

Service Coordination Guidebook



Developmental
Disability **Advocates**

Connecting Individuals with Resources
IN JEFFERSON COUNTY - SINCE 1978



**DEVELOPMENTAL DISABILITY
ADVOCATES**
Service Coordination
901 Jeffco Executive Dr.
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STACEY ISMAIL, EXECUTIVE DIRECTOR
ANGIE MCGOVERAN, DIRECTOR OF SERVICE COORDINATION

This guidebook was developed to assist you and your family in better understanding the service coordination you will receive from Developmental Disability Advocates.

Please read it at your leisure and use it as a reference for future needs. The guidebook includes information on your rights as a participant, the Medicaid Waiver Program, Utilization Review, and many other areas. Your Service Coordinator will be able to guide you as questions arise.

If you need a large print or video copy of this guidebook, please contact our office at #(636) 282-5500.

We look forward to working side by side with you, providing resources for you to live a full and enriched life.

Sincerely,

Angie McGoveran
Director of Service Coordination

Resources for Supports for Individuals with Developmental Disabilities
“Equal Opportunity Employer – a Non-Discriminatory Service”

The mission of Developmental Disability Advocates is to provide resources to create opportunities for individuals with developmental disabilities in Jefferson County to live full and enriched lives.

The vision of Developmental Disability Advocates is that individuals with developmental disabilities live a life of their choice and are fully included in the community.

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**YOU CAN VIEW ADDITIONAL
INFORMATION ON OUR WEBSITE:**
www.ddadvocates.org/service-coordination/

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I am Unstoppable.

We are her advocate.



Transition Series Part 1: Life After High School | College

Hailey Schmidt is a highly self-motivated 18-year-old Jefferson College student who navigates life's challenges with unwavering determination. As a young child, Hailey was involved in a serious car accident which caused a spinal cord injury resulting in her becoming quadriplegic. This significant moment in Hailey's life never stopped her from pursuing her passions and interests. In many ways, it strengthened her ability to adapt to changing circumstances and fearlessly learn new ways to achieve her goals.

Her incredible network of family, friends, caregivers and resources like Developmental Disability Advocates have been there for Hailey throughout each new phase in her life. From childhood through high school and now college, Hailey's family has provided numerous resources to help her shine: including moving the family into a fully-accessible home designed with her specific needs in mind. Developmental Disability Advocates applied for a Partnership for Hope Waiver for Hailey and requested funding for transportation and specialized medical equipment. By far, the most important resource—and one of the most important people in Hailey's life—is her nurse Judy, who joins Hailey on campus every day to assist her with the day's activities. More than an invaluable caretaker, Judy is a trusted confidant and dear friend to Hailey.

While attending Hillsboro High School, Hailey excelled with academics thanks to her drive and dedication to her studies. She was in the National Honor Society and enjoyed classes like anatomy and math where she could apply her natural skill for memorization and retention for detailed information. Hailey also enjoyed spending time watching her brothers play basketball and her friends cheer on the football team. Her school district provided resources like assistive technology so Hailey could complete her schoolwork electronically, physical therapy on campus and other special accommodations to support Hailey while in school.

For Hailey, graduating from high school and preparing for college life at Jefferson College was an incredibly exciting transition. She always knew she wanted to go to college to work toward a future career as an actuary, where she could apply her love for numbers and statistics at a well-paying job. In addition to being an dedicated college student, Hailey runs her own small business called "Hailey's Strings n' Things" where she creates macramé art including jewelry and home furnishings with the help of her mom, Stacey. She picked-up the art and science of macramé by watching YouTube videos and learned a lot about running her small business through trial and error. She currently sells her creations on Facebook, at craft fairs and her Grandpa's antique store and is excited to continue her small business as she finalizes her college degree.

Hailey is not afraid to overcome challenges, learn new things and take on each new opportunity and phase of life with unstoppable determination!



Follow us on 

WHAT IS SERVICE COORDINATION?

Service Coordinators help people with disabilities and their families identify and obtain needed services and supports, regardless if these are natural supports, funded, or local community resources. They also advocate for, monitor, and evaluate services along with the individuals, their families or guardians. A key role of the Service Coordinator is to assist people with the process and paperwork necessary to obtain services. The system of multiple agencies providing services to persons with disabilities can be complex and confusing. Service Coordinators provide a “single point of entry” into services. Services and supports should be developed around the individual and family rather than trying to fit them into existing services merely because of availability. Service Coordinators should utilize and strengthen formal and informal resources. Informal resources include family, friends, coworkers and neighbors (The Arc, 1990).

Service Coordinators conduct the following activities:

- **Planning Supports:** Planning supports has two components: identifying the needs of the person being supported and creating an action plan that will support the person in meeting those needs.
- **Linking Resources:** Matching the unique support needs of individuals and families (identified in the plan) with resources in the community. Linking may involve researching existing resources, developing new resources, making referrals to collaborating agencies with information and follow-up support, writing service authorizations and coordinating federal, state and community programs to achieve necessary supports.
- **Quality Enhancement:** Monitoring and assessing the quality, timeliness and effectiveness of services and supports received through an ongoing review process.
- **Documentation:** Maintaining appropriate records in accordance with federal/state programs, policies, and procedures.
- **Transition/Transfer of Responsibility:** Ensuring, when an individual is transferred either within the agency or to another agency, that the transition does not interfere with services and supports and that all necessary information is shared with the new staff.
- **Personal Plan Mentoring:** Mentoring other Service Coordinators to improve their skills, by assisting with the facilitation and development of a person centered plan. This is usually done by experienced Service Coordinators or quality improvement staff, to help newer Service Coordinators learn how to perform this crucial task.
- **Building Relationships:** Establishing strong, trusting relationships with the person being supported and the others involved with that person. This is probably the single most important element of quality service coordination. When this is present, the quality of supports and services improves.
- **Knowledge Enrichment:** Continuing one’s education and professional growth. This includes attending conferences and seminars, which equips us to provide the most up-to-date information to people we support.
- **Networking:** Developing community relationships and community support systems which benefit the lives of individuals with developmental disabilities and their families. Networking is distinguished from linking resources in that networking is not related to specific supports for a particular individual or family.

Developmental Disability Advocates provides service coordination to **residents** of Jefferson County under the following conditions:

1. The eligible person is over the age of 3 and does not have active Medicaid **OR** does not receive funding for autism services through the Parent Advisory Council, known as Eastern Missouri Autism Project (EMAP) in our region. **OR**
2. The eligible person is 16 or older and has active Medicaid **OR** does have funding through EMAP.

Note: Eligible individuals in Jefferson County who do not meet these conditions receive their Service Coordination through the Department of Mental Health – Jefferson County Office (636-931-5720).

Service Coordination through Developmental Disability Advocates is provided at no cost to you. If you are eligible for Medicaid, service coordination is billed to Medicaid through the Targeted Case Management program.

ARE THERE DIFFERENT LEVELS OF SERVICE COORDINATION?

There are three levels of service coordination that our office provides:

Level 1—for those three years old and above that do *not* have active Medicaid and only desire information and/or referrals. A resource specialist will be available to assist you. You will *not* be assigned to a Service Coordinator or have an annual individual service plan (ISP).

Level 2—for those three years old and above that do *not* have active Medicaid and desire an assigned Service Coordinator and an annual individual service plan (ISP) with regular contact.

Level 3—for those 16 years old and above *with* active Medicaid will be assigned a Service Coordinator and have an annual individual service plan (ISP) with regular contact. Some may be eligible to participate in a waiver program which offers services such as, but not limited to:

- * Employment Assistance
- * Transportation
- * Day Habilitation
- * Residential Services
- * Therapies—behavioral, occupational, speech, physical
- * Personal Assistant
- * Respite
- * Self-Directed Supports
- * Medical Equipment

WOULD I EVER HAVE TO WAIT FOR A SERVICE COORDINATOR?

Developmental Disability Advocates prides itself on being proactive and has done so in respect to having Service Coordinators available for anyone who is eligible. We increase our staff as indicated by trends and reports. However, should an event take place in which there would be a need for someone to be placed on a wait list for our service; we would utilize a tracking method using the date of referral made from the DMH St. Louis Regional Office. It would be anticipated that this wait time would be no longer than 30 days.

WHAT HAPPENS IF I MOVE OUT OF JEFFERSON COUNTY OR DON'T WANT SERVICE COORDINATION ANY MORE?

If you move out of our county and wish to continue receiving service coordination, we will assist you in transferring to the new county and work with you to receive the same supports that you were receiving, if possible, including service coordination.

If your move takes you out of Missouri, then we will assist you in locating the appropriate state or county agencies to meet your support needs.

Service coordination is a voluntary service and if you or your legal representative determine that our service is no longer necessary, you can call our office and request case closure. It should be noted that case closure would also stop your ability to receive any funded services through the DMH Missouri Medicaid Waivers or respite through Pony Bird MyCare family supports.



Service Coordination Expectations



INDIVIDUAL SERVICE PLANNING

Depending on the level of support you choose, an individual service plan (ISP) will be written. You will be the most important person in developing this plan.

An ISP is the road map of where an individual wants to go in their life, as well as addressing the supports and services needed to get there. Generally completed on an annual basis, the ISP identifies the outcomes and goals expressed by the individual. You can expect your Service Coordinator to do the following when assisting you in developing your ISP:

- ◇ Arrange for assessments that are necessary to determine strengths and needs.
- ◇ Schedule meetings and invite you, your family, and all the appropriate team members.
- ◇ Conduct a meeting to discuss goals and identify and explain services and supports that are needed.
- ◇ Complete an initial plan for your review and approval.
- ◇ Provide a list and let you choose the provider you want for approved services, if a choice of provider exists.
- ◇ Complete waiver paperwork for those with active Medicaid who are eligible.
- ◇ Submit plan and complete all necessary information for the Utilization Review, and follow-up for approvals to be obtained.
- ◇ Arrange for approved services to begin.
- ◇ Act as a liaison between you and the providers of services based on your plan.
- ◇ Complete amendments to the plan if needs change during the plan year.



MONITORING

Monitoring is an important aspect of service coordination. Monitoring is done to guarantee that the service is being provided as agreed upon, that your health and safety needs are being met, that you're making progress toward goals and outcomes or if changes need to be made. Here is what you can expect from your Service Coordinator during monitoring:

- ◇ Meet face to face with you at your place of service on a monthly, quarterly, or as needed basis (at least annually) as identified by you and as required.
- ◇ Contact with the program coordinator / supervisor as required for the service or requested by you.
- ◇ Hold additional meetings with you and/or support staff on an as needed basis.
- ◇ Complete regular reports (generally on a quarterly basis) identifying what has been observed or documented regarding the services during that reporting period.
- ◇ If applicable, review medication sheets to guarantee that medications are dispensed correctly. This will include doctor's orders and medications changes.
- ◇ Timely report of negligence and/or abuse, whether physical, verbal, mental, sexual, or financial.

CONTACT WITH FAMILIES

Contact with you and your family is a vital part of service coordination. This is the time when relationships are developed, which lead to a better understanding in regards to developing supports. The frequency and type of contact will be determined between you, your family or guardian.





I am a Team Player.

We are his advocate.



Transition Series Part 2: Life After High School | Internship

When Ben Merz was born, his first stop was the neonatal intensive care unit at Mercy Hospital in St. Louis. Ben was diagnosed with Down Syndrome and needed temporary support with breathing and feeding, which he received thanks to an incredible team of NICU nurses. For 18 days Ben's parents, Amie and Tony, commuted from their home in Jefferson County to spend time at the hospital with their newborn son.

As Ben's mom, Amie, imagined her young son's future, a landmark moment took place on the hospital campus. "I remember distinctly sitting in the cafeteria at Mercy and people with disabilities were cleaning off the tables. It gave me such hope because I realized this could be us someday and it's all going to be okay." Almost 18 years later this impactful moment in the hospital would come full circle, thanks to Ben's determination and incredible team of caregivers.

Now in his last year at Grandview High School, Ben is working as an intern with the Pathway to Employment Program at Mercy Hospital Jefferson in preparation for his life after high school. As an intern, he's gaining firsthand experience in the kitchen preparing food, cleaning, and learning about nutrition. He's also improving the work skills that will benefit him throughout his life like punctuality, time management, socialization, communication, and being a team player in a professional environment. Ben's gaining more independence and preparing for an incredibly bright future.

Ben has the support and encouragement of his family and his community, but most importantly—he has confidence in himself. This was especially clear during his time as the devoted manager of Grandview High School's varsity basketball team. The team's Coach, Terry Edwards, recognized how much Ben loved the game. On Senior night, his team stopped the clock and welcomed Ben to suit up as a player. When passed the ball, Ben sunk an effortless 3-point corner shot and the gymnasium roared with applause as Ben beamed and high-fived his teammates. Ben's team player spirit shines brightly throughout all aspects of his life!

His family credits much of Ben's success to the collaborative approach they've taken with the Grandview School District, Jefferson County community resources like Developmental Disability Advocates (DD Advocates), and the Pathway to Employment Program at Mercy Hospital Jefferson. Ben's resources continuously work together to support his growth and ambitions. Even with a strong support team, the transition from high school to life after high school can feel like falling off a cliff for families like Ben's.

Having experts and specialists to turn to provides a great sense of reassurance to Ben's loved ones. "DD Advocates has been helpful in terms of resources for long-term planning. It's a great opportunity to help develop the plan and make it a successful plan. A realistic plan," said Ben's mom, Amie. Ben looks forward to achieving a variety of milestones in life, just like his older brother Lucas, who he looks up to so much. Amie is excited for what's to come, and recently said: "Ben has a lot of goals. He wants to go to college, he wants to get an apartment, he wants to have a job, pay his bills. I think all of that can happen."



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DUE PROCESS

Due process is the guaranteed opportunity to protest, to be heard, to be informed, and to give consent. “The concept of due process is intended to protect people from exploitation of undue restrictions or right:”

(Council on Quality Leadership, 1996 p. 25)

Due Process Review Committees shall:

- Ensure that when an individual’s rights have been limited:
 - * The individual has been notified regarding the limitation.
 - * The individual has been given the opportunity to be assisted through external advocacy if the individual disagrees with the limitation.
 - * The individual has been informed of how to restore individual rights.
- Ensure that individuals have been notified they are welcome to participate when the committee is reviewing for due process of the limitation of their rights.
- Ensure that Committees are accessible for the person to attend the review meeting.
- Upon receipt of a referral, the Chairperson will oversee the process of reviewing the use of the rights limitations and request documentation to demonstrate the need for the rights limitations and that due process has occurred.
- Ensure that the individual, Service Coordinator, and Provider Agency will receive the results of the review within 30 calendar days after the review is completed.

Due Process Review Committee Process:

Where possible rights limitations are being proposed or implemented, referrals which are written or verbal can be submitted by any of the following:

- Individuals served · Family member · Guardian · Committees · Interdisciplinary teams · Providers
- DMH employees · General public

Confidentiality and Impartial Review:

The Due Process Review Committee Chairperson shall oversee redacting any identifying information (such as individual’s and agency’s names) prior to the committee reviews of a referral.

Actions shall include but not be limited to:

Committee Chairperson will notify the DMH Regional Office Director or designee regarding when an individual’s right is being limited and due process has not been afforded.

The Regional Office Director will determine appropriate action to assure protection of the individual’s rights.

The Service Coordinator shall inform the individual, guardian, and/or representative of the findings.

All committee findings documentation will include:

- Information on how to contact the DMH Office of Constituent Services to report if the individual or the guardian is dissatisfied with the findings from the Due Process Review Committee.
- Information on how to contact the applicable Regional Office Director when a contracted provider is dissatisfied with the findings of a Due Process Committee Review.

For additional information regarding due process, please contact your Service Coordinator.

COMPLAINT OF PERSON SERVED

It is the policy of Developmental Disability Advocates to offer individuals and their guardians an adequate opportunity to voice objection to programming and suggest alternatives.

A formal complaint is defined as any concern / situation which requires action at the level of the Director of Service Coordination or Executive Director as outlined in the procedures below.

PROCEDURES:

Any individual or their guardian who has a complaint about supports being received or the quality of the Individual Support Plan (ISP) may bring forward that complaint to their Service Coordinator. The Service Coordinator will be responsible for assisting the individual in obtaining resolution to the complaint.

If through informal discussion the complaint can be resolved then no further action is required.

If the complaint cannot be resolved at this level, then the individual or legal representative (guardian / power of attorney) shall bring this complaint to the attention of the Service Coordinator Mentor / Supervisor, either verbally or in writing, within seven (7) working days starting from the date of notification to the Service Coordinator.

All additional time frames shall run consecutively from the initial date of notification.

If a complaint is filed by an individual, or on behalf of that individual, there will be no interruption or alteration of services received unless so desired by the individual or legal representative. Retaliation by staff will not be tolerated and will result in disciplinary action, up to, and including immediate dismissal.

The Mentor / Supervisor will investigate this complaint and communicate with the individual or legal representative within seven (7) working days to resolve this issue.

If the issue can be resolved at this point, then no further action is required.

If the issue cannot be resolved at this point, then the Mentor / Supervisor will assist the individual or legal representative in submitting a written complaint to the Director of Service Coordination. The individual or legal representative has seven (7) working days in which to file their appeal.

The Director of Service Coordination will investigate the complaint and meet with the individual or legal representative within seven (7) working days.

If the complaint is resolved at this point, no further action is required. A summary of the findings will be filed in the individual's file.

COMPLAINT OF PERSON SERVED (CONT.)

If the complaint cannot be resolved at this level, then the Director of Service Coordination shall assist the individual or legal representative in filing a written complaint to the Executive Director. The individual shall file a written appeal of this decision within seven (7) working days.

The Executive Director will investigate the complaint and communicate with the individual or legal representative within seven (7) working days.

If the issue is resolved at this point, then no further action is required. A summary of the findings is filed in the individual's permanent record.

If the issue cannot be resolved at this level, then the Executive Director will assist the individual or legal representative in submitting a written complaint to the St. Louis Regional Office Director, responsible for Jefferson County, to review all documentation and conduct interviews as they determine necessary to reach a decision that will be binding for both parties.

CONSTITUENT SERVICES STATE COMPLAINTS AND GRIEVANCES

Constituent Services is an office within the MO Department of Mental Health that provides individuals an avenue in which to file a complaint or grievance without having to go through the agency in which they have the complaint.

If you believe you have been physically or verbally abused/neglected, or if any of your rights have been violated, you may file a complaint with the person in charge of your agency. An investigation of your complaint will be initiated immediately.

In addition to filing a complaint or grievance with the person in charge of your agency, you may mail a copy of your complaint or grievance to:

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

For more information please visit : <https://dmh.mo.gov/constituent-services/constituent-rights>

TRANSITION

What will my day look like when high school ends?

This is a question that is posed for those graduating or leaving school, with or without a developmental disability. It is important to know that to find the answer to this question, you will need to do your research and discovery long before the actual event takes place. There are many tools that can be utilized to find that answer. Some of those are located on this page. Please take the time to explore where your hopes and dreams will take you.



As you plan your future, be certain to look at avenues in the same realm as other students who are graduating. Advanced education or employment should be your first consideration. There are numerous supports available to help make this type of transition successful. Don't be afraid to take this step and know that many people are successful in the work force. You can identify if you wish to work full-time, part-time, be a volunteer, etc. You can plan additional supports to assist you in making your day complete and meaningful. If employment is not in the immediate plan, you can consider other options.

You may also want to look at where you will live. While some graduates choose to live at home with mom and dad as long as possible, this may not be the option that you choose. Ask your Service Coordinator to assist you in looking at the different options along with the ways that each option can be accessed.

With an income and a place to live, what about your social life? Look around to see what activities, groups, clubs, etc. there are in your community that you would like to be engaged in and let your planning team know. Be a part of your community and build those relationships / friendships with others.

Finally, you may need to educate yourself on legal matters and the benefits that you may qualify for that will assist you with becoming an independent adult.

There's a lot to consider as you begin the transition journey. Your Service Coordinator is available to assist you with planning by giving you the tools you need to educate yourself on available options and resources to ensure a smooth transition process.



AREAS TO CONSIDER

- **Employment Options**
- **Residential Options**
- **Leisure Activities**
- **Benefits**
- **Legal Information**

For more information on transition planning visit the following:

Autism Speaks – Transition Tool Kit

<https://www.autismspeaks.org/family-services/tool-kits/transition-tool-kit>

The Journey to Life After High School

<https://abilitypath.org/wp-content/uploads/2015/12/life-after-high-school.pdf>

MO Department of Mental Health—Emerging Young Adults

<https://dmh.mo.gov/behavioral-health/emerging-young-adult>

MO Department of Elementary and Secondary Education – Vocational Rehabilitation

<https://dese.mo.gov/adult-learning-rehabilitation-services/vocational-rehabilitation>

MO Department of Elementary and Secondary Education – Transition Program

<https://dese.mo.gov/adult-learning-rehabilitation-services/vocational-rehabilitation/transition-services>

MO Family to Family

<https://mofamilytofamily.org/>

TRANSITION - WHAT TO DO AND WHEN TO DO IT

Before Age 14:

- Begin transition planning through the individualized education program (IEP) process. An IEP must include transition-planning services starting at age 16, but the process should ideally begin at age 14.
- Find out about diploma types and their requirements and discuss the options with your child and the IEP team.
- Talk to your child about puberty and sexuality.

Before Age 16:

- Begin thinking of long-term living arrangements. Wait lists for housing can be very long.
- Make sure your child is receiving WorkAbility and life skills training as part of their transition plan.
- Learn about the admission requirements and funding options for any college or vocational training program your child is interested in.
- Begin talking with medical providers about the transition to doctors and specialists treating adults. If your child has complex medical issues, you will want to begin finding new medical providers now.
- Make sure your child has an understanding of any chronic health problems he/she has and how to manage them.

Before Age 18:

- Determine what adult services your child is eligible for and apply for them.
- The Vocational Rehabilitation process should begin at least 2 years prior to high school graduation.
- Find out if there is an age cutoff for any of the therapies your child receives and, if so, get recommendations for providers working with adults.
- Apply for SSI.
- Apply or reapply for Medicaid.
- Get legal advice about supported decision making, conservatorship, guardianship, and power of attorney. The age of majority in Missouri is 18.
- Speak with your health insurance agent about medical coverage for your child after they turn 18.
- Check with Durable Medical Equipment (DME) vendors and home care agencies to see if there are age cutoffs and, if so, what agencies can continue to provide the necessary care.
- If you have a son, he must register with Selective Service. He may register at the post office or online at www.sss.gov.
- Help your child register to vote.
- Determine whether or not your child will need a Special Needs Trust (SNT) or other financial plan.



Before Age 21:

- Take advantage of IDEA-funded special education services that run through age 21, particularly transition services.

Before Age 26:

- Determine whether your child will continue to be covered through your health insurance policy after they turn 26, and if not, what insurance they will need.





I am an Artist.

We are her advocate.



Developmental
Disability **Advocates**

Mackenzie Cook is a dedicated student and talented artist who does not let autism keep her from pursuing her passions. "I've been dealing with my disability since I was four years old. I can say it hasn't been easy. I struggle daily with anxiety, depression, and sensory and auditory processing disorder," says Mackenzie.

Despite these challenges, Mackenzie is always 100% committed to everything she does. She graduated from Seckman High School special education classes in 2019 with a 4.0 GPA. She's currently a sophomore at Jefferson College where she is pursuing an Associates Degree in Fine Arts. She lives with her mom and grandmother in Arnold.

Last semester, Mackenzie earned a perfect score of 900% in English Composition I and an 835% out of a possible 755% in Graphic Design I. In addition, she made the Dean's List, was invited to become a member of Phi Theta Kappa Honor Society 2020-2021, and received The Board of Trustees Special Opportunity Academic Scholarship Award, which paid for her fall and spring tuition during the 2020-2021 academic year. Mackenzie is also a member of Jefferson College Honors Scholars.

During her freshman year at Jefferson College, Mackenzie received the TRIO Scholarship Award, which made it possible for her to purchase an iMac computer and other equipment to assist her with her art classes. All of the awards and scholarships have not only provided the art supplies she needs to work toward her dream but have also aided her as she continues progressing in her education plan. Upon graduation from Jefferson College, Mackenzie hopes to transfer to Kansas City Art Institute to earn her Bachelors Degree in Animation, Graphic Design, or Illustration, so she can pursue her dream career of working for a company like Disney or DreamWorks.

In addition to completing her digital art class assignments, Mackenzie likes to illustrate characters in her free time, sketching the characters by hand and then transferring them to her iPad where she adds color to bring them to life.

Developmental Disability Advocates continues to support Mackenzie in her endeavors. Her Service Coordinator, Tracey, truly cares about Mackenzie and supports her in numerous ways, including helping Mackenzie apply for Financial Aid and keeping her informed about new services that could be beneficial. But Mackenzie's biggest supporters are her family members. They are very proud of all of Mackenzie's accomplishments and are incredibly excited to see what the future has in store for her.

According to Mackenzie, while it's sometimes hard to hold conversations or make friends, "Deep down I want to connect with people. I push through these challenges every day because I want to have a career."

Follow us on 

Missouri's Home and Community Based Waivers for Individuals who have Developmental Disabilities

The Missouri Department of Mental Health's Division of Developmental Disabilities (Division of DD) administers four Medicaid Home and Community-Based (HCB) Waiver programs for individuals with intellectual or other developmental disabilities. The four waivers are:

- Comprehensive Waiver
- Missouri Children with Developmental Disabilities Waiver (MOCDD or Sarah Jian Lopez Waiver)
- Community Support Waiver
- Partnership for Hope Waiver

Authority for the Division of DD waivers is the result of a federal law enacted by Congress in 1981 that added a new section to the Social Security Act in 1915(c). Under Home and Community-Based waivers, a state may use Medicaid funding for home and community-based services provided only to a target group of people who have intellectual or developmental disabilities and whose care needs would otherwise require services in an institution. Federal law also allows a state to target services by geographic region. The Division of DD uses state general revenue funds and local county dollars to match federal dollars to pay for HCB waiver services.

The Division of Developmental Disabilities determines the number of people it will serve, what services it will cover, and how much it will spend on services in each waiver. Medicaid funding in Missouri consists of matching approximately 24 percent state general revenue dollars with approximately 66 percent federal dollars, except for the Partnership for Hope Waiver. The Partnership for Hope waiver is unique as the state portion of the funding is shared equally with local SB40 Boards, roughly 17 percent each.

To see what services are available for each waiver please see:

<https://dmh.mo.gov/dev-disabilities/programs/waiver>

Who qualifies for a Division of DD Waiver?

Comprehensive, Community Support, and Partnership for Hope Waivers:

- Eligible for MO HealthNet (Missouri's Medicaid program) as determined by the Missouri Department of Social Services' Family Support Division under an eligibility category that provides for Federal Financial Participation (FFP);
- Must have needs that would require care in an intermediate care facility for developmental disabilities;
- For the Comprehensive Waiver, requires residential supports;
- For the Community Support Waiver services are limited to \$28,000 annually and the participant must not require residential services. This limit may be exceeded on a case by case basis;
- For the Partnership for Hope, waiver service needs are limited to \$12,362 annually and the participant must not require residential services. If there are special circumstances, people may be able to get more services.

MOCDD Waiver:

- Under the age of 18, ineligible for MO HealthNet due to the deeming of parental income and resources;
- Live with family;
- Have a permanent and total disability;
- Be eligible to receive waiver services; and
- Must have needs that would require care in an intermediate care facility for developmental disabilities.

Partnership for Hope (Prevention) Waiver:

- Must live in a participating county of the Partnership for Hope Waiver;
- Meets the Prioritization Of Need established specifically for this waiver;
- Must be eligible for MO HealthNet as determined by the Missouri Department of Social Services' Family Support Division under an eligibility category that provides for Federal Financial Participation (FFP); and
- Must have needs that would require care in an intermediate care facility for individuals with developmental disabilities.

For more information on the specific prioritization of need for the Partnership for Hope waiver click on this link: <https://dmh.mo.gov/dev-disabilities/programs/waiver/partnership-for-hope>

All four waivers:

Participants are determined by the Division of DD Regional Office initially and annually thereafter to require an Intermediate Care Facility / Intellectual Disability (ICF/ID) level of care if waiver services are provided. The ICF/ID level of care requires that an individual have an Intellectual Disability or a related condition as defined in federal rule (42 CFR 435.1010), plus a need for the level of care provided in an ICF/ ID. In addition, it requires a determination that if an individual does not receive services under a waiver, the individual is likely to seek admission to an ICF/ID.

For more specific eligibility criteria, contact the Regional Office serving your area. Click this link for Regional Office information: <https://dmh.mo.gov/dev-disabilities/regional-offices>

Are there participation limitations?

The number of individuals who may be served in each year of a waiver is pre-approved by the Centers for Medicare and Medicaid Services (CMS) based on the state's request. Once the waiver is serving the approved number of eligible individuals, no additional individuals may be enrolled. The number of participants requested by the state is limited by the Division of DD's state appropriation designated for the state portion of the match. If an individual is determined eligible to participate in a waiver, but the maximum number of individuals is being served within the appropriation, the Division of DD Regional Office will offer to add the individual's name to a waitlist for waiver services. People are selected for services from this list according to most critical need.

How are services accessed through a waiver?

Requests to access waiver services may be made through a Division of DD Intake Coordinator or Support Coordinator. A determination of ineligibility for a waiver will not necessarily disqualify individuals from other DD services for which they qualify and for which funding is available.

What are the rights of individuals requesting waiver participation?

- To have eligibility for waiver participation determined within 60 days of a request for participation;
- To receive services as provided to individuals with like need and similar presenting circumstances, in accordance with the waiver and dependent on availability of services and funding;
- To be informed of options and participate in selecting and planning for services and providers; and
- To request a fair hearing if dissatisfied with the decision(s) made on participation or Individual Support Plan or if denied the choice of provider. *

What are the responsibilities and duties of those requesting waiver participation?

- To report fully all circumstances affecting the application;
- To report any changes in circumstances which affect Mo HealthNet eligibility;
- To cooperate in efforts to establish eligibility; and
- To cooperate with the Support Coordinator to ensure all state and/or federal participation requirements are met, i.e., maintaining a current approved Individual Support Plan.

*** Individuals denied participation in a waiver program have appeal rights with both the Departments of Mental Health and Social Services. Individuals are encouraged to begin with the Department of Mental Health's appeal process. Once the appeal process is started with the Department of Social Services, all appeal rights with the Department of Mental Health shall terminate since a decision rendered by the single State Medicaid agency would supersede a decision made by the Department of Mental Health. However, an appeal can be made to the Department of Social Services before, during, or after the Department of Mental Health process. The Service Coordinator will assist individuals who decide an appeal is necessary.**

Plan

SERVICE COORDINATORS



A Service Coordinator meets with you to develop a plan based on your strengths, interests, needs, and goals for the future.

Link

SERVICE PROVIDERS



Your Service Coordinator will assist you with connecting to local service providers to implement your plan.

Advocate

COMMUNITY



Our agency advocates at the local and state level to ensure resources and opportunities exist for people with developmental disabilities.

Utilization Review Process

The purpose of the Utilization Review / Approval process is to:

- Stretch limited resources.
- Ensure accountability for taxpayer dollars.
- Ensure fairness and consistency, statewide.
- Enhance the quality of services and the service delivery system.



Utilization Review Committee (URC): In-Home and Residential

The core committee may consist of the following: Quality Assurance representative, Parent Policy Partner, Community Resource Specialist, Business Office representative, Service Coordination representative, and an Administrative representative. A minimum of three members from the core committee is necessary to meet; however, the DMH Division of Developmental Disabilities encourage the committee to have a full, active, and involved membership.

The committee shall meet a minimum of once per week. All plans will be reviewed on an annual basis, regardless of funding. This process will also include a review of individual files for quality assurance in addition to a local funding or Utilization Review, thus guaranteeing 100% of files will receive both reviews. Once the plan and budget is approved by URC, it is forwarded to the St. Louis Regional Office Director for final approval or recommendations.

The Service Coordinator is responsible for keeping the individual / family informed during the process, including the final approval status of the plan and budget. No new services or supports will begin prior to the plan and budget being approved.

Utilization review levels for budgets are determined by the total cost of all services / supports paid through the Department of Mental Health, Medicaid, and Developmental Disability Advocates or Eastern Missouri Autism Project (EMAP) funds. Funding provided by the family, a community partner, or other “system” is not included.

Once a budget is approved via the established utilization review / approval process, any request for additional funds must be added to the approved budget to determine the new utilization review level. The additional request may not be considered in isolation of other service / supports the individual and family are receiving.

Review / Approval Levels (applies to In-Home Services / Supports Only)

It should be understood that when plans are developed for partial year budgets, the cost should be annualized to determine the appropriate utilization review level.

When there are multiple family members who receive services, it should be noted and all of the budgets considered together in the utilization review process. In order to make a determination of what level of services is appropriate, it is often helpful to have a comprehensive picture of all services / supports going into a single home. This does not mean they all have to be on the same plan year, but that all of the current supports should be considered.

Applicable Medicaid State Plan services must be accessed first when those services will meet the person’s needs.

If, at any level of the utilization review process, services are denied, terminated, or reduced, the person must be: 1) informed in writing at least ten (10) days in advance; 2) given the reason for the action; 3) given information on his/her appeal rights.

We want you to have all the info!



I am a
Champion.

We are her advocate.  Developmental
Disability **Advocates**

Where can you find stories and information?

On our website at
www.ddadvocates.org

We share lots of updates and useful information on our social media!



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You can also find videos on our YouTube Channel!



Our Annual Report and Newsletters are available and provide lots of useful articles and links!

Stay connected to us for all the great things happening in Jefferson County and surrounding areas!

