

Section: Intellectual/Developmental Disabilities
Policy: Intellectual/Developmental Disabilities Services/Eligibility
Policy No: IDD 01
Effective: 01/01/1997
Revised/Approved: 07/24/2018

POLICY: It is the policy of Community Counseling Services to make services available to individuals in Region VII who have intellectual/developmental disabilities.

PURPOSE: To ensure that all individuals who have intellectual/developmental disabilities and are eligible for services from Community Counseling Services have every opportunity to live in the least restrictive environment and to optimize their potential as productive members of the community.

PROCEDURE: It is the responsibility of the County Administrator/Supervisor to ensure that all programs for individuals with intellectual/developmental disabilities use the record system and time lines as established in all appropriate sections of the Department of Mental Health (DMH) Record Guide, as well as, comply with DMH Operational Standards. In accordance with Policy MR 08: Maintaining Signatures on ISP, individuals with a diagnosis of intellectual/developmental disability who receive non-waiver services through Community Counseling Services must be seen with 30 days of services and recertified for treatment every twelve (12) months by an approved provider as outlined in MR 08. Recertification must contain documentation stating that the service is medically necessary and be maintained in the individual's record.

IDD Services daily operations/hours include the following:

- Community Living (Phillips) 24 hours a day/7 days per week
- Work Activity 7:30 a.m.-- 4:00 p.m., Monday -- Friday
- Day Services - Adults 7:30 a.m. -- 4:00 p.m., Monday – Friday
- Day Habilitation Services 7:30 a.m. -- 4:00 p.m., Monday – Friday
- Prevocational Services 7:30 a.m. – 4:00 p.m., Monday – Friday
- Home and Community Supports
- IDD Supported Employment
- IDD Customized Employment/Job Discovery
- Community Respite
- In-Home Respite

Specific policies related to the above mentioned IDD Services are identified below:

- Community Living/Phillips: Addressed in RS 11: Group Home for Individuals with Intellectual/Developmental Disabilities.
- Work Activity: Addressed in IDD 04: Work Activity
- Day Services-Adults: Addressed in IDD 03: Day Services - Adults
- Day Habilitation Services: Addressed in IDD 08: Day Habilitation Services
- Prevocational Services: Addressed in policy IDD 05: Prevocational Services.
- Home and Community Supports: Addressed in policy IDD 09: Home and Community Supports

- IDD Supported Employment Program: Addressed in policy IDD 06: Supported Employment – IDD
- IDD Customized Employment/Job Discovery Services: Addressed in policy IDD 07: Customized Employment/Job Discovery Services
- Community Respite: Addressed in policy IDD 10: ID/DD Community Respite
- IDD In-Home Respite: Addressed in policy IDD 11: ID/DD In-Home Respite

Staffing: It shall be the responsibility of the Oktibbeha County Administrator to ensure that the day to day provision of IDD services is under the supervision of staff members who meet the minimum requirements set forth in DMH Operational Standards and CCS' Policy MR 14: Minimum Qualifications of Staff and HR 34: Training of Staff Members/Staff Development. All programs will provide the level of staffing needed to ensure the health, safety, and welfare of the individuals served. Specified programs/services shall maintain the following staffing ratio:

- Day Habilitation/Day Services ratio – Adult: 2 staff for every 8 individuals served. 1 of these individuals may be the on-site supervisor
- Prevocational Services ratio - 2 staff members for every 16 individuals served or as determined by the ICAP scores of the individuals served
- Transportation ratio - When transporting individuals with intellectual/developmental disabilities, there must be adequate staff to meet the needs of individuals being transported (See Policy ES 09 for further information on transportation.)

Eligibility for individuals with Intellectual/Developmental Disabilities (IDD): All of the following must be documented to support admission to IDD programs:

ID/DD Waiver Services: The person meets the criteria for the level of care found in an intermediate care facility for individuals with intellectual disabilities (ICF/IID), as determined by the Diagnostic and Evaluation Team at one of the state's five (5) comprehensive IDD Regional Programs and is eligible for Medicaid through one of the categories specified in the federally approved ID/DD Waiver application. CCS will not refuse to admit/serve an individual who has chosen CCS as the provider solely on the basis of his/her support needs if an appropriate placement is available. If an appropriate placement is not available and CCS is unable to admit/serve the individual, written justification will be submitted to the appropriate Support Coordinator.

Other IDD Services: Meets the requirements for a Certificate of Developmental Disability as defined in the Developmental Disabilities Assistance Act

IDD Community Support Program (CSP): Meets the Needs-Based Criteria established in the 1915(i) Medicaid State Plan Amendment, meets the criteria for a Certificate of Developmental Disability, and Medicaid eligibility

Admission for individuals with Intellectual/Developmental Disabilities (IDD): A request for admission to intellectual/developmental disabilities services may be completed by the individual desiring services or his/her parent/guardian or by referral from another agency/entity. The individual desiring services must have a diagnosis which is included

as an intellectual/developmental disability in the current version of the Diagnostic and Statistical Manual (DSM). For those individuals seeking services, CCS must provide/be certified for the level of care/services needed for the individual seeking services and the individual must meet eligibility criteria as identified above.

Intake process for Intellectual/Developmental Disabilities Services: The referral source is expected to provide history of problem, results of psychological testing, results of reports/assessments which have been performed, medical information, and other pertinent information. This is accomplished through the Plan of Services and Supports. For non-waiver/IDD Community Support Program services, the provider is responsible for completion of the Plan of Services and Supports. The evaluation to determine the need for or eligibility for the IDD Community Support Program and/or a Certificate of Developmental Disability must also be provided as applicable for specific IDD programs. A program staff member will meet with the individual desiring services and/or his/her parent/legal guardian to complete appropriate intake paperwork in accordance with DMH Record Guide and DMH Operational Standards. See Policy CI 14: Intake and GS 01: Initial Assessment/Eligibility. For those individuals enrolled in a specific IDD service or program, an IDD Activity Support Plan must be completed within 30 days of completion of the Plan of Services and Supports.

Section: Intellectual/Developmental Disabilities
Policy:
Policy No.: IDD 02
Effective:
Revised/Approved:

Reserved for future use

Section: Intellectual/Developmental Disabilities
Policy: Day Services – Adult
Policy No.: IDD 03
Effective: 09/30/1998
Revised/Approved: 03/28/2017

POLICY: It is the policy of Community Counseling Services to provide day services - adult to eligible adult individuals with intellectual/developmental disabilities and to comply with DMH Operational Standards related to this service.

PURPOSE: To ensure that all individuals who are eligible for day services - adults have every opportunity to live in the least restrictive environment and to optimize their potential as productive members of the community

PROCEDURE: Day Services – Adult is the provision of regularly scheduled activities in a non-residential setting, separate from the participant's private residence or other residential living arrangements. Activities such as assistance and acquisition, retention, or improvement in social, self-help, socialization and other adaptive skills that enhance social development and skills in performing activities of daily living and other skills that enhance community participation and meaningful days for each individual. Personal choice of is required and must be documented and maintained in the medical record. Activities and environments are designed to foster meaningful day activities for the individual to include the acquisition and maintenance of skills, building positive interpersonal skills, greater independence and personal choice. Programs must support and enhance opportunities for personal choice, autonomy, and independence in making informed life choices. The program must be located in the community as to provide access to community participation activities to the same degree of access as someone not receiving ID/DD Waiver Services. Individuals receiving Day Services-Adult cannot be left alone at any time.

Community Participation: The County Administrator/Program Supervisor will ensure that the Day Services – Adult program has a community participation component that meets each individual's need and is based upon the choices of each person. Activities are based on choices/requests of the individuals served and documentation of the choices offered and the chosen activities will be maintained in each person's record. Community participation opportunities are offered at least weekly and address activities which address daily living skills and/or leisure/social/other community activities and events. Community participation can be provided individually or in groups of up to three (3) people. Individuals who may require one-on-one assistance are offered the opportunity to participate in all activities. Transportation will be provided to and from the program and for community outings.

Transportation: Transportation of individuals receiving services will be facilitated by the program, including handicapped accessible transportation as needed for those individuals with physical disabilities. This will include transportation to and from program and for community outings.

Activities/Supplies: Supplies and equipment are appropriate for adults, in good repair, clean and adequate enough in number to meet all needs. Individuals participating Day Services – Adult are encouraged to have input into activities and supplies are available to allow participation as desired by each individual. The program provides equipment (e.g., adaptive seating, adaptive feeding supplies, safety equipment, etc.) to allow individuals to participate fully in all program activities and events, both at the certified site and in the community. Day Services - Adults are designed to meet individual needs and may include, but are not limited to the following: a) provision of personal care services and activities of daily living, b) assistance in the areas of personal hygiene, eating, toileting, and dressing, c) communication and development of interpersonal relationships that are safe and wanted by the individual d) activities that promote personal growth and enhance self-image, e) development of independent living skills and participation in activities that promote independence, f) improvement of physical and emotional wellbeing, and g) exposure to and involvement in community activities and cultural enrichment activities.

Assistance: Day Services-Adult includes assistance for individuals who cannot manage their personal toileting and hygiene needs during the day. A private changing/dressing area is provided as indicated in Policy ES 04: Facilities. Individuals are assisted in using communication and mobility devices, personal toileting/hygiene, and eating/drinking when indicated in the individualized Plan of Services and Supports. Each individual has an individual IDD Activity Support Plan that is developed based on his/her Plan of Services and Supports.

Meals: Community Counseling Services is responsible for providing one (1) mid-morning snack, a noon meal, and an afternoon snack. Individuals are offered choices about what they eat and drink, while taking into consideration medical conditions that may need to be taken into consideration.

General Information: The program operates at least five (5) days per week, six (6) hours per day. Hours of service provision must be based on the individual's approved Plan of Services and Supports. There is a minimum of fifty (50) square feet of usable space per every person in the program. Additional square footage may be required based on the needs of an individual. Participants receiving Day Services – Adult may also receive Prevocational, Supported Employment, or Job Discovery services, but not at the same time of the day; however, Day Service – Adult must be distinct from Prevocational Services activities. Day Habilitation and Day Services – Adult can be provided in the same area of the building and community participation activities can be conducted jointly. Day Services – Adult does not include services funded under section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).

Staffing: Day-to-day service will be under the supervision of the Day Services – Adult Program Manager. This individual will meet the requirements as outlined in DMH Operational Standards and be under the supervision of the Oktibbeha County Administrator. At a minimum there must be at least two (2) staff members actively engaged in program activities during all programmatic hours for every eight (8) individuals. One (1) of the staff members may be the on-site supervisor. Additional staff members may be required, depending on the needs of the individuals served. The

amount of staff supervision someone receives is based on tiered levels of support determined by a person's score on the Inventory for Client and Agency Planning (ICAP). It shall be the joint responsibility of the Department of Human Resources and the County Administrator over the Day Services – Adult to ensure staff has received training as outlined in the CCS Policy HR 34: Training of Staff /Staff Development.

The Program Manager will be responsible for ensuring that recommendations from the individual, his/her parent(s)/legal guardian(s), the interdisciplinary team, the Support Coordinator, and treatment team members are to be the basis for the objectives/activities addressed on each Plan of Services and Supports. It will also be the Program Managers responsibility to ensure the program has received the service authorization indicating the amount of service that each individual is approved to receive. Services approved on an individual's Plan of Services and Supports cannot be rendered simultaneously unless the services are distinct in nature and have prior approval by the HCBS-ID/DD Waiver Support Coordinator.

Eligibility: In addition to other eligibility requirements reflected in Policy IDD 01, each individual is at least eighteen (18) years of age and has documentation in his/her record to indicate he/she has received either a diploma or a certificate of completion.

Referral: Any interested agency or individual may refer individuals to the Day Services – Adults program. Upon receipt of a referral, the Program Manager gathers existing information regarding the individual desiring services and his/her status/needs. This information is sent to the appropriate Regional Center for diagnosis and evaluation. The Regional Center will schedule and conduct necessary diagnostic and evaluation services. These services may be performed at the Regional Center or on site in counties with Day Services - Adults. The Regional Center Diagnostic and Evaluation staff will determine whether or not the individual desiring services is eligible for Community and Home-Based Waiver Admission. If the individual desiring services is eligible, he/she is placed on the Waiver Waiting List. While on the waiting list, other available support services will be explored. If the individual desiring services is ruled ineligible he/she is referred for other appropriate services.

Admission Process: Before an individual can be admitted to the program, the Program Manager must receive from the HCBS-ID/DD Waiver Support Coordinator the Plan for Services and Professional Supports, Service Authorization, and eligibility as determined by Policy IDD 01: IDD Services/Eligibility. The Service Authorization must be signed and returned to the Support Coordinator. After this is received, the program manager will contact the individual and his/her parent(s)/legal guardian(s) regarding a start date. The IDD Activity Support Plan will be completed with 30 days of having received the IDD Plan of Services and Supports and the Service Authorization. Upon enrollment, program staff will discuss with the individual and his/her parent(s)/legal guardian(s) regarding program schedule, hours of operation, and days/holidays when the program will not be in operation.

Mississippi Operational Standards addressed: 27.1 and DMH Record Guide

Section: Intellectual/Developmental Disabilities
Policy: Work Activity Services
Policy No.: IDD 04
Effective: 01/01/1997
Revised/Approved: 03/28/2017

POLICY: It is the policy of Community Counseling Services to make Work Activity services available to eligible individuals who have intellectual/developmental disabilities in the service area.

PURPOSE: To ensure that all individuals with intellectual/developmental disabilities who are eligible for Work Activity services have every opportunity to live in the least restrictive environment and to optimize their potential as productive members of the community.

PROCEDURE: Work Activity Services for persons with intellectual/developmental disabilities provide opportunities for the acquisition of necessary work and living skills. A person must be at least sixteen (16) years old to participate in Work Activity Services. (Accepting individuals younger than eighteen [18] is optional for the provider). It is the responsibility of the Oktibbeha County Administrator to ensure that each program is certified by the U.S. Department of Labor. The appropriate Department of Labor certificate is posted in a public area at each Work Activity service site. A minimum of fifty (50) square feet of usable space per individual receiving services is maintained in the work area. The program has adequate floor space for a lounge/break/dining area separate from the work area.

General: Work Activity Services include work which is real, remunerative, productive, and satisfying for the individual served and planned and adequate to keep all individuals productively and appropriately occupied and Non-work which is intended to increase and enhance activities which allow the individual to be more self-sufficient and to increase community employment and integration and takes place when work is reduced and/or when the individual chooses. Each individual will identify optional work and/or community integration or community employment activities, based on personal choice, to be addressed when available work is reduced or when the individual chooses. Individuals receiving Work Activity services will not be left alone. The program assures reasonable accommodations in assisting the individual in increasing his/her productivity. Expected accommodations as, needed, include:

- Modifying equipment, jigs, and fixtures
- Modifying the work site and commonly used surrounding areas
- Purchasing aids and devices to assist individuals with their work
- Allowing flex time, part-time work, or extended break time

Available work/Non-work activities: It is the responsibility of the Oktibbeha IDD Program Supervisor to document how the program aggressively seeks and provides a variety of work, which represents job opportunities in the community, to fulfill the training needs of the persons served, as well as, keeping individuals productively occupied while at the center. If there is not adequate work, it is the responsibility of the

Program Supervisor to maintain documentation of how the program is seeking a variety of work. Non-work activities are provided which allow the individual to be more self-sufficient and to increase community employment opportunities. These non-work activities take place when work is reduced and/or when the individual chooses. Non-work activities may include, but are not limited to:

Community employment related activities such as:

- Interviewing skills
- Visiting community job sites (job exploration)
- Relationships/communication at work
- Providing information about employment services
- Following directions
- Adapting to work routines
- Carrying out of assigned duties in an effective and efficient manner
- Adjustment to the productive and social demands of the workplace
- Familiarization with job production and performance requirements

Application to or utilization of community resources such as:

- Banking
- Transportation/mobility training
- Recreational/Leisure activities/places
- Community living options
- Medical services

Daily living skills such as:

- Shopping at the grocery store/ supermarket
- Using the telephone
- Preparing meals
- Grooming and appearance
- Making appointments with physicians
- Toileting skills
- Eating/feeding skills
- Socially appropriate behaviors on and off job sites

Safety: Preventive measures are utilized at all times to ensure the safety of the individuals and staff members, which include, at a minimum:

- The safe use of equipment
- The use of protective clothing, shoes, and eyewear
- The proper storage of flammable liquids or other harmful materials in approved containers. If the liquids/harmful materials are not in their original containers, it the contents are clearly marked to identify its contents
- The storage and control of raw materials and finished products outside the work area
- The replacement of work electrical cords or machinery
- The maintenance of the site and equipment in a safe manner

The Oktibbeha IDD Program Supervisor shall ensure that all possible preventive measures are utilized to provide for the safety of employees and staff members. In addition, the Oktibbeha IDD Program Supervisor shall ensure that all new employees receive instructions in the use of equipment and that periodic training on safety issues

is made available. Fire and disaster drills are conducted in accordance with Community Counseling Services policy.

Activity Support Plans: The Activity Support Plan of all participants in Work Activity Services includes a career development plan that addresses an individual's goals for integrated community employment and objectives to support the individual in the achievement of those goals. This plan will be based on his/her Plan of Services and Supports. Each year, staff will assess with individuals their need and desire for community employment placement and make referrals to Vocational Rehabilitation and other Employment Services as appropriate and desired by the individual.

Payments/Community wage rates: Wage payments are be monetary and not in-kind or barter. Records pertaining to individual wages include, at a minimum, the individual's name, hours worked, task(s) performed, wages paid, and method of payment (cash, check, direct deposit). Each person receives a written statement for each pay period (which cannot exceed 31 calendar days) which includes gross pay, net pay, and deductions. The individual's signature indicating he/she received a written statement (even if the individual has chosen the option of direct deposit) must be maintained in the individual's record. Work Activities programs completes Time Studies and maintains the documentation in order to demonstrate wage payments are based on a system of individual performance rather than pooled and/or group wage payments. It is the responsibility of the Oktibbeha IDD Program Supervisor to maintain properly completed annual time studies. In addition, the IDD Program Supervisor will maintain community wage rate information which is obtained annually and includes at a minimum the following:

- Prevailing wage for the type or similar type of work being performed
- Dates community wage rate information was obtained
- Source of the information

Communication/Input solicitation: It is the responsibility of the Oktibbeha IDD Program Supervisor to ensure that Work Activity center staff met at least annually with the individuals participating in the program to discuss matters of mutual concern. The program maintains minutes for the meeting and ensures at least the following are addressed:

- Individuals are informed of any aspects of program operations and plans which affect their wages or welfare
- Individuals are asked for suggestions for changes/improvements they would like to see
- Individuals are afforded the opportunity to ask questions and receive answers

Financial Documentation: The Community Counseling Services accounting department maintains accounting records of income generated from work contracts. Dollar amounts and fund utilization are included. It is the primary responsibility of the Oktibbeha IDD Program Supervisor to obtain and maintain evidence of prior written authorization from the Bureau of Intellectual/Developmental Disabilities for utilization of generated income for anything other than supplies needed for subcontracts/products and wage payments to individuals receiving services. The use of generated income must be documented as enhancing or enriching the program and not being used as part of the required match

Mississippi Operational Standards addressed: Rule 10.9, 27.6

Section: Intellectual/Developmental Disabilities
Policy: Prevocational Services
Policy No.: IDD 05
Effective: 11/30/1998
Revised/Approved: 03/28/2017

POLICY: It is the policy of Community Counseling Services to provide prevocational services to eligible individuals with intellectual/developmental disabilities.

PURPOSE: To ensure that all individuals who are eligible for prevocational services have every opportunity to live in the least restrictive environment and to optimize their potential as productive members of the community

PROCEDURE: Prevocational Services provide the meaningful day activities of learning and work experiences, including volunteer work, where the individual can develop general, non-job task specific strengths and skills that contribute to paid employment in integrated community settings. Prevocational services are expected to be provided over a defined period of time with specific outcomes to be achieved as determined by the individual and his/her team. Prevocational Services shall enable each individual to attain the highest level of work in an integrated setting with the job matched to the individual's interests, strengths, priorities, abilities, and capabilities, while following applicable federal wage guidelines. Participation in Prevocational Services is not a prerequisite for Supported Employment. An individual receiving Prevocational Services may pursue employment opportunities at any time to enter the general work force. Programs must support and enhance opportunities for personal choice, autonomy, and independence in making informed life choices. Prevocational Services may be furnished in a variety of locations in the community and are not limited to fixed program locations.

Services: Services are intended to develop and teach general skills that are associated with building skills necessary to perform work optimally in competitive, integrated employment. Teaching job specific skills is not the intent of Prevocational Services. Examples include but are not limited to:

- Ability to communicate effectively with supervisors, coworkers, and customers
- Generally accepted community workplace conduct and dress
- Ability to follow directions; ability to attend to tasks
- Workplace problem solving skills and strategies
- General workplace safety and mobility training
- Attention span
- Motor skills
- Interpersonal relations

Prevocational Services are designed to meet individual needs and may include, but are not limited to, a) supervision to ensure the individual's health and safety, b) activities that promote following directions, adapting to work routines, and carrying out assigned duties in an effective and efficient manner, c) helping the individual to acquire appropriate attitudes and work habits, including instruction in socially appropriate

behaviors on and off job sites, d) instruction in basic safety principles related to activities he/she is engaged in at the program, e) encouragement and support for good work habits such as punctuality, reliability, promoting pleasant work environment, f) teaching/demonstration of the proper care and handling of workplace equipment, g) activities that allow opportunities to become familiar with the appropriate use of job-related facilities (e.g., break areas, lunch rooms/cafeterias, and restrooms), and h) teaching/encouragement of appropriate responses to requests from supervisors and/or co-workers. Activities included in prevocational services are not primarily directed at teaching specific job skills, but underlying skills which are useful in obtaining employment, such as attention span and motor skills.

Plan: The Oktibbeha IDD Program Supervisor will be responsible for ensuring that recommendations from the individual, his/her parent(s)/legal guardian(s), the interdisciplinary team, the Support Coordinator, and treatment team members are to be the basis for the objectives/activities addressed on each Plan of Services and Supports. It will also be the IDD Program Supervisor's responsibility to ensure the program has received the service authorization indicating the amount of service that each individual is approved to receive. An IDD Activity Support Plan must be developed within 30 days of receipt of the Plan of Services and Supports and Service Authorization. Employment related goals should be addressed and reflected in each Plan of Services and Supports. The Activity Support Plan is designed to support such employment goals and should include job exploration, work assessment and work training. The plan must also include a statement of needed services and the duration of work activities.

Job exploration: Community job exploration activities are offered to each individual at least one (1) time per month and are provided individually or in groups of up to three (3) people. Documentation of the choice to participate is documented in each individual's record. Individuals who require one-on-one assistance are included in community job exploration activities. Mobile crews, enclaves, and entrepreneurial models that do not meet the definition of Supported Employment and that are provided in groups of up to three (3) people can be included in Prevocational Services away from the program site and be documented as part of the IDD Activity Support plan. It is the responsibility of the Oktibbeha County IDD Program Supervisor to ensure that appropriate opportunities are provided to facilitate community integration and exposure to work experiences outside the center-based setting. This must be documented in each person's record. If a person chooses not to participate in such activities, this must also be noted. Even if a person initially declines, the program staff members must continue to offer opportunities and options for community integration and employment.

Transportation: Transportation of individuals receiving services will be facilitated by the program, including handicapped accessible transportation as needed for those individuals with physical disabilities. This will include transportation to and from program and community integration/job exploration.

Work Compensation: Any individual receiving Prevocational Services who is performing productive work as a trial work experience that benefits the organization or that would have to be performed by someone else if not performed by the individual is paid commensurate with members of the general work force doing similar work per wage and hour regulations of the U.S. Department of Labor. Individuals receiving Prevocational

Services may engage in compensable work as a component, but subordinate part, of Prevocational Services through a Work Activity Center. The program operates in a Certified Work Activity Center in accordance with section 14c of the Fair Labor Standards Act.

Orientation: At least annually, providers will ensure an orientation is conducted informing individuals about Supported Employment and other competitive employment opportunities in the community. Representatives from Vocational Rehabilitation will be invited to participate and documentation will be maintained on site.

Staffing: The day to day provision of services shall be under the supervision of the Oktibbeha IDD Program Supervisor who meets the requirements as outlined on DMH Operational Standards and is under the supervision of the Oktibbeha County Administrator. For every sixteen (16) individuals served, there is at least two (2) staff members actively engaged in program activities during all programmatic hours or as determined by the ICAP scores of the individual served. The amount of supervision someone receives is based on tiered levels of support determined by a person's ICAP score. It shall be the joint responsibility of the Department of Human Resources and the County Administrator over the Day Services – Adult to ensure staff has received training as outlined in the CCS Policy HR 34: Training of Staff /Staff Development.

Assistance: Personal care assistance, including toileting and/or personal hygiene, is available for those that need assistance. A private changing/dressing area is provided as indicated in Policy ES 04: Facilities. Individuals are assisted in using communication and mobility devices, personal toileting/hygiene, and eating/drinking when indicated in the individualized Plan of Services and Supports. Each individual has an individual IDD Activity Support Plan that is developed based on his/her Plan of Services and Supports.

General: There is a minimum of fifty (50) square feet of usable space per individual receiving services in the service area. Additional square footage may be required based on the needs of an individual. The program is in operation a minimum of five (5) days a week, six (6) hours per day. Service provision is based on an individual's approved Plan of Services and Supports. The Prevocational Services program ensures it will make available lunch and/or snacks for those individuals who do not bring their own. Individuals receiving Prevocational Services may also receive Day Services – Adult, Job Discovery, and/or Supported Employment, but not at the same time of day. Prevocational Services must be distinct from other service activities. Individuals must be at least eighteen (18) years of age to participate in Prevocational Services and have documentation in their record to indicate they have received a diploma or certificate of completion if they are under the age of 22. For the ID/DD Waiver, individuals aging out of school services must be referred to the Dept. of Rehabilitation Services, as well as, exhaust Supported Employment and Job Discovery benefits before being able to enroll in Prevocational Services. Documentation is maintained that the service is not otherwise available under a program funded under the Section 110 Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq).

Admission Process: Before a waiver individual can be admitted to the program, the Program Manager must receive from the HCBS-ID/DD Waiver Support Coordinator the Plan for Services and Professional Supports, Service Authorization, and eligibility as determined by Policy IDD 01: IDD Services/Eligibility. After this is received, the

program manager will contact the individual and his/her parent(s)/legal guardian(s) regarding a start date. The IDD Activity Support Plan will be completed with 30 days of having received the IDD Plan of Services and Supports and Service Authorization. Upon enrollment, program staff will discuss with the individual and his/her parent(s)/legal guardian(s) regarding program schedule, hours of operation, and days/holidays when the program will not be in operation.

Referral: Any interested agency or individual may refer individuals for Prevocational Services. Upon receipt of a referral, the IDD Program Supervisor gathers existing information regarding the individual desiring services and his/her status/needs. This information is sent to the appropriate Regional Center for diagnosis and evaluation. The Regional Center will schedule and conduct necessary diagnostic and evaluation services. The Regional Center Diagnostic and Evaluation staff will determine whether or not the individual desiring services is eligible for Community and Home-Based Waiver Admission. If the individual desiring services is eligible, he/she is placed on the Waiver Waiting List. While on the waiting list, other available support services will be explored. If the individual desiring services is ruled ineligible he/she is referred for other appropriate services.

Section: Intellectual/Developmental Disabilities
Policy: Supported Employment Program - IDD
Policy No.: IDD 06
Effective: 4/28/2015
Revised/Approved: 3/28/2017

POLICY: It is the policy of Community Counseling Services to implement a Supported Employment (SE) Program to assist individuals with intellectual and developmental disabilities that have a desire to work.

PURPOSE: The purpose is to provide supported employment to individuals with intellectual and developmental disabilities that have a desire to work. The goal is to assist individuals with intellectual and developmental disabilities to find and maintain employment in competitive, customized, or self-employment. The ultimate goal of the program is to assist individuals with intellectual and developmental disabilities to reach their employment goals.

PROCEDURE:

General Information: Individuals appropriate for participation in the SE program include individuals with intellectual and developmental disabilities (IDD) that have a desire to work, are over the age of 18, and reside within the 7 counties covered by Region VII Mental Health/Mental Retardation Commission. The individual must first be referred by his/her Support Coordinator or Targeted Case Manager to the Department of Rehabilitation Services to determine his/her eligibility for services from that agency. Documentation must be maintained in the record of each individual receiving SE services that verifies the service is not available under a program funded under section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.). Employment must be in an integrated work setting in the general workforce where an individual is compensated at or above the minimum wage but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. Providers must work to reduce the number of hours of staff involvement as the employee becomes more productive and less dependent on paid supports. This is decided on a personalized basis based on the job. The amount of support is decided with the person and all staff involved as well as the employer, the Department of Rehabilitation Services and the person's team. Individuals receiving support employment cannot be left alone at any time.

Principles of Supported Employment: Supported employment has defined certain values and beliefs that are important in assisting individuals with IDD find jobs. They include: a) Individuals can and want to work; b) People don't have to be "ready to work"; c) Everyone has a responsibility to work and contribute to society; d) You don't have to be perfect before entering the workforce; e) Individuals can learn and grow through experience in paid employment; f) Skills are best learned in the environment where they use that skill; g) Support in job development and worksite training stabilizes employment; h) Person-centered planning contributes to our knowledge of individuals; i) Job matching between the worker's desires and the employer's needs improves the changes of successful employment.

Values shared by Supported Employment and Customized Employment include: a) Zero Exclusion – All people have the right to live, work and enjoy life in the same places as everyone else in society; b) Partial Participation – It is our job to identify individuals skills or partial skills (Personal Genius) and help them find real work that allows them to be part of society; c) Zero Instructional Inference – The best place to learn is in the setting where the work skills will be utilized. Segregated settings or training programs to get individuals “ready for work” are not necessary; d) Mutuality – Individuals thoughts, feelings, desires, wants must be the guiding force in finding employment regardless of their level of disability; e) Interdependence – Social supports and networks are important to all people. Having the opportunity to work along non-disabled individuals is important in developing these relationships and creating a support system.

Individuals are not excluded from the Supported Employment (SE) program due to their disability, or past work history. Eligibility is based on individual choice. The philosophy is that all persons with a disability can work in a competitive, integrated work setting. Individuals are “ready” to work when they communicate a desire to work. The goal of the SE program is employment in a competitive, integrated work setting. Wages should be at or above minimum wage, but not less than the customary wage and benefits of non-disabled individuals. When this occurs, the stigma associated with disabilities is reduced. In addition, self-esteem and confidence improves when the individual can work alongside others who do not have a disability. They see that their work is valued and are able to meaningfully contribute to society.

Qualifications of Individuals Providing SE Services

Individuals providing Job Discovery Services must have at least a Bachelor’s Degree in a mental health/ intellectual/developmental disabilities, or related field, and be under the supervision of an individual meeting the requirements as outlined in the Department of Mental Health’s (DMH) Operational Standards. Individuals providing Job Discovery Services must have completed training in Customized Employment approved by the DMH prior to service provision.

Referrals for Supported Employment

Any individual that determines/states employment as a goal is eligible for SE services. Referrals will be accepted from the following: a) service providers who work with eligible individuals who have communicated a desire to work; b) community agencies who have identified individuals with intellectual and developmental disabilities who have communicated a desire to work; c) the individual who has communicated the desire for employment; and d) families of individuals who meet eligibility requirements.

Providers of SE services will meet with local vocational rehabilitation agencies in his/her assigned catchment area on a regular basis to collaborate about supported employment services, make referrals, identify/address training needs, discuss/obtain resources, and work together on job placement and support. As indicated above, Support Coordinators or Targeted Case Managers must refer individuals to the Dept. of Rehabilitation Services to determine his/her eligibility before a person can be enrolled in the ID/DD Wavier Supported Employment Services.

Supported Employment Services: Each individual receiving supported employment services must have employment goals addressed on his/her Activity Support Plan, as well as, identifying supports needed on the Plan of Services and Supports. The individual

service plan will be reviewed with the multi-disciplinary team to ensure that employment is identified as a goal on the individual service plan. If it is determined that employment is not addressed on the plan of care, a modification will be done to include this area. The goal is to reduce the amount of staff hours involved over the first few weeks of employment, allowing the individual to become more productive and less dependent on paid supports. When SE services are provided within the worksite, payment is made for the adaptations, supervision, and training required as a result of his/her disability. Payment is not made however, for general supervision provided at the business setting. Other workplace supports may include services not specifically related to job skills training that enable the individual to be successful in integrating into the job setting. Transportation is available for the individual from his/her residence for job seeking and job coaching, as well as, between the individual's job site or between day program sites as a component of SE; however, transportation cannot be the only SE service being provided.

SE activities are aimed towards helping individuals sustain paid work and can include supervision and worksite/job skills training. SE activities include, but are not limited to the following: a) assessment; b) job development and placement; c) job training, d) negotiation with prospective employers; e) job analysis, f) systematic instruction, and g) ongoing job support and monitoring. Support services include activities that will assist the individual to integrate into his/her job setting and should be identified on the Plan of Services and Supports. These may include, but are not limited to, personal hygiene, workplace attire, and social skill development.

Support can also be provided that assist individuals in pursuing self-employment. Such assistance may include, but is not limited to: a) Working with the individual to identify potential business interests and opportunities; b) Assisting the individual in developing a business plan; c) Determining financial needs and identifying business financing/financial resources; d) Identifying necessary supports to operate the business; e) Continued guidance and consultation once the business has been established, f) Up to fifty-two (52) hours per month of at home assistance by a job coach, including business plan development and assistance with tasks related to producing the product, g) Up to thirty-five (35) hours per month for assistance in the community by a job coach. Funds are not available for costs associated with start-up costs or day-to-day operation of the business. If an individual is interested in starting his/her business and needs supplies or equipment, a referral should be made to the MS Department of Rehabilitation Services and documented in the individual's record.

When an individual moves from one job to another, it is the responsibility of the SE provider to update the job discovery profile (if applicable) and to use the revised profile in assisting the individual in obtaining another job.

Providers must be able to provide all activities that constitute Supported Employment:

Job Seeking

Activities that assist an individual in determining the best type of job for him/her and then locating a job in the community that meets those stated desires. Job Seeking is

limited to ninety (90) hours per certification year. Additional hours may be approved by BIDD on an individual basis with appropriate documentation. Job seeking includes:

- Completion of IDD Employment Profile
- Person Centered Career Planning, conducted by Supported Employment provider staff, which is a discussion of specific strategies that will be helpful to assist job seekers with disabilities to plan for job searches
- Job Development which includes determining the type of environment in which the person is at his/her best, determining in what environments has the person experienced success, determining what work and social skills does the person bring to the environment, assessing what environments are their skills viewed as an asset, and determining what types of work environments should be avoided
- Employer research
- Employer needs assessment which includes tour the employment site, observe current employees, assess the culture and the potential for natural supports, and determine unmet needs
- Negotiation with prospective employers where employer needs are identified and the job developer can act as a representative for the job seeker

Job Coaching

Activities that assist an individual to learn and maintain a job in the community. For the ID/DD Waiver, the amount of Job Coaching a person receives is dependent upon individual need, team recommendations, and employer evaluation. For the IDD CSP, the maximum amount of Job Coaching a person may receive is forty (40) hours per month. Job coaching includes:

- Meeting and getting to know co-workers and supervisors
- Learning company policies, dress codes, orientation procedures, and company culture
- Job and task analysis including core and episodic work tasks, job related tasks, physical needs, sensory and communication needs, academic needs, and technology needs
- Systematic instruction including identification and instructional analysis of the goal, analysis of entry behavior and learner characteristics, performance objectives, and instructional strategy
- Identification of natural supports including personal associations and relationships typically developed in the community that enhance the quality and security of life, focus on natural cues, and establishment of support circles
- Ongoing support and monitoring

Customized Employment

The individual providing Customized Employment (CE) will meet with the individual and/or the individual's primary support network to explain the CE process, and to confirm their desire for work. During this meeting, answers for Profile 1 of the CE model will be gathered. Following the initial meeting, the individual providing CE services will arrange a meeting with a Certified Work Incentives Counselor (CWIC) and the individual to answer any questions regarding how employment may affect their benefits.

After meeting with the CWIC, the individual will begin participating in activities related to the Discovery process model. These activities include, but are not limited to, typical

every day routines, familiar outings, and unfamiliar experiences. The individual providing CE services is to participate in activities with the individual, and their primary support network, as appropriate. This process will take approximately 90 days to complete, with the provider spending 20-24 hours with the individual. Upon completion of the Discovery process, Profiles 2 and 3 of the CE model will be completed and submitted for review.

Once Profiles 1-3 have been approved, a planning meeting will be organized to begin the job development process. The planning meeting will consist of the individual, the individual's primary support network, the individual providing CE services, and any other persons the individual wishes to include. Together, this group will put together a plan of action for the individual seeking employment.

Following the planning meeting, the individual providing CE services will develop a visual résumé. This visual résumé will contain details about the CE program, information regarding the individual's skills and vocational goals, and photos demonstrating the individual's skills/abilities. This visual résumé will then be used when approaching employers for job needs analyses.

Upon completing development of the visual résumé, the individual providing CE services will begin speaking with employers, to discover unmet needs which might meet with the individual's skills and vocational goals. Once an appropriate match has been made, a job will be negotiated with the employer, which fits both the needs of the individual and the employer. Appropriate follow-along supports will be provided which include checking in with the individual at least 2 times per month.

Benefits Counseling: Personalized benefits counseling is an important component of the SE program to ensure that individuals receive accurate information about how employment may or may not affect their benefits. These services will be accessed as follows: a) Local Social Security Administration (SSA) benefit counselors will be utilized to provide information to individuals based on their particular set of circumstances; and b) Certified Work Incentive Coordinators (CWIC), employed through Vocational Rehabilitation, and trained by the SSA, will be utilized to educate individuals who receive disability income through Social Security Disability Income (SSDI) and Supplemental Security Income (SSI) about benefits and the effect of work on those benefits.

General Exclusions: The following includes general exclusions for the SE program: a) SE does not include facility based or traditional sheltered workshop; b) Supported Employment and Job Discovery cannot be provided at the same time; c) SE does not include volunteer work; d) Providers are prohibited from making incentive payments to or subsidizing an employer in an effort to encourage their participation in the SE program; and e) Supported Employment, Prevocational Services or Day Services-Adult cannot be provided at the same time.

Program Evaluation: The SE program will incorporate a quality assurance system which will identify strengths and weaknesses of the SE program, develop plans for improving the program, and increase the likelihood that individuals will reach their employment goals.

Culturally Competent Services: Services are enhanced when provided in a culturally competent and proficient manner. Cultural competence refers to the ability to meet the needs of individuals from different backgrounds and cultures. Services must be tailored to the needs of the individuals participating in the program. When this is done, access to care is improved, trusting relationships are established, and individuals are more engaged in services. In an effort to ensure services are culturally competent, the following steps will take place cultural competency training will be provided to all staff associated with the SE program.

Training Plan: Training for those participating in the SE program will include Relias Learning and College of Direct Support coursework focused on supported employment, customized employment, and cultural diversity/competency. Providers will collaborate with the Social Security Administration (SSA) to educate individuals providing SE services about training resources and available education/consultation. On-line resources will also be utilized such as disabilityinfo.gov, ssa.gov, and samhsa.gov.

Other: Additional information regarding customized employment and job discovery can be found in Policy IDD 07.

Section:	Intellectual/Developmental Disabilities
Policy:	Customized Employment/Job Discovery Services
Policy No.:	IDD 07
Effective:	8/25/ 2015
Revised/Approved:	03/28/2017

POLICY: It is the policy of Community Counseling Services to provide customized employment and job discovery services to individuals with intellectual and developmental disabilities.

PURPOSE: The purpose of customized employment is to assist individuals with intellectual and developmental disabilities pursue positive community employment outcomes. Customized employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

PROCEDURE:

Job Discovery includes numerous types of person-centered services. The following are some, but not all, of these services:

- Interviews that include a review of current and previous supports and services
- Assisting the individual with volunteerism, self-determination and self-advocacy
- Identifying wants and support needs
- Developing a plan to achieve integrated employment
- Job exploration
- Job shadowing
- Internships
- Employment seeking skills
- Interviewing skills
- Job and task analyses
- Job negotiation
- Employment preparation (e.g., resume development, mock interviews, etc.)
- Business plan development for self-employment
- Environment and work culture assessments

Specifically, Job Discovery must include:

- Contact with the Community Work Incentives Coordinators at the MS Department of Rehabilitation Services to determine the impact of income on benefits.
- Facilitation of a meeting held prior to discovery with the individual and family/friends as appropriate, which describes the job discovery process and its ultimate outcome of securing a community job for the job seeker.

- Visit(s) to the individual's home (if invited; if not, another location) for the purposes of gaining information about routines, hobbies, family supports, activities and other areas related to a person's living situation.
- Observation of the neighborhood/areas/local community near the individual's home to determine nearby employment, services, transportation, sidewalks and other safety concerns.
- Interviews with two (2) to three (3) persons, both paid and not paid to deliver services, who know the individual well and are generally active in his/her life.
- Observations of the individual as he/she participates in typical life activities outside of their home. At least one (1) observation is required.
- Participation with the individual as he/she participates in typical life activities outside the home. At least two (2) activities are required.
- Participation in a familiar activity in which the individual is at his/her best and most competent. At least one (1) activity is required.
- Participation in a new activity in which the individual is interested in participating but has never had the opportunity to do so. At least one (1) activity is required.
- Review of existing records and documents.
- Development of discovery notes, Discovery Logs, and photos along with collecting other information that will be useful in development of the individual's Discovery Profile.
- Development of the discovery document.
- Development of an employment/career plan which is strength based and person-centered.

Personnel and Training: Job Discovery Services will be delivered by personnel who have at least a Bachelor's Degree in mental health or developmental/intellectual disabilities, or related field, and will be under the supervision of a person with a Master's Degree. Personnel delivering Job Discovery Services will have completed training in Customized Employment. Community Counseling Services/Region VII will submit and get approval of its initial and on-going training in Customized Employment by the Department of Mental Health (or other approved agency) prior to implementing the training program. On-going development will be made available, and will be required, to maintain quality in service delivery along with monitoring of services being provided.

Method of Delivery: Discovery, Job Development, and Job Negotiation:

Phase One: Discovery

General Information/Eligibility: Persons eligible for job discovery are as follows:

- Someone who is an adult (age 21) and has never worked
- Someone who has previously had two (2) or more unsuccessful employment placements
- Someone who is leaving a nursing facility or ICF/IID
- Someone with multiple disabilities who has previously or never been successful in obtaining community employment
- Someone who cannot represent him/herself without assistance and who has previously or never been successful in obtaining community employment.
- If less than 21 years of age must have documentation in their record to indicate they have received either a diploma or certificate of completion.

Job Discovery is intended to be time-limited, and cannot exceed twenty (20) hours of service over a three (3) month period. Individuals cannot receive Prevocational Services or Adult Day Services at the same time as Job Discovery. Individuals who are currently employed or are receiving supported employment services are not eligible to receive Job Discovery services. An Individual can receive Prevocational Services or Day Services-Adult, but not at the same time of day. Individuals receiving job discovery cannot be left alone.

Initial Meeting: A customized employment meeting will be held for the job seeker to initiate the service delivery. The purpose of the initial meeting is to familiarize the job seeker with the process and the desired outcome of securing a job. The person is the focus of the meeting. The question of “Who is this person?” will begin to be discovered via this process. The person will not be evaluated relative to other persons on norm referenced tests on the general public. The entire process is focused on positive aspects of the person. The job seeker can invite team members to attend, as appropriate for them.

Information Gathering: Reading, Document Completion, and Review – All information will be reviewed, and if possible verified, that documents the person’s past activities for the purpose of gaining insight into the person. The purpose is to gather information to develop a complete picture of the person. The process is non-evaluative in nature. The information should be read to gain knowledge of the experiences of the person and environments, where the person has lived, and been involved. The process of discovery must give a positive view of the person. The meeting will occur in the person’s place of residence, with permission given. An explanation will be given that it is to aid in getting to know them better. If a visit to the home is not possible, a second option to discover this information will be discussed with the individual. Two to three visits for gaining information will be necessary. During visits, information will be gathered with a focus on routines, hobbies, family supports, activities, and additional information, as needed.

Information Gathering – Interviews: Interviews with people who know the individual will occur with an array of individuals, both paid and non-paid. The purpose will be to determine current and historical routines and environments. The focus will be about the effort of the individual becoming employed. At least two (2) interviews will be completed with people who know the individual well.

Information Gathering – Observation: Upon visiting the individual’s home, observations will be made regarding the living arrangement, the community, and the person. Specifically, the following will occur:

- Observe the living arrangement for information about strengths and abilities of the individual. What routines are they involved in on a daily/weekly/monthly basis? Who are the people supporting this person? Observations of daily routines and activities will be required to obtain information.
- Observe the community as the next step. The community is the area near the person’s home for possible employment options, services, transportation, and safety concerns. Take a notepad and write descriptive notes, not allowing the note-taking to interfere with your observation. The notes will later be used to

complete a profile. This will allow for on-going recording of an organized narrative of our observations and information gathered.

- Observe the person participating in at least one activity outside the home that is typical to their routine. The individual should be familiar with this activity, and is probably at their best. A minimum of one (1) observation will be required.

Participation: With the Person – The person delivering job discovery services will participate in several varied activities with the job seeker. There will be at least two (2) activities that are a part of the individual's regular routine, in which the provider will participate. The provider will also participate with the job seeker in at least one (1) activity, in which the job seeker is most competent. This familiar activity will be carefully planned and discussed so that conditions, interests, and competencies can be identified. The provider will participate with the job seeker in one (1) new, or novel, activity that the job seeker has not had an opportunity to previously participate in, but has always had the desire to try. This activity should also be carefully planned and discussed, so that conditions, interests, and competencies can be identified. Care should be taken to assure that the activity chosen is consistent with as many of the individual's strengths, needs, and interests as possible and it must be approved by the individual.

Discovery Notes: Development of the discovery notes, photos, and other documents that are available. Review of existing records/documents will also be done to gain insight into the individual, and used to develop the Discovery Profile document. This will be one of the last activities, conducted after a relationship is established, and there is a secure knowledge of the skills, strengths, and abilities of the job seeker. All of this information will be compiled to form the Discovery Profile.

Phase Two: Job Development

Planning Meeting: The plan should be facilitated by the person who facilitates discovery and developed the profile documents. The date and time of the meeting will be set by the individual, and the invitees will consist of more unpaid than paid staff. This meeting will take place within a month of the development of the profile. The plan will focus on development of the blueprint (instructions) for employment. The individual (or designee) will approve each aspect of the plan. The Specific Employer's List will be prioritized by the individual.

There will be a list of businesses that are a part of the Profile. The list of businesses may not reflect the current openings in the job market, and will not of necessity include big businesses. The list *will* reflect those businesses that may have tasks that could be performed by the job seeker that would benefit the business, and thus have a mutual benefit to both the job seeker and the business owner. The list is imperative to the process of a Customized Job for the job seeker. The list must have in mind matching for conditions for success and tasks the job seeker can perform. These would have been identified in the discovery phase, and noted in the job seeker's Profile.

Utilizing the list, informational interviews will be set up. The purpose of the interviews is to get to know the needs of the business, with an eye to aiding in meeting those needs. The informational interview will be established via community relationships. Identifying tasks that would benefit the business aids in leading to the development of a customized job.

Visual Resume: A visual resume will be developed, including but not limited to, the following informational pieces:

- An introductory photo that represents the job seeker respectfully, and in a capable, qualified manner.
- Images of positive performances that show competence in relation to being an employee.
- Narrative that focuses on contributions to potential employers, which will enhance the job seeker from an employer's perspective.
- A list of tasks (approx. 12) that could be offered to an employer. This list will be defined by the job seeker's interests and then matched to the type of business that is being solicited.
- Easy to read, access, positive, and respectful presentation of material.

Phase Three: Job Negotiation

General Information: In businesses that have an informational interview, Human Resources should not be the first contact, but rather the person who has influence in the hiring process. Small businesses are often more receptive to hearing a proposal that would benefit their bottom line. Having a proposal that demonstrates a financial benefit to the business is crucial. Additionally, it is imperative that the provider feel confident in the job seeker's worth. This provider will need to present all of this to the person of influence in each business.

Due to the fact that a competitive employment job will most likely go to the more "qualified" job seeker, the negotiator has the task of showing how the business will benefit most by hiring their job seeker. This will probably be due to the uniqueness of the tasks needed by the busy, and the ability of the job seeker to complete the needed task in ways that the more qualified person cannot. An employer needs analysis will be offered to employers to identify unmet needs of the business.

Connectivity to Other Services/Supports: Once a Customized Job has been secured for the Job Seeker, then Systematic Instruction will be utilized to support the person in their job. The system will allow for as much independence as possible for the job seeker. The job seeker may acquire more than one customized part-time position. All service/support components and planning for the person (e.g., financial, health, housing) will be collaborated with other services in the overall plan for outcomes for the person.

Section: Intellectual/Developmental Disabilities
Policy: Day Habilitation Services (1915i IDD Community Support Program)
Policy No.: IDD 08
Effective: 02/28/2017
Last Revised:

POLICY: It is the policy of Community Counseling Services to provide day habilitation services to eligible adult individuals with intellectual/developmental disabilities who are eligible for these services under the 1915i IDD Community Support Program.

PURPOSE: To provide alternative to institutional care and provide individuals who are eligible for day habilitation services to have the opportunities to have access to the benefits of community living, including receiving services in the most integrated setting and optimizing their potential to live as members of the community.

PROCEDURE:

General

Day Habilitation is the provision of regularly scheduled activities in a non-residential setting, separate from the participant's private residence or other residential living arrangements. The program must be located in an area where there is access to shopping, restaurants, parks, etc. to the same degree as someone not receiving IDD Community Support Program services. Activities and environments are designed to foster meaningful day activities for individuals to include the acquisition and maintenance of skills, building positive social behavior and interpersonal competence, greater independence, and personal choice. Group and individual participation in these activities are aimed toward enhancing community participation and meaningful days for each individual. Services and activities must address support needs that reflect individual preferences and goals while empowering the individual in making informed life choices which include what he/she does during the day and with whom they interact. Person-centered planning will result in a person-centered Activity Support Plan which will be developed based on his/her Plan of Services and Supports. The Activity Support Plan will assist the individual in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices, and contribute to the assurance of health and welfare. It shall be the responsibility of all staff involved in the provision of Day Habilitation Services to encourage and support individuals in sharing their preferences, choices, and wants and incorporating these in the individual's daily activities.

Before an individual can be admitted to Day Habilitation Services, the Program Manager must receive the Plan of Services and Support and Service Authorization from the IDD Community Support Program Targeted Case Manager (TCM) authorizing Day Habilitation Services. Individuals receiving Day Habilitation Services may receive other services as outlined on their Plan of Services and Support, but not at the same time that Day Habilitation Services are being provided and these services must be distinct from Day Habilitation Services. At a minimum, the program must operate six (6) hours per day, at least five (5) days per week. Hours of service provided must be based on the

individual's approved Plan of Services and Supports, but cannot be delivered less than four (4) hours per day one (1) day per week or more than five (5) hours a day per person.

A minimum of fifty (50) square feet of usable space per person is required in the program. Additional square footage may be required based on the needs of an individual. There must be one (1) staff member for every eight (8) individuals served. When individuals receiving Day Services-Adult (1915c) and Day Habilitation Services (1915i) are being served together, the staffing ratios for both services must be maintained.

Each individual must be at least eighteen (18) years of age and maintain documentation in his/her record to indicate he/she has received either a diploma or a certificate of completion if they are under the age of 22. Day Habilitation Services –does not include services funded under section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).

Community Participation

Day Habilitation Services will incorporate a community participation component that meets each individual's need for community integration and activities. This component will be individualized and based on the choices and preferences of each individual. Community participation can be provided individually or in groups of up to three (3) people and can be provided with individuals that receive Day Services-Adult (1915c). Community participation opportunities will be offered at least weekly and include either activities that address daily living skills or leisure/social/other community activities. Community participation activities are based on choices/requests of the individuals served and individuals are allowed to make their own decisions regarding in which activities they want to participate. Individuals who may require one-on-one assistance must be offered the opportunity to participate in all activities, both those offered on site and in the community. Documentation of the choices offered and the chosen activities will be maintained. At no time by any individual receiving day habilitation service be left alone.

Supports Provided

Day Habilitation Services includes assistance for individuals who cannot manage their personal toileting and hygiene needs during the day. To maintain their privacy and dignity when situations arise, a private changing/dressing area is available. Program supplies and equipment must be appropriate for adults, in good repair, clean and adequate enough in number to meet all needs and allow participation in activities as desired by each individual. The program provides need adaptive or safety equipment which allows individuals to participate fully in all program activities and events, both at the program site and in the community. When indicated in the Plan of Services and Supports, staff members will assist individuals in using communication and mobility devices, as well as, assistance with eating/drinking. The program will provide a mid-morning and afternoon snack, as well as, lunch each day. Individuals will be given choices about what they want to eat and drink.

Activities

Day Habilitation Services are designed to meet individual needs including, but not limited to: a) provision of personal care services and activities of daily living such as supervision/assistance in the areas of personal hygiene, eating, communication, mobility, toileting, and dressing, b) activities that promote personal growth and enhance self-image, c) activities to improve or maintain individual abilities and skills, d) training to learn or maintain independent living skills, e) participation in activities that promote independence, f) development of interpersonal relationships that are safe and wanted by the individual, g) development of creative capacities, h) improvement of physical and emotional well-being, i) exposure to and involvement in community activities, and j) experiencing cultural enrichment.

Personnel and Training

Supervisors of Day Habilitation programs will have at least a Bachelor's degree in a mental health, intellectual/developmental disabilities, or a related field and be under the supervision of an individual with a Master's degree in these areas and holds a professional license or a DMH credential as appropriate to the service and population being served. All direct care staff will have at least a high school diploma or equivalent (GED) and can demonstrate the ability to relate positively and respectfully to individuals served through the waiver program. Day Habilitation staff will have completed training in compliance with CCS' Policy HR 34: Training of Staff/Staff Development and DMH Operational Standards.

Referral

Any interested agency or individual may refer individuals to Day Habilitation Services. Upon receipt of a referral, information will be gathered regarding the individual desiring services and his/her needs. The completed information package is sent to the appropriate Regional Center for diagnosis and evaluation. The Regional Center will schedule and conduct necessary diagnostic and evaluation services. The Regional Center Diagnostic and Evaluation staff will determine whether or not the individual desiring services is eligible for ID/DD Waiver services. If the individual desiring services is eligible, he/she is placed on the Day Habilitation Services Waiting List. Based on identified needs, other appropriate services will be delivered during the time the individual is on the waiting list for Day Habilitation Services.

Section: Intellectual/Developmental Disabilities
Policy: Home and Community Supports (HCS)
Policy No.: IDD 09
Effective: January 24, 2017
Last Revised: N/A

POLICY: It is the policy of Community Counseling Services to provide Home and Community Supports (HCS) to individuals with intellectual and developmental disabilities who live in the family home and need assistance and support to remain in the home environment.

PURPOSE: The purpose of Home and Community Supports (HCS) is to assist individuals with intellectual and developmental disabilities with activities of daily living and other tasks in order to allow them to remain in their home and community. Assistance is focused on activities of daily living (ADLs) and instrumental activities of daily living (IADLs) which are essential to the health, safety, and welfare of the individual.

PROCEDURE:

General: Community Counseling Services will provide Home and Community Supports (HCS) based on the individual's identified needs. Activities will include a) activities of daily living such as bathing, toileting, dressing, ambulation, meal preparation, and eating; b) instrumental activities of daily living such as laundry, cleaning, and shopping; c) support and assistance in community activities, such as keeping appointments, use of natural supports and typical community services available to all people, social interactions, and participation in leisure activities, and d) responsibility for supervision and monitoring of individuals at all times during service provision whether in the individual's home, during transportation, and during community outings. Assistance may range from prompting, teaching, assisting, to total support.

Direct care staff will assist individuals with shopping needs and money management. With written consent from the legal guardian, staff may assist with disbursement of funds on behalf of the individual. In these situations, staff must maintain an accurate record/accounting of disbursement in accordance with generally accepted record keeping and CCS policy.

HCS staff may each serve up to three (3) individuals provided the health and welfare of each individual can be assured and agreed upon by the participants.

Services: HCS services are based on the goal of assisting individuals who wish to remain in the family home. Therefore, these services are not available in schools, any type of staffed residence, nursing home, hospital, other rehabilitation facility, or provider's home. HCS staff are non-medical staff and are therefore prohibited from providing medical treatment as defined in the Mississippi Nursing Practice Act and Rules and Regulations. They are also prohibited from accompany minors on medical visits without a parent/legal representative present.

Personnel and Training

Home and Community Supports (HCS) services will be provided by personnel who have at least a high school diploma or GED and can demonstrate the ability to relate positively and respectfully to individuals served through HCS and their families. Staff providing HCS services will have completed training in compliance with CCS' staff training plan and DMH Operational Standards.

Family members as providers of Home and Community Supports (HCS)

Family members are allowed to be providers of HCS except as 1) anyone who lives in the same home with the individual, regardless of relationship, 2) those that are parents/step-parents of the individual receiving the services, and 3) those who are a spouse, relative or anyone else who is normally expected to provide care for the individual receiving the services. Family members must meet the qualification and training requirements as outlined by CCS policy and DMH Operational Standards and are only authorized to provide a maximum of 172 hours per month (40 hours per week).

In addition to the personnel record requirements, Community Counseling Services will maintain proof of address for the family member seeking to provide services, as well as, evidence the individual's ID/DD Waiver Support Coordinator has been notified the agency is seeking approval of a family member to provide HCS. Community Counseling Services will provide quality assurance checks at a minimum of two (2) times per year and maintain documentation of these visits in the staff members' personnel record. Documentation must include observation of the family member's interactions with the person receiving services, a review of the Plan of Services and Supports, service notes to determine if outcomes are being met, and a review of utilization to determine if service notes support the amount of services being provided.

Section: Intellectual/Developmental Disabilities
Policy: ID/DD Community Respite
Policy No.: IDD 10
Effective: January 23, 2018
Last Revised: N/A

POLICY: It is the policy of Community Counseling Services to provide Community Respite to adults with intellectual and developmental disabilities who live in the home with natural supports and need additional external support for the individual to remain in the community/home environment.

PURPOSE: The purpose of Community Respite is to provide caregivers support and relief from continuous caregiver responsibilities. These services are provided in the community and include structured activities that reflect personal preferences/choices, while taking into consideration individual support needs/abilities.

PROCEDURE:

Respite services are provided on a short -term basis and are needed because of the absence or need for relief of those persons who normally provide care for the individual. Respite services support caregivers and help to preserve an individual's placement in the community.

General: Community Counseling Services will provide Community Respite based on the individual's Service Authorization and as outlined on his/her Plan of Services and Supports. Activities will include, but are not limited to, a) activities of daily living such as toileting, eating, and other hygiene needs with assistance from staff as needed based on individual's abilities, b) skill development, such as social interaction and communication, c) program activities based on individual's preferences/choices with necessary staff support to allow participation in activities of interest, and d) assistance with communication and adaptive equipment/technology as indicated in the individual's Plan of Services and Supports. Staff members are responsible for providing supervision and monitoring of individuals at all times during service provision. Individuals may not be left alone at any time.

Program setting: These services will be provided in a community setting to allow access to shopping, restaurants, parks, etc. to the same degree as someone not receiving ID/DD Wavier Services. Services are restricted from being provided overnight. A minimum of fifty (50) square feet of usable space is available for every person in the program. Additional square footage may be required based on the needs of an individual.

Staffing: Two (2) direct care staff will be available for every eight (8) individuals. For each individual an Activity Support Plan will be developed based on the individual's Plan for Services and Supports. Staff members must be actively engaged in activities and provide supports as needed to ensure areas outlined on the Activity Support Plan are being addressed.

Services: Community Respite services are based on the goal of providing support to families/caregivers so individuals can remain in the community and in a home

environment. Therefore, individuals who receive Host Home Services, Supervised Living, Shared Supported Living or Supported Living cannot receive Community Respite. In addition, Community Respite is not used in place of regularly scheduled day activities such as Supported Employment, Day Services-Adult, Day Habilitation Services, Prevocational Service, or services provided through the school system. Waiver staff are non-medical staff and are therefore prohibited from providing medical treatment as defined in the Mississippi Nursing Practice Act and Rules and Regulations.

Activities/Supplies: Supplies and equipment are appropriate for adults, in good repair, clean and adequate enough in number to meet all needs. Individuals participating Community Respite are encouraged to have input into activities and supplies are available to allow participation as desired by each individual. The program provides equipment (e.g., adaptive seating, adaptive feeding supplies, safety equipment, etc.) to allow individuals to participate fully in all program activities and events, both at the certified site and in the community. Community Counseling Services is responsible for providing snacks while allowing choices about snacks and drinks, while taking into consideration medical conditions that need to be taken into consideration. Meals will be available if services are provided during a normal mealtime (i.e., dinner)

Personnel and Training

Community Respite services will be provided by personnel who have at least a high school diploma or GED and can demonstrate the ability to relate positively and respectfully to individuals served through the program and their families. Staff will have completed training in compliance with CCS' staff training plan and DMH Operational Standards.

Section: Intellectual/Developmental Disabilities
Policy: ID/DD In-Home Respite
Policy No.: IDD 11
Effective: July 24, 2018
Last Revised: N/A

POLICY: It is the policy of Community Counseling Services (CCS) to provide In-Home Respite to adults with intellectual and developmental disabilities who live in the home with natural supports and need additional external support for the individual to remain in the community/home environment.

PURPOSE: The purpose of In-Home Respite is to provide caregivers support and relief from continuous caregiver responsibilities. These services are provided in the home and ensures the care usually provided by caregivers is provided by In-Home Respite staff. Personal preferences/choices should be given importance, while taking into consideration individual support needs/abilities.

PROCEDURE:

Respite services are provided on a short-term basis and are needed because of the absence or need for relief of those persons who normally provide care for the individual. Respite services support caregivers and help to preserve an individual's placement in the community.

General: CCS will provide In-Home Respite based on the individual's Service Authorization, outcomes identified on his/her Plan of Services and Supports, and reflected on the Activity Support Plan. Assistance with activities of daily living will include, but are not limited to, a) bathing, dressing, toileting, grooming and other hygiene needs with assistance from staff as needed based on individual's abilities, b) eating and meal preparation for the individual receiving services, c) transferring and/or mobility, and d) leisure activities. Staff members are responsible for providing supervision and monitoring of individuals at all times during service provision. Individuals may not be left alone at any time.

Eligibility/Setting/Restrictions: CCS will provide In-Home Respite for individuals living in a family home. Individuals who live on their own or with a roommate are not eligible for these services. Services are prohibited from being provided in the provider's personal residence. Staff providing In-Home Respite can accompany individuals on short community outings (less than 2 hours), but this cannot comprise the entirety of the service. Staff is also prohibited from accompanying individuals to medical appointments.

Staffing: A staff member will be responsible for working with individuals one on one during the provision of In-Home Respite. For each individual an Activity Support Plan will be developed based on the individual's Plan for Services and Supports. Staff members must be actively engaged in activities and provide supports as needed to ensure areas outlined on the Activity Support Plan are being addressed.

Services: In-Home Respite services are based on the goal of providing support to families/caregivers so individuals can remain in the community and in a home environment. Therefore, individuals who receive Host Home Services, Supervised Living, Shared Supported Living, Supported Living, or are in a hospital/nursing home facility cannot receive In-Home Respite. In addition, Waiver staff are non-medical staff and are therefore prohibited from providing medical treatment as defined in the Mississippi Nursing Practice Act and Rules and Regulations.

Personnel and Training

In-Home Respite services will be provided by personnel who have at least a high school diploma or GED and can demonstrate the ability to relate positively and respectfully to individuals served through the program and their families. Staff will have completed training in compliance with CCS' staff training plan and DMH Operational Standards.

Family members as providers of In-Home Respite: Family members are allowed to be providers of In-Home Respite except as 1) anyone who lives in the same home with the individual, regardless of relationship, 2) those that are parents/step-parents of the individual receiving the services, and 3) those who are a spouse, relative or anyone else who is normally expected to provide care for the individual receiving the services. Family members must meet the qualification and training requirements as outlined by CCS policy and DMH Operational Standards and are only authorized to provide a maximum of 172 hours per month (40 hours per week).

In addition to the personnel record requirements, Community Counseling Services will maintain proof of address for the family member seeking to provide services, as well as, evidence the individual's ID/DD Waiver Support Coordinator has been notified the agency is seeking approval of a family member to provide In-Home Respite. Community Counseling Services will provide quality assurance checks at a minimum of two (2) times per year and maintain documentation of these visits in the staff members' personnel record. Documentation must include observation of the family member's interactions with the person receiving services, a review of the Plan of Services and Supports, service notes to determine if outcomes are being met, and a review of utilization to determine if service notes support the amount of services being provided.