

Personal & Family Choices



A Guide to the Individually Planned Services of

BOONE COUNTY
Family
RESOURCES



THE UNIQUENESS OF OUR LIVES

We come from diverse backgrounds with different experiences and varying resources. Each of us is unique, with differing values, abilities and views. Even given similar circumstances, what one person needs may not be the same as another. Developmental disabilities differ greatly as well. That's where our agency tries to help. Because each person's life is unique, we put together a team to make an individualized plan for a new and better future--a future when the person with developmental disabilities and their family get help and support.

That hope of a different and better future bonds persons served, their families, agency staff, providers, advocates and volunteers into a community committed to meeting the challenges of developmental disabilities. Many, many thanks to all who have contributed so much of their time and energy. This guide to individually planned services reflects many of their ideas. We hope you find it helpful.



Robyn Kaufman
Executive Director

TABLE OF CONTENTS

	Page
Mission Statement	3
Philosophy and Beliefs.....	3
How to Apply for Services.....	4
Who is Eligible.....	5
Making a Plan to Help	5
Building Your Team.....	6
Recognizing Different Roles.....	6
Responsibilities of Your Support Coordinator.....	7
Your Responsibilities	8
Tips for Your Plan Meeting	9
Authorizing Services and Supports	10
Participant and Family Satisfaction	11
Conflict of Interest.....	11
Grievance Procedure.....	11
Sharing the Cost.....	12

**THIS INFORMATION IS AVAILABLE IN ALTERNATIVE FORMATS
UPON REQUEST**

ACKNOWLEDGMENTS

The Boone County Family & Community Living Support Program was created through an intergovernmental agreement with the Department of Mental Health, Division of Developmental Disabilities. Without this state-local partnership, many of these family supports would not be possible.

Thanks to our service providers, collaborating agencies, and to the families and individuals we serve for the time, energy and ideas they have contributed.

Some services and supports are funded in part by a very special property tax approved by our friends and neighbors in Boone County.

If you get a chance, say thank you.

MISSION STATEMENT

Our mission is to effectively and efficiently use agency and other available resources to enable Boone County residents with developmental disabilities to progress toward normal living and to develop, as far as possible, their capacity, performance, and relationships with other persons. Specifically, the Board is empowered to establish, administer and/or operate “a sheltered workshop . . . , residential facilities, or related services, for the care of, employment, or both,” of eligible persons. The Board recognizes that each eligible individual has a need for a combination and sequence of special, interdisciplinary, or generic care, habilitation or other services which may be of lifelong or extended duration and are individually planned and coordinated. Therefore, the agency shall establish, own, operate, coordinate and administer residential facilities, community and family residential support programs, developmental programs, vocational training and employment opportunities planned so as to meet the diverse needs of eligible children and adults residing in Boone County.

PHILOSOPHY AND BELIEFS

The citizens of Boone County have entrusted the Boone County Family Resources Board with the responsibility to administer, effectively and efficiently, available resources to enable Boone County citizens to meet the challenges of developmental disabilities. Every person with a disability has the same rights as any other citizen. When a person with a disability is unable to exercise these rights, individually planned services and supports, recognizing the special role of the family, are essential to meet the unique challenges of his or her developmental disability.

BELIEFS

- ❖ Individually planned services and supports are essential to meeting the unique challenges of an individual’s developmental disability.
- ❖ It is necessary to set certain standards for care, treatment and education of the individual as required by the particular disabling condition.
- ❖ Parents, guardians and persons with developmental disabilities must be educated to become informed advocates and consumers to ensure greater integration into the community.
- ❖ That persons receive services in the most integrated setting appropriate to their needs and choices and that an array of services and supports are offered to allow each individual to progress toward normal living and develop to his/her full capacity.
- ❖ Available resources should be effectively and efficiently administered to enable Boone County citizens to meet the challenges of developmental disabilities.

--Boone County Family Resources Board of Directors, June 2001

HOW TO APPLY FOR SERVICES

To apply for services, contact our agency or Central Missouri Regional Office



- ❖ You or the responsible party will be asked to complete an application packet. If requested, assistance in completing the packet will be provided.
- ❖ A home visit will be made. You or the responsible party will be asked to release past medical, school or vocational records to determine eligibility and identify needs.
- ❖ Central Missouri Regional Office of the Department of Mental Health is responsible for developmental disability determination.
- ❖ Boone County residents may be eligible for the Boone County Family & Community Living Support Program if they have needs and conditions best met by our services.

To meet a wide variety of needs, the Family & Community Living Support Program individualizes the services and assistance provided to Boone County residents who have disabilities. Whether an individual lives at home with his family or lives independently in the community, our program can help.

For persons with developmental disabilities, as for others in our society, the family usually serves as the first and greatest source of aid and encouragement. The Family & Community Living Support Program is intended to strengthen that relationship and encourage individual growth and independence.

Support Coordinators help locate services, arrange assistance, and authorize and monitor the services and supports included in the individual plan.

Participation in the Family & Community Living Support Program is voluntary and program participants must agree to abide by agency policies, procedures and conditions for participation in the program.

WHO IS ELIGIBLE?

An eligible individual must have a developmental disability:

- ❖ Mental or Physical Impairment**
- ❖ that began before age twenty-two, and
- ❖ results in major problems with two or more of the following:
 - ❖ walking/mobility
 - ❖ self care
 - ❖ talking/language
 - ❖ living or working independently
 - ❖ learning
 - ❖ self direction
- ❖ is likely to continue indefinitely; and
- ❖ requires individually planned and coordinated services of lifelong or extended duration;

Individuals must also be residents of Boone County with needs and conditions best met by the Family & Community Living Support Program.

** Excludes mental illness

MAKING A PLAN TO HELP

FOCUS OF THE PLAN

- ❖ Identify client/family goals and the need for developmental disability related services and supports.
- ❖ Plan and guide the agency's response to the needs identified.
- ❖ Plan for referral to other agencies for needed services not falling within the mission and purpose of our agency.
- ❖ Coordinate the efforts of our staff and service providers with the efforts of the participant, their family, and other community agencies and resources.

BUILDING YOUR TEAM

Services are planned with the participant, family, and other team members. Persons with developmental disabilities have both the right and responsibility to participate in planning their services. When the person served is a minor or has a court appointed guardian, the plan team may determine it is in that person's best interest not to attend a plan meeting.

The team includes, at a minimum:

- ❖ Service recipient and/or their family/caregiver/guardian, and
- ❖ Support Coordinator.

The Support Coordinator, participant and their family may also request others join the team, such as:

- ❖ Other family members, friends or advocates,
- ❖ Direct support staff,
- ❖ Service providers (for example, Home Based Support Service providers, personal care attendants, therapists, counselors, vocational program staff, etc.)
- ❖ Teachers or other school personnel, and
- ❖ Doctors or other medical personnel.

RECOGNIZING DIFFERENT ROLES

Participants, their families and professionals have different roles within the team. The family's relationship to the person with a disability is more personal and lifelong than the Support Coordinator's relationship. Each relationship is important, yet different. The Support Coordinator has the responsibility to be objective and accountable. Some services are provided through a combination of federal, state and local funds. Specific requirements for plan content, process and format vary to follow guidelines established by state and federal statutes and regulations and by the Commission on Accreditation of Rehabilitation Facilities (CARF) standards. The Support Coordinator has a responsibility to ensure the plan's compliance with these and agency policies.

For persons with developmental disabilities, as for others in our society, the family usually serves as the first and greatest source of aid and encouragement. Persons with disabilities may also have a different perspective than professionals and family members. Individuals and families should discuss their level of involvement and the role they wish to assume with their Support Coordinator. Some persons and families are more independent and others wish more assistance. Members of the team may each have different responsibilities for meeting the goals developed during the plan meeting. The key is to reach agreement regarding the role of each person to make the plan successful. Remember that it is OK to re-negotiate roles as persons and situations change.



RESPONSIBILITIES OF YOUR SUPPORT COORDINATOR

HELP YOU PREPARE FOR THE MEETING

- ❖ Explain the planning process
- ❖ Assist in understanding and completing necessary forms and paperwork
- ❖ Schedule the plan meeting at a convenient time and place for the team, usually at the individual's home
- ❖ Share information necessary to make informed decisions and choices

FACILITATE THE PLAN MEETING

- ❖ Encourage the active participation of each individual
- ❖ Foster an atmosphere of teamwork and respect
- ❖ Explain and interpret agency procedures and eligibility for purchased, reimbursed and provided services and supports
- ❖ Identify choices of service providers
- ❖ Establish a schedule for re-evaluating and changing the plan
- ❖ Record information discussed at the plan meeting

AFTER THE PLAN IS COMPLETED, AGREED TO, AND SIGNED

- ❖ Send every team member a copy of the plan
- ❖ Prepare service authorization requests consistent with the plan
- ❖ Make referrals to or arrange services from other agencies
- ❖ Monitor the planned services and review progress toward plan outcomes
- ❖ Review the completed plan and progress with the participant/family as requested



YOUR RESPONSIBILITIES

Persons in the Family and Community Living Support Program range from babies being cared for by their families, school-aged children at home or in foster care, adults living with their family/guardian and persons with developmental disabilities living on their own. Individual plans are funded by a variety of sources with different requirements. In general, program participants and their guardians have the following rights and responsibilities.

ALL PERSONS SERVED BY THE AGENCY HAVE THE RIGHT TO:

- ❖ Accept or refuse services;
- ❖ Participate in program planning, decision-making and implementation;
- ❖ Request a plan meeting to revise or update the current individual plan;
- ❖ Have access to one's own program record;
- ❖ Receive copies of program record documents at one's own expense;
- ❖ File a grievance if he or she feels they have been treated unfairly or not in accordance with established agency policy and receive a timely response.

ALL PERSONS SERVED BY THE AGENCY HAVE THE RESPONSIBILITY TO:

- ❖ Attend and participate in the plan meeting;
- ❖ Prepare and communicate or verify a statement of your concerns, priorities and resources;
- ❖ Communicate openly and honestly with agency staff; communicate to the Support Coordinator information necessary to implement and evaluate planned services and supports;
- ❖ Abide by federal, state and local laws and regulations agency policies, procedures and conditions for participation in services;
- ❖ Authorize communication among team members in the implementation and evaluation of the plan;
- ❖ Sign the plan providing informed consent for services to be obtained and the plan to be implemented and cooperate in the implementation of the plan;
- ❖ Review the plan document and related information for accuracy;
- ❖ Correctly complete necessary paperwork for purchased and reimbursed services;
- ❖ Pay their fair share for the cost of services as determined by the Department of Mental Health;
- ❖ Except in emergencies, attend scheduled services or inform agency and service provider in advance when scheduled attendance for services must be cancelled;
- ❖ If reasonably believed available, apply for and maintain eligibility for Medicaid, Section 8 and other government or third party resources and benefits which may help pay for the cost of services and supports in the plan.

A client's failure to meet responsibilities may result in a delay, suspension or discontinuation of some or all agency services and discharge from the program.

TIPS FOR YOUR PLAN MEETING

PREPARING FOR THE MEETING

- ❖ Write down points to be discussed, questions to be answered and decisions to be made.
- ❖ Be specific about individual and family needs. Let the team know what kind of help you want. Discuss with the team how to best report to you about plan services and progress.
- ❖ Learn about the available resources for you and/or your family member.
- ❖ Develop a file in which to keep the plan and other important materials. You may also want to keep notes of contacts with team members and other agencies.

AFTER THE MEETING

A good plan is flexible and continually responsive to emerging individual and family issues. Contact your Support Coordinator if your needs have changed since the plan meeting and you would like to revise the plan. The plan can be revised at any point during the plan year. The plan will be reviewed/updated periodically as needed, and at least annually. Throughout the plan year, if you have questions about services or progress, you may contact your Support Coordinator or service provider.

ASSESSING THE EFFECTIVENESS OF MY PLAN

- Information is easily available in order to seek support.
- Paperwork to receive supports and services is simple to understand and fill out (e.g., easy to read, short application form, etc.).
- The individual or family is encouraged to be part of the planning for support services.
- The Family & Community Living Support Program offers many different services, supports, and equipment to assist you or your family member.
- You are given a choice of service providers.
- The information you receive from support service providers is current, reliable, and understandable.
- When any meeting is necessary, you help decide who will attend the meeting and when it will be held.
- The Family and Community Living Support program advertises its services in different languages and formats (e.g., easy to read for people who cannot read well, Braille or audiotape for people who are blind, etc..)

--excerpted from the Arc's *Family Book*



AUTHORIZING SERVICES AND SUPPORTS

Participants and families often ask what services and supports are offered by the agency and can be included in the plan. Through the years, new services have been defined and additional service providers identified. These choices expanded as a result of the ideas and expressed concerns and priorities of participants and their families. The agency has provider agreements with a network of therapists, professionals and agencies without whose efforts the Family & Community Living Support Program would not be possible. A list of our current service providers is available upon request from your Support Coordinator.

Services and supports offered by our agency are described in the Service Catalog, which is revised and updated from time to time. A current Service Catalog is available upon request from your Support Coordinator. Each service has eligibility criteria and a service limit. Agency guidelines for purchased and reimbursed services are also included in the Service Catalog. Support Coordinators have the authority to include defined services in the plan and request authorization consistent with service limits and funding guidelines. In addition to Service Coordination, the agency also provides Life & Work Skills training and Individualized Supported Living Services. The agency does not purchase or reimburse these services it provides.

In addition to defined services for which there is a provider network, special circumstances requests are made periodically. These requests include those circumstances where there is: no provider agreement in place, no established method to purchase the service or support, an emergency situation, no defined service, or a need to interpret the service definition or eligibility. The Support Coordinator can submit these Special Circumstances Requests for review. The following checklist is used to determine if we can include the Special Circumstances Requests in the plan and authorize the service:

Special Circumstances Requests must:

- ❖ **Appear consistent with the agency's enabling statutes and mission,**
- ❖ **Appear consistent with applicable governmental funding and eligibility guidelines,**
- ❖ **Minimize the effects of developmental disabilities,**
- ❖ **Allow fair and equal treatment of persons in like presenting circumstances,**
- ❖ **Allow for distribution of benefits among potential beneficiaries, and**
- ❖ **Allow for efficient and effective provision of service.**



VALUE OF TEAMWORK & COMMUNICATION

PARTICIPANT & FAMILY SATISFACTION

We want to help you meet the challenges of developmental disabilities. Your satisfaction is important to us. Each year at the time of the individual plan meeting, individuals and families are given a Satisfaction Survey. The survey gives the opportunity to:

- ❖ evaluate:
 - ❖ cooperation and communication with the agency staff
 - ❖ the effectiveness of the plan
 - ❖ the benefit of services and supports received
- ❖ inform us how frequently you would like contact from agency staff
- ❖ express any unmet needs, and
- ❖ make suggestions for new services.

We value each person's opinion and appreciate the time spent completing and returning the survey. The opinions expressed by individuals and family members served help us assist you better.

CONFLICT OF INTEREST

The agency has a Conflict of Interest Policy. Agency employees shall scrupulously avoid conflicts and the appearance of conflict between their individual interests or activities and their employment responsibilities. If you have additional questions about the policy, you may contact the Coordinator of Training and Quality Assurance or the Assistant to the Executive Director.

GRIEVANCE PROCEDURE

We value your point of view and want to hear from you whether to encourage or compliment the staff or service providers or discuss a concern with your plan, services, and staff cooperation that may occur from time to time. It's best to talk with the staff person involved as soon as possible. Your Support Coordinator will schedule a meeting at your request. Unresolved issues should become formal grievances only when a fair and equitable solution cannot be reached in the informal discussions. For more detailed information, refer to the grievance information reviewed at the initial plan meeting. A copy of the grievance procedure is also available by contacting the Coordinator of Training and Quality Assurance or the Assistant to the Executive Director.

SHARING THE COST

Annually service participants are required to complete a Standard Means Test Financial Questionnaire, which is administered by the Central Missouri Regional Office. This questionnaire determines an individual or family's ability to pay toward the cost of services being purchased, provided or reimbursed by our agency. The Central Missouri Regional Office will mail you a "Notice of Cost" that states your monthly Standard Means Assessment or "ability to pay". The Standard Means Assessment is similar to a monthly insurance co-payment. You are billed your Standard Means Assessment or the actual cost of services in a given month, whichever is less. You should receive a monthly bill for the previous month's Standard Means Assessment.

Third party benefits, such as private insurance and Medicaid, and public benefits, must be applied or determined unavailable. The family or individual is responsible for applying these benefits to services. If applicable, proof of health insurance payment toward an authorized service in the plan may be credited against your Standard Means Assessment.

The Department of Mental Health publishes a brochure entitled "Sharing the Cost of Services". The brochure may be requested by contacting the Central Missouri Regional Office at 1500 Vandiver Drive, Suite 100, Columbia MO 65202, phone 882-9835. Standard Means Assessment appeals should be directed to the Central Missouri Regional Office.



IF YOU KNOW SOMEONE WHO NEEDS HELP...

Boone County Family Resources was created to help provide solutions to the challenges that people with disabilities and their families face every day. For more than twenty - five years, our friends and neighbors have referred people for help.

We help people progress toward normal living and to develop their abilities and relationships with others.

This guide and other agency materials are available in alternative formats upon request, including a narrated version on our website at www.bcfr.org.

For more information, contact our office:

Boone County Family Resources

*1209 East Walnut Street
Columbia, MO 65201-4944*

Voice: (573) 874-1995

TTY: (573) 443-2841

Fax: (573) 443-2864

Website: www.bcfr.org

E-mail: agency@bcfr.org

BCFR is tax exempt under Chapter 144, RSMO, 1994