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MISSION AND VISION
The Mission of Platte County Board of Services is to develop tools and provide resources that assist people to lead the life of their choice.

Platte County Board of Services envisions everyone leading personally meaningful and connected lives.

Board meetings are held the third Tuesday of each month and are open to anyone who would like to attend.

Specific services and programs operated by Platte County Board of Services have been accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. Platte County Board of Services has been awarded 3-year accreditation, which is the highest level of accreditation awarded. For information about the accredited programs, contact our Assistant Director, at 816-891-0990.

NON-DISCRIMINATION POLICY
“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Discrimination based on sexual orientation or gender identity is not acceptable.

If you think that you have been discriminated against in the provision of services, please contact the office at 816-891-0990.

SATISFACTION WITH SERVICES
In order to provide opportunities for persons served and their personal representatives to let Platte County Board of Services know how satisfied they are with services, satisfaction surveys are sent out annually. These surveys assist the agency with improving the quality of services and planning long range goals. If anyone else has a concern or question, they may also contact their Program Coordinator at any time.
CONFIDENTIALITY
The agency has a strict confidentiality policy and maintains compliance with HIPAA. Employees will share information about persons served with involved parties on a need to know basis. Information may be shared with medical professionals, other service providers, and family as needed. Employees will not share information without the person’s permission or knowledge. Release of Information forms will be completed before information is shared. Persons served or guardians can request that information about the person not be shared. Upon written request of the person served or his/her legal representative, the agency shall make available to the persons served or his/her legal representative access to the record of the person served. Persons served wishing to see their individual records should make the request in writing through the coordinator responsible for supervising that program. It is required that Platte County Board of Services review with you, at least annually, your right to confidentiality under HIPAA, your rights as a person receiving services through the Department of Mental Health, and your right to be free from neglect, misuse of your funds, and abuse. These are included in this handbook for your review at any time.

AUTHORITY
Platte County Board of Services is one of many Senate Bill 40 boards existing under authority of Missouri statutes (205.968 to 205.972 RSMo). This law allows enactment, upon approval of the County voters, of a local property tax to serve residents with developmental disabilities. The agency is governed by a nine-member Board of Directors appointed by the Platte County Commission. Board members include family members of people with developmental disabilities, business professionals, educators, and other members of the community.

FUNDING
Platte County Board of Services has a variety of funding sources. The agency’s annual revenue primarily comes from State and Federal government programs, such as the Missouri Home and Community Based Waiver, Medicaid, and the County tax levy. Cost varies by location and service. A Fee Schedule is available upon request.

OFFICE HOURS
Platte County Board of Services’ administrative office is open weekdays from 8:00 a.m. to 5:00 p.m. and can be reached at 816-891-0990. The office is closed weekends and all standard holidays. Holidays observed include New Years Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), Christmas Eve Day, and Christmas Day. If you call the main number after hours, it will direct you on what to do.

INDIVIDUAL SUPPORT PLAN
The completed plan will be maintained in accordance with federal/state program, policy, and procedures in this individual’s current case record at Platte County Board of Services. This plan will be reviewed monthly by each service provider and a report will be provided. A yearly planning meeting will be held to include all members of this individual’s team.
ADMISSION CRITERIA FOR SERVICES
All persons applying for any service provided by Platte County Board of Services must meet the following criteria:

- Applied for and is determined eligible for services through the Missouri Department of Mental Health; and
- Has a primary diagnosis of a developmental disability.
- Reside in Platte County.

Individuals shall be considered for services without regard to race, sex, religion, national origin, age, ancestry, or political affiliation. Platte County Board of Services promotes accessibility for all persons served. If it is determined that services cannot be provided because of service limitations of the agency, or if the individual does not meet the agency’s admission criteria, a referral will be made to another, more appropriate resource.

If you are applying for Residential or Day Habilitation services provided by Platte County Board of Services, you must also meet the following criteria:

- Do not require 24-hour nursing supervision;
- Demonstrate a desire to participate in the program;
- Complete application materials and pre-admission meeting to determine appropriateness of placement, if necessary;
- Are eligible for funding and funding is available;
- Are age 18 or older; and
- Are ready to receive services.

WHERE TO TURN WITH QUESTIONS
If you have questions regarding advocacy, person centered planning, transportation, medical appointments for person receiving residential services, or obtaining any other necessary services/supports set forth in the person centered plan, please contact your Program Coordinator at 816-891-0990. Any questions about this handbook or the guidelines for what is expected of a person served should be directed to your Coordinator for clarification.

If you think that your questions/concerns are not being addressed to your satisfaction, you are encouraged to notify the Assistant Director, at 816-891-0990.

AFTER HOURS NUMBERS
Residential After Hours Number: 816-564-7295

Recreation After Hours Number: 816-739-8381

Transportation Number for changes in your schedule (sick, pick up early etc.) 816-807-8605. Please leave a message or text if not one answers.
POLICY ON SMOKING
The administrative office and all program sites, including transportation, have been designated as non-smoking areas. Anyone who smokes must do so outside in designated smoking areas. Smoking materials should be discarded safely in receptacles provided.

POLICY ON CARRYING WEAPONS
Because of its commitment to safety of persons served and employees, Platte County Board of Services prohibits the carrying of weapons, including concealed firearms, by any person (except police officers), including anyone holding a concealed carry endorsement, onto the premises of any facility or property owned or leased by the agency or into any vehicles owned or leased by the agency or private vehicles used by employees while on agency business.
NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Protecting your privacy is important to Platte County Board of Services and to our employees. We want you to understand what information we collect and how we use it. In order to provide a broad range of services as effectively and efficiently as possible, we use technology to manage and maintain consumer information. This policy serves as a standard for all PCBS employees for collection, use, retention, sharing, and security of your protected health information and electronic protected health information.

HOW WE PROTECT YOUR INFORMATION

We restrict access to your protected health information to those employees who need to know that information to provide services to you. We maintain physical, electronic, and/or procedural safeguards that comply with federal standards to guard your protected health information.

HOW WE USE AND SHARE YOUR INFORMATION

Except as explained in this notice, we will only use and share your personal health information with your written authorization. There are situations when we are required to get your written permission before we can share your information. These involve uses and disclosures of psychotherapy notes, uses and disclosures for marketing purposes, and disclosures for the sale of your information. If you authorize us to share your personal health information with anyone, you may revoke your authorization at any time and we will no longer share information with that person or entity unless already permitted or required to do so under the privacy laws. Please note that if you choose to revoke an authorization, we may have already relied on your consent to share information and your revocation of consent will only apply once it is received by us.

We may use your personal health information for treatment, payment, and health care operations without your written authorization. We may perform other treatment, payment, or healthcare operations not specifically listed below in which we may use your health information. The following are intended to serve as examples of the types of activities in which your health information may be used. “Treatment” refers to the care we provide to you, including coordinating and managing your care with other providers. Uses for “payment” include our activities to collect amounts owed for the services provided to you. These activities may include, for example, sending a bill to your insurance company for services covered under your insurance plan, managing your account internally or with associated businesses we may contract with for the collection of payment, and/or sending statements to collect remaining amounts owed by you. “Health care operations” means activities related to assessing the quality of care we provide, developing care guidelines, coordinating care, con-
tacting other providers or you to discuss care options, training our workforce, business management and administrative activities, customer service, and investigation and resolution of complaints.

We may also use or disclose your personal health information to:

- Keep you informed about appointments, program information, and benefits and services that may be of interest to you;
- Notify another person responsible for your care if necessary;
- Communicate with any person you identify about that person's involvement in your care or payment for your care;
- Business associates that perform functions on our behalf;
- Other agencies as required for oversight activities such as licensure, inspections, investigations, audits, or accreditation;
- Law enforcement personnel for specific purposes, including reporting any suspected child abuse or neglect;
- Employee or research projects that ensure the continued privacy and protection of protected health information;
- Public health agencies to prevent or control disease and for statistical reporting, to the Food and Drug Administration for reporting reactions to medications, to Workplace Safety and Insurance (formerly known as Workers Compensation) for benefit coordination, to government agencies in cases of national security or for military purposes, or to correctional institutions;
- Comply with any law, regulation, or code that requires us to report certain information;
- Respond to a court order, or subpoena if efforts have been made to tell you about the request or to obtain an order protecting the information requested; and
- Share with our business partners who perform service coordination, coordination of care, other assessment activities, or payment activities, and who must abide by the same confidentiality requirements.

Because this list only contains examples, there may be other reasons we may use or share your information but we will only do so without your authorization if we are permitted or required to do so by law.

**CONSUMER RIGHTS**

You have certain rights under the federal privacy standards. These include the right to:

- Request restrictions on the use and sharing of your protected health information. You may request that we avoid using or sharing your health information. We may not always agree to your request, but we must agree to avoid using or sharing your health information if you ask we not share your information with a health plan for payment or operations purposes and you pay for your services in full;
- Receive confidential communications concerning your condition and treat-
ment through alternative means or locations;
• Inspect and copy your protected health information. We require any requests to view or copy your health information be provided to us in writing so we may ensure the privacy and security of your information. We may charge a fee to copy your records;
• Amend or submit corrections to your protected health information. We require any requests to amend your health information be provided to us in writing;
• Receive an accounting of how, when and to whom your protected health information has been shared. We provide this accounting of information free the first time you request it in a one-year period. We may charge a reasonable fee for our cost to produce additional accountings in a 12-month period;
• Be notified of any breach of your unsecured protected health information; and
• Receive a printed or electronic copy of this Notice.

QUESTIONS AND COMPLAINTS
If you want more information about our privacy practices or have questions or concerns, please contact us. If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made about your information or in response to a request you made to access or amend your information or to have us communicate with you by alternative means or at alternative locations, you may make a complaint to the Secretary of Health and Human Services at 1-800-368-1019 or to us by using the contact information listed below to the attention of the Privacy Officer. We support your right to the privacy of your protected health information. We will not retaliate in any way if you choose to file a complaint.

OUR DUTIES
We are required by law to maintain the privacy of protected health information and electronic protected health information and to provide you with notice of our legal duties and privacy practices with respect to protected health information. We are required to abide by the terms of the notice of privacy practices which is currently in effect. We are required to promptly revise this notice whenever there is a material change to our policies on Uses or Disclosures, our legal duties, or other privacy practices stated in this notice. Except when required by law, any material revision to any term of the notice may not be implemented. We have the right to change our Notice of Privacy Practices periodically. We have copies of our policies available in our office and this notice is posted on our website at http://www.pcbsd.org/.

To obtain a copy of our Privacy Notice or to ask questions about our privacy policies, contact our PCBS Privacy Officer, at 816-891-0990.
YOUR RIGHTS

It is the responsibility of all Platte County Board of Services employees to ensure that persons served have access to their legal rights as citizens and as participants in a program for people with developmental disabilities. Employees shall be familiar with these rights and be available to explain them to persons served. A list of rights will be posted at each site owned or operated by Platte County Board of Services. Rights are explained to each person served and their families and/or guardians at admission, and are reviewed annually at the person centered planning meeting.

The following is an explanation of your rights in people first language. It is important for every person to know his or her rights. These are the rights of individuals who receive services from the Missouri Division of Developmental Disabilities:

**Due Process**

- When you apply for services, the regional office or provider agency must give you, your parents, your guardian, or any other person you choose a written copy of your rights. If any changes in your services are made, you should receive a new copy of your rights.

- Regional offices and provider agencies that have employees who work with you have rules to provide you good help. They have rules to make sure you learn and understand your rights, and that no one takes your rights away before you have a chance to speak for yourself or have someone you choose speak for you. This is called due process.

- You have the same legal rights and responsibilities as any other person unless the court says you do not.

- You have the right to get help. You cannot be denied help because of your race, your religion, your disability or your age. It does not matter if you are a man or woman, married or single.

- Before your rights or services can be limited or taken away, you have the right to be heard or to have someone you choose speak for you.

- Any proposed limitation of rights must be reviewed by the DMH Regional Office or Due Process Committee to ensure that a person’s rights are adequately protected.

**Services and Supports**
You have the right to get your services and supports in the most integrated setting and in a way that best meets your needs. To determine those services, these people may be involved: you, your parents, your guardian or any other person of your choice.

You have the right to know what the regional office and provider agency rules are for the services and supports you receive.

You have the right to have your services, supports and personal records explained to you so you understand them.

You have the right to receive and read your personal records.

You have the right to receive and sign a copy of your personal plan.

You have the right to have your records kept private.

To a nourishing, well-balanced and varied diet; and

To be free from verbal and physical abuse.

You have the right not to be abused or neglected. Abuse can be physical, verbal, mental, sexual or financial. Neglect is not getting the things you need to be healthy and safe.

If you think you are being abused, neglected, or your rights taken away, you, your parents, your guardian, or any other person you choose can contact your regional office or provider agency for help. You can also call consumer rights monitor (Constituents Services) in Jefferson City at 1-800-364-9687 for help.

People who work for the regional office or provider agency must report any abuse or neglect that they see or that people report to them.

Missouri law gives individuals who receive Missouri Department of Mental Health services the following rights without limitation:

- To humane care and treatment;
- To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
- To safe and sanitary housing;
- To not participate in non-therapeutic labor;
- To attend or not attend religious services;
- To receive prompt evaluation and care, treatment, habilitation or rehabilitation about which the individual is informed insofar that person is capable of understanding;
- To be treated with dignity as a human being;
- To not be the subject of experimental research without prior written and informed consent or that of a parent, if the person is a minor, or guardian; except that no involuntary committed person shall be subject to experimental research, except as provided by statute;
- To decide not to participate or to withdraw from any research at any time for any reason;
- To have access to consultation with a private physician at the individual’s expense;
• To be evaluated, treated or habilitated in the least restrictive environment;
• To not be subjected to any hazardous treatment or surgical procedure unless the individual’s parent, if the person is a minor, or guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
• In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life;
• To a nourishing, well-balanced and varied diet; and
• To be free from verbal and physical abuse.
In general, you have the right:

- To go to the doctor, or hospital when you need to, as soon as you need to.

- To have a safe, clean home. To make choice on where you live and who you live with.

- To go to church or place of worship of your choice, or not to go to church or place of worship.

- To get meals that are healthy and good for you.

- To have the right to mail and get letters that are not open.

- To have a job and make money.

- To be treated like everyone else under the law. To be treated nicely at all times and treated as a person.

- To have some time to yourself and a place to be alone.

- To be friends with both men and women. To see your friends and family and spend time with them.

- To use the telephone, or other forms of contact to communicate to people you choose.
To say “NO” to being part of any study of experiment.

To be free from people hitting you, hurting you, yelling at you, or saying hurtful things to you.

To say yes or no to help and training.

To exercise and have fun

To have the information in my records kept private.

To wear your own clothes and pick the clothes you want to wear
To keep things of your own.

To join in community group and activities that you choose.

To choose how you want to spend your free time and who you want to spend it with

If at any time a person served is dissatisfied with the way he/she is being treated or if a employee hurts a person served in anyway, he/she should report this immediately. The person served should report any mistreatment immediately by contacting their Program Coordinator who will assist them with the steps outlined above. Individuals may also contact the Abuse and Neglect hotline number. 1-800-392-0210
DEFINITIONS-NEGLECT, MISUSE OF FUNDS, ABUSE

NEGLECT
Failure of an employee to provide reasonable and necessary services to maintain the physical and mental health of any person served when such failure presents either imminent danger to the health, safety, or welfare of a person served or a substantial probability that death or physical injury would result. This would include, but is not limited to, failure to provide adequate supervision during an event in which one person served causes serious injury to another person served.

MISUSE OF FUNDS/PROPERTY
The misappropriation or conversion for any purpose of an individual’s funds or property by an employee or employees with or without the consent of the person served, or the purchase of property or services from a individual in which the purchase price substantially varies from the market value.

SEXUAL ABUSE
Any touching, directly or through clothing, of a person served by an employee for sexual purpose or in a sexual manner. This includes, but is not limited to:

• Kissing;
• Touching of the genitals, buttocks, or breasts;
• Causing a person served to touch the employee for sexual purposes;
• Promoting or observing for sexual purpose any activity or performance involving persons served including any play, motion picture, photography, dance, or other visual or written representation; or
• Failing to intervene or attempt to stop inappropriate sexual activity or performance between person served; and/or
• Encouraging inappropriate sexual activity or performance between persons served.

PHYSICAL ABUSE
An employee purposefully beating, striking, wounding or injuring any person served. In any manner whatsoever, an employee mistreating or maltreating a person served in a brutal or inhumane manner. An employee handling a person served with any more force than is reasonable or apparently necessary for the individual’s proper control, treatment or management.

VERBAL ABUSE
An employee making a threat of physical violence to a person served, when such threats are made directly to a person served or about a person served in the presence of a person served.

The phone number for the Abuse and Neglect Hotline is 1-800-392-0210. This is through the Missouri Department of Health and Senior Services.
LIMITATION OF RIGHTS
Any proposed limitation of rights must be reviewed by Regional Office or Due Process Committee to ensure that a person’s rights are adequately protected. According to Missouri law, individuals who receive mental health services the following rights that may be limited for safety or therapeutic reasons:

- To wear one’s own clothes and to keep and use one’s personal possessions;
- To keep and be allowed to spend a reasonable sum of one’s own money for canteen expenses and small purchases;
- To communicate by sealed mail or otherwise with persons, including agencies inside or outside the facility;
- To receive visitors of one’s own choosing at reasonable times;
- To have reasonable access to a telephone to make and receive confidential calls;
- To have access to one’s own mental and medical records;
- To have opportunities for physical exercise and outdoor recreation;
- To have reasonable, prompt access to current newspapers, magazines and radio and television programming.

Participants shall be entitled to these rights unless it is determined by the interdisciplinary team that exercise of a specific right is detrimental to the individual’s therapeutic care and habilitation. If any of the following rights are limited, it shall be with informed consent and a program shall be developed to facilitate the return of full exercise of rights as soon as possible. If an informed consent is implemented it will be reviewed on a quarterly basis and will be discontinued once the concerns have been addressed and corrected. Guardians or persons served may request a meeting to discuss the need for, or possible discontinuation of, an informed consent at any time. If an individual’s behavior causes property damage he/she will be expected to pay to repair the damage.
GRIEVANCE PROCEDURES

It is the policy of Platte County Board of Services to encourage persons served to express concerns arising during the course of receiving services. Platte County Board of Services is committed to resolving all complaints and grievances in a prompt and fair manner. Persons served should be assured that expressing a concern, complaint, or grievance will not result in retaliation or a barrier to service. The individual should feel free to talk with their Program Coordinator about any issue or concern. They may also access any of the advocacy services listed in this handbook.

- Persons served are encouraged to discuss and/or submit any complaints with their direct care employee or their Program Coordinator.

- If the concern cannot be resolved with the immediate employee or Coordinator, the person served may submit the concerns in writing to the supervising program coordinator. The supervising program coordinator will render a written response within five working days.

- If the concern cannot be resolved with the supervising coordinator, the individual may submit an appeal in writing to the Assistant Director within five working days, who then will render a written response within five working days.

- If in the event of continued dissatisfaction, a further appeal may be filed with the Executive Director within five working days of the Assistant Director’s response. The Executive Director has ten working days to meet with the aggrieved individual to seek resolution. A response will be provided in writing within five working days of the meeting.

For more tools on explaining individual rights visit the Divisions of Developmental Disabilities website: http://dmh.mo.gov/dd/Advocacyspecialists.htm

Missouri Department of Mental Health
Division of Developmental Disabilities
P.O. Box 687 Jefferson City, MO 65102
Phone: 573-751-4054 Fax: 573-751-9207
Toll Free: 800-207-9329 ddmail@dmh.mo.gov
Department of Mental Health Information: 1-800-364-9687
The deaf or hard of hearing may call:
Comprehensive Psychiatric Services TTY 573-751-8017
Developmental Disabilities may call: TTY 573-751-8217
Alcohol and Drug Abuse may call: TTY 573-751-7093
If you are unhappy with services or supports, please refer to the following:

| I will bring my concern(s) as quickly as possible to the attention of my program coordinator. | Program Coordinator  
7900 NW 106th Street  
Kansas City, MO 64153  
Main Line: (816) 891-0990 |
|---|---|
| If you feel your program coordinator did not meet your needs, you may call, email or write to the Assistant Director. They will assist you with getting the issue resolved. | Assistant Director  
7900 NW 106th Street  
Kansas City, MO 64153  
Main Line: (816) 891-0990  
Fax: (816) 891-0937 |
| You may also anonymously contact: | Kansas City Regional Office  
Call (816)-889-3400 |
| | Missouri Department of Mental Health  
Division of Developmental Disabilities  
P.O. Box 687  
Jefferson City, MO 65102  
Phone: 573-751-4054  
Fax: 573-751-9207  
Toll Free: 800-207-9329  
ddmail@dmh.mo.gov  
Department of Mental Health Information: 1-800-364-9687 |
| | The deaf or hard of hearing may call: Comprehensive Psychiatric Services  
TTY 573-751-8017 |
| | Developmental Disabilities may call:  
TTY 573-751-8217 |
| | Alcohol and Drug Abuse may call: TTY 573-751-7093 |
| | Office of Constituent Services:  
Complete and mail in a complaint form:  
http://dmh.mo.gov/docs/diroffice/consaff/grievance.pdf  
Send an e-mail to Office of Consumer Affairs;  
ConstituentSvcs@DMH.MO.gov  
Or, Write to:  
Office of Constituent Services  
Department of Mental Health  
P.O. Box 687, Jefferson City, MO 65102 |
RIGHTS UNDER TITLE VI/ADA

PCBS posts Title VI notices on our agency’s website, at the agency office, and in the consumer handbook distributed annually. PCBS operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. PCBS operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990. To obtain additional information about your rights under Title VI, contact Platte County Board of Services, 7900 NW 106th Street Kansas City MO 64153 (816) 891-0990.

If you believe you have been discriminated against on the basis of race, color, or national origin by PCBS, you may file a Title VI complaint by completing, signing, and submitting the agency’s Title VI Complaint Form.

To obtain additional rights under Title VI, contact the Executive Director at (816) 891-0990.

How to file a Title VI complaint with PCBS:

1. A complaint form is available at the agency website at www.pcbsdd.org or by calling the office at (816) 891-0990 and requesting a copy by mail.
2. In addition to the complaint process at PCBS, complaints about discrimination in PCBS’ transportation services may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street, Suite 404, Kansas City MO 64106 or telephone at (816) 329-3920.
3. Complaints must be filed within 180 days following the date following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact the PCBS office at (816) 891-0990
ACCESSING ADVOCACY SERVICES

Self-advocacy meetings are held on a regular basis. The meetings are held to discuss any issues a person served is having, plan activities, and review rights and responsibilities. There are also speakers invited who may discuss safety awareness, rights, abuse and neglect, relationships, and a variety of other topics. Persons served are encouraged to attend these meetings if they choose to. Suggestions for meeting topics come from the group. Other resources for accessing advocacy services include:

- National Alliance for the Mentally Ill of Kansas City 816-931-0030
- The Arc of Clay and Platte Counties Inc. 816-436-1704
- Mental Health America of the Heartland 913-281-2221
- Missouri Commission on Human Rights at Kansas City 816-889-5100
- Missouri Developmental Disabilities Council 573-751-8611
- Missouri Protection and Advocacy 816-756-1001 or 1-800-233-3958
- Down Syndrome Guild 913-384-4848
- Mid-America Regional Council 816-474-4240
- Legal Aid of Western Missouri 816-474-6750 OR 816-474-9868

If needed, a Resource Coordinator can assist you in finding resources.

MEDICAID WAIVER RIGHTS

If you are a participant in the Medicaid Waiver, you have the right to appeal any adverse decisions, including denial of participation in the Waiver, denial of authorization for requested service, reduction of services or units of service without written approval, and/or determination that you are no longer eligible for the Waiver. You may receive the assistance of your Program Coordinator or any Regional Office staff in the appeals process. If you and/or responsible party timely files an appeal of a final decision, services currently being provided under an existing plan of care will not be suspended, reduced or terminated pending a hearing decision unless you or legal representative request in writing that services be suspended, reduced or terminated. You may be responsible for repayment of any federal or state funds expended for services while the appeal is pending if the hearing decision upholds the director’s decision.
SERVICES PROVIDED BY
PLATTE COUNTY BOARD OF SERVICES

Platte County Board of Services offers Residential, Day Habilitation, Recreation, and Transportation programs as well as providing resources for adults with developmental disabilities. Individuals may apply for services by contacting the Resource Supervisor, at the administrative office 816-891-0990. Information will be provided regarding services available, application procedures, and funding sources at that time. You can also email at resourceservices@pcbsdd.org or at www.pcbsdd.org. We are also on Facebook.

Residential Services
Platte County Board of Services provides residential supports within Platte County for adult citizens with developmental disabilities. Residential services provide individuals with experiences that maximize opportunities and facilitate community integration. The service may be provided through the Group Living Program in agency-owned group homes with individualized support and 24-hour supervision, or through the Individualized Supported Living Program in a person’s own home or apartment at the level of support matched to their needs. These services are accredited by CARF.

Day Habilitation
The Day Habilitation Program provides services that enable adult citizens with developmental disabilities to develop more independent lifestyles and maximize their relationships in the community. Services are tailored to individual needs and choices and are provided in both group and individual formats. This program is accredited by CARF.

Recreation
Platte County Board of Services offers a wide variety of activities designed to develop and enhance the social and leisure skills of individuals with developmental disabilities. Dances, movies, arts and crafts, and outings to local sporting events are but a few examples of regularly scheduled events. Additionally there are Special Olympic sporting events that you can participate in through the Recreation program. Activity calendars are published monthly and are available upon request.

Transportation
Platte County Board of Services provides transportation to and from workshops, day habilitation programs, and supported employment sites for adult citizens of the County with developmental disabilities. The individuals receiving transportation services may be living with their families or in the Residential Program. Platte County Board of Services aids and encourages individuals to access public transportation when possible.
The Centers for Medicare and Medicaid Services (CMS) published a final rule regarding changes to Home and Community-Based Waiver Services (HCBS). Services funded through Medicaid HCBS Waiver programs are ensure that individuals receive services in settings that are integrated in and support full access to the greater community. The final rule includes six standards that all home and community-based services need to meet: 1) Integration into the Community; 2) Individual Choice; 3) Individual Rights; 4) Autonomy; 5) Choice Regarding Services and Providers; 6) Person Centered Planning.

Resource Services
Platte County Board of Services provides resources, supports, and assistance with navigating the system for people with Developmental Disabilities. It provides resources to Platte County residents, so those with a Developmental Disability and their families have knowledge to access needed services and supports.

HOME AND COMMUNITY BASED SERVICES FINAL RULE

The Centers for Medicare and Medicaid Services (CMS) published a final rule regarding changes to Home and Community-Based Waiver Services (HCBS). Services funded through Medicaid HCBS Waiver programs are ensure that individuals receive services in settings that are integrated in and support full access to the greater community. The final rule includes six standards that all home and community-based services need to meet: 1) Integration into the Community; 2) Individual Choice; 3) Individual Rights; 4) Autonomy; 5) Choice Regarding Services and Providers; 6) Person Centered Planning.

MISSOURI QUALITY OUTCOME

The Missouri Quality Outcome, developed in the 1990’s and later revised are used as a guide to facilitate discussion. They support an individuals’ personal goals, dreams and other areas of interest in addition to defining and promoting quality of life with supports and services provided.

- People Participate In Meaningful Daily Activities Of Their Choice
- People live in Communities They Choose, With Whom They Choose and in Homes and Environments Designed to Meet Their Needs.
- People Are Active Members Of Their Communities While Determining Valued Roles And Relationships Through Self-Determination.
- People Are Able to Choose Health/Mental Health Resources and Are Supported in Making informed Decisions regarding their Health and Well-Being
- People Are Educated About Their Rights and Practice Strategies To Promote Their Safety And Security
- People Have Opportunities to Advocate For Themselves Other and Causes They Believe In Including Personal Goals
- Families are Provided With Knowledge That Empowers Them to Facilitate Opportunities for the Individual’s Self-Determination throughout the Course of Their Life.
NOTICE OF YOUR RIGHT TO CHOOSE
You have the right to choose who provides services to you. This is your right under Olmstead.

The *Olmstead* case was about a Supreme Court decision that helped all people who have disabilities. In issuing its decision in the *Olmstead* case, The Supreme Court referred to the American’s with Disabilities Act (ADA). The ADA says when taxpayer money is being used to pay for services for people who have disabilities, people have a choice of getting the services in a place with people who do not have disabilities (integrated setting) or in a place that specializes in serving only people who have disabilities (segregated setting). Forcing people to live or receive services in segregated settings where only other persons with disabilities live or receive services is discrimination. Discrimination is a violation of a person’s civil rights. Institutions are considered segregated settings. The most common institutions are nursing homes or intermediate care facilities for persons who have intellectual disabilities (ICFs/ID). In Missouri, ICFs/MR are sometimes called state habilitation centers. When institutional services are being considered by people who have a disability or being recommended for people who have a disability, the people have the right to be informed about other services that are not in an institution. Such other services may help people keep living close to family, friends, and people who do not have disabilities. These other services are often called community services. People have the right to choose to live in the community instead of an institution if: 1.) The individual’s support needs can be safely met with community services, 2) there are programs that can provide the support, 3.) And the cost of the support will not prevent other people in the state from getting services.

If you have any questions at anytime about your right to choose where you receive services, please contact the Kansas City Regional Office at 816-889-3400.
If you are applying for Transportation provided by Platte County Board of Services, you must meet the following criteria:

- Applied for and is determined eligible for services through the Missouri Department of Mental Health; and
- Has a primary diagnosis of a developmental disability.
- Must need transportation for employment (not in conjunction with school), day habilitation, or as part of your residential services provided by Platte County Board of Services;
- Must agree to abide by the Transportation Rules.
- Reside in Platte County

To apply for Transportation services provided by Platte County Board of Services, the first step is to contact your Service Coordinator and make the request. You may also contact the Resource Supervisor, at 816-891-0990 to make the request. Either will guide you through the admission process. They will complete the appropriate forms for the service and submit them to the Transportation Facilitator to determine whether there is space available. If space is available, the Transportation Facilitator will provide the information you need to begin, such as when the service will begin, the time you will be picked up and dropped off, and contact information. All necessary paperwork and releases will be completed at this time. If space is not available, you will be notified that your name will be placed on a waiting list. You will be notified when there is availability.

If you are found ineligible for the service, you will be referred to a more appropriate service. If you need a reasonable accommodation, please let the Transportation Facilitator know. They will be more than happy to assist you.
TRANSPORTATION RULES AND GUIDELINES

It is important that these rules are followed and each person respect the rights and property of others. For your safety, Platte County Board of Services has established these rules for anyone riding in the agency vehicles. A list of these rules will be discussed with you upon entry of the program and will be reviewed with you on a regular basis. Only Platte County Board of Services employees are allowed to provide transportation services.

1. Passengers must remain seated with seat belts properly while the vehicle is in operation.
2. Food and drink consumption (other than water, in a lidded container) is not permitted.
3. Tobacco use is not permitted in agency vehicles.
4. Passengers are responsible for removing their property and trash from vehicles.
5. Passengers will comply with transportation guidelines and driver instructions at all times.
6. The passenger and/or advocate must notify the driver of schedule changes in a timely manner.
7. Passengers will not argue or fight with the driver or other passengers.
8. Passengers will use appropriate language at all times.
9. Passengers will not make loud or disturbing noises.
10. Passengers are expected to be ready to go 5 mins before their arranged pick-up time.
11. Passengers will be transported at the beginning and at the end of the scheduled work day. Alternate transportation must be made in advance for early or late departures.
12. All passengers are expected to maintain proper social behavior.
13. PCBS should be notified of any medication changes or positive behavior support plans.
14. All passengers must have current authorization release forms to be transported.
15. Passengers will be picked-up and dropped-off at only the designated locations. Any request for changes in locations must be submitted in writing two weeks in advance and approved by the Transportation Facilitator.
16. Drivers will wait 3 minutes beyond the scheduled pick-up time. If late, one attempt will be made to contact the passenger before the driver continues the route without returning.
17. Drivers will contact passengers or advocate if the vehicle will be more than 30 minutes late.
18. Transportation services to workshop(s) and day program(s) may be cancelled due to inclement weather (snow, ice or other natural phenomena). Supported employment transportation will continue if possible. (Refer to the Severe Weather Policy).
19. In the event that a vehicle is unable to operate for any reason the passenger or advocate will be notified as soon as possible. Every effort will be made to arrange alternative transportation.
20. Due to limited space, only one typical sized lunch container and one bag (purse or bag) no larger than a typical back pack is permitted on the van.
21. Cell phones are to be used on the van in emergencies only.
22. Once departed, drivers will not return for forgotten items.
23. If personal music or other handheld device will be used headphones/earbuds are mandatory.
24. Sleeping is not allowed on the vans.
25. No alcohol will be transported or consumed on the vans.

Failure to follow the above rules may result in suspension or termination of this service.

ORIENTATION INTO RESIDENTIAL OR DAY HABILITATION SERVICES
Within 30 days of admission, all individuals admitted into Platte County Board of Services Residential or Day Habilitation programs, and, as appropriate, their parents, guardians, or advocates will receive an orientation to the program by the program supervisor and other appropriate staff. The orientation typically includes the services to be provided, program policies, review of rights, what is neglect, abuse, and misuse of funds and how to report it, and grievance procedure. This is also the time to discuss the expectations of the program by the person to be served.

DAY HABILITATION HOURS OF OPERATION
Day Habilitation Services are provided from 9:30 a.m. to 3:30 p.m. Monday through Friday. Transportation of persons served occurs between 8:00 a.m. to 9:30 a.m. and again between 3:30 p.m. to 4:30 p.m. During the winter months when inclement weather prohibits safe transportation to our participants, you will receive a phone call as early as possible to notify you that Day Habilitation will be closed for the day. There may also be occasions of early dismissal due to inclement weather. Participants will be transported home early and be notified as early as possible in this instance as well.

The following holidays are observed by Day Habilitation and the service will be closed: New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve Day, and Christmas Day. Holidays falling on Saturday will be observed on Friday; holidays falling on Sunday will be observed on Monday.
DAY HABILITATION GUIDELINES

- Due to the planning involved in daily and special activities, it is requested that, whenever possible, you provide as much advanced notice as possible when you will be arriving late, leaving early, or will be absent.

- The Day Habilitation program is staffed according to the needs of the individuals that are participants. The level of support is determined during the annual planning meeting and can be changed when needed with the approval of the planning team. Typically there are groups of one employee assisting 4-6 participants.

- You will be responsible for bringing a lunch daily. The program has microwaves available at the site to warm food. When going into the community, a cold lunch is most convenient to travel with; however if a warmed lunch is necessary/preferred, it will be accommodated whenever possible.

- Lunches may be stored either in the kitchen or in a personal locker. If stored in the kitchen, access can be requested at any time.

- Since you will be participating within the community, it is important that you look clean and neat. Employees will help you look your best before going into the community. Each participant will keep an extra set of clothing in the facility. In the event that these clothes are utilized, dirty clothes will be rinsed if necessary and sent home. When the extra set of clothes is used and dirty clothes are sent home, another set should be brought in to assure everyone can stay clean and comfortable.

- On a daily basis, Day Habilitation participants might be participating in various community and volunteer activities in the Kansas City metropolitan area. Occasionally participation in special activities requires limited travel. When you are scheduled for an activity outside of the immediate metro area, you will receive advanced notification and a responsible party may be asked to sign a permission slip if necessary.

- You will be responsible for paying for any community activities you participate in for which there is a cost. Employees will help you get receipts for things you spend your money on. A request for funds will be made prior to any activity requiring funds.

- You will be expected to respect all other individuals while participating in the day habilitation program. Yelling, hurting others and breaking things are not acceptable.

All Day Habilitation employees receive training as Certified Level 1 Medication Aides. Because of rules set by the State of Missouri, only medications prescribed by a physician can be administered by employees. This includes over-the-counter medications such as Tylenol, aspirin, decongestants, cold remedies, vitamins, medications for upset stomach, holistic or natural supple-
In order to maintain a healthy environment, if you have one or more of the following symptoms, you should not come to the Day Habilitation program and, if they appear while you are at the Day Habilitation program, you will be sent home:

- Fever of 101 degrees or higher when taken orally.
- Two or more incidents of diarrhea within a 24 hour period.
- Two or more incidents of vomiting within a 24 hour period.
- Having a contagious disease or receiving antibiotic treatment (i.e. chicken pox, measles, mumps, strep throat, etc.).
- Body rash that is spreading or combined with fever.
- Sore throat with fever and swollen glands.
- Eye discharge or “pink eye”.
- Yellowish skin or eyes (jaundice).
- Two or more seizures within a 6 hour period.

Before returning to the Day Habilitation program you must:

- Be fever-free for 24 hours.
- Have no incidence of diarrhea for 24 hours.
- Have no incidence of vomiting for 24 hours.
- Have written clearance from a physician for contagious disease or antibiotic treatment.
RESIDENTIAL GUIDELINES

- Residential sites are staffed according to the needs of the individuals that live in them. Group homes and sites that require that level of supervision are typically staffed whenever individuals are present at the site. This includes all holidays, weekends, and overnights. Most supported living sites provided through Platte County Board of Services are staffed according to a schedule developed during the planning meeting.

- All meals will be provided for you if you live in a group home. This includes snacks and lunches to be taken to work or day services. Choice is yours, but employees will assist you in planning and preparing meals and snacks that meet your dietary needs. If there are foods or food groups that you do not like, please let the employees know.

- In Supported Living sites employees will assist you in preparing your meals with food that you purchase. If there are foods or food groups that you do not like, please let the employees know. Employees in Supported Living sites must purchase their own food and bring it to work. They should not eat food purchased by you.

- Since you are participating within the community, it is important that you look clean and neat. Employees will help you look your best before going into the community.

- You should wear only your own clothing. If you need to purchase additional clothing items you will do so with your own money. Employees will assist you with choosing clothing appropriate for the weather and setting, if you need assistance.

- You will be expected to do your own laundry. Your clean clothing will be stored in your dresser or closet. Your dirty clothes will be stored in your own laundry basket. Your clothes will be washed separately from any other person’s clothing. Once washed and dried you will be expected to fold and put away your own clothes. Employees will provide assistance and training as needed.

- You will be asked to help clean the living spaces and your personal space and to put away what you have used throughout the day that is in the common area. You will be provided with space to store your personal possessions.

- All Residential employees receive training as Certified Level 1 Medication Aides. Because of rules set by the State of Missouri, only medications prescribed by a physician can be administered by employees. This includes over-the-counter medications such as Tylenol, aspirin, decongestants, cold remedies, vitamins, medications for upset stomach, holistic or natural supplements, etc. Additionally only prescription medications with a doctor’s order can be administered. These authorizations will be obtained from your doctor. If you need assistance with taking your medication, employees will help you.

- Unless you or your family member prefer to do so, employees of Platte County Board of Services will take you to medical and dental appointments. It is important for us to know about your medical treatment in or-
If you choose to discontinue Residential or Day Habilitation services provided by Platte County Board of Services, you must notify either your Residential/Day Habilitation Coordinator 30 days in advance of the date you wish to leave services. Persons served who have a guardian must have the guardian’s consent to discontinue services. Platte County Board of Services may discontinue providing services to you if you choose not to follow established program guidelines. You or your guardian will be provided with written notification 30 days in advance of the discharge date. Your state/county service coordinator will assist you in alternative services.

In order to provide you with the best help in maintaining your health so we require that all medical appointments are documented in your records. This is also a requirement of the State of Missouri.

- Platte County Board of Services is also required to be accountable for any funds that you may have. For that reason and for safekeeping, most persons served choose to have employees keep their funds for them in a locked box. If you choose this option, employees will help you budget your money and give you what you have budgeted based upon the schedule determined by you or your family. Employees will also help you keep your receipts and provide an accounting of all your expenses. Quarterly a financial report will be provided to your payee and/or legal guardian.

- Due to sanitation and the potential for allergic response to them and because they require extra care, pets, except those in a cage or aquarium, are not allowed in group homes nor will they be transported in agency vehicles. If you rent an apartment or house, you may have pets if the owner allows pets and any roommates agree. If you have a pet, you will be responsible for all costs of food, healthcare, and any damage it creates. Employees will not be responsible for its care but can assist you with reminders about how to care for it.

- You may have guests in your residence; however, they must respect the privacy and safety of all roommates. Employees are responsible only for the residents of the site and should not be asked to provide any care to guests.

- If you are over the age of 21 and wish to drink alcoholic beverages, you may do so. If you have a guardian, the guardian must agree. You will need to purchase these beverages yourself for your own consumption. If you have a medical condition or take a medication that says you should not drink alcoholic beverages, employees will help you make a decision about drinking.
PARTICIPATION IN PCBS RECREATION
If you wish to participate in Recreation provided by Platte County Board of Services, you must meet the following criteria in addition to the Admission Criteria for Services listed on page 4:

- Must be 18 years of age or older; and
- Must agree to abide by the Transportation Rules when transportation is part of the recreation activity.

To participate in Recreation you should first contact the Recreation Facilitator, at 816-891-0990. They will provide you with an Information/Authorization/Emergency Release form that must be completed prior to participating in the first recreation activity. They will also ensure that you receive monthly calendars so you know what activities are available. Platte County Board of Services does not provide transportation for recreation activities to and from your home. If the activity requires transportation, you will be provided with transportation between the pick up/drop off point and the activity.

POSITIVE BEHAVIOR SUPPORT
Positive behavior support is essentially a communication-based method of addressing challenging behaviors. The use of restraint is not recognized by Platte County Board of Services as a valid treatment for aggressive behavior. In the event that physical restraint becomes unavoidable, ONLY employees trained in CPI may intervene. Persons served in the Residential or Day Habilitation programs who exhibit challenging behaviors deserve to be treated with the same dignity and respect as all other members of the community. They have the right to supports that enhance the quality of their life.

Platte County Board of Services is accredited. For more information about the accreditation, contact our Assistant Director, at 816-891-0990.