

DEVELOPMENTAL DISABILITY SERVICES
OF JACKSON COUNTY – eitas

Support Coordination Handbook

Developmental Disability Services of Jackson County



Empowering individuals through advocacy and support

WELCOME

Welcome to the Developmental Disability Services of Jackson County-eitas Support Coordination program. We are committed to providing high quality services to persons with developmental disabilities. Our services are available in Jackson County. Your Support Coordinator will help to coordinate, link, and connect you to resources and services you need as identified in the person centered planning process.

This is your book and has been written to answer questions about Support Coordination. Your Support Coordinator will be happy to talk with you about what they can do to assist you as well as the services and supports needed. If you are unable to read this manual in its current format, inform your Support Coordinator and they will provide you with a more preferred version. This may include:

- Read aloud
- Large font
- Sign Language Interpretation
- Translation

Our Mission: To support individuals with developmental disabilities and their families with services that respect their choices, increase their opportunities, encourage their independence, and assist their inclusion in all aspects of the community.

Who do we Serve?

The Support Coordination Department serves persons determined eligible through the Missouri Department of Mental Health/Division of Developmental Disabilities (DMH/DD) who reside in Jackson County.

Support Coordination Department

The Role of the Support Coordinator: Support Coordinators help people with developmental disabilities and families identify their vision for good life. From there the Support Coordinator provides information about supports and services. A key role of the Support Coordinator is to assist people with planning a meaningful life in their community.

Services and supports are individualized to the person. The Support Coordinator's goal is to utilize and strengthen formal and informal resources available in the local community.

- Formal services include those that are provided through state and/or federal funding.
 - If it is determined that you require formal services to meet your needs, your Support Coordinator will assist by completing a Prioritization of Needs (PON) assessment. This assessment must be reviewed by the Kansas City Regional Office, and is scored at the state level using a standard formula. Formal services are approved based upon priority of need and availability of funding.
 - It is important to note that all informal resources and supports must be exhausted before formal paid services can be explored.

- Informal resources include family, friends, co-workers, neighbors, technology and other community resources.
- It is not the role of the Support Coordinator to provide direct services such as: helping with shopping, laundry, balancing a person's checkbook, counseling, training, providing transportation completing forms, applying for Medicaid, etc. Your Support Coordinator will work on linking you to people or organizations in your community who provide these types of direct services as needed.

Contacting Your Support Coordinator: Eitas office hours are Monday thru Friday 8:00am to 4:30pm. However, it is important to keep in mind that your Support Coordinator works in the community or away from their desk the majority of the office hours. Your Support Coordinator will make every effort to return your call in a timely manner. Eitas provides an on call service for reporting emergencies and leaving messages for your Support Coordinator outside of business hours. You can contact the on call service at 816-363-2000 when the office is closed.

MO HealthNet (Medicaid) Billing: If you have Medicaid benefits you will receive a quarterly printout from MO HealthNet showing all charges billed. Some things your Support Coordinator does for you, like making phone calls, finding resources, completing quarterly reviews of services, or talking to service providers about your progress may be billed to MO HealthNet, even though you did not see your Support Coordinator that day.

Your Person Centered Support Plan (PCSP): Your Support Coordinator will spend some time getting to know you and collect information from you

and important people in your life to develop outcomes and identify supports. You and your Support Coordinator will discuss the following questions:

1. Who are you?
2. What are your strengths?
3. Who is important to you?
4. What is important to you?
5. What are your likes and dislikes?
6. What are your hopes and dreams?
7. How do you communicate with others?
8. What's important to know about your cultural background and traditions?
9. What is important to your family/guardian?
- 10 What do we need to know and do to successfully support you?
- 11 Are there areas of concern or issues to be resolved or discussed?

The following areas will also be covered within your individual plan:

1. Personal, community and environmental safety
2. Medical and physical safety
3. Financial
4. Social and interpersonal skills
5. Supports needed for daily activities
6. Career, employment, and education
7. Review of previous year
8. And other pertinent information as applicable to your life

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

- Generally, you will choose who you want to invite to your Person Centered Support Plan (PCSP) meeting.
- The team meetings will be held in a place where you are comfortable.

The Role of You and/or Your Family:

- To share with the team what is important to you now and in the future
- To participate in the planning process

The Role of the Support Coordinator:

- To coordinate the team meeting
- To assist you to lead the team if you choose to do so
- To document the meeting
- To review the information collected during the planning process with the team
- To assist the team in developing long-term goals and short-term goals you want to achieve
- To act as an advocate to you and a coordinator to the team. They help ensure person centered planning requirements are met and that your goals are reflected in your plan

After the Meeting: You will receive a copy of your Person Centered Support Plan (PCSP). It is crucial that you sign and return the plan to your Support Coordinator before the implementation date. Without your signature to approve the plan, you are in jeopardy of losing services or will not be able to obtain needed services as identified in your PCSP. Your

signature on the plan gives consent for the delivery of services addressed/requested in the plan.

Requesting to Review Your Records

You have a right to see your records upon your written request. If you would like to request your records you can contact your Support Coordinator and they will explain the process to you. If you want copies of your records, a charge for these copies may be imposed, depending on your circumstances. You will be required to choose what portions of your information you want copied and to have prior information on the cost of copying. In rare instances access to personal records is restricted for clear and documented treatment reasons.

Abuse/Neglect and Individual Rights

Eitas shall, at all times, encourage and assist each person served to understand and exercise their individual rights and to assume the responsibilities which accompany those rights. Each person served shall be guaranteed the same rights and responsibilities afforded to any other person unless otherwise limited by provisions of law or court order. If you feel that you have been abused or neglected you have the right to make a complaint. A complaint of abuse, neglect, misuse of funds, or violation/limitation of rights, can be made by you or your parents, guardian or authorized representative by contacting:

- Support Coordinator – 816-363-2000
- Kansas City Regional Office – 816-889-3400, or

- Department of Mental Health's consumer rights monitor (Constituent Services) at 800-264-9687 or TTY 573-526-1201, constituentsvcs@dmh.mo.gov for assistance.

Eitas shall report abuse and neglect as mandated by law.

Any concerns, complaints, and/or grievances related to support coordination should be addressed with the Support Coordinator's Supervisor. The phone number for eitas is 816-363-2000.

QUALITY ASSURANCE: Eitas strives to provide the best services possible, but to do so we need individuals and families to help us evaluate how we're doing. As a result, you may be contacted by Quality Assurance via phone or email to gather information regarding your satisfaction of services. Also, a satisfaction survey is mailed out annually to evaluate and improve the quality of our services through the Support Coordination Department.

*This publication is available in alternative formats such as electronic, audio tape, Braille, on request.