

Macon County Commission For Developmentally Disabled Citizens / County Connections



Participant Resource Guide for a “Good Life”



Macon County Commission for Developmentally Disabled Citizens (MCCDDC)

has the contractual authority to provide Targeted Case Management services and supports to individuals with developmental disabilities in Macon, Ralls, Monroe, Shelby, Knox, and Clark Counties. They also have a partnership with Community Opportunities in Lincoln County to provide supports to qualified individuals who may be in conflict with Communities Opportunities Service Coordination Services.

County Connections is the Service Coordination program of MCCDDC. To meet a wide variety of needs, MCCDDC/ County Connections individualizes the services and assistance provided to residents who have disabilities.

Services and Supports are approved by the Board of Directors and the Department of Mental Health.

OUR MISSION

To Positively Impact the Lives of Individuals Through Support, Advocacy, and Connection to Resources

OUR VISION

MCCDDC believes that life is a journey and that all residents of Macon County and the counties served by MCCDDC should live the lives they want with dreams and vision for their lives that help make them vital, engaged members of the community enhancing their quality of life and adding to the diversity and inclusive nature of the counties served by MCCDDC.

OUR BELIEFS

We value **Individual Choice** and respect individual decisions, dreams, and vision. We focus on **Abilities** over disabilities. We use person centered planning principles as a foundation for individuals to achieve their Good Life.

Contact Us

This guide and other agency materials are available in alternative formats upon request.

Office Hours are Monday through Friday 8:00 AM - 4:30 PM

For after hours assistance you may call our on call number at 573-735-4282 ext. 104

Macon

204 Crescent Drive,
P.O. Box 371
Macon, MO 63552
Ph: (660) 385-6336
Fax: (660) 385-6326

Monroe City

201 North Locust,
P.O. Box 354
Monroe City, MO
63456
Ph: (573) 735-4282
Fax: (573) 735-2580

Shelbina

316 South Second
Street, P.O. Box 246
Shelbina, MO 63468
Ph: (573) 588-7919
Fax: (573) 588-0133

Hannibal

900 Lyon St.
Hannibal, MO
63401
Ph: (573) 719-3486
Fax: (573) 719-3488

Troy

250 Magee Street
Troy, MO 63379
Ph: (636) 775-1669
Fax: (636) 775-1655



We're Online: www.mccddc.com or connect with us on
Facebook, Instagram, and X.

County Connections ~ Connecting You newsletter is available to you! You may request receipt of
the newsletter or can view it online

Participation

Participation in programs and services of MCCDDC/County Connections is voluntary.

- Program participants must agree to abide by agency policies and individual responsibilities for participation in the program. An individual's failure to meet responsibilities may result in a delay, suspension or discontinuation of some or all agency services and discharge from the program.
- If at any time you or your guardian determine that our services are no longer necessary, you can call our office and request to be discharged.
 - If you choose to re-enter our services at a later time you can call the Department of Mental Health and ask to reactivate your services.
- If you move out of the counties we provide services, we will transfer your services to the applicable Case Management agency.
- County Connections makes every effort possible to accept all referrals. If at any time we are not able to due to staffing capacity, new referrals may be put on a waiting list and removed from that list based on the date of referral.



Participation

- Individuals in the counties served by County Connections will receive support coordination regardless of their Medicaid status. The level of support will vary depending on the individual's level of need. Individuals and families will be able to choose their level of support based on their needs and existing resources and goals.
- It is important that Medicaid services be pursued to offset the cost of services. This requirement protects all of our resources, and enables our county dollars to be used in the most cost efficient way possible for all individuals served by County Connections. **You will be requested, unless determined not applicable, to apply for Medicaid; however, ineligibility for this service will not prohibit you from receiving services.**
- The Department of Mental Health may complete a financial questionnaire to determine if there are other resources such as third party benefits, private insurance, or self-pay that can help offset the cost of services if an individual does not receive Medicaid benefits.

Rights and Responsibilities

You have the **Right** to accept or refuse services, including saying no to being part of any treatment, study, or experiment. You have the **Responsibility** to attend and participate in your plan meeting, communicate your concerns, priorities, and needs to your Support Coordinator.



You have the **Right** to be treated with dignity and respect. You have the **Responsibility** to treat others with respect, to educate yourself on your rights and report concerns.

You have the **Right** to be free from abuse and neglect. You have the **Responsibility** to tell someone if you feel this is happening.



Rights and Responsibilities

You have the **Right** to receive appropriate services without discrimination. You have the **Responsibility** to report concerns and communicate values or beliefs important to you.



You have the **Right** to receive services in the least restrictive, most integrated setting appropriate. You have the **Responsibility** to ask for the help you need and sign approval of your plan to guide your support team.

You have the **Right** to have your records kept confidential and to have access to your personal records. You have the **Responsibility** to authorize communication among your support team necessary to implement your plan.



Rights and Responsibilities

You have the **Right** to have rules and policies explained in a way you can understand. You have the **Responsibility** to request accommodations to best meet your needs.



A full list of Client Rights and Responsibilities is available upon request and can also be found on the Division of Developmental Disabilities website:

<https://dmh.mo.gov/media/pdf/know-your-rights-and-responsibilities>

Rights Restrictions must go through Due Process to ensure the individual has a chance to voice their opinion about the restriction. For information on Due Process visit: <https://dmh.mo.gov/media/pdf/due-process-handout-individuals-and-families>

If at any time you have complaints about abuse, neglect, or a limitation of your rights you, your guardian, or an authorized representative may contact the following Resources for Assistance:

- County Connections: 573-735-4282
- Your local Department of Mental Health Regional Office: (Kirksville - 660-785-2500) (Hannibal - 573-248-2400)
- Department of Mental Health Constituent Services: 800-364-9687
- Missouri Protection and Advocacy: 800-392-86678 or TDD 800-735-2966
- Missouri Department of Health and Senior Services: Adult Hotline: 800-392-0210

MCCDDC/County Connections Responsibilities

- Support Coordinators are Mandated Reporters and are required to report any suspicion of abuse, neglect, or misuse of funds. If a Support Coordinator suspects this has occurred, it will be reported to the appropriate authority as well as the County Connections administration.
- We take every effort possible to ensure information about you is kept confidential as outlined under HIPAA regulations. * ***You may request a copy of our full Notice of Privacy Practices or may access this on our website.***
- MCCDDC/County Connections participates in electronic health information technology. This allows us to make a single request through a Health Information Organization to obtain electronic records for the purpose of treatment, payment, or health care operations. *If you choose to restrict access your Support Coordinator can submit this request for you.
- We will keep you informed about your records and how you can access them.
- There are inherent risks associated with electronic communication and the security of your private information through email cannot be guaranteed. Every attempt possible at keeping information sent through email secure will be taken as electronic communication internally, with you, or providers is common practice when providing TCM services.
- The agency has a Conflict of Interest Policy. Agency employees shall diligently avoid conflicts and the appearance of conflict between their individual interests or activities and their employment responsibilities. If you have additional questions about the policy, you may contact the Director of Support Coordination.

Building Your Team & Developing Your Plan

The Team at a Minimum Includes:

- Service participant and their family, caregiver, and/or guardian
- Support Coordinator

The Participant or their Guardian may also request others join the team, such as:

- Other Family Members, Friends or Advocates
- Teachers or Other School Personnel
- Service Providers (Home Based Support Providers, Direct Support Staff, Personal Care Attendants, Therapists, Counselors, Vocational Program Staff, Etc.)
- Others as identified by the Individual Team

Nothing About You — Without YOU!

Persons with developmental disabilities have both the right and responsibility to participate in planning their services.

A Support Plan Will:

- Identify individual/family goals and needs
- Guide the supports and services to meet those needs.
- Be developed annually and reviewed with you at least quarterly.



TIPS FOR PLANNING SUCCESS

Prepare For The Meeting

- Write down points to be discussed, questions to be answered and decisions to be made.
- Be specific about individual and family needs. Let the team know what kind of help you want. Discuss with the team how to best report to you about plan services and progress.
- Learn about the available resources for you and/ your family member.

After The Meeting

- A good plan is flexible and continually responsive to emerging individual and family issues.
- Contact your Support Coordinator if your needs have changed since the plan meeting and you would like to revise the plan. The plan can be revised at any point during the plan year.
- The plan will be reviewed/ updated periodically as needed, and at least annually.
- Throughout the plan year, if you have questions about services or progress, you may contact your Support Coordinator.

Assess Effectiveness

- Information is easily available
- Paperwork to receive supports and services is simple to understand and fill out
- The individual or family is encouraged to be part of the planning process.
- MCCDDC offers many different services, supports, and equipment to assist you or your family member.
- You are given an informed choice of services and providers.
- Information you receive from is current, reliable, and understandable.
- You help decide who will attend necessary meetings and when it will be held.
- Information is offered in different languages or formats which are understandable to the individual

Support Coordinator Responsibilities

Help you prepare for the plan meeting

- Explain the planning process
- Assist in understanding and completing necessary forms and paperwork
- Schedule the plan meeting at a convenient time and place for the team, usually at the individual's home
- Share information necessary to make informed decisions and choices

Facilitate the Plan Meeting

- Encourage the active participation of each individual
- Foster an atmosphere of teamwork and respect
- Explain and interpret agency procedures and eligibility for purchased, reimbursed and provided services and supports
- Work with the support team to identify needs, goals, etc.
- Identify and provide informed choices of integrated support including but not limited to personal strengths, technology, personal relationships, community resources, and eligibility specific support.
- Record information discussed at the plan meeting

After the Plan is Completed, Agreed to, and Signed

- Develop a budget and request authorization of Medicaid Waiver services, if needed/eligible.
- Send every team member a copy of the plan as requested
- Make referrals to or arrange services from other agencies
- Monitor the planned services and review progress toward plan outcomes
- Monthly/Quarterly contact with the individual, or more as needed to provide ongoing support, advocacy, and connection to resources.

Informed Choice

- Participants may be linked to a variety of services and supports based on needs and goals identified through person centered planning and outlined in the individual support plan. These include an array of integrated services. It is the responsibility of the Support Coordinator to assist the individual in gathering knowledge and information to make informed choices regarding strategies and options to achieve their goals and meet their needs.
- Some services are funded through Department of Mental Health Division of Developmental Disabilities and the Medicaid Waiver Program. Once funding is obtained for those particular services participants are able to choose from a list of service providers or choose to self-direct their services, if applicable. For more information on the Self-Directed Option visit the Division of Developmental Disabilities Website:
 - <https://dmh.mo.gov/dev-disabilities/programs/self-directed-supports>
- The Division of Developmental Disabilities along with County Connections is committed to supporting all individuals with the opportunity to seek competitive, integrated employment. To view the Divisions Employment First Policy visit their website:
 - <https://dmh.mo.gov/media/pdf/employment-first-policy>

Beyond Case Management

At times, there are disability specific needs which cannot be met by any other funding source. These special circumstance requests may be submitted to MCCDDC by the Support Coordinator if they meet the criteria listed below.

Special Circumstances Requests must:

- **Appear consistent with the agency's enabling statutes and mission,**
- **Appear consistent with applicable governmental funding and eligibility guidelines,**
- **Minimize the effects of developmental disabilities,**
- **Allow fair and equal treatment of persons,**
- **Allow for distribution of benefits among potential beneficiaries, and**
- **Allow for efficient and effective provision of service**

All special circumstance requests are based on the agency priority of need (PON) score of "6" or higher.

Participant Satisfaction

Your satisfaction is important to us. Each year at the time of the individual plan meeting, individuals and families are given a Satisfaction Survey and a Needs Survey. The surveys give the opportunity to evaluate:

- cooperation and communication with the agency staff
- the benefit of services and supports received
- express any unmet needs, and
- make suggestions for new services or way to meet unmet needs

We value each person's opinion and appreciate the time spent completing and returning the survey. The opinions expressed by individuals and family members served help us assist you better.

Satisfaction Survey Link:



Service Needs Survey Link:



GRIEVANCE PROCEDURE

County Connections encourages you to discuss your concerns or grievances with your Support Coordinator. If a fair and equitable solution cannot be reached, you may contact any of the individuals listed below to reach a resolution or file a formal grievance*.

The grievance will be addressed by County Connections staff within 10 business days. Efforts made to resolve the complaint include: identifying the grievance, identifying what the individual sees as a satisfactory resolution, and working to develop a compromise or satisfactory outcome. If a satisfactory outcome cannot be achieved, a referral to external sources listed below will be made.

Reports can be made with no risk of reprisal or retaliation. Reports can also be made anonymously.

Internal Agency Contacts:

• Support Coordinator Supervisor

- Coley Haycraft at 573-719-3486 ext. 106 or chaycraft@countyconnectionstcm.com
- Nicole Donaubauer at 660-385-6336 or ndonaubauer@countyconnectionstcm.com

• Director of Support Coordination

- Kim Buckman at 573-735-4282 ext. 111 or kbuckman@countyconnectionstcm.com

External Contacts:

• DMH Regional Office Assistant Director

- Hannibal Regional Office: Molly Eckman at 573-248-2400 or 800-811-1128
- Kirksville Regional Office: Matt Shannon at 660-785-2500

• Office of Consumer Affairs

- 800-364-9687
- Department of Mental Health Attn: Consumer Safety 1706 E. Elm St., Jefferson City, MO 65101

** A formal grievance is defined as a grievance submitted in writing with signature of complainant*