



CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

CLIENT-FAMILY HANDBOOK

(Revised 7/20/2015, 6/15/2017, 3/19/2018, 4/9/2020, 2/14/2023)

NOTE: The People First Version of this Client-Family Handbook Begins on Page 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 that 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 intellectual and/or developmental disabilities in areas of employment, residential, and related services. CCDDR is a political subdivision of the state and subject to Missouri's Sunshine Law.

The Board typically meets monthly, and these meetings are held at a specific time and location determined by the Board. Public notice of the meeting date, time, and location is provided on the agenda per the Missouri Sunshine Law. 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
- Children’s Learning Center
- I Wonder Y Preschool
- Our Saviors Lighthouse Child and Family Development Center
- Other children’s support service organizations supporting children with intellectual and/or developmental disabilities
- All direct support providers operating in Camden County supporting individuals with intellectual and/or developmental disabilities
- Independent Living Resource Center
- OATS
- Other transportation support service organizations supporting individuals with intellectual and/or developmental disabilities
- Other community agencies and/or CCDDR partners supporting individuals with intellectual and/or developmental disabilities

CCDDR’s Support Coordination program was initiated in 2006. The Board provides Support Coordination to all Medicaid-eligible individuals with intellectual and/or developmental disabilities on a contract basis with the Department of Mental Health, Division of Developmental Disabilities (DMH/DDD); all Medicaid-ineligible individuals with intellectual and/or developmental disabilities; and all individuals with intellectual and/or developmental disabilities in Camden County who choose to receive this service.

Eligibility to receive services is determined by CCDDR and/or the DMH/DDD according to statutory guidelines that define an intellectual and/or a developmental disability.

The nine-member Board of Directors of CCDDR is appointed by the Camden County Commissioners. Board members serve three-year terms and in many cases are family members of individuals with intellectual and/or developmental disabilities.

OUR MISSION

“We provide individuals with intellectual and/or developmental disabilities the necessary tools to achieve self-determined lives, while ensuring quality services.”

VALUES

We believe 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; we promote accountability to taxpayers regarding prudent use of tax funds and accountability to clients and family members with regard to effectiveness and quality of services funded and/or provided; and we recognize the value and synergy of partnering with affiliated agencies in working to better the lives of individuals with intellectual and/or developmental disabilities.

THE PERSON-CENTERED PLANNING PROCESS

In years past, services authorized in the annual plans for people with intellectual and/or developmental disabilities were focused on the individual's deficits and trying to fit the individual into existing programs and facilities. In short, the focus was on the disability, not the individual, and on the needs of the provider, not the unique needs of the individual.

Today, we focus on an individual's strengths and abilities and how the individual wants to live. Rather than trying to fit our clients into existing programs and facilities, supports are tailored to meet each of our clients' unique needs. In short, our focus today is on the client, not the disability, and on tailoring supports to meet our clients' unique needs instead of trying to fit our clients 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 our clients and seek to understand them
- A conscious resolve to be of genuine service to each client and/or family
- A willingness to be guided by the client
- 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 client
- 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 client's gifts and capacities in the context of community life
- Strengthen the voice of the client and those who know the client best
- Define desirable changes in the client's life
- Create personal outcomes and goals in six 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 and/or client, plays a vital role in developing the plan and ensuring continued action towards the achievement of the client's desired goals and outcomes.

Roles of the Various Team Members

The family and/or client:

- 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 and/or client in setting up the meeting and inviting others as requested and/or 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 client and/or their guardian and the Support Coordinator
- Ensures that addendums are dated and signed by the client and/or the client's guardian and the Support Coordinator

- Reviews the plan to be sure the Individual Support Plan Guidelines criteria is met
- Assists the client and those who are writing the plan in understanding Person-Centered Planning
- Ascertain the client, the guardian, and the support staff have copies of the plan
- Assist clients 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 client. The people at the table should be those who can construct the most potentially successful plan. The client 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

The DMH/DDD has published a document called “The Individual Support Plan Guide”. The purposes of the Guide 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 information 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: <https://dmh.mo.gov/dev-disabilities/manuals> or may be obtained from your Support Coordinator.

WHAT TYPES OF SERVICES ARE AVAILABLE?

Through the Person-Centered Planning Process, each client served will have an Individual Support Plan (ISP) which outlines the various services, generic and specialized, required to meet the client’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 programs and paid services that may be authorized in a client's ISP to address needs that are identified in the plan. Programs and services may have additional eligibility guidelines and may be subject to available funding:

- Autism services
- Respite services
- Crisis intervention services
- Self-Directed Services
- Medicaid Home & Community Based Waiver programs (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's with Developmental Disabilities Waiver
 - Partnership for Hope Waiver
 - Community Support Waiver
 - Comprehensive Waiver

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 client will be placed on a waiting list for the service until funding becomes available. As funds become available, clients on the waiting list will be served based upon their priority of need. Individuals with a higher priority of need 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. Provider agency staff is properly trained to provide the services authorized in the ISP.
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 with an intellectual and/or developmental disability in Missouri who has been determined eligible to receive services from the DMH/DDD and is Medicaid-eligible is entitled to have a Support Coordinator (Case Manager). CCDDR also provides a Support Coordinator for individuals with intellectual and/or developmental disability who are not Medicaid-eligible

and/or have been determined to be eligible to receive CCDDR's services. Support Coordinators assist individuals with intellectual and/or 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 person residing in Camden County who has been determined to be eligible for services from CCDDR and/or the DMH/DDD, is assigned a specific Support Coordinator employed by CCDDR. Support Coordinators will become acquainted with their clients and work with them to identify, locate, access, and monitor the services that meet each client's specific needs. CCDDR contracts with the DMH/DDD to provide Support Coordination services to all Medicaid-eligible individuals in Camden County. To maintain quality Support Coordination services, our agency strives to maintain caseload sizes no larger than a 1 to 35 ratio (35 individuals assigned to 1 Support Coordinator).

The Targeted Case Management program allows qualified entities to bill Medicaid for some of the time spent assisting Medicaid-eligible clients accessing comprehensive medical, social, educational, and other specialized services. Support Coordinators employed by the DMH/DDD 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 have a Bachelor's Degree or a Registered Nurse License. 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 client or other responsible party in person, by telephone, or through written correspondence. Other activities recorded are travel, creation of letters to providers, case documentation, and consultations with other professionals.

Costs for case management and other services can be billed to the SB 40 tax fund; private insurance, when such applicable coverage exists; Medicaid (case management only); or to the client or the client's financially responsible representative if the Department of Mental Health's Standard Means Test or applicable CCDDR determination method has established an ability to pay. These methods provide guidelines to determine if the clients' families or the clients who live in their natural home have 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 client and/or client's family in completing applications and submitting appropriate documentation, arranging meetings, etc., to determine the client's eligibility for Medicaid Home and Community Based Waiver programs and/or other DMH/DDD funded 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 client's life

- Attending to or assisting with crisis situations
- Sending letters to the client, the client’s family, and/or service providers to schedule a Person-Centered Plan meeting
- Conducting the ISP meeting and writing the ISP
- Visiting the client in the home, including travel time to and from the home
- Reviewing services the client receives on a monthly, quarterly, or other periodic basis and determining if the services continue to meet the client’s need
- Writing notes in the client’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 a client’s needs, etc.
- Completing forms and documenting the client’s records when the client is discharged or transferred to another case management agency

SUPPORT COORDINATION OUTCOMES

CCDDR has developed Performance Indicators for its Support Coordination services to ensure the quality and effectiveness of services provided. These indicators cover four primary areas:

1. Efficiency
2. Effectiveness
3. Satisfaction
4. Service Access

An annual report is provided to the Board of Directors and other interested parties identifying progress towards 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 monthly or quarterly, depending on the support services received. For clients who receive residential setting support services through the Medicaid Home and Community Based Waiver program, the review of services will occur monthly, and clients living in these 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 clients to determine their 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 need or your family member needs to best meet the desired outcomes.

AVAILABILITY OF SERVICES

There may be a wait list for some services. CCDDR has been able to offer Support Coordination services to ALL qualified applicants thus far. While it is unlikely that circumstances will develop to cause CCDDR to establish a wait list, the following considerations will determine when services can begin:

- Severity of disability and level of care required
- Availability of natural supports
- Safe, secure environment
- Likelihood of harming self or others

The DMH/DDD utilizes the Missouri Adaptive Ability Scale (MAAS) Assessment to measure needs. This assessment will be completed by DMH/DDD staff and maintained in the DMH/DDD database. The DMH/DDD will determine a client's position on the wait list for DMH/DDD funded services. CCDDR will use a similar scale used by the DMH/DDD to determine a client's position on the wait list for CCDDR funded services.

GUARDIANSHIP AND CHOICE

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

For individuals who receive residential setting support services or other services that provide opportunities for choice, CCDDR and the provider agency will encourage choice-making by the client 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 DMH/DDD is mandated to apply benefits (SSI, SSA, Veteran's benefits, etc.) clients may receive toward the cost of their residential services prior to utilizing state tax dollars. Some services clients may want or need will require the clients or their 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. DMH/DDD staff will assist in determining this amount, if any.

CLIENT/GUARDIAN COMPLAINT PROCESS

If at any time our clients or their parents/legal guardians have a concern about the services/supports 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 a resolution is not identified, then the clients or their parents/legal guardians should contact the DMH/DDD Regional Office.

If our clients or their parents/legal guardians are not satisfied with the performance of their Support Coordinator, they should contact the Support Coordinator's supervisor to discuss possible corrective action. 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, a formal grievance/complaint may be filed by completing a

CCDDR Grievance/Complaint Form. The Executive Director or Board Chairperson will respond in writing to the complaint within 7 business days. Clients and their families are encouraged to contact the Executive Director or Board Chairperson, if necessary, to discuss their concerns, ask questions, or request a different Support Coordinator.

The following chart identifies the CCDDR management structure:



As a further procedural safeguard, clients and families served are welcome to file a complaint using the Missouri Department of Mental Health complaint process. This process is outlined at: <https://dmh.mo.gov/constituent-services/constituent-rights>

The Rolla Satellite Regional Office can also 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 clients are 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 DMH/DDD Rules and Regulations, specifically “Individual Rights of Persons Receiving Services from The Division of Developmental Disabilities”, which is located at: <https://dmh.mo.gov/media/pdf/individual-rights-persons-receiving-services-division-developmental-disabilities>

Consent for all services authorized in the ISP is obtained from all clients served by CCDDR or their guardian(s). 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 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 and procedures in place should a client wish to file a grievance, and the Department of Mental Health, Office of Constituent Services may also be contacted at:

Office of Constituent Services
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102
1-800-364-9687
constituentsvcs@dmh.mo.gov

FREQUENTLY ASKED QUESTIONS

Q: What is the Department of Mental Health, Division of Developmental Disabilities (DMH/DDD)?

A: The DMH/DDD is one of three Divisions within the Department of Mental Health with regional offices located around the state. The DMH/DDD provide eligibility determination for DMH/DDD services and referral to contract agencies which specialize in services to individuals with intellectual and/or developmental disabilities. The primary responsibility of the DMH/DDD is to determine eligibility for services, provide funding for services, and provide assistance to families who have children and adult individuals with intellectual and/or developmental disabilities. There are also state-operated residential facilities for children and adults who have intellectual and/or developmental disabilities.

Q: Who is eligible to receive services from the DMH/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; 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 is eligible to receive services from CCDDR?

A: Individuals with intellectual and/or developmental disabilities who have been determined eligible to receive services from the DMH/DDD or meet the same requirements as identified in the answer to “**Q: Who is eligible to receive services from the DMH/DDD**” (see RSMo 630.005) are eligible to receive CCDDR’s services. An individual is eligible to receive CCDDR’s services if the individual has a disability which is attributable to intellectual disability, cerebral palsy, autism, epilepsy, a learning disability related to a brain dysfunction or a similar condition found by comprehensive evaluation to be closely related to such conditions, or to require habilitation similar to that required for intellectually disabled persons:

1. which originated before age eighteen, and
2. which can be expected to continue indefinitely.

An individual is also eligible to receive CCDDR services if the individual is lower-range educable or upper-range trainable intellectually disabled or who has a developmental disability (See RSMo 205.968). Children ages 0 to their 3rd birthday who are enrolled in Missouri First Steps are also eligible for CCDDR’s services.

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

A: There are DMH/DDD Regional and 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: <https://dmh.mo.gov/dev-disabilities>

Q: What is the role of a Support Coordinator?

A: Support Coordinators provide support planning, advocacy, resource referrals, and help to link clients to community services. The Support Coordinator is the primary link to all services and maintains frequent contact with the person receiving services. CCDDR is the statutorily authorized and/or contracted provider for Support Coordination and other services within Camden County for all individuals with intellectual and/or 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 client 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 family members, meet and determine needed services, which are included in the ISP. The Person-Centered Planning process enables and assists the client to access a personalized mix of paid and non-paid support services that will assist in achieving personally defined outcomes. The Support Coordinator is knowledgeable about where services can be obtained and assists the family or client in accessing the services to meet the outcomes of the personal plan.

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

A: Currently, CCDDR does not provide direct support services, but CCDDR can contract with other area agencies to provide services for Camden County individuals with intellectual and/or 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 DMH/DDD become most involved in coordinating services. Depending on the circumstance and wishes of the person with an intellectual and/or developmental disability, CCDDR and the DMH/DDD can coordinate vocational training and job placement services or other supported activities based upon the needs of the client. Your child is entitled to having a transition plan included in the Individualized Education Program (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 an intellectual and/or 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 CCDDR and/or the DMH/DDD. If funding is not available for a service which has been determined to be a need for a client served, the client is placed on a waiting list for the service and will be removed from the waiting list once funding becomes available. Individuals with a higher priority of need will be taken off of the waiting list first. It is important to remember the services are based on the needs of the client, not necessarily the wants.

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

A: There are several factors involved in the application, eligibility, and service determination process. Typically, CCDDR and/or the DMH/DDD will make an eligibility determination within 30 days of the time an application is received, and additional time may be needed for planning and obtaining the services. If additional documentation or an additional assessment is needed, the time may be extended. If clear information confirming an intellectual and/or 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 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. Your Support Coordinator in cooperation with other CCDDR staff or the DMH/DDD staff 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 may 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 the DMH/DDD funds and federal funds to obtain needed services. Local, state, and federal funds are limited. This combined with an increasing demand for intellectual and/or 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 the proper authorities and contact your Support Coordinator about your concerns. There are specific statutory requirements under which the DMH/DDD operates and responds 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 hotline is 1-800-392-0210, and reports can also be made online at: <https://health.mo.gov/safety/abuse/>. The Children's Division hotline is 1-800-392-3738. 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 individuals with intellectual and/or developmental disabilities residing in Camden County.

CCDDR employees and Board members will be guided by internal policies (Policy #8) and Missouri State Law (RSMo 630.115) pertaining to the rights of individuals served. Policy #21 shall govern conduct best described as unprofessional or unethical. Policy #14 shall dictate sound governance principles for the Board of Directors to effectively manage the operations and for the agency to accomplish its stated mission. 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/or the Chairperson of the Board of Directors and will be dealt with according to the agency policies and Bylaws.

CCDDR's financial practices will be handled according to the agency's policy on financial management (Policy #17). CCDDR will conduct its financial practices in accordance with applicable federal, state, and local laws as well as its Bylaws. No Board member or employee shall conduct any fundraising on the CCDDR premises or while conducting CCDDR business for personal gain.

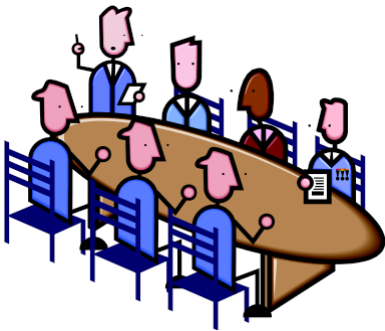
CCDDR's marketing activities will be implemented in a manner that respects the dignity and the privacy rights of individuals with intellectual and/or developmental disabilities. CCDDR will never knowingly mislead/misinform the public and will be accountable to the public for its activities.

It shall be recognized that the individuals served by CCDDR and their families 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 individuals served will be protected in accordance with state law and organizational policy.

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 individuals with intellectual and/or 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 Commissioners, the people in charge of running the county.



CCDDR collects money paid by taxes. This money is used to meet the needs of individuals with intellectual and/or 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 individuals with intellectual and/or developmental disabilities get the services they want and need.

THE PERSON-CENTERED PLANNING PROCESS



Our Support Coordinators help individuals with intellectual and/or developmental disabilities get the services and supports they need. They do this using what is called an 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 individuals with intellectual and/or developmental disabilities.

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. Individuals who need services the most are taken off the waiting list sooner than those who don't need services as much.

Individuals 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 of Directors, called the Chairperson. Call (573) 317-9233 or 573-693-1511 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 individuals 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



Individuals with intellectual and/or developmental disabilities we serve can have choices of some things. If you are in a program called the Medicaid waiver, you have a choice of what provider agency provides you with services our Support Coordinators arrange for you. There must be more than one agency available 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 individuals 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:

Office of Constituent Services
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 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 plan.

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: _____