



Community Services Provider *A Division of JCDS*

Handbook for Recipients of
JCDS Services & Supports

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Introducing JCDS Services

This handbook is provided to current and prospective recipients of supports and services from Johnson County Developmental Supports (JCDS) and their families and representatives. The handbook provides a summary description of the direct supports, and policies and procedures of JCDS (“Johnson County Government Rules and Processes”). After reviewing these services and exploring with your person-centered planning team the type of support you need, you may decide JCDS is your provider of choice.

Please keep this handbook while you are receiving services from JCDS. If you need help with understanding the handbook, your case manager or staff support person will read and explain it to you. We have tried to cover the basic information you need to be an active participant in your supports and services. If you have specific questions, please ask any JCDS staff member for help.

Background – Johnson County Developmental Supports (JCDS) is an agency of Johnson County Government that facilitates employment and personal development for Johnson County residents with intellectual/developmental disabilities (I/DD). We are dedicated to first-class service and achieving exceptional results.

JCDS was established in 1972 through the committed efforts of parents and other intellectual/developmental disabilities (I/DD) advocates. Since that time, the agency’s Community Supports Provider (CSP) Division has grown to serve about 500 people daily through a broad array of community-based programs and supports. For information about the Community Developmental Disabilities Organization (CDDO) Division, we gladly will refer you to the appropriate person.

JCDS is guided by a seven-member governing board whose members are appointed by the Johnson County Board of County Commissioners. Daily operations are led by an executive director and a staff of about 300 trained professionals. JCDS programs and services are partially funded on a contractual basis with the Kansas Department for Aging and Disability Services and Kansas Rehabilitation Services. Additional funding sources include a county tax levy, contracts with companies for workers, and fees associated with certain services.

JCDS Licensed Services

JCDS Case Management Services, Day & Employment Services and Residential Services are licensed by the State of Kansas. JCDS has achieved the highest level of international accreditation through CARF for the last three decades. The best practices of each of the three major licensed services are complemented by the professional enhancements of the Health Supports team.

Case Management – JCDS case managers are dedicated to empowering individuals to lead enriched, interdependent, healthy, safe and choice-driven lives. We take pride in providing responsive customer service, arranging for an extensive variety of individualized services, and developing close working relationships with each person and their support network of family, employers, teachers, and service providers.

Targeted Case Management Services provides person-centered supports and assistance to the individual with the intellectual/developmental disability, their guardians, and families to:

- Discover the person's lifestyle preferences, strengths, skills, behavioral, health, safety, and resource needs.
- Identify and access resources and opportunities needed to increase independence, productivity, inclusion and integration.
- Develop a person-centered support plan to meet personal lifestyle goals and support needs.
- Evaluate the implementation of the person's plan and their satisfaction with services and supports.
- Monitor services for quality, responsive, and individualized supports.

JCDS provides targeted case management services to children and adults with all types of intellectual/developmental disabilities and levels of support needs. If you have JCDS Case Management Services, you may choose to receive your other services by any service provider licensed with the State of Kansas and affiliated with the Johnson County CDDO, including JCDS if you so choose. **It is your choice!** And you can change the case management agency at any time by contacting the CDDO.

JCDS also provides independent living counseling for individuals in the Medicaid WORK program, and offers a private pay option for individuals who

are not eligible for Medicaid. Case managers will assist individuals and their family to obtain any transportation needed to attend meetings and appointments, as they cannot provide transportation directly. We are required to monitor services in all the locations where a person receives a service to assure you are receiving the quality support and care you need. We will work with you to schedule a time that is convenient to everyone including family, personal assistants, caregivers and service providers.

Day & Employment Services – Our overall goal is to provide services that are person centered and promote the highest level of independence, inclusion, and productivity. Many participants take advantage of multiple programs and “build their day” according to personal preferences and requirements. JCDS embraces the philosophy and values of “Employment First,” and encourages people of working age to pursue integrated, competitive employment. JCDS strives to develop as many opportunities as possible for paid work supports We have a robust Community Employment program that offers a variety of options for individuals pursuing employment:

- **Individual Placement**-Employment staff assist clients with securing a job that matches their skills and preferences. More intensive job coaching is provided during the initial training period and on-going follow along supports continue at the level that is required to maintain successful employment.
- **Project SEARCH**-This model provides intensive training through a 9 month internship program that takes place within a Host Business. Upon graduation from this program, the goal for all interns is integrated, competitive employment. There is a formal recruiting and selection process for Project SEARCH that follows the guidelines established by the national Project SEARCH program.
- **Supported Worksites**-Clients earn minimum wage performing work within a local business. Individuals who choose this model often require more frequent on-site support from a job coach. Ideally, this is not a long-term option for individuals and consideration will be given to moving towards competitive, integrated employment. JCDS also offers a variety options that include a combination of center-and community-based services for individuals with all levels of support needs:
- **Sub-Contract Employment** Clients have the opportunity to receive pre-vocational training through their participation in sub-contract work that JCDS receives through a contractual arrangement with local businesses. Direct Support Professional provide training and instruction to clients and encourages them to maximize their independence and productivity. Clients are provided with information on an on-going basis about community-based employment and this topic is formally discussed during the annual Persona Centered Planning meeting.
- **Emerging Artists**-Clients who are artistic and interested in earning money through the sale of their art have the opportunity to participate in this program. Artists participate in many community art shows and other art-related events and activities.

- **Community Services**, This program emphasizes the value to giving back to the local community and combines center-based supports and activities with community-based volunteerism. In addition, individuals have the opportunity to engage with the greater community by participating in social and educational activities that take place outside of the Elmore Center.
- **Retirement and Dementia Services**-JCDS provides Retirement Services to individuals who are 55 and over and are ready to retire, either on a part-time or full-time basis. In addition, this program provides specialized Dementia Supports to individuals who may be younger than 55, but have developed symptoms that interfere with their ability to continue working. Retirement and Dementia services emphasizes community inclusion and provides many opportunities for individuals to engage in a variety of community-based activities that are based on their personal interests. The level of community inclusion is individualized and varies depending their needs and preferences. For example, it is typical for someone in a more advanced state of dementia to engage in fewer community-based activities than someone who is more active.

Work Rules & Benefits: If you are employed by JCDS as a part of your supports, there are several work rules and benefits. Your immediate supervisor will review these during your orientation to work; for example:

- You are paid for all work you complete that adds value to a product or is done on behalf of a JCDS business customer.
- Your pay is based on either the number of pieces of work you complete or the number of hours you work.
- JCDS is certified by the U.S. Department of Labor to pay sub-minimum wages for certain types of work.
- All wages paid are based on the prevailing wage rates for similar work being done in our geographic area.
- You will be paid every other Friday for work performed the previous two weeks.
- If you work in the Mark D. Elmore Center, you will receive two 15-minute breaks and a 30-minute lunch period. You are responsible for supplying your own lunch or you may purchase it in the cafeteria. You will be given a lunch menu each Friday for the next week. If you work in the Mark D. Elmore Center, you will have access to a locker to keep your coat and other personal items. You are responsible for supplying your own padlock for your locker. JCDS encourages bringing personal items that can be contained solely in your locker.
- No smoking is permitted inside of the Mark D. Elmore Center or in the garage area. There are designated smoking areas outside of the building.
- You may be eligible for paid leave.
 - Service recipients paid by JCDS earn two hours of paid sick leave and two hours of paid vacation leave each pay period (two weeks) in which they perform paid work at least 30 hours but less than 80 hours.

- Service recipients paid by JCDS earn four hours of paid sick leave and four hours of paid vacation leave each pay period (two weeks) in which they perform paid work 80 or more hours.
- The maximum accumulated vacation leave is 120 hours.
- There is no maximum accumulation for sick leave.
- The Mark D. Elmore Center of JCDS is closed to observe the following holidays. You will not be paid for holidays but may use accumulated paid vacation time if you wish.
 - New Year's Day
 - Martin Luther King, Jr. Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veterans' Day
 - Thanksgiving Day & following Friday
 - Christmas Day
 - Christmas Eve (if it falls on a weekday)
- Johnson County issues a holiday schedule each year that may vary slightly.
- Service recipients who are on community business payrolls receive benefits based on that company's policies and practices.

Residential Services – Whether “home” means a house, a group residence or an apartment, JCDS offers a wide variety of community living options ranging from fully supported, including homes specializing in dementia services, to independent living settings. Regardless of the type of residence or number of persons sharing the residence, JCDS offers staff supports as needed for each person from a few hours per week to 24-hours a day. These choice driven supports promote and encourage community integration and active participation by offering diverse leisure, social, and educational opportunities and outings. While JCDS facilitates access to an appropriate living arrangement, we encourage and promote persons served to secure their own housing whenever possible, even when you share housing with another person receiving JCDS Residential Services. Unfortunately, JCDS cannot provide supports and services to you if one or more of your housemates receives supports and services from different licensed service providers.

Residential Services promotes:

- Healthy lifestyles – residents are encouraged to follow a healthy diet and exercise.
- Error free medication process – residents are encouraged to have their medication ordered through a common pharmacy that bubble packs medication.
- Residents exercising financial responsibility by securing their own housing whenever possible, even when you share housing with another person. JCDS will provide support and assistance when needed.
- Financial responsibility by paying for food, utilities and transportation. A fee agreement with JCDS will be initiated when appropriate.
- Choice driven supports and activities - residents will be encouraged to actively participate in their community, home-living activities and

chores. Residents are asked to secure some type of day activity outside the home.

- Meaningful and productive activities - Residents will be encouraged to actively participate in home-living activities and chores, and asked to secure some type of day activity outside of the home.
- Safe living environments – Residential staff monitor health and safety of residents at all times. Weapons, of any kind, are not allowed in JCDS residential properties.

JCDS Support Services

Community Behavioral Health Team (CBHT)- cross-functional team within Johnson County Government to better meet the needs of individuals eligible for intellectual and developmental disability (IDD) services who also have a co-occurring mental health diagnosis. The team's services will be available for access by all individuals meeting this criteria residing in Johnson County.

Services

- ***Positive Behavior Support (PBS)*** is a research-based, person-centered framework focused on decreasing problem behavior and increasing quality of life. PBS tools and strategies incorporate both behavioral and biomedical practices and address the function that maintains problem behavior by teaching social and communication skills as a replacement for challenging behaviors. PBS includes interventions that involve changing situations and settings that trigger a problem behavior. PBS services are designed to assist everyone working with an individual to change their own behavior. The focus is on creating a positive environment for social learning using a team-based planning process.
- ***Community Psychiatric Support and Treatment (CPST)*** – Goal directed supports and solution-focused interventions intended to prevent regression of the person's functioning and to help the individual achieve identified goals or objectives as set forth in his or her individualized treatment plan. CPST is a face-to-face intervention with the person present; however, family or other stakeholders may also be involved. The majority of CPST contacts must occur in community locations where the person lives, works, attends school, and/or socializes.
- ***Psychosocial Rehabilitation (PR)*** – Psychosocial Rehabilitation services are designed to assist the person with compensating for or eliminating functional deficits and interpersonal and/or environmental barriers associated with their mental illness. Activities included must be intended to achieve the identified goals or objectives as set forth in the person's individualized treatment plan. The intent of psychosocial rehabilitation is to restore the fullest possible integration of the person as an active and productive member of his or her family, community, and/or culture with the least amount of ongoing professional intervention. PR is a face-to-face intervention with the person present. Services may be provided individually

or in a group setting. The majority of PR contacts must occur in community locations where the person lives, works, attends school, and/or socializes.

- **Attendant Care (could be SED Waiver or Non-Waiver)** – Attendant care is a service provided to persons who would otherwise be placed in a more restrictive setting due to significant functional impairments resulting from an identified mental illness. This service enables the person to accomplish tasks or engage in activities that they would normally do themselves if they did not have a mental illness.
- **SED Waiver Services:**
 - **Wraparound Facilitation** – The function of the wraparound facilitator is to form the wrap-around team consisting of the person’s family, extended family, and other community members involved with the participant’s daily life for the purpose of producing a community-based, individualized Plan of Care. This includes working with the family to identify who should be involved in the wraparound team and assembly of the wraparound team for the Plan of Care development meeting.
 - **Parent Support and Training** – Parent Support and Training is designed to benefit person’s experiencing a serious emotional disturbance who without waiver services would require state psychiatric hospitalization or psychiatric residential treatment facility treatment. This service provides the training and support necessary to ensure engagement and active participation of the family in the treatment planning process and with the ongoing implementation and reinforcement of skills learned throughout the treatment process. Training is provided to family members to increase their ability to provide a safe and supportive environment in the home and community for the person. For the purposes of this service, "family" is defined as the persons who live with or provide care to a person served on the waiver or grant, and may include a parent, spouse, children, relatives, grandparents, or foster parents. Services may be provided individually or in a group setting. Services must be recommended by a treatment team, are subject to prior approval, and must be intended to achieve the goals or objectives identified in the child's individualized plan of care.

Health Supports– JCDS Health Supports utilizes inter-disciplinary relationships with clinic and community providers to achieve a team-based model of care to ensure the physical and mental well-being of individuals served. JCDS offers professional nursing oversight and quality assurance measures to assist individuals and their providers access community integrated healthcare. JCDS has partnered with Johnson County Community College to provide on-site weekly dental services, for individuals-served, through the Oral Health on Wheels. Monthly dental services are also provided on-site by the Health Partnership Clinic of Johnson County. Health Supports also coordinates psychiatry clinics at JCDS on a monthly basis and acts as a liaison with pharmacy providers on an on-going basis. Ergonomic supports are also available to individuals to expand mobility and functional abilities.

Assistive Technology Services – JCDS has the expertise to provide assistance and support in matching individuals with assistive technology resources that would enable them to live more productive and inclusive lifestyles. Our imaginative and skilled staff have created numerous assistive technology solutions, and JCDS has also partnered with area schools and colleges to develop assistive technology for the purpose of helping individuals pursue employment goals. Assistive technology also helps people increase their independence or retrain skills they may have lost (or in the process of losing) as a result of reduced dexterity, dementia or age.

JCDS Unifying Principles

- 1. Be Accountable** – Our standard of performance is excellence. This means that we take ownership of our work, meet commitments, and stay focused on individual, agency and County results. We demonstrate qualities of character, competence and commitment while achieving agency and County goals. We do not accept mediocrity. We implement action step solutions to achieve our standards of excellence.
- 2. Communicate Effectively** – We are committed to listening and understanding others, and to clearly and effectively expressing thoughts and ideas. We accept feedback as a “gift for success,” and deliver feedback in a way that promotes the success of others.
- 3. Demonstrate Customer Focus & Positive Public Relations** – Our first priority is to serve persons with intellectual and developmental disabilities. The driving force behind everything we do is enhancing the independence, productivity, integration and inclusion of persons with intellectual and developmental disabilities. Our goal is to satisfy every person served and their family by looking for opportunities to discover their needs, and to meet them by setting measurable action-oriented goals. We present a professional image while building positive internal and external relationships, and treating everyone with dignity and respect.
- 4. Take Initiative** – We develop and sustain an active learning environment by seeking out new responsibilities, generating new ideas, and practicing self-development. We consistently look for new and better ways of doing things while building on what we have already accomplished. We independently act to resolve problems and provide solutions.

Practice Safety First – We hold ourselves to the highest standards of safety and are committed to the principle that health, welfare and safety are the first considerations in every decision. Each of us is responsible for understanding and supporting safety standards as required by the job, and for keeping the work environment clean, tidy, well-organized, in good repair, and consistent with a professional image.

Be a Team Player – We are committed to the principle that “together we are better.” A team working in harmony generates better outcomes, individual performance and attitudes than those of an individual person. Adherence to high ethical standards and maintaining an environment of honesty and trust provide the foundation upon which teamwork is built.

Entrance Criteria

To be eligible for JCDS Day & Employment and Residential Services, you must be a resident of Johnson County, be at least eighteen years old and have a developmental disability that significantly limits your ability to function in your daily life without some level of support. **Contact the CDDO for questions concerning eligibility for services.**

To be eligible for JCDS Targeted Case Management Services, you must be a resident of Johnson County, be at least five years old and have a developmental disability that significantly limits your ability to function in your daily life without some level of support. (The specific type and amount of support provided will be determined through your person-centered support plan, known as your **Action Plan**). If you become ineligible for our services, staff will assist you to learn about other services for which you may be eligible. JCDS will encourage you to access Medicaid if you are eligible for this important public assistance. You must also verify that you have adequate public funding for your services or be able to pay for them through your own personal means.

Accessing JCDS Services

Based on your needed service, JCDS will arrange for you to visit with the director of the service(s) for which you are interested (i.e., Case Management, Day & Employment, Residential Services). You will have the opportunity to learn if JCDS would meet your needs and interest, and JCDS staff can determine if we likely would have sufficient resources to serve you.

Service Agreement – Once you have selected JCDS as the provider of your needed service (or more than one service), and JCDS has verified our availability to serve you, we will confirm our shared decision by entering into a **Service Agreement**. The Service Agreement will describe what services JCDS will provide to you, and you will confirm that JCDS is your chosen service provider.

Financial Responsibilities – In conjunction with a Service Agreement, JCDS will provide you a **Fee Agreement**. JCDS services are not an entitlement which means that you will have to pay for some things. Many supports arranged through your Action Plan team are provided to you at a fee. You should be sure you understand the fees to be charged to you before you agree to receive the supports. Common examples of supports for which there is a fee include transportation, meals, rent and personal supplies. As stated previously, you may be presented a fee for the direct service if it is not covered through a public funding source such as Medicaid. You are expected to pay for any service received and billed to you based on the fee agreement. If you fail to pay your bill to JCDS, your services may be terminated. If you are unable to pay your fees to JCDS, you may request a “**fee exception**” for supports or a “**sliding fee scale**” for case management. The director of your service (i.e.,

Case Management, Day & Employment Service, Residential Service) will explain the process for making a request for a fee exception or sliding fee scale based on your income and other resources you are receiving such as food assistance or subsidized housing.

Beginning Services – Once you have funding and have decided that you want to receive services from JCDS, a meeting will be scheduled with you, your case manager and anyone else you would like to invite, as well as staff members from JCDS. During this meeting, you will have the opportunity to ask questions and tell us what type of lifestyle you want and supports that you need. JCDS staff members will share information with you about the supports and services we provide and ask you any questions that might help us in supporting you. We will work together to determine the best way for you to have a successful transition into our services. Some individuals may not need or want a transition period, while others might find this very helpful. An official start date for services may be determined during this meeting or later, depending on your needs and preferences and our ability to support you within our current resources. If you are receiving Employment Services from JCDS with wages paid directly to you by JCDS, you will need to complete the following documents before you begin working:

1. W-4
2. I-9
3. K-4
4. Direct Deposit Authorization

In addition, all individuals receiving services from JCDS need to have the following documents completed and provide relevant medical information:

1. Current Person-Centered Support Plan (“Action Plan”)
2. Health Assessment form
3. Physician’s Orders for Over the Counter Medications form (Day & Residential Services only)
4. List of current prescription medications and copies of prescriptions for those administered by JCDS employees
5. Authorization for Medical Treatment and Emergency Medical Care form
6. Authorization for Exchange of Information Release form
7. Authorization for Publication and Release of Photo form
8. JCDS CSP Service Agreement form

Persons who receive Day & Employment Services from JCDS are responsible for providing their own transportation. Often individuals utilize Johnson County Transit (JCT), which is subject to availability. For those receiving services at the Mark D. Elmore Center, JCT runs special routes referred to as SWIFT and you can contact Beth Johnson, Director of Day & Employment Services, to learn more about this option. For those working outside of the Mark D. Elmore Center, Johnson County Transit can be contacted directly at 913-362-3500. In addition, other transportation options may be available, depending on where you live and

your destination and your case manager can assist you with additional resources.

Rights & Responsibilities of Persons **Served by JCDS**

You have the same rights and responsibilities as other community members unless your rights have been modified through the legal system. (Please refer to *Governing Board Policy 1-7 Consumer Rights and Responsibilities*.) Your rights cannot be denied due to disability, income, cognitive skill, race, sexual orientation, religion, age, or communication skills. You don't have the right to hurt yourself or others, destroy property, take property from others, and prevent others from exercising their rights, or break federal, state or local rules and laws. You have the responsibility to participate in all the activities of your life according to your ability. A Risk Assessment will be completed if there is a potential risk involved in exercising your rights. You and/or your guardian have the right to accept or reject any restrictive measures. The Human Rights Committee will also review any restrictive measures to assure that you are not being restricted without cause and that other positive and non- restrictive strategies have already been tried.

Here are some important rights and responsibilities:

- *You have the right to **Speak out for Yourself**.*
 - *You have the responsibility to be actively involved in making your person centered support plan ("Action Plan").*
- *You have the right to **Be Treated with Dignity & Respect**.*
 - *You have the responsibility to treat others how you would like to be treated.*
- *You have the right to **Make Decisions and Have Responsibilities**.*
 - *You are responsible for your actions.*
- *You have the right to **Vote**.*
 - *You are responsible for participating in your community.*
- *You have the right to **Due Process** (equal treatment under the law) and the right to **Legal Representation**.*
 - *You are responsible for obeying the law.*
- *You have the right to **Freedom of Religion**.*
 - *You have the responsibility to respect other people's religious choices.*
- *You have the right to **Choose Who You Live With**.*
 - *You have the responsibility to get along with your housemate and to work your problems out together.*
- *You have the right to **Privacy**.*
 - *You have the responsibility to respect other people's Right to Privacy.*
- *You have the right to **See Your Own Records**, including information about how your funding is accessed and used, and what services were billed on your behalf.*

- *You have the responsibility to learn what your records mean to you and ask questions about anything you don't understand.*
- ***You have the right to Work for a Fair Wage.***
 - *You have the responsibility to follow the rules and expectations of your employer.*
- ***You have the right to Not Be Required to Work Without Compensation.***
 - *You have the responsibility for the upkeep of your own living space and common living areas and grounds that you may share with others.*
- ***You have the right to Assistive Technology*** to increase your productivity and help you be more independent.
 - *You have the responsibility to try to do things for yourself.*
- ***You have the right to Learn How to Do Things for Yourself.***
 - *You have the responsibility to try to do things for yourself.*
- ***You have the right to know that Your Things are Your Things.***
 - *You have the responsibility to respect other people's property and choices.*
- ***You have the right to know Your Money is Your Money.***
 - *You have the responsibility to pay your rent and bills on time.*
- ***You have the right to Talk to Family, Friends or Visitors*** when you want.
 - *You have the responsibility to respect the right of your housemates when they visit with family and friends.*
- ***You have the right to Have Relationships with Whom You Choose.***
 - *You have the responsibility to respect your partner and to make informed choices regarding the relationship.*
- ***You have the right to Support with the Loss of Friends and Family.***
- ***You have the right to Be Safe in Your Own Home.***
 - *You have the responsibility to learn and practice safety skills, including fire and tornado drills.*
- ***You have the right to Say "Yes" and Make Your Own Decisions and Choices.***
 - *You have the responsibility to first be sure you understand what you are agreeing to. We call that giving your "Informed Consent".*
- ***You have the right to say "NO!"***
 - *You have the responsibility to speak up and tell people "no" if you don't want to do something – especially if you don't feel safe doing it.*
- ***You have the right to Services That Are Paid For.***
 - *You have the responsibility to pay your bills and to access and maintain any funding you may be eligible for.*
- ***You have the right to Receive Support that is Appropriate to Your Age, Skills and Functional Abilities.***
 - *You have the responsibility to actively use your skills and abilities.*
- ***You have the right to decide if you want to Participate in Research Projects*** (please refer to JCDS Rule & Process "Research with Human Subjects").

- *You have the responsibility to speak up and tell people “no” if you don’t want to participate in research projects – especially if you don’t feel safe doing it.*
- *You have the right to **Make Mistakes.***
 - *You have the responsibility to learn from those mistakes.*
- *You have the right to **Plan for Your Future.***
 - *You have the responsibility to be actively involved in making your person centered support plan (“Action Plan”).*
- *You have the right to **The Best Possible Health Care.***
 - *You have the responsibility to only use medical services that you need.*
 - *You have the responsibility to take care of your physical health by eating, exercising and following medical advice to the best of your ability.*
- *You have the right to **Get to and Use Public Spaces and Public Services.***
 - *You have the responsibility to follow the rules and regulations governing the public spaces and services.*
 - *You have the responsibility to respect others rights to use the spaces and services.*
- *You have the right to **Be Free From Abuse, Neglect and Exploitation (ANE).***
 - *You have the responsibility to report any behavior that you may feel is abusive, neglectful or exploitive.*
- *You have the right to **Prior Notice of Any Attempt to Modify or Restrict Your Rights.***
 - *You have the responsibility to report any attempt to modify or restrict your rights.*

If you have any concerns about the violation of any of the above stated rights, you should call the Hotline phone number **1-800-922-5330**, or tell a **JCDS staff person. All JCDS staff are mandated by Kansas laws to report any suspected incidents of abuse, neglect or exploitation.**

This list of human rights has been compiled from the following sources:

- K. A. R. 30-63-22. Individual Rights and Responsibilities
- CARF Accreditation Standards, K. Rights of Persons Served (2009 Employment & Community Services Manual)
- JCDS Person Centered Support Plan (02/27/2010 revision)
- JCDS Staff Training Module
- Self Advocate Coalition of Kansas (SACK), Rights & Responsibilities: Know your Rights
- We Have Human Rights: A human rights handbook for people with developmental disabilities, 2008

Complaint Process

If you are dissatisfied with a decision regarding your supports or the enforcement of any rules at JCDS, you have the right to make a complaint to seek a change in a decision. **Retaliation by JCDS against anyone for filing a complaint is prohibited.**

- Discuss the issue with your direct support staff or their supervisor or your case manager immediately.
- If you are not satisfied with their response, you should contact the director of your services (**Beth Johnson**, Director of Day & Employment Services at 913-826-2342; **Sarah Schlitter**, Director of Residential Services at 913-826-2215; **Joanna Jafferis**, Director of Case Management at 913-826-2343 or **Carla Sadler**, CBHT Manager at 913-826-2516). The director of your services will arrange to hear your complain within three (3) business days and give you a response no more than three (3) business days from the time of the hearing. If there is a barrier in meeting these timeframes, you and the service director will agree to a modified timeframe.
- If you are not satisfied with the service director's response, you may contact **Matt Fletcher**, Deputy Director (913-826-2633) for final CSP disposition of your complaint. The Deputy Director will arrange to hear your complaint within three (3) business days and give you a response no more than three (3) business days from the time of the hearing. If there is a barrier in meeting these timeframes, you and the Deputy Director will agree to a modified timeframe.
- If you remain dissatisfied with the JCDS CSP's response to your complaint, you may contact **Chad VonAhnen**, JCDS Executive Director, through **Shelly Toft**, Assistant to the Executive Director (913-826-2641).

Your case management service provider will help you make any or all of these appeals at your request. Your case management service provider can also help you make appeals to the Kansas Department for Aging and Disability Services (KDADS), Department of Children and Families (DCF, Medicaid) Managed Care Organization (MCO), CDDO, and Kansas Rehabilitation Services (KRS) for other funding decisions. Your case management service provider will also assist you in working with other service providers to address any issues or grievances you may have.

Assessments & Planning

You will create your own **Person-Centered Support Plan ("Action Plan")** to guide your preferred lifestyle and determine the supports you need. In this process, you will be asked to give information about your strengths, abilities and preferred lifestyle. A team of your friends and supporters that you select (often called "circle of support") will also be asked for information. You and this team will develop long-range goals, short-term steps and ongoing supports that guide the

type and amount of support you receive from JCDS. Your Person-Centered Support Plan will be reviewed routinely to make sure the services and supports you request are needed and working to your satisfaction. It is your decision to approve your plan before it is implemented. We will work with you until you have a plan that you believe meets your needs. A meeting of the whole circle of support will be facilitated each year to revise and update your plan. Other planning meetings maybe needed throughout the year, especially if there are changes in your life whether it is a new service provider, or a new need for additional support.

Hours of Operation

Normal Operations – JCDS administrative offices are open Monday through Friday from 8:00 a.m. to 4:30 p.m. Residential Services are available 24 hours per day year-round. The hours for those receiving Day & Employment Services at the Mark D. Elmore Center are Monday through Friday from 8:30 a.m. to 4:00 p.m. Case managers generally work regular business hours but due to meetings and visits, they may not be available at all times. However, you can always leave a detailed voice message or use email at any time and they will return your call or email, as soon as possible. All services are available based on individual schedules, funding sources and service type. The times you receive your specific services from JCDS staff should be outlined and agreed upon through the Person-Centered Support Plan process.

Severe Weather – The Mark D. Elmore Center is open as described above unless the county manager announces the closing of all county offices. In this rare occurrence, local media outlets will broadcast a notice that “all Johnson County Government offices are closed.” Residential Services are never closed. JCDS service recipients and their representatives must use their judgment in deciding on attendance during severe weather conditions. Case manager visits and scheduled meetings will be postponed and rescheduled when there are travel advisories, and/or school closings.

Health & Safety

Your health and safety are important to JCDS. JCDS maintains clean and safe facilities and complies with all fire codes, licensing regulations by regularly inspecting and correcting any concerns identified as soon as possible. If there are emergencies such as the place where a person lives or works becomes unsafe, you will be moved to a safe place with trained staff. If the assigned staff is not available, another trained staff will be assigned to assure you continue to receive quality services.

At each location where you receive support from JCDS, staff will regularly review some safety rules that you are expected to follow. Also, if you are taking

prescription medication, you must inform us so that we may monitor its storage and administration to ensure your safety. JCDS employs staff trained to assist with first aid and medication administration as needed. JCDS will provide necessary assistance and coordination in response to emergency situations; however, JCDS clinical specialists provide professional support to provider staff, and do not provide direct treatment or therapy.

It is necessary for you to access community health care providers for ongoing health care supports as well as in cases of urgent care. You are required to report any accident or illness to JCDS staff so that we are aware of the issue and may assist you if needed. For the health and safety of those with whom you work or live, if you become ill or are injured, you may be required to obtain a release from your doctor to return to service. Individual health and safety issues should be discussed with your Person-Centered Support Plan team so supports may be developed as necessary. JCDS has policies and procedures in place to safeguard your personal finances, including regular onsite audits by JCDS financial management staff.

Your Personal Record

Beginning with your application for support, JCDS creates an electronic case record of your information. Typically, this record contains your social and health history, current services and funding for each, assessment, diagnoses, medications and plan for the supports you receive. Understanding what is in your record and how your information is used, helps you to ensure its accuracy and completeness, understand who, what, where, why, and how others may access your information and make informed decisions about authorizing disclosure to others. It is our responsibility to maintain the privacy of this information. With the exception of providing service, billing and program oversight, and complying with court orders, we must have you or your guardian's consent to release this information.

In order to provide quality services, we are required to maintain accurate and current records and keep your person centered plan updated. Your plan and file will be updated yearly or as needed. Please inform us of any changes in guardianship, contact information (addresses, phone numbers, and email addresses), family, health professionals, emergency contacts, medications, health diagnosis, or support needs, emergency medical visits or police involvement. Case managers will assist you as needed to assure your records are correct.

Staff Qualifications

All staff, regardless of their position or role, receive annual refresher training in Abuse-Neglect -Exploitation, Human Rights, Exposure Control, HIPAA

(confidentiality), Safety Practices, Incident Reporting, and Emergency Procedures.

JCDS Direct Support Professionals receive all of their required training while on the job. They receive specific training in the individual supports required for each person they serve on an on-going basis including Person-Centered Support Planning and Prevention of Problem Behavior. Further, staff is required to achieve and maintain annual certification in medication administration, First Aid, CPR, and Mandt (a nationally renowned system for de-escalating violent behavior and protecting from physical harm).

JCDS Case Managers. The JCDS case management team is comprised of degreed, experienced professionals. Each case manager exceeds the minimum qualifications prescribed by the State of Kansas by having at least 5-years' experience in the field of human services and a bachelor's degree. Each case manager is required to complete required state training described in the Targeted Case Management Training Manual and adhere to the Rules of Conduct prescribed by the State of Kansas, as well as agency-required training mentioned previously. JCDS has case managers who have also completed the training required to provide Independent Living Counseling through the Medicaid Working Health WORK program, as well. Case managers also take advantage of continuing education opportunities to increase their knowledge of disabilities and resources available.

Health Supports: The Registered Nurse and Licensed Practical Nurses employed by JCDS maintain professional licensure by the Kansas State Board of Nursing.

Assistive Technology: At this time, there are no specified clinical requirements for the Assistive Technology Specialist. However, JCDS ensures that the specialist receives formal and informal training from available experts within the state of Kansas.

Contractual Clinical Supports: JCDS ensures that all contractual clinical supports meet the specific qualification requirements for their respective discipline (e.g., ergonomic therapy, oral hygiene and dentistry).

Prohibitions Due to Potential Conflicts of Interest

JCDS ensures that each staff is knowledgeable about real and perceived conflicts of interest to avoid. (Please refer to *Governing Board Policy 1-1 Code of Ethics – Johnson County*, and *Governing Board Policy 1-04 Conflict of Interest*.) We request that you not put any JCDS staff person in a position to decline a personal offer made with good intentions. Some examples of things to avoid by JCDS staff are:

- Accepting gifts from persons receiving services or their family members (as a token of your appreciation and support, you are always welcome to make any desired contributions directly to **The Friends of JCDS**, a 501 C (3) nonprofit organization that encourages the charitable giving of financial support to enhance JCDS services and quality of life of the people it serves, <http://www.friendsofjcds.com>);

- Developing personal relationships with persons receiving services or their family members that extend outside of their role as a support provider; (including computer social networking, Facebook, etc.);
- Volunteering their own time to provide support to persons receiving services or socializing with persons receiving services or their family members outside of their paid role as a support provider;
- Accepting private payment from persons receiving services or their family members to provide services outside of the scope of their regular job duties;
- Providing supportive home care services to persons they work with directly in JCDS Day & Employment or Residential Services or case management;
- Having an outside business (lending, borrowing, selling and buying) relationship with persons receiving services or their family members;
- Case managers are prohibited by the State of Kansas from providing direct supports to persons with developmental disabilities;
- Advising, recommending or choosing any service or provider of service for the individual or their guardian; or
- Accepting calls on the employee's own personal phone, or completing work after hours at home.

Exiting Services

When you and your Person-Centered Support Plan team determine that you no longer need or want supports from JCDS, you should contact JCDS and the CDDO. In order to facilitate a smooth transition, JCDS prefers at least a 30 day notice. During that time period, JCDS staff will be available to participate in any transition meetings that may be scheduled and will provide any information that may be helpful. Once JCDS is notified by the CDDO, you will be formally terminated from JCDS service, although you may have outstanding financial responsibilities such as room and board, rent, transportation and obligation payments. When you decide you no longer want to receive services from JCDS, your case manager will request information about your satisfaction with the supports and offer to help you plan future services. After you leave JCDS services, we would like to stay in touch to know if we may be of future assistance to you. You may reapply for service anytime as long as you continue to meet the basic entrance criteria by contacting the CDDO.

Employment Information

Recipients of JCDS services and supports are encouraged to apply for posted job openings with Johnson County Government and JCDS for which they are qualified. Individuals wishing to apply for employment may contact the Johnson County Human Resources office at 913-715-1400

Additional Information

For additional information please contact:

**Johnson County Developmental Supports (JCDS)
10501 Lackman Road
Lenexa, Kansas 66219
(913) 826-2626**