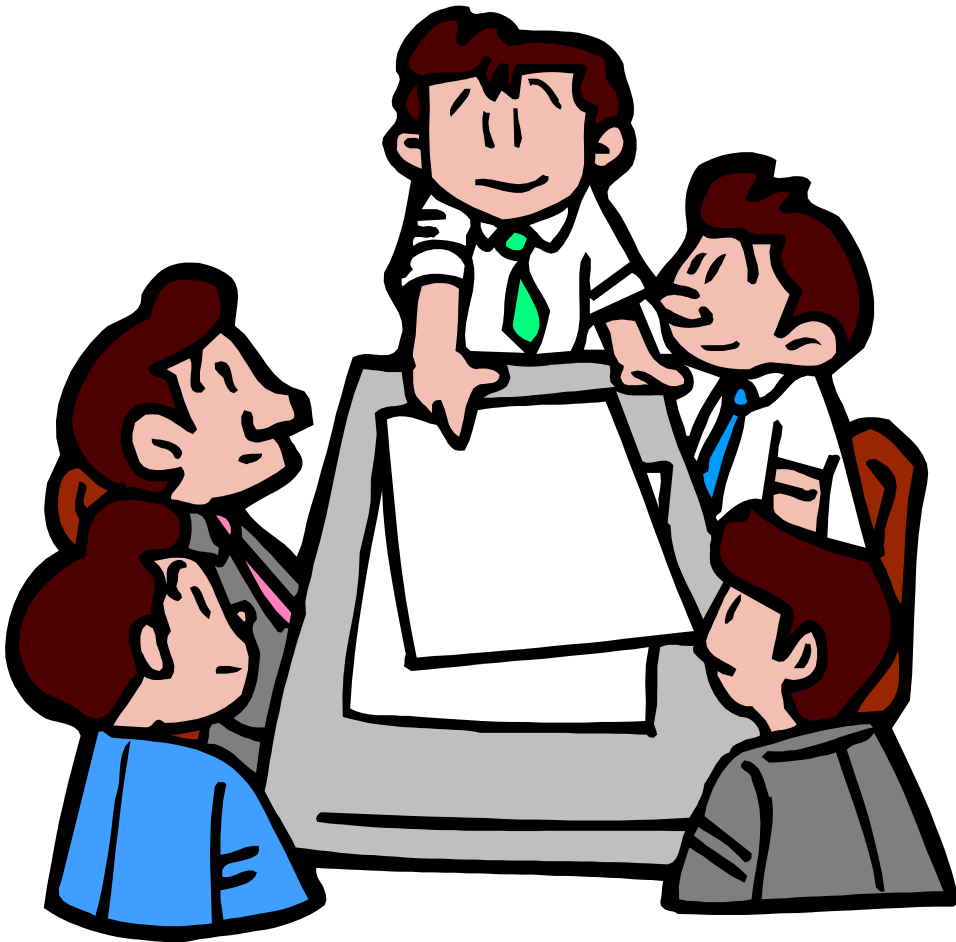


CENTER FOR HUMAN SERVICES
Service Coordination
HANDBOOK
Revised 07-01-07



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WELCOME

Welcome to the Center for Human Services. We have a long history and proud tradition of providing high quality, effective programs. We have many services designed to meet the needs of you and your family. The service coordinator will help to coordinate, link and connect you to resources and services you need as identified in the person centered planning process, and to maintain best practices and relevant accreditations.

This is your book and has been written to answer questions about Service Coordination. Your Service Coordinator will be happy to talk to you about any issue you do not understand. If you have seen this booklet before, we are sharing it with you again to refresh your memory about Service Coordination.

Center for Human Services Vision:

We recognize that each individual we serve should have the opportunity to successfully participate in our communities. We pledge to actively promote meaningful, comprehensive services in family and child development, community living and employment.

Center for Human Services Mission Statement:

To promote development and prevent or reduce the challenges of disabilities across the life span by creating partnerships with individuals, families and communities.

Who do we Serve?

The Service Coordination Department serves any individual receiving services through CHS programs, as well as, children after age three and adults with a developmental disability or other identifiable disability who reside within a county within the service area.

WHAT IS A SERVICE COORDINATOR?

All of our Service Coordinators have experience and training in many of the issues that you face on a daily basis. Their job is to talk with you and your family, and assist you to gather information that will help you develop goals for your life. These goals are written down in an Individual Plan. Once the plan is written the Service Coordinator will help you find services that will help you meet those goals. They will also follow up with those services to make sure that they are working for

you. Sometimes those services will be provided by the Center for Human Services, and sometimes they will be provided by other agencies. The Service Coordinator will help you to locate services, resources and will provide information to you. The Service Coordinator will arrange transportation for you but is not a provider for transportation. You will be offered as many choices as possible. The Service Coordinator also completes lots of paperwork, so you and your family don't have to! The Service Coordinator is not a direct provider. See pages 15 - 17 for information on Center for Human Services direct services.

Cost of Services

Individuals that have been determined eligible and referred by the Central Missouri Regional Center, under the direction of the Department of Mental Health, Division of MR/DD, are **required** to complete the Standard Means Test Financial Questionnaire, along with a copy of the consumer/parents Income Tax Return, for anyone over the age of 3, who do not receive Medicaid Benefits. The Standard Means Test determines if an individual or financially responsible party has the ability to pay the full or partial cost of services provided by or purchased by the Department of Mental Health. This includes Service Coordination Services or other direct support services such as Personal Assistance, Day Habilitation, Transportation, etc.

Medicaid Billing

Some things that your Service Coordinator does for you, like making phone calls, writing letters, completing monthly reviews, or talking to service providers about your progress may be billed to Medicaid, even though you did not see your Service Coordinator that day. You will receive a quarterly Medicaid printout showing all charges made to Medicaid for you and the time that the Service Coordinator puts in to help you will be shown on these printouts from Medicaid.

PERSON CENTERED PLANNING

Your Service Coordinator will spend some time getting to know you and collect information from important people in your life. They will talk with your family and people who know you well. During this time, your Service Coordinator and you will answer the following questions:

1. Who are the important people in your life?
2. What things are most important to you?
3. What are your likes and dislikes?
4. What do people admire about you?

5. To be successful in supporting you, what information will the team need?
6. What are your dreams and/or goals for the future?

Individual team meetings will be held at least annually, and more often as necessary.

- Generally, you will choose who you want to invite to your IP meeting.
- The team meetings will be held in a place where you are comfortable.
- What is important to you and your choices that focus on developing skills that mean something to you.

The role of you and/or family is:

- to lead and guide the team to understanding of your goals, hopes, and dreams.

The role of the Service Coordinator is:

- to coordinate the team meeting, either as team leader, or to assist you to be the team leader.
- to document the meeting.
- to review the information collected during the interview stage with the team.
- to assist the team in developing long-term goals/dreams and a beginning set of short-term goals that you want to achieve.
- to act as an advocate to you and a coordinator to the team, to assure that the plan is progressing as you desire.
- to collect goal sheets from each service area at least monthly and provide review.

After the meeting:

- You, along with your chosen service providers will develop and change the short-term goals as they are met.
- Each short-term goal will contain an agreed upon date of completion.
- You and/or your legal guardian may request to change the short term or long term goals at any time.
- Generally, the team should meet or confer, if a long-term goal is changed.
- You or any team member may request a full team meeting at any time.

RESPITE CARE PROGRAM

What is Respite?

- Respite care allows the primary caregiver time to rest, relax and find relief from SPECIAL caregiver responsibilities.
- Respite provides the primary caregiver time away from the individual, with a developmental disability, in order to conduct activities important and necessary to the overall individual/or family's well being, such as medical appointments, shopping, and cleaning.
- Respite care allows the primary caregiver to address a family crisis, unrelated to the individual with a developmental disability, such as illness, hospitalization, or death of a family member.
- Respite care helps preserve the family unit and lessens the pressure that might lead to out-of-home placement, divorce, neglect, or child abuse.
- Respite care should not be used as a daycare for individuals under the age of 12 years old, in order for the caregiver to be employed/work, and for those who can access ordinary available childcare.

How does the Respite Care reimbursement program work?

A Respite Care Assessment will be completed to determine eligibility for respite care funding. If eligible:

- Families locate and hire their own respite provider.
- Families pay their provider an amount that the provider and family agree upon.
- Families complete a CHS Respite billing sheet and turn it into the Service Coordinator **MONTHLY**, to receive a reimbursement check. Respite Billing Sheets turned in **two months after the last date of service, will not be reimbursed**. For example, respite was provided April 1, 3, 5 and the billing sheet is not turned in until June 15th, then you will not be reimbursed.
- Your respite reimbursement check will be mailed to you, or you can arrange to pick it up on the available days.
- Your Service Coordinator can provide you with necessary billing sheets, the dates of when they need to be turned in and when reimbursement checks will be issued.
- If you do not know of anyone that can provide respite, sometimes the Service Coordinator may have a few names of people who have provided respite for those in the past.
- It is the primary caregiver's responsibility to give information to the Respite Provider with regards to completing W-2's or 1099's.

- The Service Coordinator's are authorized to reimburse respite at the maximum of \$50 per month (\$600 per year).
- The Special Circumstances Committee will review and approve Respite Funds that do not meet these guidelines.
- **Please Note:** Funds are limited and there is no guarantee of funding for respite for the entire year.

Who is eligible for Respite Care Reimbursement?

- ❖ Your Service Coordinator will complete an initial and annual assessment to determine your eligibility and continued need for respite funding.
- ❖ The individual must be enrolled with Department of Mental Health (Division of MRDD)
- ❖ The primary caregiver is eligible for respite care funding when, due to a developmental disability of a family member:
 - A primary caregiver has special and continuing responsibilities for care and supervision beyond what is typically associated with the care of non-disabled persons of the same age.
 - The primary caregiver has difficulty utilizing ordinary available childcare for a child under the age of 12 (Special Circumstance Committee will make final eligibility determination).
 - There are limited or no natural supports available to help give the primary caregiver relief.
- ❖ If Respite Funds are misused, (such as not paying your Respite Provider) the primary caregiver will be at risk of being ineligible for Respite Care Funding in the future.

FAMILY SUPPORT PROGRAM

What is the Family Support Voucher Program?

This program provides financial assistance to eligible families so that they can better meet needs related to maintaining members with disabilities at home.

- This program empowers families, as primary decision makers, by providing funding for their use in planning and obtaining needed items and services to help care for their family member with a disability.
- Family Support Voucher Program is designed to **only** help with expenses that are above and beyond what a typical family experiences because of the items/services needed to care for a family member with a disability.

- This is not an entitlement program and does not cover expenses that all families are responsible for, whether they care for a family member with a disability or not, such as electric, gas, water, phone and cable bills, or food.
- The Family Support Voucher program receives funding from the Missouri Department of Mental Health and from community donations. These funds are limited and will not be used to cover items/services when alternative funding is available.
- When the Service Coordinator reviews your request for funding, it may require the Special Circumstance Committee to review and approve.
- The Missouri Values guidelines are used to determine appropriate use of funds. (See page 18 of handbook)

COUNSELING

Counseling services include individual or group counseling for individuals, over the age of three, when funding is available. If you feel that you need counseling services, your Service Coordinator can help you find a counselor in your area and locate alternative funding sources for this service. It is necessary that all local options are looked at before a CHS Referral for Counseling is made, due to the limited counseling funds that are available. Funding for counseling is provided by the Department of Mental Health, MRDD Division, therefore only those individuals that are Central Missouri Regional Center eligible can access these funds.

RESOURCE LIBRARY

All individuals or families who receive CHS Service Coordination are welcome and encouraged to use the Resource Library. The library is located in the Service Coordination Department at the Ewing Vocational Center. Some of the informational materials that can be checked-out include: books related to Autism, Down's Syndrome, Community Inclusion, Special Education, Employment Supports, Parental Resources, Sexuality Training Handbook and Social Skills book & videos. Individuals or families that would like to search the world-wide-web for information or resources can also use the Internet accessible computer located in the Resource Library.

How to Ask for a Different Service Coordinator

At the beginning, while you are getting to know us, we will assign a Service Coordinator that we think you will like. Most of the time, this works well, however, if you would like to ask for a different Service Coordinator please contact Linda Holland, Director of Service Coordination & Quality Assurance. Her office is at 1500 Ewing Drive, Sedalia, MO 65301. Her phone number is 660-826-4400 ext. 324 or 660-886-4261 ext. 324.

Requesting to Review Your Records

Unless your access to your records is restricted for clear and documented treatment reasons, you have a right to see your records upon your written request. We will respond to your request within 30 days. If we deny you access, we will give you written reasons for this denial and explain your right to have the denial reviewed. If you want copies of your records, a charge for these copies may be imposed, depending on your circumstances. You have the right to choose what portions of your information you want copied and to have prior information on the cost of copying.

Admissions Placement Suspension (APS) Committee

This committee has representatives from each Program service area and is chaired by the Program Director of Service Coordination. The committee meets at least weekly to review all people who start, leave programs/services, changes in placement or suspensions. You may attend the meeting to give us information, if the meeting is about you.

Positive Behavior Support & Human Rights Committee

This committee has representatives from the Service Coordination, Community Living and Employment Services Departments who have been trained in Positive Behavior Supports. The committee is chaired by the Program Director of Service Coordination. This committee's role is to review any Positive Behavior Support or Behavior Management Plans written within the Center and to assure that an individual's human rights are not restricted. When a restriction is recommended, the committee will ensure that there is documentation to show what supports or interventions have been used prior to the restriction of rights and at what point the restrictions will be lifted.

Conflicts of Interest

Staff must ask the Program Director for permission if they enter into a business arrangement with you or any of your family.

Staff may not co-sign notes for credit, loans, purchase contracts or other agreements involving you or your family. Staff may not borrow money from you or loan money to you. They are also not allowed to hold money or property that belongs to you unless they are legally authorized to do so by a court.

Safety Committee

The Center for Human Services has a safety committee. This committee has a person on it from each program area. The committee makes recommendations on how to improve safety and health in all CHS programs. Safety is everyone's job. If you have a concern about safety please tell someone quickly. Ask them to report the concern to the Safety Committee. You should also tell someone if you have an accident and follow all the safety rules.

WHAT TO DO IF YOU HAVE A PROBLEM OR COMPLAINT

1. If you have a problem or complaint about anything that happens in the program, you should first talk to your Service Coordinator about the problem.
2. If you still feel bad, you may, with the help of your parent or guardian or friend (if needed), write the problem down and give it to the Director of Service Coordination & Quality Assurance, Linda Holland. Linda can be reached at 1500 Ewing Drive, Sedalia, MO 65301 or by phone at 660-826-4400 ext. 324. At this time, you may ask to have a meeting with the Director of Service Coordination & Quality Assurance. If you do have a meeting with the Director of Service Coordination & Quality Assurance, what was discussed and the outcome of the meeting will be written down. This will tell you what the problem is and the ways to solve the problem. You will receive a written decision from the Director of Service Coordination & Quality Assurance within 10 days.
3. If you still have a problem, you may appeal the decision in writing to the Executive Director, Roger Garlich. He can be reached at 1500 Ewing Drive,

Sedalia, MO 65301 or by phone at 660-826-4400. The Executive Director will issue a written decision within 10 days, after consultation with both parties.

Abuse and Neglect Complaints

If you have a complaint of abuse, neglect, or violation or limitation of rights, you or your parents, guardian or authorized representative, may contact the Program Director of Service Coordination. Her name is Linda Holland. She can be reached at 1500 Ewing Drive, Sedalia, MO 65301 or by phone at 660-826-4400 ext. 324. The Center shall report abuse and neglect as mandated by law.

INDIVIDUAL RIGHTS

1. A person receiving Center for Human Services shall be entitled to the following rights and privileges without limitation:

- ◆ 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 when any limitation to rights is proposed; or to have alleged to have taken place;
- ◆ To receive services regardless of gender, race, creed, marital status, national origin, disability, or age;
- ◆ To be free from physical, verbal and sexual abuse and neglect;
- ◆ To receive appropriate humane services and high quality services and supports as determined by your support team, which may include, but not be limited to, you, your parents, guardian, or authorized representative;
- ◆ To receive these services and supports in the most integrated setting appropriate for your particular needs.
- ◆ To have access to Center rules, policies, and procedures pertaining to services and supports;
- ◆ To have personal records maintained confidentially;
- ◆ To have access to personal records;
- ◆ To have services, supports, and personal records explained so that they are easily understood;

2. You or your parents, guardian, or authorized representative shall be informed of your rights in language that is easily understood.

- ◆ At the time of enrollment and whenever changes are made to the description of your rights, the Center shall provide to you and/or your parents, guardian, or legal representative a written description of your rights and how to exercise them.
- ◆ If a person receiving services has complaints of abuse, neglect or violation or limitation of rights, the person, the person's parents, guardian or authorized representatives may contact the Program Director of the department or designee, another Program Director, or the Executive Director as per policy PRO 235 Abuse and Neglect.
- ◆ CHS shall have policies and procedures that enhance and protect the human, civil, and statutory rights of all persons receiving services.
- ◆ CHS shall report abuse and neglect as mandated by law. Any violation of rights shall constitute, at a minimum, inadequate care and treatment.

Service Capacity

The services available to you depend on the individual program funding available. You may be placed on a waiting list, if a service is full. We move people off of the waiting list in the following order:

- ◆ Priority of need - Determined by utilizing the Department of Mental Health Prioritization of Need Form.
- ◆ Ability to serve you, based on schedules, services, and funding availability.
- ◆ County where you live - then persons from out of county.
- ◆ Meet program eligibility guidelines

Qualifications of Staff Members

All of the staff who work with you have received training in First Aid, CPR, CPI (Crisis Intervention), Medication Administration, and other safety classes as needed in their jobs.

The Center follows standards set forth by State and Federal Funding sources regarding qualifications of staff. If you have questions regarding the qualifications of your Service Coordinator, please ask them. If you have questions regarding the qualifications of another staff member, please ask your Service Coordinator and they will assist you in finding this information out.

SERVICES AVAILABLE THROUGH THE CENTER FOR HUMAN SERVICES

Family & Child Development (including Adult Therapies)

It is the schools responsibility to provide educationally related therapy to individuals who are school age. All services are not available in all counties. Check with your Service Coordinator for availability in your county.

- ◆ **Early Intervention** - An Early Intervention team provides services to young children through the Missouri First Steps Program. The team believes that families are the cornerstone for successful development of children. Intervention services are done in the family's natural environment, blending intervention into the daily routines of the child and family.
- ◆ **Early Head Start** - A comprehensive program focused on providing services for income eligible pregnant women and families with infants and/or toddlers. Families can participate in program options including center-based childcare within our center or through partnerships with community child care providers, childcare within the community, and home-based visits. EHS is federally funded through the Head Start Bureau.
 - **Resources for Parents:** Families whose children receive Early Head Start services through the Children's Therapy Center are welcome and encouraged to make use of our Parent Resource Library.
- ◆ **S.P.A.R.K. (Sharing, Playing and Reaching Kids)** - SPARK is open to three to five year-old children. This is a developmentally appropriate, constructivist early learning model which focuses on child-directed learning through play and exploration. Through stimulating learning opportunities, children are encouraged to explore ideas, concepts and their own learning strategies. We include "whole learning" activities to help children learn what they need to know to be successful in school. SPARK is a full -day, full-year program and is available as a high-quality, integrated setting for children with disabilities to facilitate their inclusion in the community.
- ◆ **Occupational Therapy** - Occupational Therapy is offered on an individual basis for children and adults upon recommendation from a physician and delivered by an Independent Contractor from CHS/CTC. Availability of this service is contingent upon the therapist and funding.

- ◆ **Physical Therapy** - Physical Therapy is offered on an individual basis for children and adults upon recommendation from a physician and delivered by an Independent Contractor from CHS/CTC. Availability of this service is contingent upon the therapist and funding.
- ◆ **Speech/Language Therapy** - Speech Therapy is offered on an individual basis for children and adults upon recommendation from a physician and delivered by an Independent Contractor from CHS/CTC. Availability of this service is contingent upon the therapist and funding.
- ◆ **Aquatics** - Swim classes are held year-round and arranged according to the interests of the community. Sessions may include water walking, water exercise, and swimming lessons for all ages (individual and group swim lessons are available). Therapeutic aquatics is available for children and adults who will benefit from individualized sessions utilizing the warmth and resistance of a therapy pool, upon recommendation by a physician.

Employment Services

- ◆ **Organizational Employment** - This service provides a variety of work opportunities, at varying skills levels and of different types of work, for individuals who have demonstrated the ability to produce quality work and who require minimal supports. Personal Assistant Services may be provided to help you achieve your goals. A Job Coach and Training Support Specialist will help you develop personal and vocational goals and develop good work behaviors & attitudes.
- ◆ **Vocational Training** - This service provides training to individuals who have the desire to work, in order to develop skills necessary to gain employment. Day Habilitation services are provided to assist you to develop a positive attendance record, socially appropriate behaviors, work attitude, skills, and ethics necessary to increase quantity and quality of production.

CRP- CHS Jobs

Pettis, Saline, Lafayette, Johnson, Benton, Morgan, Moniteau, Cooper and Henry Counties - This service is a comprehensive evaluation, training and support, that will assist you to become employed in the community. Services include functional assessment, job development, individual and one-to-one competitive job training.

Community Living Services

All services are not provided in all counties. Check with your Service Coordinator for availability in your county.

Community Housing

Group Homes -The Center offers several group homes within and around the City of Sedalia that offer a wide variety of supports and training in an environment that promotes good health and personal growth for people with mild, moderate, severe and/or multiple developmental disabilities and mental retardation. These homes include:

- ◆ Walnut Street Group Home
- ◆ Brown Street Group Home
- ◆ Tenth Street Group Home
- ◆ Three Acres Group Home
- ◆ Tradewinds Group Home
- ◆ Crescent Street Group Home
- ◆ Missouri Street Group Home
- ◆ Dearbrook II (Located in California)

Apartments -The Center offers a variety of safe, affordable housing options for individuals with disabilities through several apartment complexes. These apartment complexes, funded and subsidized by Housing and Urban Development (HUD), have income based rent which enables individuals to have their own apartments who otherwise could not afford one. Support services are provided as needed. Several of the apartment complexes have live-in managers to assist tenants should problems arise.

- ◆ Crestwood Court Apartments
- ◆ Palms Apartments
- ◆ Barrier-Free Apartments
- ◆ Spring Street Apartments
- ◆ Deerbrook I Apartments
- ◆ Tradewinds Apartments

Individualized Supported Living

In this program, training and residential support services are tailored to the individual's needs. Services and training are provided in the individual's home, or in the community, allowing skills to develop in real-life settings. This program's flexibility allows individuals with even the most severe disabilities the opportunity to become active members in their community.

Community Integration

- ◆ **Community Support Coordination (CSC)** - This service provides a variety of support services and training to assist individuals to live independently. CSC's

provide training and support in such areas as cooking, budgeting, grocery shopping, cleaning, hygiene, social/interpersonal skills, computer skills, medication management, and scheduling appointments.

- ◆ **Day Habilitation Services - Activity Center** - This service provides individuals with opportunities for learning, social interaction, and community involvement. Activity Center participants may learn to improve their self-care, socialization and communication skills, while also learning more about their community.

Transportation

The Center for Human Services operates several company vehicles and compensates staff for use of personal vehicles in order to transport consumers to and from their place of work and to other events and places within the community. We are responsible for operating company vehicles and/or personal vehicles in a safe way. We will treat our passengers with consideration and respect. Passengers are expected to maintain appropriate conduct in regards to safety and treatment of other passengers and the CHS driver, as well as, follow all the rules and procedures as stated in the Passenger Agreement (Form B170).

See Below for some information as outlined in the Passenger Agreement:

- **CONDUCT ON CHS VEHICLES**
 - Always treat others with respect.
 - Help to maintain a clean and safe vehicle.
 - Do not leave trash on the vehicle.
 - Practice good manners, cover your mouth and nose when you sneeze or cough.
 - Keep personal items on your lap.
 - Stay in your seat while the vehicle is moving.
 - Never remove your seatbelt until the vehicle has come to a complete stop.
 - Talk to your driver only when necessary. He/she needs to concentrate on safe driving.
- **BEHAVIORS NOT ALLOWED**
 - Cussing or yelling.
 - Smoking or chewing tobacco on the vehicle.
 - Eating or drinking of anything on the vehicle.
 - Fighting, inappropriate touching, horseplay, spitting, arguing, and visually or sexually offensive behavior.
 - Do not run up to the vehicle while it is moving.
 - Passenger must remain seated until arrival at destination or driver approves changing seats.

Missouri Values

The Center for Human Services receives funding through the Department of Mental Health, Division of MRDD to provide services to you. The Division of MRDD funds are Missouri taxpayer dollars. The Division of MRDD believes that individuals and families can and will make reasonable, responsible decisions about what those dollars are buying. The following statements represent the basic values of Missouri Citizens (see Table 2). They act as a guide to help your team decide whether or not CHS will be able to fund a service or support. Think about these statements as you decide what services and supports you will ask CHS to fund.

Table 2. Missouri Values

<p>The service/support is a NEED rather than a WANT. The service/support should be directly related to the disability and necessary to:</p> <ul style="list-style-type: none"> • Ensure the health and safety of the individual or others; • help the person perform activities of daily living, such as communication, mobility, and self care; • help the person live independently or develop the skills needed to do so; • help a family care for their family member in their home (and prevent out of home placement) or; • address barriers that might keep the person from fully participating in his community. 	<p><u>Example:</u> <i>A home modification for accessibility is a need.</i></p> <p><i>Home remodeling (e.g. buying new carpet) is a want.</i></p>
<p>The amount of support is based on the level of need.</p> <ul style="list-style-type: none"> • The amount of support is just enough to address the unmet need. • The level of need is clearly documented in the person-centered-plan. • When extraordinary levels of support are requested the individual has unique medical or behavioral needs that require more support, care, and oversight. • The amount of support is monitored and adjusted when needs change. • The goal is to increase the self-sufficiency of the person and family. 	<p><u>Example:</u> <i>An adult that needs support with all activities of daily living will likely need more personal care assistance than a young child who is in school 7 hrs a day.</i></p>
<p>Natural supports and other ways to meet the need have been explored first.</p> <ul style="list-style-type: none"> • A natural support can be provided by a relative, friend, neighbor or someone else in the community at little or no cost. • Natural supports already explored are documented in the person-centered plan. • Additional natural supports to be pursued are included in the action plan, along with responsible parties and timelines. 	<p><u>Example:</u> <i>A co-worker may be able to provide the supports necessary for a person with a disability to be employed, instead of hiring a job coach.</i></p>
<p>The service/support is something families do not typically provide. For instance, things <i>other than</i>:</p> <ul style="list-style-type: none"> • Basic needs, such as food, clothing, housing, utilities and transportation; • daycare or babysitting for young children; and • toys and recreation for children. 	<p><u>Example:</u> <i>Parents of teenagers do not typically have to pay for after school care.</i></p>
<p>Taxpayers would agree this is something that should be purchased with state tax dollars.</p> <ul style="list-style-type: none"> • It will meet an important need clearly related to the person's disability. • It is the most cost-effective way to meet the need. • It is necessary for the person to continue living with his family or independently in the community (i.e. not in residential placement). 	<p><u>Example:</u> <i>Taxpayers would support purchasing aquatic therapy for a person with physical disabilities, but would not support building a swimming pool in the person's back yard.</i></p>

CENTER FOR HUMAN SERVICES AGREEMENT OF RIGHTS AND RESPONSIBILITIES FOR INDIVIDUALS RECEIVING SERVICES

The staff at the Center for Human Services wants you to achieve the outcomes jointly agreed upon in your plan of services.

In this effort we commit ourselves to the following goals:

- To treat you with respect
- To discuss services clearly and openly with you and your family
- To offer services that promote health and safety
- To ensure that all information about you be treated as confidential.
- To clearly explain all rules that apply to you or your family.
- To respond to your requests for service to the best of our ability.
- To work with you to achieve your goals.
- To make requests and offer responsible choices.
- To offer ways for you to be a part of your community.
- To offer ways to learn new skills.
- To focus on your abilities
- To focus on developing skills that mean something to you.

Because services are being provided to you with public and private funds, you and your family have the following responsibilities:

To strive to make responsible choices, and to know that certain choices may cause your services to be reduced or stopped.

- To treat staff with respect
- To discuss services clearly and openly with staff
- To follow rules that pertain to you
- To take part in your plan and tell us your goals.
- To work toward your goals by following your plan or asking that the plan be changed.
- To ask for only services that you need.
- To understand that service may be limited by funding available.

Responsible Choice: Choices made after knowing the outcomes of that choice. A choice that will not harm, but protects the health, welfare and rights of all people involved.

Name: _____

A staff person will read and explain the handbook to you if you require assistance because you are unable to read or unable to understand the written description. This information can be made available to you in alternate formats as requested.

I have received a copy of the Service Coordination Handbook. Staff has explained the following to me:

1. Explanation of the Service Coordination Program
2. Individual Rights
3. Agreement of Rights and Responsibilities
4. Grievance Procedures

Signature

Date

Parent/Guardian (if needed) Date

Service Coordinator

Date