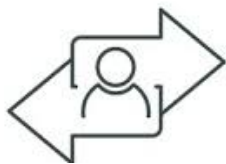
- **Consistent participation in services** - In order to maintain CITE Services, it is expected that you will practice the identified strategies with your child between sessions, and document your experience by collecting weekly data as requested by your CITE Services Team. It is expected that you will accept coaching from staff members and implement supports and strategies between sessions.
- **Consistent attendance** - We understand that events come up that will require the occasional cancellation of service sessions, such as illness, vacations, and sudden life changes, etc. However, when cancellations occur frequently that result in a pattern of decreased service delivery, the ongoing schedule of services will need to be reviewed. This includes when more than two consecutive sessions are canceled, or when scheduled services are canceled on a fairly frequent basis. If things change, and you know that you will be unable to commit to regular sessions, please let us know so that we can come up with an alternate schedule or take a break from services. This allows us to begin serving others more quickly and prevent a long wait for services.
- **Continued progress toward goals** - Individuals who receive CITE Services typically experience progress toward their established goals. In rare cases, due to the intensity of the interventions required for progress being unable to occur with the current resources available within that setting, it may be identified that further progress within the service structure is not anticipated. In those cases, we will assist in referring you to other supports that may be more appropriate.

Costs for Services



There are no direct costs to individuals, their families, or their community teams. CITE Services are paid for through the funding of the agencies who have contracted with CITE Services. Contracting agencies include County Boards of Developmental Disabilities as well as county-level multi-systems funding entities. The majority of monies utilized by funding agencies to contract CITE Services include local tax levy dollars.

Conflicts of Interest



Any possible or potential conflict of interest determined before or during the provision of services will be disclosed to the individual served and his/her legal guardian.

Positive Behavior Supports



Envision advocates the use of positive teaching and support strategies and requires the use of least restrictive environment and least intrusive forms of services. Teaching and supporting strategies that affect behavior must be employed with safeguards and supervision to protect the safety, welfare, due process, and rights of individuals served. A hierarchy of teaching and support strategies is utilized which promotes growth in independence and the development of supportive relationships for each individual.

Positive Behavior Support strategies are embedded within all skill development plans.

Behavior supports are implemented in levels from least to most intrusive and/or restrictive as needed to support an individual to gain or regain skills and to maintain their personal safety. You are involved in planning and approving these supports as you work with your service team. As the intervention methods become more intrusive they will require more oversight and monitoring. The levels of support are:

- 1) **DEVELOPING MEANINGFUL RELATIONSHIPS:** Based upon the principal that all human beings are fundamentally social and need to have at least 1 relationship in which he or she feels safe and well cared for. The ability of a staff person to influence the behavior of an individual they serve is contingent upon the quality of the relationship between the two. Envision staff use considerate and caring language and behavior towards all individuals served to promote meaningful relationships.
- 2) **BEST PRACTICES SUPPORTING APPROPRIATE BEHAVIOR:** Everyday practices used by families and staff should encourage the person to be socially appropriate and productive.
- 3) **SKILL DEVELOPMENT-PLANS USING POSITIVE CONSEQUENCES:** A positive support plan is a planned intervention to increase or decrease a target behavior when best practices supporting appropriate behavior have not resulted in the desired outcome.
- 4) **SKILL DEVELOPMENT-PLANS USING AVERSIVE CONSEQUENCES:** Aversive strategies use intrusive procedures. They are consequences that a person would actively seek to avoid. Interventions that restrict or prevent the individual from responding (e.g., physical holds) may be considered aversive strategies. Aversive strategies may involve the risk of violating an individual's rights and protections. As such, plans using aversive strategies will not be developed.



Hands-On Physical Intervention - Physical crisis management techniques, such as a hold or restraint, will only be utilized temporarily in an emergency situation when a person's actions are causing immediate danger to themselves or others. Staff are trained in the use of specific physical crisis intervention techniques. Staff are also trained to identify any complications that might result due to the use of a physical intervention.



Due Process

Under the law you have a right to Due Process. Due Process is a way to ensure that you are able to appeal decisions that you believe deny you the services or processes related to services you are entitled to based on the law. This means that if you disagree with decisions Envision makes about your services you can appeal that decision by requesting Envision to review the decision again. This also means that if you disagree with Envision's decision after their review, you can continue to appeal to the next level, all the way up to the Ohio Department of Developmental Disabilities.

Things you may want to utilize Due Process for include disagreements about:

- Individual Rights
- Eligibility to receive services
- Services provided to you
- Denial or Ending of Services or a Reduction in Services
- Envision Policies

With regards to individuals who do not agree with an agency action or decision, the individual and/or legal guardian would be advised to do the following:

- 1) Contact a Program Supervisor to voice your complaint. Their contact information is on the front cover of this Handbook.
The Program Supervisor will meet with you to review the situation. If the problem is fixed at this level, a report will be completed, copies distributed, and a copy placed in your file. If the problem is not fixed to your satisfaction, it should be referred to the next level.
- 2) Appeal to the Envision President/CEO: Their contact information is on the front cover of this Handbook.
The President/CEO will gather input from all the people involved and review the problem. A decision will be made within two weeks of receiving your information. A report will be completed, copies given out, and a copy placed in your file. This decision will be final within the Envision Appeal Process. However, if you are still unsatisfied with the outcome, you can appeal to your local County Board of Developmental Disabilities to request a conference or you can choose to request a state level hearing.
- 3) Request a conference with your local County Board of Developmental Disabilities or the Ohio Department of Developmental Disabilities to discuss the disagreement with Envision's decision.
At the county level, you can request a conference by contacting your county board representative. A county board conference is not required in order to have a state level appeal hearing and it also does not affect your ability to have a state hearing.
- 4) File an appeal with the Ohio Department of Developmental Disabilities. If you choose to file an appeal with the state, this must be done within 90 days of the notification of Envision's final decision. This appeal may be filed verbally or in writing. If you choose to file an appeal, Envision's Corporate Compliance Officer, Anne Rule, (513) 619-2922 can assist you by writing your verbal information for you.
- 5) If you remain dissatisfied with the outcome, you can file an administrative appeal to the Ohio Department of Human Services. This appeal process would include a review of the facts surrounding the situation, the State of Ohio hearing officer's decision, and testimony from the state hearing participants. If the decision remains unsatisfactory, you can also request a judicial review in the courts.



General Concerns or Complaints About Services

While Due Process is focused on disagreements about services related to the law, you, as the individual, a family member or legal guardian, can also express any other concerns about the services you receive. Envision wants you to be satisfied with your services and desires to work out any problems that might arise. Whenever people work together, general problems can come up about the services or about your service team, or other issues. If you have any complaint, big or small, we want to hear from you.

Start by addressing your concern with your service team, as it is hoped that all concerns can be resolved through open communication. However, if you are uncomfortable in doing this, we ask you contact the Program Supervisor who will help you to develop a resolution to your concerns. You can ask the Program Supervisor or your team to call a Red Flag Review. The Red Flag Review would be an in-person meeting to problem solve around your concerns and create actions steps. Red Flag Reviews can be called to discuss services, address barriers to making progress, get input from others on intervention strategies or assessment information, and/or to discuss concerns.

Individual Rights



Everyone served by Envision has rights. Rights tell you how you should be treated and should not be broken by anyone. Envision strongly believes in protecting, upholding and advocating for the rights of individuals with developmental disabilities. All staff are required to receive annual training on Individual Rights to ensure that they understand and know that they are accountable for safeguarding those rights. If you feel your rights have been violated please contact our HR Director: Anne Rule at (513) 619-2922

Nondiscrimination Clause/Civil Right Practices



Envision does not discriminate in delivery of services based on gender, race, national origin, creed, religion, sexual orientation, socioeconomic status, language, age, or disability. We adhere to all regulations and rules addressing nondiscrimination. Envision will be in compliance with the Civil Rights Acts of 1964, the Americans with Disabilities Act, and all other laws, rules, and regulations dealing with Civil Rights. It is expected that families who choose to engage with CITE Services also abide by the same expectations. Discrimination toward Envision employees in any form is not tolerated.

Health and Safety Practices



The staff of Envision will make every effort to protect the health and safety of all individuals served while in our care or during the provision of services. Further, we will provide education and support to promote safe and healthy environments for all individuals served. Envision has policies and procedures in place to ensure adherence to all applicable local, state, and federal laws/standards as expressed by administrative rules, legislative acts, and professional and/or governmental agencies.



Bedbugs - All staff members have received training to understand and recognize the presence of bedbugs as well as to understand how to prevent carrying them out of a home and into your home. While providing services, staff members will be extra attentive to any sign of a possible bedbug infestation. If they suspect bedbugs, they will talk with you immediately so they can assist in referring you to treatment resources. If you suspect you may have bedbugs in your home, please notify staff immediately so they can take a higher level of precaution to prevent carrying bedbugs out of your home.

If you have bedbugs in your home, we will ask to meet in the community for sessions whenever possible.



Substance Use - As it is expected that Envision's employees refrain from substance-use while at work, we also ask that families comply with the same expectation during CITE sessions. Use of alcohol, marijuana, tobacco, vaping, and consumption of illegal substances are unwelcome during CITE sessions.

CITE staff may remind family members of this expectation and will terminate a session if not provided with cooperation. Multiple occurrences may result in the termination of services.



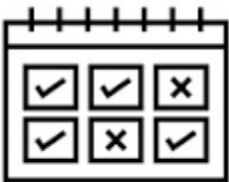
Firearms and Dangerous Weapons - For everyone's safety, participants in Envision services are not allowed to carry firearms on Envision property. Envision staff do not have the right to place restrictions upon individuals/families in their private homes but reserves the right to cancel or terminate a session if they feel there is a threat to their safety.

After such an incident, services may be conditioned upon an agreement with the individual/family regarding weapons or threat to the safety of staff.



Staff Safety and Household Pets – While we understand that pets are an important part of your family, to ensure staff safety we ask that all pets are secured in a crate or behind a closed door during CITE sessions. CITE staff may remind family members of this expectation and will terminate a session if not provided with cooperation. Multiple occurrences may result in the termination of services.

Attendance Policy



A parent or legal guardian is required to be present and participating during all CITE sessions. Exceptions can be made in advance through the use of an Alternate Caregiver Form, which allows for an identified adult to be present and participating in the parent/guardian's absence. Often this is used for a grandparent, nanny, or in-home Provider (DSP).

The interventions provided by your CITE Team are most effective when practiced consistently. Relationship building is a cornerstone to success. As such, our service delivery model includes weekly visits in your home/community. Sessions typically are scheduled for 60-90 minutes depending on the current area of focus. It is expected to maintain an attendance average of 80% or better throughout services.

It is often helpful to choose a recurring weekly session time to create a stable expectation for your family.

Rescheduling

If you are unable to maintain your scheduled session, we would like to reschedule your visit within the same week. Sessions that are held in the same week are considered rescheduled, and count toward positive attendance. If your CITE staff is unable to accommodate your request for a new time or date, the session will be considered Cancelled.

Cancellations

Cancelled sessions occur when the primary caregiver contacts CITE Staff to state they are unable to meet at the time previously agreed upon, and the session is not rescheduled. Cancellations decrease attendance averages.

In the event your CITE Staff initiates a cancellation and your family is unable to accommodate staff's request for a rescheduled session, this occurrence is not counted, and there is no impact to your family's attendance average.

No-Show

When CITE staff arrive at a scheduled session and the identified caregiver is not present, staff are permitted to wait for 8 minutes outside of the home. During this time staff will attempt to contact the family. If the identified caregiver is not present after 8 minutes, staff will leave and the session will be considered a No-Show. No-Shows decrease attendance averages.

Attendance Agreement

An attendance average of less than 80% will require a signed Attendance Agreement as a condition to maintain ongoing services. This agreement will explain the need to hold a specific number of sessions as scheduled, without changes. If the agreement is unable to be upheld, services will be discontinued at that time.

Services will be immediately discontinued under the following circumstances:

- Two cancellations and/or No-Shows during the first 5 scheduled sessions
- Two consecutive No-Shows at any time during service delivery
- Lack of scheduling of services, as seen by non-responsiveness to calls by service teams for longer than two weeks