



CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

CLIENT-FAMILY HANDBOOK

(Revised 7/20/2015, 6/15/2017)

Note- People First version of handbook can be found starting on pg. 16

WELCOME TO CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES!

WHO WE ARE

Camden County Developmental Disability Resources (CCDDR) is the “doing business as” (dba) name of the Camden County Senate Bill 40 Board. Our agency was created in August 1980 with passage of the “Senate Bill 40” tax levy in Camden County. The tax levy which supports our agency is authorized by Sections 205.968-205.972 of the Revised Missouri Statutes, and is designed to meet the needs of Camden County citizens with developmental disabilities in areas of employment, residential, and related services.

CCDDR is a political subdivision of Camden County, and subject to Missouri's Sunshine Law.

The board meets on the third Monday of each month, those meetings are held at 4:00 p.m. at a location determined by the board, to which location notice is provided on the agenda per the Missouri Sunshine Law. If a recognized holiday falls on the third Monday of the month, the board will hold its meeting on the following Monday. Unless otherwise indicated, all meetings are open to the public, per the Missouri Sunshine Law.

Agencies which either receive funds or are eligible to receive funds from CCDDR include, but are not limited to:

- Lake Area Industries
- Future Care, Inc.
- Lake of the Ozarks Developmental Center
- Missouri Mentor
- Arc of the Lake
- Arc of Missouri
- Special T Acres
- Independent Living Resource Center
- Achieving Life Skills
- Park Place
- Bridges
- Easter Seals
- Children's Learning Center

CCDDR' Support Coordination program was initiated in 2006. The board provides this service to all eligible persons in Camden County on a contract basis with the Department of Mental Health, Division of Developmental Disabilities.

Eligibility is determined by DMH/DD according to statutory guidelines that define a developmental disability as: a condition that manifests prior to age 22, with the expectation that it will continue lifelong, and one that causes substantial functional limitations in at least 2 life areas.

The nine-member Board of Directors of CCDDR is appointed by the Camden County Commission. Board members serve three year terms, and in many cases are family members of persons with developmental disabilities.

OUR MISSION

“We provide persons with developmental disabilities the necessary tools to achieve self-determined lives, while ensuring quality services.”

VALUES

We believe that our community thrives when all individuals become capable of participating in the spectrum of community life; we respect and promote the recognition of individual dignity and self-worth; and we promote accountability to taxpayers with regard to prudent use of tax funds and accountability to clients and families with regard to effectiveness and quality of services.

THE PERSON-CENTERED PLANNING PROCESS

In years past, services for persons with developmental disabilities authorized in their annual plan were focused on an individual’s deficits, and trying to fit a person into existing programs and facilities. In short, the focus was on the disability, not the person; on the needs of the provider, not the unique needs of the individual.

Today, we focus on a person’s strengths and abilities, and how they want to live their life. Rather than trying to fit persons into existing programs and facilities, supports are tailored to meet the unique needs of the individual served. In short, our focus today is on the person, not the disability; on tailoring supports to meet the unique needs of the individual, instead of trying to fit a person into a particular program or facility.

Person-Centered Planning recognizes these essential components and empowers clients and families to make fundamental decisions about how they are supported.

Essential Aspects of Person-Centered Planning are:

- a commitment to know the individual and seek to understand him/her
- a conscious resolve to be of genuine service to the person/family
- a willingness to be guided by the person
- a willingness to struggle to achieve difficult goals
- flexibility, creativity and openness in trying what might be possible

- a willingness to enhance the humanity and dignity of the person
- a commitment to “look for the good in people and help bring it out”

Person-Centered Plans:

- use ordinary language and images rather than professional jargon
- actively search for a person’s gifts and capacities in the context of community life
- strengthen the voice of the person and those who know the person best
- define desirable changes in the person’s life, creating personal outcomes and goals in 6 domains:
 - Daily Life and Employment
 - Community Living
 - Social and Spirituality
 - Healthy Living
 - Safety and Security
 - Citizenship and Advocacy
- result in actions that achieve those desired changes

Each member of the Planning Team, including the family or person supported, plays a vital role in developing the plan and ensuring continued action towards the achievement of the person’s desired goals and outcomes.

Roles of the Various Team Members

The family or the person supported:

- identifies the people to invite into the planning meeting
- works with the Support Coordinator/Plan Facilitator in designing the planning session and subsequent meetings
- is open to sharing ideas, interests and aspirations
- actively participates in developing outcomes and goals
- follows through on commitments
- provides honest feedback to the team

The Support Coordinator:

- assists the family or individual in setting up the meeting and inviting others as requested/needed
- makes sure that appropriate documentation is completed
- reviews other assessments that have been conducted (health, behavioral, risk, etc) prior to developing or updating a plan

- ensures that recommendations regarding support or service needs are addressed in the plan
- knows when plans are due and assures that planning meetings are conducted in a timely fashion
- makes sure plans are dated and signed at least annually by the person or their guardian and the Support Coordinator
- ensures that addendums are dated and signed by the person, his/her guardian and the Support Coordinator
- reviews the plan to be sure the Individual Support Plan Guidelines criteria is met
- assists the person and those who are writing the plan in understanding Person-Centered Planning
- ascertains the person, the guardian, and the support staff have copies of the plan
- assist persons served in meeting their personal needs and goals and in obtaining the greatest degree of independence and inclusion possible in everyday community life

Planning Guidelines

Other members of the Planning Team, referred to as the Support Team, are those additional individuals who will make sure that necessary action is taken to achieve plan outcomes. The Team may include family members, friends, teachers, professionals, and community members—anyone who is responsible for doing something for or with the individual. The people at the table should be those who can construct the most potentially successful plan. The individual and the Support Coordinator should work together to determine who is responsible for inviting these individuals to attend the Planning Meeting.

The Support Team should:

- engage in active and respectful listening
- be willing to focus on the positive and possible
- make meaningful and relevant contributions
- be committed to assisting in setting goals and taking action steps
- participate in subsequent meetings until involvement is no longer needed
- follow through on commitments

The Division of Developmental Disabilities Person-Centered Planning Guidelines

On January 1st, 2017, the Division of Developmental Disabilities (DDD) updated a document called The Individual Support Plan Guidelines. The purposes of the Guidelines are to:

- describe the Division's values in supporting people
- ensure that plans meet Home and Community Based Waiver requirements
- provide consistency in what information must be in a plan particularly that concerned with supporting the person's health and safety
- describe the role of each Planning Team member
- provide examples of different planning tools

A copy of the Division's Person Centered Planning Guidelines may be found at: <http://dmh.mo.gov/docs/dd/ispguide.pdf> or may be obtained from your Support Coordinator.

WHAT TYPES OF SERVICES ARE AVAILABLE?

Through the Person-Centered Planning Process, each individual served will have an Individual Support Plan which outlines the various services, both generic and specialized, required to meet the individual's unique needs. Service options and supports which are identified for the client in the plan shall foster:

- personal competencies and control over his/her life
- active participation in the community
- relationships with non-disabled peers
- natural environments for health, education & habilitation
- protection of rights
- effective use of public resources

The following are examples of some of the paid services that may be authorized in an individual's ISP to address needs that are identified in the plan. Note that aside from Support Coordination, which is available to all clients, each service may have additional eligibility guidelines and may be subject to available funds:

- Autism services
- Respite services
- Crisis intervention
- Self-Directed Services
- Medicaid Home & Community Based Waiver program (includes a variety of long-term services for those eligible for this program, such as Residential Habilitation, Day Habilitation, Personal Assistant Services, Employment Services, etc.)
 - Missouri Children with Developmental Disabilities Waiver
 - Partnership for Hope Waiver
 - Community Support Waiver
 - Comprehensive Waiver
 - Support Coordination

The availability of services is dependent upon available resources- county, state and federal- to fund the services outlined in the plan. If funding for a service is not available, the individual will be put on a waiting list for the service until funding becomes available. As funds become available, individuals on the waiting list will be served based upon their Priority of Need (P.O.N.) score. Persons with higher P.O.N. scores will be served first.

WHAT SHOULD I EXPECT FROM MY SERVICES?

1. They are available when you need them.
2. They meet your individual needs.
3. You are involved in the planning of the services.
4. Agency staff is properly trained to provide the services authorized in the Individual Support Plan.
5. You have a choice of who provides the service.
6. You have a choice of the type of job and where you work.
7. You and your family are satisfied with the quality of your life and services.
8. Your services lead to greater independence.

TARGETED CASE MANAGEMENT

Any person in Missouri who has a developmental disability is entitled to have a Support Coordinator (Case Manager). Support Coordinators assist persons with developmental disabilities access the services they need and achieve the outcomes which have been identified in their ISP. They also act as staunch advocates for the people they serve. Support Coordinators also monitor the quality and effectiveness of services received by clients from providers of services.

Each individual who is found eligible for services from the DDD in Camden County is assigned a specific Support Coordinator employed by CCDDR, who will become acquainted with the individual and work with him or her to identify, locate, access, and monitor the services that meet the individual's particular needs. CCDDR contracts with the Department of Mental Health, DDD, to provide Support Coordination services to all eligible persons in Camden County. In order to maintain quality Support Coordination services, our agency strives to maintain caseload sizes at a 1 to 35 ratio (35 persons assigned to 1 Support Coordinator).

The Targeted Case Management program allows qualified entities to bill Medicaid for some of the time spent assisting individuals who are eligible for services from the DDD accessing comprehensive medical, social, educational, and other specialized services. Support Coordinators employed by the Regional Office, by a County SB 40 Board (such as

CCDDR), or by Affiliated Community Service Providers (ACSPs) are professionals who are trained in the field of Mental Health and/or closely related fields. Support Coordinators are required to be Qualified Developmental Disability Professionals, or "QDDPs". Such individuals are required to have a degree in Special Education, Sociology, Psychology, Social Work, or a closely related human services field and one year of direct experience in working within the field of developmental disabilities. Support Coordinators provide "case management" and are sometimes also referred to as "Case Managers".

Support Coordinators log all time they spend communicating directly with - or on behalf of - the individual or a responsible party; in person, by telephone, or through written correspondence. Other activities recorded are travel, telephone calls, creation of letters to providers, case documentation, and consultations with other professionals.

Actual costs for case management services are billed to private insurance or Medicaid when such coverage exists or to the individual or a financially responsible representative, when the Department of Mental Health's Standard Means Test has established an ability to pay. The Standard Means Test provides guidelines to determine if a client's family or the client who lives in his or her natural home has the "ability to pay". Case Management services billed to private insurance or to Medicaid, are reported on an "Explanation of Benefits" notice as "Targeted Case Management Services".

Examples of case management services (time spent by the Support Coordinator) which may be billed include, but are not limited to:

- assisting the individual or his/her family in completing applications and submitting appropriate documentation, arranging meetings, etc., to determine the individual's eligibility for Regional Office services
- calling a provider to make an appointment or to arrange a specific service
- talking with a responsible party in person or by telephone who is requesting assistance in obtaining services or who wishes to discuss changes in the individual's life, or attending to a crisis situation
- sending letters to the individual, the individual's family, and service providers to schedule a Person-Centered Plan meeting
- conducting the Individual Support Plan meeting and writing the ISP
- visiting the individual in the home, including travel time to and from the home
- reviewing the services the individual receives on a monthly basis and determining if the service continues to meet the individual's need
- writing notes in the individual's case record to document all service needs being met, all service needs not being met, continuing efforts made to meet those needs, changes in an individual's needs, etc.
- completing forms and documenting the individuals records when the individual's case is closed.

SUPPORT COORDINATION OUTCOMES

CCDDR has developed Performance Indicators with regard to the Support Coordination services it provides, as a means to ensure the quality and effectiveness of services provided. These indicators cover four primary areas: Efficiency, Effectiveness, Satisfaction, and Service Access. An annual report is provided to our Board of Directors and other interested parties with regard to progress made toward meeting the criteria outlined in our Performance Indicators, and this report is available upon request.

SUPPORT COORDINATION MONITORING

Your Support Coordinator will monitor the services you or your family member receives at least quarterly (every 3 months). For individuals who receive Medicaid Waiver services, the review of services will occur monthly; individuals living in waived residential settings must have a face to face visit monthly. Monitoring services includes a review of the monthly progress notes written by the provider agency; contact with the client to determine his/her level of satisfaction with the service/support; on-site observation during the provision of the service/support; and any intervention necessary to assure successful provision of the service/support. Your Support Coordinator will work with you to determine the level of contact you or your family needs in order to best meet your outcomes.

GUARDIANSHIP AND CHOICE

Many people receiving Support Coordination services from CCDDR have persons appointed as their legal guardians or conservators. Our agency will work with the legal guardian or conservators in identifying service/support options available and/or needed, in addition to assisting the individual who requires the service/support, to make meaningful choices in selecting a provider agency.

In addition, for persons who receive residential services or other services that provide opportunities for choice, CCDDR and the provider agency will encourage choice-making by the individual receiving the service in those areas that do not require an appointed guardian decision. For example, choices in activities, choice of foods, choice in home decorations, choice in employment, etc.

FINANCIAL SERVICES AND RECORDS

The Regional Office is mandated to apply benefits (SSI, SSA, Veteran's benefits, etc.) an individual may receive toward the cost of his/her residential services prior to utilizing tax dollars. Some services an individual may want or need will require the individual or

his/her parents, guardians, or conservators to share in the costs of the service. The rate of pay will be determined by a standard means test, and is based on a table of ability to pay. Regional Office staff (Reimbursement Officers) will assist in determining this amount, if any. In some cases, the Regional Office will apply to become the direct payee of an individual's benefits. The Regional Office will maintain an account in the person's name and records of the specific use of these funds.

CLIENT/GUARDIAN COMPLAINT PROCESS

At any time our clients or their parent/legal guardian have a concern about the service/support given by a provider agency, they should first discuss their concerns with the identified contact person for the provider agency. If they do not feel their concerns were appropriately resolved, they should contact their Support Coordinator for follow-up with the agency. If resolution is not found, then the clients or their parent/legal guardian should contact the Regional Office.

If our clients or their parent/legal guardian are not satisfied with the performance of their Support Coordinator, they should contact the Support Coordinator's supervisor to discuss possible corrective action, and ask to complete a CCDDR Complaint/Grievance Form. Clients or families making complaints will not be retaliated against in any way. The supervisor will have 10 business days to respond to the complaint. If a resolution is not obtained through the supervisor, the following chart identifies the management structure of CCDDR, and clients and their families are encouraged to contact the Executive Director if necessary to discuss their concerns, ask questions, or request a different Support Coordinator. The Executive Director will respond to the complaint within 5 business days.



As a further procedural safeguard, clients and families served are welcome to file a complaint using the DDD complaint process. This process is outlined in the Division of Developmental Disabilities complaint process, Division Directive 3.050. located at: <http://dmh.mo.gov/docs/dd/directives/3050.pdf>

The Rolla Satellite Regional Office can be contacted toll-free at 1-800-828-7604.

CLIENT RIGHTS/CONSENT FOR TREATMENT

CCDDR makes every effort to support and protect the fundamental human, constitutional, and statutory rights of clients served. Individual rights as citizens are not limited except through legal proceedings (such as guardianship), when an individual is posing an immediate danger to themselves or others, or if the planning team has agreed to a limitation of rights and a due process procedure has been followed.

CCDDR protects the rights of clients served in accordance with State of Missouri Statutes (RSMo 630.110 and 630.115) and DDD Rules and Regulations, specifically "Individual Rights of Persons Receiving Services from The Division of Developmental Disabilities".

Consent for all services authorized in the ISP is obtained from all clients served by CCDDR or their guardian. Consent is also obtained to authorize CCDDR to provide Support Coordination services. Prior to the beginning of service delivery and/or at initiation of service delivery at the initial Person Centered Plan meeting, and then annually thereafter, each client served by CCDDR and/or their legal representative is provided with a copy of CCDDR's Client Rights & Responsibilities form, and a signature page is obtained. The explanation of rights is in a form which can be understood by the client. All clients served by CCDDR have their rights reviewed annually.

No client's rights can be limited by the planning team without due process as defined by state regulations, including the guardian's written consent for the limitation and approval by the Rolla Regional Office Human Rights Committee.

GRIEVANCE PROCESS

If at any time a client and/or their legal guardian feel as though the client's rights have been violated by CCDDR or any other agency in any manner, they are entitled to file a grievance, using the same process outlined previously in the "Client/Guardian Complaint Process" section. CCDDR has policies & procedures in place should a client wish to file a grievance, and the DMH Client's Rights monitor may also be contacted at:

Client Rights Monitor
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102
1-800-364-9687

FREQUENTLY ASKED QUESTIONS

Q: What is the Division Developmental Disabilities (DDD)?

A: The DDD is one of three Divisions within the Department of Mental Health with regional offices located around the state. It is at these regional offices where services are obtained. They provide eligibility determination and referral to contract agencies which specialize in services to persons with developmental disabilities. The primary responsibility of Regional Offices is to determine eligibility for services and provide funding for services and assistance to families who have young children and adult persons with developmental disabilities. There are also several state-operated residential facilities for adults and children who have developmental disabilities.

Q: Who is eligible to receive services from the DDD?

A: A developmental disability is a disability which is attributable to cerebral palsy, epilepsy, head injury, autism, a brain dysfunction, or any other mental or physical impairment which occurs before age 22. It must be determined this disability is likely to continue indefinitely and it results in a substantial functional limitation in two or more of the following six areas of major life activities: self care; receptive and expressive language development and use; learning; self-direction; capacity for independent living; or economic self sufficiency and mobility. Eligibility is determined by what's known as a functional assessment as opposed to linking eligibility to a specific diagnosis (see 9 CSR 45-2.010).

Q: Who should I contact if I believe I am eligible or a member in my family is eligible for services?

A: There are 5 Regional/Satellite Regional Offices located throughout the state in the following cities: Albany, Columbia, Hannibal, Joplin, Kansas City, Kirksville, Poplar Bluff, Rolla, St. Louis (North and South), Sikeston, and Springfield. The addresses and phone numbers of these Regional Offices can be located at: <http://dmh.mo.gov/dd/>

Q: What is the role of a Support Coordinator?

A: Support Coordinators provide support planning, advocacy, resource referrals and help to link individuals to community services. The Support Coordinator is the primary link to the Department of Mental Health, DDD, Regional Office system, and maintains frequent contact with the person receiving services. CCDDR is the authorized/contracted provider for Support Coordination services within Camden County for all persons with developmental disabilities. The Support Coordinator is also responsible for reviewing the provider's progress notes and modifying the ISP in conjunction with the Person-Centered Planning Team as needed to provide the best services possible for the individual receiving services.

If a child or adult is determined to be eligible for services, a Person-Centered Planning Team, which includes the person with the disability and his/her family meet and

determine needed services which are included in a Personal Plan. The Person-Centered Planning process enables and assists the individual to access a personalized mix of paid and non-paid services and supports that will assist him/her to achieve personally defined outcomes. The Support Coordinator is knowledgeable about where services can be obtained and assists the family or individual in accessing the services to meet the outcomes of the personal plan.

Q: Does CCDDR provide any other services besides Support Coordination?

A: At this point in time, CCDDR does not provide any direct services, but contracts with other area agencies to provide services for Camden County persons with developmental disabilities.

Q: My son or daughter is approaching graduation from high school. Can CCDDR help?

A: For most families, this is the time when CCDDR and the Regional Office become most involved in coordinating services. Depending on the circumstance and wishes of the person with a developmental disability, CCDDR and the Regional Office can coordinate vocational training and job placement services or other supported activities based upon the needs of the individual. Your child is entitled to having a transition plan included in his/her IEP, and CCDDR Support Coordination staff is available to be involved in your child's transition IEP.

Q: Will I get all of the services I want?

A: The extent of services received is based upon the needs of the person with a developmental disability and available funds. The solution may not always be purchasing a specific service the family is requesting, but it must address the need directly in a way the family feels will work. In some cases, services can be obtained from other agencies and may not require funding from the Regional Office and/or CCDDR. If funding is not available for a service which has been determined to be a need for an individual served, the individual is placed on a waiting list for the service and will be removed from the waiting list once funding becomes available. Persons with higher Priority of Need scores will be taken off of the waiting list first. It is important to remember the services are based on the needs of the individual, not necessarily the wants.

Q: How long will it take to get the services I need?

A: There are a number of factors involved in the application, eligibility, and service determination process. Typically, the Regional Office is required to make a determination of eligibility within 30 days of the time an application is received, and additional time may be needed for planning and obtaining the services. If an additional assessment is needed, the time may be extended. If clear information confirming a developmental disability is readily available, it will take a much shorter time. In crisis situations when all the required elements are readily available, the determination and initial service plan may be made within a day or two.

Q: Who should I call if there are problems or concerns with the services I receive?

A: Your best contact is the Support Coordinator whose responsibility it is to work with you to resolve these concerns.

Q: Are there costs associated with these services?

A: Some services are exempt from charges to the client, while others are based on the ability to pay as per a Standard Means Test with the Regional Office. Your Support Coordinator with CCDDR in cooperation with accounting staff at the Regional Office can provide you with specific information related to your situation.

Q: I have limited income, who can help me with the cost to become a legal guardian?

A: Some legal aid agencies will assist if the person wanting to become a legal guardian has limited financial resources. Also, the disabled person's SSI benefits or other income can be saved to pay for guardianship expenses. Your assigned Support Coordinator can assist your family or interested party in locating attorneys in their community who charge reduced rates in the guardianship process.

Q: Is there an unlimited amount of money available to pay for services?

A: CCDDR is supported by a county property tax levy. County funds are often leveraged with state Department of Mental Health, DDD, Regional Office funds and federal funds to obtain and fund needed services. Local, state, and federal funds are limited. This combined with an increasing demand for developmental disability services throughout the state and nation means not all services can be immediately provided. The Utilization Review process attempts to prioritize county, state, and federal funding of services based upon an objective priority of need basis. Your Support Coordinator will be knowledgeable about these funding options.

Q: What should I do if I suspect a family member may have been the victim of abuse or neglect?

A: You should immediately notify your Support Coordinator of your concerns. There are specific statutory requirements under which the Department of Mental Health, DDD, Regional Offices operate and respond to allegations of abuse and/or neglect, as well as other state agencies, such as the Department of Health and Senior Services and Children's Division. The Adult Protective Services maintains a hotline: 1-800-392-0210. All calls will be kept confidential and the caller can choose to remain anonymous.

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

Ethical Conduct and Values Statement

Camden County Developmental Disability Resources (CCDDR) will conduct business in a respectful, honest, and trustworthy manner and will strive to provide the highest quality services to persons with developmental disabilities within Camden County.

CCDDR employees will be guided by internal policies and Missouri State Law (Section 630.115, RSMO) pertaining to the rights of persons served. Violations of ethical conduct will be evaluated by management and handled as outlined by state statute or agency policy.

CCDDR leadership will be guided by its bylaws and policies on leadership and legal requirements. Violations of ethical conduct will be brought to the attention of the Executive Director and the Chairperson of the Board of Directors and will be dealt with according to agency policy and bylaws.

CCDDR's financial practices will be handled according to the agency's policies on financial management. CCDDR will conduct its financial practices in accordance with applicable federal, state, and local laws and its by-laws, policies, and procedures.

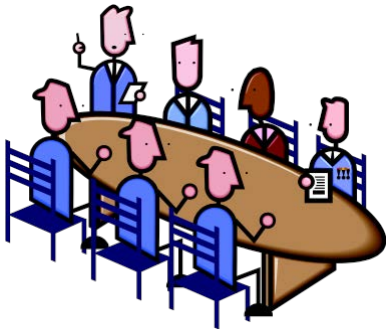
CCDDR's marketing activities will be implemented in a manner which respects the dignity and the privacy rights of persons with disabilities. CCDDR will never knowingly mislead/misinform the public and will be accountable to the public for its activities.

It shall be recognized the persons and families served by CCDDR should be the guiding force behind the organization. All activities of the organization will be directed toward promoting services that are consistent with developing opportunities for clients to achieve their highest level of independence, productivity, and citizenship. The rights of persons served will be protected in accordance with federal, state, and local law and organizational policies.

The following is an explanation of this handbook in People First language.

WHO WE ARE

The Camden County Senate Bill 40 Board was created in 1980. CCDDR was started when people in our county had an election and voted to start an agency to meet the needs of persons with developmental disabilities. There are nine people in charge of CCDDR, called the Board of Directors. These nine people are asked to be board members by the Camden County Commission, the people in charge of running the county.



CCDDR collects money paid by taxes. This money is used to meet the needs of persons with developmental disabilities in our county. CCDDR uses this money and gives some of it to other agencies in the area, like the sheltered workshop. CCDDR also has Support Coordinators who help persons with developmental disabilities get the services they want and need.

THE PERSON-CENTERED PLANNING PROCESS



Our Support Coordinators help persons with developmental disabilities get the services and supports they need. They do this using what is called a Individual Support Plan. This plan is made after getting people with disabilities, their families, and friends to tell their Support Coordinator what they need. The Support Coordinator is there to work for and serve the person with a developmental disability.

Sometimes the services you need may not be available right away, because there isn't enough money to pay for them. If this happens, your name will be put on something called a waiting list. Persons who need services the most are taken off of this waiting list sooner than those who don't need services as much.

Persons we serve have the right to expect our Support Coordinators to do a good job. If you don't feel this is happening, you can complain. One way to complain is to contact the Support Coordinator's boss, called a Supervisor. If you still are not satisfied, you can contact the boss's boss, called the Executive Director. If you still are not satisfied, you can call the person in charge of the CCDDR Board, called the Chairperson. Call (573) 317-9233 for any of these people. If you complain, we will not "hold this against you", something called "retaliation". You can also call the Regional Office to complain. Their number is 1-800-828-7604.

SUPPORT COORDINATION MONITORING



If you get services funded by the state, your Support Coordinator is responsible for making sure these services are good and you are happy with them. This is called Service Monitoring. If you are in an ISL home or group home, your Support Coordinator will check on your services every month. If you get other services, like in a day program, your Support Coordinator will check on your services every three months. The agencies that provide your services must meet certain standards that show they are doing a good job. Our Support Coordinators are one part of making sure the services you get are good.

TARGETED CASE MANAGEMENT



CCDDR gets paid for providing Support Coordination. Many persons with disabilities have Medicaid. Sometimes, CCDDR can have Medicaid pay for the Support Coordination services that we provide. This helps CCDDR pay bills, pay our staff and other things.

CHOICE OF PROVIDER/SUPPORT COORDINATOR



Persons with developmental disabilities we serve can have choices of some things. You have the choice of who your Support Coordinator is. If you are in a program called the Medicaid waiver, you also have choice of what provider agency provides you with services our Support Coordinators arrange for you. There has to be more than one agency available though before you can choose. You can also decide to direct your own supports through the self directed supports program. Let your Support Coordinator know what your choices are.

If you have a guardian, these choices are made by this person.

CLIENT RIGHTS/CONSENT FOR TREATMENT



All persons have rights, must not be hurt, and must be cared for properly. CCDDR provides you or your guardian with a copy of your rights every year. Some of your rights may be restricted, like if you have a guardian, conservator, or a rights restriction in your plan. Some of your rights cannot be restricted though. Your CCDDR Support Coordinator and your Planning Team work to ensure your rights are protected. Your rights are restricted only if absolutely necessary for your own safety and well being or for the safety and well being of others. If you feel your rights have been violated, call these people:

Client Rights Monitor
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102
1-800-364-9687

Nobody is **ever** allowed to hurt you, take advantage of you, or not care for you properly. This is called abuse and neglect. If someone is hurting you, being mean to you, taking advantage of you (like taking your money), doing something you are not comfortable with (like touching you in private areas), or not taking care of you, **call your Support Coordinator right away at 573-317-9233 or the Adult Protective Services at 1-800-392-0210 if you're over 18 or Division of Family Services at 1-800-392-3738 if you're under 18.**

CCDDR cannot provide you with Support Coordination services until you or your guardian say this is OK. This is called "consent". You or your guardian has the right to give your OK to the services which are determined in your ISP.

When a big change to your plan is made during the year, you or your guardian needs to give your OK on this, too.

HAVE QUESTIONS??



If you need help with anything covered in this booklet, please call us at **573-317-9233** or stop by our office at **100 Third St., Camdenton MO.**

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

NOTICE OF RECEIPT OF CLIENT-FAMILY HANDBOOK

Print name of client receiving services: _____

My signature below indicates that I have been provided a copy of the Camden County Developmental Disability Resources Client/Family Handbook.

(Signature Of Client, Parent of Minor Child,
or Legally Authorized Representative)

(Date)

If signed by a legal representative, relationship to client: _____