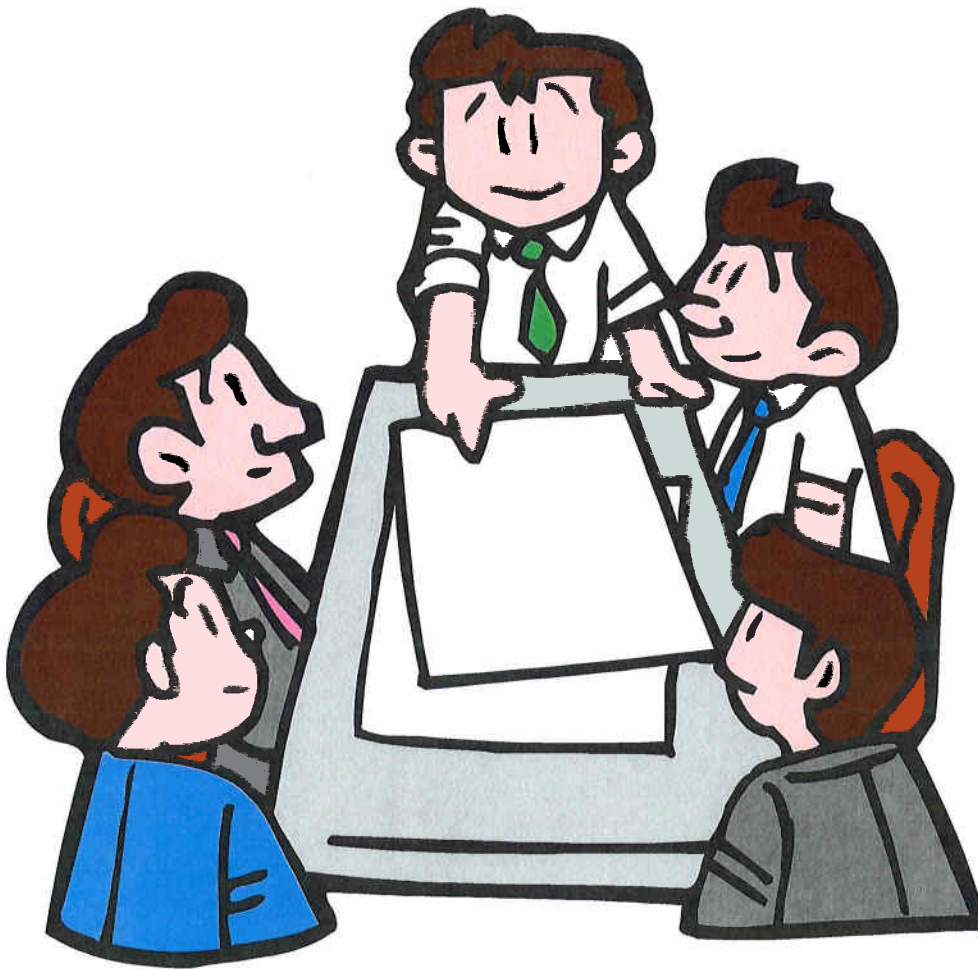


CENTER FOR HUMAN SERVICES
Consumer Advocacy and Quality Assurance Department
Handbook
Revised 01-1-12



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WELCOME

Welcome to the Center for Human Services Consumer Advocacy Services Program. We have a long history and proud tradition of providing high quality services to persons with developmental disabilities. Our services are currently available in Benton, Clay, Dallas, Hickory, Pettis, and Saline counties. Your Consumer Advocacy Services Professional 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 Consumer Advocacy. Your Consumer Advocacy Services Professional (will be referred to as CASP) will be happy to talk to you about the Consumer Advocacy Services Program as well as the services and programs offered with the Center for Human Services. If you have seen this booklet before, we are sharing it with you again to refresh your memory about Consumer Advocacy and how we can help you. If you are unable to read this manual in its current format, inform your CASP and he/she will provide you with a more preferred version. This may include:

- Read aloud
- Large font
- Braille
- Sign language Interpretation
- Non English interpretation

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 Consumer Advocacy & Quality Services 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 CONSUMER ADVOCACY SERVICES PROFESSIONAL?

All of our CASPs have experience and are trained 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 CASP will help you find service provider that will help you meet those goals. They will also follow up with those service providers 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 CASP will help you to locate services, resources and will provide information to you. The CASP will arrange transportation for you but is not a provider for transportation. You will be offered as many choices as possible. The CASP also completes lots of paperwork, so you and your family don't have to! The CASP is not a direct service provider but is experienced in finding a provider that fits your needs.

CASP Emergency Pager: If you have an emergency and you need to contact your CASP outside of the normal business hours, you can contact the CASP Emergency Pager at 660-815-1562 or toll free at 1-877-503-9415 for Benton, Dallas, Hickory, Pettis, and Saline and for Clay County at 816-605-3207 or toll free at 888-321-6647.

Cost of Services

Individuals that have been determined eligible and referred by the Regional Offices, under the direction of the Department of Mental Health, Division of 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 the Consumer Advocacy Services Program or other direct support services such as Personal Assistance, Day Service, Transportation, etc.

MO HealthNet (Medicaid) Billing

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

PERSON CENTERED PLANNING

Your CASP will spend some time getting to know you and collect information from important people in your life in order to help determine what your service needs are. They will talk with your family and people who know you well. Your CASP 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 Consumer Advocacy Services Professional 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. They help guide the plan help determine that your goals are 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 will meet or confer, if a long-term goal is changed.
- You or any team members may request a full team meeting at any time.

SERVICES OFFERED BY THE CONSUMER ADVOCACY PROGRAM

RESPIRE REIMBURSEMENT PROGRAM

This service is available in the following counties: Benton, Pettis, and Saline Counties.

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 or caregiver.
- 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 CASP **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, and 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 CASP 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, the CASP 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 CASPs 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.

Who is eligible for Respite Care Reimbursement?

- ❖ Your CASP will complete an initial and annual assessment to determine your eligibility and continued need for respite funding.
- ❖ If funds are not immediately available, the individual will be placed on a waiting list until funds do become available. If there is more than one individual on the waiting list, the individual with the highest priority will be selected based on using the Prioritization of Need form.
- ❖ The individual must be enrolled with Department of Mental Health (Division of DD)
- ❖ 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

This service is available in the following counties: Benton, Pettis, and Saline Counties.

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 CASP 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 17 of handbook)

COUNSELING

This service is available in the following counties: Benton, Pettis, and Saline Counties.

Counseling services include individual counseling for individuals, over the age of three, when funding is available. If you feel that you need counseling services, your CASP 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, DD Division, therefore only those individuals that are Central Missouri Regional Office eligible can access these funds.

What services are available through DD Waivers?

Division of DD Waiver Services X=Included =Not Included	Comprehensive Waiver Included Services	Community Support Waiver Included Services	MOCDD (Sarah Lopez) Waiver Included Services	Autism Waiver Included Services	Partnership of Hope Waiver
Assistive Technology	X	X			
Behavior Analysis Service	X	X			
Behavior Therapy			X		X
Career Preparation	X	X			X
Communication Skills Instruction	X	X			
Community Employment	X	X			X
Community Specialist* (*Allows Self Directed Option)	X	X	X		X
Community Transition	X				
Counseling	X	X			
Crisis Intervention	X	X	X		
Day Service	X	X	X		X
Environmental Accessibility Adaptations	X	X	X	X	X
Extended State Plan Dental					X
Group Home	X				
Host Home (Shared Living)	X				
Individualized Supported Living	X				
Job Discovery	X	X			
Job Preparation	X	X			
Occupational Therapy	X	X			X
Personal Assistance Services Specialized Medical/Behavioral	X	X			
Personal Assistance* (Allows Self Directed Option)	X	X	X	X	X
Personal Electronic Safety Device					X
Physical Therapy	X	X			X
Positive Behavior Support	X	X			
Professional Assessment & Monitoring					X
Respite Care-In Home* (*Allows Self Directed Option)	X	X	X	X	
Respite Care-Out of Home	X	X	X	X	
Specialized Medical Equipment and Supplies	X	X	X	X	X
Speech Therapy	X	X			X
Support Broker	X	X			X
Temporary Residential					X
Transportation	X	X	X	X	X

How to Ask for a Different CASP

At the beginning, while you are getting to know us, we will assign a CASP that we think you will like. Most of the time, this works well, however, if you would like to ask for a different CASP please contact the Supervisor of Consumer Advocacy Services Program in your area.

- Erica Rennison is the Supervisor for Pettis, Benton, Dallas and Hickory Counties and can be reached at 1500 Ewing Drive, Sedalia, MO 65301, erennison@chs-mo.org or by phone at 660-826-4400 ext. 328.
- Elizabeth Washington is the Supervisor for Saline County and can be reached at 175 W Slater, Marshall, MO 65350, ewashington@chs-mo.org or by phone at 660-886-4261 ext. 425.
- Jenny Snyder is the Supervisor for Clay County and can be reached at 920 S Kent St., Suite B, Liberty, MO 64068, jsnyder@chs-mo.org or by phone at 816-736-9990.

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. If you need assistance in requesting access to your records you can contact your CASP and they will help you. We will respond to your request within 3 business 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.

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.

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 CASP about the problem.
2. If you still feel like you need some help, you may, with your parent or guardian or friend (if needed), write the problem down and give it to the Supervisor of Consumer Advocacy Services Program in your area.
 - Erica Rennison is the Supervisor for Pettis, Benton, Dallas and Hickory Counties and can be reached at 1500 Ewing Drive, Sedalia, MO 65301 or by phone at 660-826-4400 ext. 328.
 - Elizabeth Washington is the Supervisor for Saline County and can be reached at 175 W Slater, Marshall, MO 65350 or by phone at 660-886-4261 ext. 425.
 - Jenny Snyder is the Supervisor for Clay County and can be reached at 920 S Kent St., Suite B, Liberty, MO 64068 or by phone at 816-736-9990.
 - At this time, you may ask to have a meeting with the Supervisor of Consumer Advocacy Services Program. If you do have a meeting with the Supervisor, 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 Supervisor within 10 days.
3. If you still have a problem, you may appeal the decision in writing to the Program Manager, Travis DeMoss. He can be reached at 1500 Ewing Drive, Sedalia, MO 65301 or by phone at 660-826-4400 ext. 326. The Program Manager will issue a written decision within 5 days, after consultation with both parties. This process can be reviewed by the Program Director, Linda Holland, and the Executive Director, Ann Graff, if you feel your concerns are not being met.

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 Consumer Advocacy and Quality Assurance Department. 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 CHS 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.

Qualifications of Staff Members

The Consumer Advocacy Services Program follows standards set forth by State and Federal Funding sources regarding qualifications of staff. If you have questions regarding the qualifications of your CASP, please ask them. If you have questions regarding the qualifications of other CHS staff, your CASP can assist you in finding this information.

Missouri Values

The Center for Human Services receives funding through the Department of Mental Health, Division of DD to provide services to you. The Division of DD funds are Missouri taxpayer dollars. The Division of DD 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 applies 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 means 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.

CASP Handbook Signature Page

Name: _____ **IP Implementation Date:** _____

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 descriptions. This information can be made available to you in alternate formats as requested.

I have received a copy of the Consumer Advocacy and Quality Assurance Department Handbook. Staff has explained the following to me:

1. Explanation of the Consumer Advocacy Program
2. CASP Pager Information and phone number
3. Individual Rights
4. Agreement of Rights and Responsibilities
5. Grievance Procedures

Signature	Date	Parent/Guardian (if needed)	Date
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Consumer Advocacy Services Professional	Date
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