

A photograph of two Black women smiling and embracing each other in a living room. The woman on the left is wearing a plaid sleeveless shirt and green pants. The woman on the right is wearing a yellow floral patterned short-sleeved shirt and dark pants. They are standing in front of a window with green curtains. A grey couch is visible on the left side of the frame.

Home & Community Based Participants Services **HANDBOOK**

Mid-Missouri Supported Living, LLC

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INTRODUCTION

What this means to you

If you receive Medicaid Home and Community Based waiver services, you have the right to make choices about your life. You may make decisions about how, when and where you get your services. You may come and go when and where you want. You should have the choice to work and be involved in your community.

People you could ask

Home Manager: _____

DPM: _____

Directors/Owner: _____



OUR VALUES

Mission

Mid-Missouri Supported Living, LLC, empowers children, youth, and adults with developmental and intellectual disabilities to live healthy, fulfilling lives in their homes and communities.

Vision

Mid-Missouri Supported Living, LLC, provides children, youth, and adults with developmental and intellectual disabilities the highest quality of care possible in an environment of unconditional love, respect, and dignity – all aimed at providing them with a sense of accomplishment, confidence, self-worth, and independence at their level of existing skills and abilities.





PURPOSE, PHILOSOPHY, SERVICES AND GOALS



Our Purpose

Mid-Missouri's person-centered services are designed to meet the specific needs of every individual in the care of our agency.

Our Philosophy

People with developmental disabilities have similar needs and desires as everyone else. They face different challenges and have unique characteristics and needs. Our care is tailored to meet the unique and universal needs of each person we serve. We prioritize fulfilling basic needs for health and safety and then build upon that foundation to improve quality of life. This approach is based on the hierarchy of needs and leads to the highest quality of care possible.





Our Goals

- Educate, demonstrate, motivate, and provide assistance to develop abilities and actions that enhance the quality of life for people diagnosed with developmental and intellectual disabilities.
- Help each individual diagnosed with developmental and intellectual disabilities to be as self-sufficient as possible, promoting self-determination and self-representation.
- Promote and facilitate meaningful connections with others, including natural and chosen family, for individuals with developmental and intellectual disabilities.
- Promote and teach community integration for individuals with developmental and intellectual disabilities, including advocating, teaching, modeling, and supporting inclusion in the community.

Our Services

You will be receiving Medicaid Home and Community-based waiver services at Mid-Missouri. You have the right to make choices about your life. You have the right to make decisions about how and where you receive services. You may come and go as you please. You will have the choice to work and be involved in your community.



Individualized Supported Living

As a participant in Mid-Missouri's individualized Supported Living (ISL) program, you will live in a safe, secure, private and physically accessible home chosen by you and or your guardian, in an integrated setting, that is best suited to meet your support needs in a neighborhood of your choice with persons of your choosing. You will have a life that is typical of the general population, including being part of your community and enjoying rich and meaningful relationships with your family and friends. You will have the freedom and support to control your schedule and activities and to furnish and decorate your home as you choose. You will have access to food at all times. Mid-Missouri offers ISL services in homes and apartments throughout Boone County and surrounding areas.

You will have a key to your home or apartment. Your entrance door will be lockable and only appropriate staff will have keys to safeguard your privacy. You and/or your guardian if applicable will have a chance to review your legally enforceable and binding lease with eviction protections outlined, understand it and be educated about your rights and responsibilities as a tenant.

Lease terms may vary from one year to multiple years. If you would like to purchase a home, we will discuss this option with you.





Individualized Supported Living

Mid-Missouri's staff will treat you with respect and dignity and recognize your abilities and gifts. Our staff will support you to have full access to the greater community including competitive employment opportunities in integrated settings, control your personal resources, and receive services in the community to the same degree of access as individuals not receiving Home and Community Based Services. You will have a say in your life's decisions – be it the food you eat and the clothes you wear, pursue your own interests, express your individuality and desires, actively participate in community activities of your choice and direct your own services with the help of our highly skilled and compassionate staff. You can do things you like at your home, such as play video games, watch TV or listen to the radio. You may also do your laundry and other household activities as you wish.

Mid-Missouri's staff will also encourage you to actively participate in civic activities and community organizations to become as involved as you choose in the fabric of the community.





Individualized Supported Living

Mid-Missouri will help you maintain membership in organizations which support quality services to persons served and advocates for full participation of all individuals regardless of disability or disadvantaging conditions. We will also encourage your guardians and significant others to participate in planning councils or committees which support community inclusion for people with disabilities.

Mid-Missouri will also give you the opportunity to have input in the selection process of your staff to ensure that we only hire staff that are a good fit for you. You will be able to visit and meet potential housemates before making a decision about moving in. Mid-Missouri will help you and your roommate to maintain a cordial relationship, and if any issues arise between you and your housemate, Mid-Missouri staff will work with you to resolve it. If you want a new housemate, Mid-Missouri will help you make a change. Our staff will always provide the supports you need to meet all your needs. The staff will help you learn new skills and will also serve as positive role models or mentors.





Individualized Supported Living

Mid-Missouri is very committed to offering you a choice of setting. As a current resident of Mid-Missouri, if you indicate that you want services at another location, Mid-Missouri's staff will encourage you to express your concerns and ask questions about the services you desire to receive and will notify the organization's leadership. The leadership will contact the Support Coordinator and a meeting will be held to discuss options for movement either within or outside the agency depending on you and/or your guardian's wishes if applicable.





Day Program

Mid-Missouri Supported Living provides day program services to individuals with intellectual and developmental disabilities in Boone County. Day program services are provided in a structured and supervised environment in a modern building located 206 E. Texas Avenue. The building is clean and well maintained.

Day program activities and programs are developed with the individuals' needs and desires in mind. Day Program services include but are not limited to; skill acquisition and enhancement in the areas of social and interpersonal skills, decision making, cooking, home management, money handling, recreation/leisure, self-care and safety in and out of the home.





Community Networking (CN)

Mid-Missouri's CN program assists and/or educates you on your options to help you access and engage in your desired community activities that help you foster positive and meaningful relationships with non-paid members of the broader community on a regular basis and become a full member of your community.

In this program, you will participate in a variety of formal and informal community activities of your choice, interests, preference, gifts and strengths that may include, but are not limited to leisure or recreations activities, social events/clubs, organized worship or spiritual activities, cultural activities, pre-vocational activities, volunteerism in various community sites, health and wellness activities, among others.

The desired outcomes for our CN program will be identified by your ISP team through a person-centered planning process and may include increased community participation, increased independence, increased interdependence, greater quality of life and skill development, among others.





Individualized Skills Development (ISD)

Provides support to individuals needing specialized skill training in any area that fosters independence. Skill training focuses on specific goals identified by the individual and their team.

Service can be provided in the home or community allowing the goal to determine the appropriate environment. Gives assistance to individuals in acquiring life skills necessary for independent living and achieving maximum independence in their home and community

The goal for this service is for the individual to manage his or her household and access services in the community more independently.





In-Home Respite

Supports individuals in order to provide relief for their families/caretakers. Respite is provided for an individual at the request of the family to allow the caretakers to have time where the individual they support is safely supervised by our staff.

Respite services can be provided in the individual's home or in the community and can include recreational and/or educational activities. For individuals who are unable to care for themselves on a short-term basis because of the absence or need for relief of parents and/or guardian. If the service includes overnight care, it **MUST** be provided in the individual's place of residence.





Support Broker (SB)

A Support Broker (SB) provides the individual or their designated representative (DR) with information & assistance to secure the supports and services identified in the Individual Support Plan (ISP).

The SB does not do these tasks for the individual/DR but provides information and assistance in order for the employer to fulfill their employer related responsibilities. The goal for everyone in SDS is to move towards 'no assistance needed'.





Other Services offered by Mid-Missouri

- Access to Registered Nurses for ISL services.
- 24-hour support from Direct Support Professionals for ISL services (depending on the desired staffing pattern).
- Transportation provided for activities, appointments, and work in Mid-Missouri's vehicles.
- Assistance with accessing Oats Bus and Paratransit/Public Transportation.
- Training and modeling for self-care, communication skills, and social skills development.
- Support for self-advocacy.
- Regular community outings and activities.
- Encouragement and modeling for making life choices and taking responsibility.
- Assistance with nutrition, wellness, and fitness programs.
- Help with planning and cooking nutritious meals, doing laundry, and money management.
- Support for exploring individuality, relationships, and sexuality.
- Assistance with accessing community resources.
- Other assistance as desired by you and/or your guardian.





OUR APPROACH TO PROGRAMING



When you or your guardian chooses to receive services offered by Missouri's Department of Health's Division of Developmental Disabilities, an Individual Support Plan (ISP) will be developed by your interdisciplinary team consisting of you and your family and guardian if applicable, your Support Coordinator and anybody else that you may choose to include. The ISP will be designed based on your expressed needs, choices and goals. The meeting to design your ISP will take place in locations that work for you and your family.



The ISP will also say what things are most important to you to be happy and content in your everyday life while you are receiving services. The ISP includes important goals like where you would like to live, whether you want to work and if so, what kind of a job you want to work in. The plan will identify your needs and supports, and we at Mid-Missouri will follow your ISP to guide us in providing services to you.

Your DPM will meet with you monthly to discuss your progress in meeting your ISP goals. Your Support Coordinator will also meet with you monthly or quarterly depending on the program that you are enrolled in to discuss your ISP goals' progress, among other things.

The plan will also include information that is directly related to your everyday life, like what time you go to bed, what time you get up, and your favorite things to eat and drink. Mid-Missouri will make sure you have choices about events and have full access to your community. If you want to go to an event, staff will help you see if you have enough money and arrange for transportation.

Staff will assist you in making new friends and with meeting your neighbors. Staff will help you to join a church or civic organization or advocacy groups, such as People First and Real Voices Real Choices and to be involved in volunteer activities in various places in the community if you chose to. Staff will also help you to find local events that you may enjoy and provide choices for you to select from.

There are many choices you can make while living in the community. We are here to help you as needed to ensure that you lead a rich and meaningful life.



Before you start receiving supports from us, we will work with your providers - with your consent - to obtain information about you that is considered confidential or private that can help us support you better. This information may include:

- Medical records from your doctors detailing what medications you take, diagnosis, treatments, past and future immunizations, past and future doctors' appointments, and any specialized diets, among other things.
- Support and educational programs you may have attended.
- What makes you happy or sad.

Part of our job is to keep information about you private and only share what other providers need to know to help them support you with your consent from you and your guardian if applicable.

There are various state and federal confidentiality laws and rules we must follow. In addition to this handbook, you or your guardian (if you have one) will receive a Notice of Privacy Practices every year. This will tell you in much greater detail what these laws, rules and regulations say. Within the privacy notice, there is also a complaint procedure for you or your guardian to follow if you believe that we have shared information about you inappropriately. You and your guardian have the right to access your record at any time.



Rights and Privileges

As a recipient of Mid-Missouri's services, you are entitled to the following rights and privileges without limitation, unless otherwise provided by law:

- To receive respectful and dignified treatment as a human being;
- To have equal legal rights and responsibilities as any other citizen;
- To access services regardless of race, creed, marital status, national origin, disability, religion, sexual orientation, gender, or age;
- To be free from abuse, exploitation, and discrimination;
- To receive services and supports to achieve maximum independence;
- To have access to understandable information about Division of Developmental Disabilities policies and procedures;
- To choose where to live and with whom, within one's financial means;
- To direct one's own person-centered planning process and choose who is included;
- To participate fully in the community;
- To communicate in any form and have privacy of communications;
- To accept or decline supports and services;





Rights and Privileges

- To have the freedom to choose among Division of Developmental Disabilities approved providers;
- To seek employment in competitive integrated settings;
- To choose where to worship or to refuse to attend worship;
- To have accessible and understandable information about rights, services, supports, and clinical records;
- To have confidential maintenance of all records
- To report violations of rights without fear of retaliation; and
- To be informed on how to make inquiries, complaints, or reports of violations and to receive assistance if requested.

If you do not have a legal guardian, you can still appoint a representative to act on your behalf. These rights cannot be limited or restricted by the Support Coordinator or Mid-Missouri's staff without following proper procedures. These procedures include giving you notice; hearing your side of the situation; allowing external advocacy to assist you if you disagree with the decision; and informing you of options to regain your rights.





RIGHTS IN PEOPLE FIRST LANGUAGE





Due Process

- Mid-Missouri will provide you with a written copy of your rights when you apply for our services and will give you a new copy every year;
- Mid-Missouri has rules in place to ensure that you understand your rights and that they are not taken away without due process;
- Someone from Mid-Missouri will explain your rights to you in a way that you can understand, and a copy will always be available for you to review;
- You have the same legal rights and responsibilities as any other person, unless a court has determined otherwise;
- You have the right to be treated with respect and dignity;
- You have the right to receive help regardless of your race, religion, disability, age, or marital status; and
- Before your rights or services can be limited or taken away, you have the right to be heard or to have someone speak for you;



Services, Supports and Advocacy

- You have the right to get your services and supports in the most integrated setting and in a way that best meets your needs. To determine those services, these people may be involved: you, your parents, your guardian or any other person of your choice;
- You have the right to know what Mid-Missouri's rules are for the services and supports you receive;
- You have the right to have your services, supports and personal records explained to you to ensure that you understand them;
- You have the right to receive and read your personal records;
- You have the right to receive and sign a copy of your person-centered plan;
- You have the right to have your records kept private; and
- You have the right to be a member of external advocacy groups such as People First and Real Voices Real Choices, among others, so that you can be informed and educated about your rights and be empowered to take control of your independence and supports.



Abuse and Neglect

- You have the right not to be abused or neglected. Abuse can be physical, verbal, mental, sexual or financial. Neglect is not getting the things you need to be healthy and safe.

If you think you are being abused, neglected, or your rights are being taken away, you, your parents, your guardian, or any other person you choose can immediately contact Mid-Missouri's owner at (573) 529-4708 or Central Missouri Regional Office at (573) 441-6278 for help. Your complaint will be anonymous, and nobody will retaliate against you for seeking help.

You can also call the clients rights monitor in Jefferson City at 1-800-364-9687 or TT: 573-526-1201 for help or Missouri Protections and Advocacy at 1-866-777-7199. People who work for Mid-Missouri must report any abuse or neglect that they see or that people report to them.



Other rights under Missouri law (Section 630.110 RSMo)

- To wear your own clothes and to keep and use your own personal possessions;
- To keep and be allowed to spend a reasonable sum of your own money for expenses and small purchases;
- To communicate by sealed mail or otherwise with persons including agencies inside or outside the facility;
- To receive visitors of your own choosing at reasonable times;
- To have reasonable access to a telephone both to make and receive confidential calls;
- To have access to your medical records;
- To have opportunities for physical exercise and outdoor recreation;
- To have reasonable, prompt access to current newspapers, magazines and radio and television programming;
- To receive visits from your attorney, physician or clergyman, in private, at reasonable times; and
- Notwithstanding any limitations authorized under this section on the right of communication, you shall be entitled to communicate by sealed mail with the Department of Mental Health, legal counsel and with the court, if any, which has legal representation of you.



Mid-Missouri's Degreed Professional Manager (DPM) will review with you these rights every year or at your request at any time. We will ask you or your guardian to sign the Individual Rights Form that is part of the individual supported's consents after reviewing the rights with you or your guardian if you have one. By signing the form, you or your guardian will agree that your rights have been explained to you and that you understand them.

Responsibilities

- You will be asked to cooperate with Mid-Missouri's staff in achieving your goals and objectives as stated in your Person-Centered Plan.
- You will be asked to assist our agency in developing an initial and/or annual Person-Centered Plan for you.
- You will be asked to be polite and courteous to our staff.





Grievance Procedure

If you encounter a problem with our services and/or wish to voice a complaint, please notify the owner right away by calling (573) 777-9365. We will make every effort to take care of the problem right away. You can also call the client rights monitor in Jefferson City at 1-800-364-9687 or TTY: 573-526-1201 to report complaints/grievances, as well as the Central Missouri Regional Office at (573) 441-6278. As a participant of the Medicaid and Medicare programs, Mid-Missouri agrees to protect and promote each of the rights contained in this document.





Health and Medical Services

Mid-Missouri has a 24/7 on-call registered nurse available to assist you with any medical-related needs if you are receiving ISL and Medical PA services from us. Rather than being a passive recipient, Mid-Missouri aims to empower you to take control of your own medical care if you are cognitively able to do so, with the involvement of everyone important to you. The program staff overseeing your medical care, you, and/or your guardian will receive education and information to help make informed medical decisions for you.

Mid-Missouri ensures that its direct care staff are well-informed about any complex health issues you may have, to enable timely medical intervention. This is achieved through proper training, including a review of appropriate documentation and hands-on training. Mid-Missouri requires all direct care staff to take Level 1 Med Aide, CPR, and First Aid classes, as well as specialized training such as Diabetes and Insulin training.

Mid-Missouri's Registered Nurse (RN) conducts monthly physical assessments, reviews past and present medical appointments and prescribed treatments, identifies any new health-related issues, prescribes necessary follow-ups, provides nursing delegations, and educates program staff and you on reportable signs and symptoms. The RN also assesses whether you need specialized services such as physical therapy, occupational therapy, or specialized medical equipment and helps secure physician orders for them.



The RN also evaluates whether you need any environmental adaptations, administers injections such as depo, hormone, and vitamin shots, and performs any complex nursing treatments.

Our direct care staff are trained to consider using easily accessible options such as StationMD for minor ailments whenever your primary care provider is not accessible instead of always going to the emergency room.

Other things the RN will help you with include:

- Obtaining samples for lab work
- Foot care
- Help with medications.
- Cleaning ears
- Follow-up care for surgery and accidents
- Removing stitches

Admissions

Mid-Missouri, is an equal opportunity service provider that does not and will not discriminate against any of our individuals served based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, and especially disability.



Admissions Criteria

When considering an individual to be admitted into Mid-Missouri's services, Mid-Missouri will consider the following:

- If the individual has a developmental disability;
- If the individual has a Medicaid waiver or private funding to be able to pay for the services; and
- Whether Mid-Missouri is able to provide adequate supports to effectively and safely meet the individual's needs.

Mid-Missouri will not admit individuals with highly specialized medical and behavioral needs that require services and/or equipment beyond those available to Mid-Missouri. This includes individuals with dangerous behaviors who may be a danger to themselves or others, and individuals who lack funding to pay for services.



Program Cost

Mid-Missouri's program costs will vary based on the desired services and the level of supports you need. Total cost for ISL services for example, are based on room and board charges as well as the cost of staffing services and other expenses. Your Social Security benefits will typically pay for your room and board charges, including rent, supplies and food and utilities, among other things. Cost of staffing is calculated based on the staffing needs desired and level of care needed and can vary from \$43.54 per hour to \$53.21 per hour. Day Program cost ranges from \$44.64 per hour to \$50.75 per hour, CN costs \$51.24 per hour, ISD costs \$49.84 per hour, in-home respite costs \$39.00 per hour, and SB costs \$42.16 per hour.

With appropriate consents, our staff will help you in applying and reapplying for public assistance programs such as food stamps and MOHealthnet if you are eligible for them.



Discharge

Mid-Missouri Supported Living, LLC, strongly believes in the individual rights of every individual supported and wants the best care and services to be provided to everyone. Mid-Missouri will go above and beyond in providing exceptional care to you and will work hard to make every placement in our residential, PA and CN programs successful. Mid-Missouri's staff will meet with the interdisciplinary team to look for solutions to the issues that arise in order to find solutions to them. However, not all placements will be successful, and Mid-Missouri believes that, at times, the individual can receive the services that better meet their needs from other providers. If Mid-Missouri cannot continue providing the appropriate supports for you, then we may give you a discharge notice.

Reasons for Discharge:

- Extreme Physical Aggression
- Continued or extreme property destruction
- Continued disruptive behaviors affecting other individuals.
- Continued behavior that does not follow DMH ISL guidelines and services.
- Refusal for medical treatment as ordered by your physician that Mid-Missouri feels will have a negative outcome/effect on your life.
- Other issues as they arise.



If Mid-Missouri has exhausted all resources, and discharge is needed, then a 30-day notice will be sent to you and or your guardian if applicable. Mid-Missouri will contact DMH and CMRO through the Provider Notice Portal 30 days prior to terminating services to you. Mid-Missouri will continue providing service to you as an appropriate placement is sought by your interdisciplinary team. Mid-Missouri will work with your team to help find new services as quickly and smoothly as possible. We will also provide all records that are requested to make the transition smooth.

Emergency Procedures

If you are in our ISL program, your staff will practice the following drills with you within the first seven days of your admission and every month after that to ensure that you know what to do in each emergency:

- Fire Drills
- Tornado Drills
- Bomb Threats
- Earthquake Drills
- Medical Emergency
- Power Failure
- Threatening Person
- Ice Storms



Miscellaneous

- You will be free to keep pets if approved by your housemates and landlord. There may be some restrictions on the type of pet allowed. You may be required to make a pet deposit. Any pet must have all its shots kept up to date by a licensed veterinarian. Expenses for pets to live in your home will be your responsibility.
- Mid-Missouri's staff will respect your right to privacy. You will have a private bedroom. No unauthorized visitors will come to your home. Staff will always knock before they enter your home or private bedroom. You will talk with your family and friends privately.
- All Mid-Missouri's buildings, individuals' homes, and vehicles are no smoking areas. If you wish to smoke, we will provide you with a designated area to smoke.
- You have a right to use your telephone to make calls and browse the internet as desired. We will provide you with a home phone, cable and Wi-Fi.
- If you and or your guardian wishes to review your records, your DPM will help coordinate this for you. They will assist you in finding the records and understanding the information.



- Your vacations are important to your quality of life, and Mid-Missouri will work with your ISP team to help coordinate these vacations for you, including availing staff if needed to take you on vacation.
- Mid-Missouri does not allow illegal drugs on any of its buildings and homes.
- Mid-Missouri will support any individual supported who wants to use medical marijuana if the following criteria are met:
 - 1.The individual must be their own guardian or have written guardian approval.
 - 2.The individual must be able to pay for the medical use card and product on their own without any assistance of Mid-Missouri's staff.
 - 3.The individual must be able to self-administer the product.
 - 4.The individual must keep the product locked in a lock box in their room and be the only person with access to the product.
 - 5.The individual cannot allow the staff to assist them when dispensing and is prohibited from offering this product to anyone. Product is strictly for individual use only.
- Mid-Missouri does not allow guns or other weapons in its buildings and homes.

For any further questions or information about our services, feel free to call (573) 777-1459 or email the CEO at hclark@midmosupportedliving.com.