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Coldwater, MI 49036
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ADAPT IN-HOME SUPPORTS (IHS) PROGRAM HANDBOOK

INTRODUCTION

The In-Home Supports (IHS) Program offered by Adapt provides CLS and/or Respite services to you to assist in promoting independence, help in caregiving, and permit you to live as independently as possible. Quality and trained employees will provide an array of services in the home and in the community, based on the needs and goals identified in the Individual Plan of Service (IPOS). Examples of services provided may include personal care, shopping, laundry, money management, meal preparation, and community integration activities.

REFERRALS TO ADAPT SERVICES AND WAIT LISTS

In most cases, referrals to all Adapt services come from the local Community Mental Health agency. In Branch County, it is Pines Behavioral Health Services (aka, Pines, or PBHS) and in St. Joseph County, it is Pivotal. These two CMH agencies are Adapt's primary referral and funding sources. Adapt does occasionally receive referrals from other CMH agencies and has contracts on a case-by-case basis. Although a referral to an Adapt service typically begins informally with a phone call, email, or in-person discussion between an Adapt employee and a CMH employee, the formal referral process begins with the CMH case manager completing the Adapt referral form and sending it to the supervisor of the program, along with the appropriate releases of information, Individual Plan of Service (IPOS), and assessment. The referral packet will be reviewed by the program supervisor to determine if you can be safely served in the program, if the referral is appropriate, and when services are likely to begin. This will vary depending on whether Adapt needs to find a person to work with you or if you have someone who will be working with you. Adapt will need to hire and train the person who will work with you.

In most programs, Adapt does not need a Wait List, as the organization actively seeks to expand programs. If an Adapt program were in a position to require a Wait List, it would simply be first-come, first-served, and we would work the individual into the program as days during the week became available. For the In-Home Supports Program, the individual's wait for service is dependent upon hiring and training staff.

GETTING STARTED

After your CMH case worker has explained provider options for services to you and you have chosen Adapt as your provider, your case worker needs to refer you to Adapt. Once we receive Adapt's Intake and Referral Form, you will be contacted by the In-Home program supervisor or designee, who will schedule a visit with you to gather information. There will be paperwork to sign during this visit and you will be provided with several pieces of information regarding services. During this visit, you will discuss the type of employee you need and how you want to use the units of service your CMH agency has approved. One of the issues you will discuss is a plan of action if the Adapt employee has an unplanned absence. This will be addressed on a case-by-case basis, depending on the needs of the individual relative to health and safety.

The following is provided to you and/or your guardian upon intake:

- Consumer Responsibilities
- HIPAA Privacy Notice
- The In-Home Supports Program Handbook & Brochure
- ADAPT Brochure
- Recipient Rights Booklet
- How to Choose a Provider Brochure
- Receipt of Information/Informed Consent

IDENTIFYING APPROPRIATE EMPLOYEE

ADAPT will provide In-Home Supports services based upon the units of service authorized by the Community Mental Health (CMH) agency. The hours approved for the In-Home Supports services are between you and CMH and Adapt must provide services within those limits. Any hours worked by Adapt's employee that are not authorized by the CMH agency cannot be paid by Adapt.

If you have identified an In-Home Supports worker and wish for us to hire them, you will need to direct them to ADAPT to begin the hiring process. Adapt conducts criminal background checks and driver record checks. Employees need to meet eligibility standards in both areas as a condition of employment.

If you do not have a person in mind as a caregiver for the person served, Adapt IHS personnel will attempt to match you with an employee according to your preferences and needs identified in your IPOS. It is important you give IHS personnel your opinion about the people who work with you. They will ask you how you like an employee, how things are going, etc., and it is up to you to tell them what you think. If an issue or concern arises regarding your In-Home Supports worker, you need to report it to the program supervisor **immediately** so it can be resolved as quickly as possible.

Adapt personnel have mandatory meetings and informal meetings with the supervisor to discuss the needs/issues, and to receive on-going training and education. Employees receive a formal job performance evaluation on an annual basis and your input will be considered.

EMPLOYEE TRAINING/BACKGROUND CHECKS

Adapt conducts criminal background checks and driver record checks. Employees need to meet eligibility standards in both areas as a condition of employment. Adapt employees are trained in CPR/1st Aide, Policy/Employee Conduct, Role of Direct Care, Medication (as applicable), Recipient Rights, Trauma-Informed Care, Active Treatment/Building Natural Supports, Introduction to IDD/MI, Cultural Diversity, Individual Plan of Service (IPOS) and in some cases, Mandt. Employees may be trained in the use of assistive devices or other needs by Adapt personnel or the family, as appropriate.

You or your family is responsible for training employees on Emergency Preparedness in the home. A training form will be provided to the employee, who will bring the form to the first scheduled appointment with you and/or your family. The IHS supervisor or designee is responsible for training employees in Emergency Preparedness when providing services in the community.

SCHEDULING

Communication with the IHS Supervisor is crucial to meeting your needs and having services run smoothly. Adapt will make every effort to provide a schedule that meets your needs. As the person receiving services, it is crucial you discuss the schedule and request changes as soon as you know. Although we will make every effort to accommodate schedule changes, we cannot guarantee the availability of employees. In general, the IHS Program does not institute the use of "subs" to replace an employee that has requested a day off for illness, personal business or vacation, or when an unplanned absence occurs. All efforts will be made by the employee to give ample notice to you. In some cases, the use of subs will occur per arrangements made at the start of services.

COMMUNITY RESOURCES

The IHS supervisor and/or employee will assist you and/or your family in identifying community resources that are of interest to you, as appropriate. This will be done as part of individualized service planning and provision.

PROGRAM PARTICIPATION

To maintain services with the IHS Program, you need to honor the schedule and agreements that have been made with Adapt personnel. It is important that you are available when the In-Home Supports worker arrives. This means being punctual and ready to work on the goals identified in the IPOS. Adapt services may be terminated when frequent cancellations and/or last-minute changes to the schedule occur, refusal to work on identified goals, or you or members of your household are unreasonable with your interactions with Adapt employees.

If an Adapt employee is ill or unable to work, the employee will notify you or your family and Program Supervisor. If possible, another employee may cover the scheduled time. You will have an opportunity to approve of the employee.

PROGRAM PARTICIPANT INPUT

ADAPT encourages and seeks, on a regular basis, input from you (the program participant), guardians, and home providers. A variety of mechanisms are in place to solicit input including:

- Program Participant Meetings
- IPOS Meetings
- The Adapt Pre-Planning form
- Annual Consumer Survey
- Daily Access to Employees
- Grievance Procedures

INFORMED CONSENT AND CHOICE

Prior to a referral to Adapt, Community Mental Health (CMH) workers are required to review all available services and providers with you and/or your family members/guardians. It is up to you and/or guardian to choose a provider and agree to the services approved by the CMH agency. If you and/or your guardians do not agree with the type and/or number of services authorized by the CMH, you may file an appeal through the CMH.

Upon the Intake with Adapt, program personnel will discuss your legal decision-making status (guardian, no guardian, payee, etc.), the CMH worker, the legal decision-making authority, and any other individuals, as appropriate or requested by you. The scope of the legal decision-making authority will be discussed and how it is related to the consent for services, making choices relevant to daily program participation, and the selection of participants in your planning meeting. To support Adapt's mission to promote the fullest level of independence, self-growth, and community integration for all program participants, it is important for you to have the maximum level of choice possible. The more decisions you can make independently, the more likely you are to realize your maximum potential and live the life you desire. The more practice you have with making decisions, the better you become at making good decisions.

Adapt personnel will maintain open communication with the legal decision-making authority (i.e. guardians, payees, Durable Power of Attorney (DPOA's) and will strive to involve you in as much decision-making as possible, within legal limits. Further, any program participant who maintains the legal authority to make their own decisions will be respected as such, with Adapt personnel recognizing your full right to make your own decisions, whether Adapt employees agree with the decision or not. Adapt personnel will encourage you to make healthy and practical choices, providing education and role-playing to support you in your decision-making process. If you and/or family members are interested in pursuing guardianship or some other legal decision-making arrangement, assistance must be sought through the CMH worker.

Written Informed Consent is obtained for the following purposes, using the following means:

- ❖ Consent to participate in the program and work on your program plan is given by you through the annual Person-Centered Planning process.
- ❖ Consent for emergency medical treatment is obtained prior to you starting in the program.
- ❖ Photo or electronic images
- ❖ Authorization to release, receive, or exchange information with other parties related to the provision of services/care/treatment.

PERSON-CENTERED PLANNING (PCP)

You will have an Individual Plan of Service (IPOS) developed annually through a process called Person-Center Planning. Your Case Manager will assist with the coordination and planning of the meeting. The planning session will involve you and anyone you invite such as your family, friends, and other employees. The plan will be based on your strengths, desires, and preferences, and will address health and safety needs. Progress on the plan from the previous year will be reviewed, and new goals and strategies developed. A designated employee will periodically review your progress with goals. Documentation regarding goal progress is incorporated into your records.

Adapt utilizes a Pre-Planning form in preparation for the IPOS meeting. The Pre-Planning form addresses your strengths, goals, areas of risk, diversity and inclusion, and desire for employment among other topics. The Adapt Pre-Planning form will remain in your record along with the IPOS document. Adapt personnel will offer the Pre-Planning form to the Case Manager for their review.

HEALTH AND SAFETY EDUCATION OF PERSONS SERVED

Adapt direct care workers receive training on universal precautions to help prevent the spread of communicable diseases and handle biohazardous materials. Employees are trained upon hire and annually. Part of the training includes how to teach universal precautions to individuals we served in Adapt's Residential, In-Home Supports, and Day programs. Safety needs are discussed with you as part of the Person-Centered Planning process and are written in the IPOS document. Employees are trained in how to implement the IPOS document while addressing health and safety needs.

Education may occur in many different ways depending on your unique needs and personal preferences. Some opportunities for teaching may include during orientation when beginning services, during the pre-planning and Person-Centered Planning process, group discussions, role-modeling and one-on-one discussions. The most effective method of learning occurs during the daily routine when direct care workers can use naturally occurring teachable moments. Employees are trained in the importance of *Active Treatment,* which addresses how to encourage you to participate as fully and independently as possible in all aspects of your care, including how to make healthy and safe choices.

CONFLICT RESOLUTION WITHIN THE PROGRAM

Each program participant has the right to appeal any decision by an Adapt employee. If you question a statement, decision, or action by an Adapt employee, the first step is to

discuss the problem with your direct care worker's supervisor. You or your guardian may request, either verbally or in writing, to appeal that statement, decision, or action. When such an appeal request is received, the employee must inform the Executive Director of the request within three (3) working days. The Executive Director will then arrange for a hearing between herself and you/your guardian, within three (3) working days. The decision of the Executive Director is final and will be issued in writing to you/your guardian within five (5) working days.

You are also entitled to present your complaint to a Recipient Rights Officer who can be contacted through your local Community Mental Health agency.

DENIAL OF SERVICE

All applicants who are refused service shall be informed of the reasons for the denial. If requested, this information will be made available to the person and/or family in writing. ADAPT will maintain a list of people who have been denied services and the reason for the denial. Every effort shall be made to refer non-eligible individuals to alternative services. If you were denied services, and are interested in a private pay arrangement, you may direct your questions to the Program Supervisor, who will provide a copy of Adapt's private pay procedure.

GRIEVANCE AND APPEALS (Service Denial/Changes/Termination)

Individuals receiving Adapt services, as well as those who apply for Adapt services, have the right to appeal against any decision to deny, change or end services. If you disagree with a decision regarding services, the first step is to discuss it with the Director of Services for the County in which you live. If you are not satisfied with the result of this discussion, a verbal or written request may be submitted to the Executive Director appealing the decision. When such an appeal is received, the Director of Services must inform the Executive Director within three (3) working days. The Executive Director will then arrange for an appeal hearing between the Executive Director and you within three (3) working days. The decision of the Executive Director is final and will be issued in writing within five (5) working days.
You are also entitled to present your complaint to a Recipient Rights Officer who can be contacted through your local Community Mental Health Agency.

TERMINATION OF SERVICE

Upon termination of service, you and/or your guardian/caregiver will be directly involved in discussions regarding your future, including needs and preferences, and the availability of community resources. A referral to another community agency will be made accordingly. Adapt will make every effort possible to ensure continuity of care by working with outside agencies and communicating with relevant parties prior to termination and during the transition process.

An ADAPT employee will complete an Exit Summary and a Follow-Up report as completely as possible within 30 days of termination. All individuals who terminate service will be recorded on the discharge summary form.

Voluntary Termination

When you terminate services voluntarily, ADAPT shall make every effort to ensure that your best interests are being served. This may involve assisting you, the discharged individual, with finding replacement services in cooperation with the local CMH agency. If possible, a meeting of all interested parties shall be held to ensure that the termination is in the best interest of you and that all resources for future success are being utilized.

Re-Entry

Re-entry into any Adapt program will be reviewed on a case-by-case basis. Adapt strives to provide services to any individual who would benefit from receiving services.

Involuntary Termination

Although ADAPT will make every effort to maintain people within its programs, there are people who have needs or display behavior that cannot be managed within the scope of services provided. Severe acts of physical violence (to self or others,) excessive absenteeism, inability to function in and gain benefit from programming, etc., are possible reasons for an involuntary termination. After exhausting all reasonable alternatives for maintaining services, a meeting will be held with all involved parties, including you, concerning the termination. Referrals to other programs shall be examined and made. ADAPT reserves the right to make the final decision about providing services to any person. Re-entry into an Adapt program after an involuntary termination will be considered on a case-by-case basis.

Follow-up Procedures

When you move to another area or to other services, ADAPT personnel will be available to assist you in obtaining new services. Appropriate information will be sent to the prospective program(s), provided you and/or your guardian have signed the appropriate Authorization to Disclose Information forms. In most cases, the CMH Case Manager will handle the referral and information transfer and ADAPT personnel will provide additional assistance when appropriate. A follow-up report will be prepared by the Director of Services or designated employee within 60 days of an exit from your services. The purpose of the follow-up report is to assist you and/or your guardian in obtaining the recommended services to ensure continuity of care.

If you terminate services, ADAPT will actively seek follow-up contact with you and/or your guardian within 60 days of discharge. Follow-up activities may include, but are not limited to, telephone calls, personal visits, and written correspondence. Some attempts to conduct follow-up will be unsuccessful; the reason for the lack of contact will be documented in the Follow-Up section of the *Termination, Exit, and Follow-Up* form.

CIVIL RIGHTS

ADAPT does not discriminate with regards to services, pay, or opportunity for work because of race, religion, gender/gender identification, national origin, age, disability, or any other characteristic protected by law. ADAPT complies with all federal and state wage and hour laws.

RECIPIENT RIGHTS POLICY

ADAPT adheres to the Michigan Mental Health Code's Recipient Rights requirements. Each Community Mental Health (CMH) agency has its own procedures, coordinated by that county's Recipient Rights Officer. ADAPT follows the policies and procedures as required by each CMH agency with which it contracts, as well as the regional authority, Southwest Michigan Behavioral Health (SWMBH). Protected areas include:

Consent for treatment	Comprehensive exams
Sterilization	Entertainment materials, information, and news
Fingerprinting, photographing, audio taping, and use of 1 way glass	Freedom of movement
Abuse and neglect	Resident labor
Treatment by spiritual means	Communication and visits
Qualifications for training the right staff	Restraint and seclusion
Changes in the type of treatment, medication procedures	Dignity and respect
Use of psychotropic drugs	Least restrictive environment

ADAPT employees are available to assist you if you want to complete a Recipient Rights complaint form. Complaint forms and Recipient Rights booklets are available at ADAPT and the local mental health agencies. You have the right to voice grievances and make complaints without fear of humiliation and/or retaliation by Adapt employees. You are provided with on-going Rights education.

Complaints forms are for the purpose of expressing dissatisfaction or expressing feelings about a situation being unsatisfactory or unacceptable. You have the right to voice grievances and make complaints without fear of retaliation by employees.

PROMOTING PERSONAL CHOICE AND LIMITING RIGHTS RESTRICTIONS

All Adapt employees strive to ensure the fullest amount of personal choice afforded to you, as is the right of every person. Adapt employees should possess and promote a mindset that you, as the person receiving services, need support to make the best possible choices for his/her life, and do not have to make perfect choices to retain your rights and personal freedoms.

Adapt values the rights of all individuals and it is the responsibility of all employees to endeavor to protect your (recipient) rights. As a last resort and with the informed consent of you and/or your guardian, your rights may be restricted if deemed necessary to ensure your safety and well-being, and in accordance with the Community Mental Health (CMH) service planning and delivery team. Further, restrictions will only be implemented after reasonable attempts to maintain your safety have failed and have been documented by CMH personnel in accordance with the Home and Community Based Services (HCBS) Transition Rule. Restrictions must be written into the current Individual Plan of Service (IPOS) document and reviewed periodically with the intent to remove the restriction as soon as feasible.

Employees who work with you will be trained in the proper implementation of the restriction(s). Employees will continue to use positive behavior interventions, including The Mandt Systems strategies, while the restriction is in place. The effectiveness of the restriction, as well as attempts to remove the restriction, will be monitored by the program supervisor and communicated to the appropriate CMH personnel. Further, the service delivery team will ensure the restriction is removed as soon as the threat to your safety and well-being has decreased to an acceptable level or is eliminated. In the case of an emergent or urgent situation, verbal approval may be obtained and documented by the program supervisor or designee, until an IPOS or addendum is received by the Adapt program supervisor from CMH personnel.

TRANSITION TO OTHER SERVICES

If the time comes when you desire to move on to a different program, Adapt personnel will work with you to help you achieve this desire regardless of the agency providing the service. Some of the criteria involved will include having the appropriate diagnosis for the desired program (if one exists) and the ability to function within the program structure. If it is a Medicaid-funded service, participation in the program will depend on the appropriate Community Mental Health agency approving the service.

Adapt will assist you if you desire to move to another program through discussion with support people and the individuals providing the service and educating you to help prepare for your entry to the desired program regardless of the service provider. Striving to honor your preferences is the number one priority for Adapt.

READMISSION

Readmission to an Adapt Program will be determined on a case-by-case basis. ADAPT will make every effort to provide services to you if you meet the program's criteria.

RESPONSIBILITY OF THE PERSON SERVED

As a recipient of ADAPT services you MUST understand that you have the following responsibilities:

- Refrain from smoking in all ADAPT buildings and employee's vehicles.
- Wear clean and appropriate clothing, and maintain proper hygiene, always.
- Refrain from asking employees and peers for money, cigarettes, food, and other personal items.
- Use your own money for outings/activities and personal items you wish to purchase.
- Participate in the normal routine of the program, as well as any emergency evacuation drills, as deemed appropriate through you and/or your guardian.
- Respect the property of peers and ADAPT.
- Treat peers and employees with respect.

- Use appropriate language (refrain from swearing, name calling).
- Refrain from engaging in sexual conduct of any type while receiving IHS services.
- Refrain from carrying weapons (firearms included), unauthorized drugs, and alcohol on ADAPT property.
- Accept responsibility for your success with your goals in your Individual Plan of Service (IPOS) by doing your best to work on those goals. Before the IPOS meeting, you will participate in pre-planning with an Adapt employee and other team members of your choosing.
- Be on time for appointments with Adapt employees and ready to work on goals identified in the IPOS. Keep your scheduled appointments and give notice when you cannot keep the appointment with your worker.
- Communicate scheduling and service needs with the IHS supervisor and employees.

BRANCH COUNTY IHS PROGRAM CONTACT INFORMATION

ADAPT In-Home Supports Coldwater Office: 517-279-7531 (Office Hours: 7:30am – 3:30pm)
EMERGENCY Program Cell: 517-677-2111
Personnel:
Robyn Hanson: In-Home Supports Program Supervisor

Pines Behavioral Health Services:
517-278-2129

ST. JOSEPH COUNTY IHS PROGRAM CONTACT INFORMATION

ADAPT In-Home Supports Sturgis Office: 269-651-7900 (Office Hours: 8:00am – 4:00pm)
EMERGENCY Program Cell: 269-689-6374
Personnel:
Jason Lucas: In-Home Supports Program Supervisor

Pivotal:
269-467-1000