



Community Services Provider

A Division of JCDS

Handbook for Recipients of JCDS Services & Supports

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Introducing JCDS Services

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

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

Background – Johnson County Developmental Supports (JCDS) is an agency of Johnson County Government that facilitates career and personal development for Johnson County residents with developmental disabilities. Our people are dedicated to first-class service and achieving exceptional results.

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

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

JCDS Licensed Services

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

Service Coordination (Case Management Services) – Attempting to navigate the service system for people with developmental disabilities can sometimes feel like a maze. That’s where a service coordinator can lend a hand! JCDS service coordinators help individuals gain access to needed services and offer an array of coordination supports including needs assessment, personal support planning, assistance in identifying and accessing funding options, planning for service transition, and advocacy.

Day & Employment Services – Our overall goal is to provide appropriate, meaningful and productive activities all of the time through employment and volunteerism. JCDS embraces the philosophy and values of “Employment First,” by promoting gainful employment for each person of working age. Our first emphasis is on supporting opportunities for paid work because we share the value that employment is fundamental to adulthood, quality of life, individual productivity, self-worth, and earning the means to exercise freedoms and choices available to all citizens. JCDS offers a variety of on-site and community-based employment options for individuals with all levels of support needs. In addition to various avenues toward gainful employment, JCDS provides other life-enriching activities based in volunteerism, especially for those of retirement age. Many participants take advantage of multiple programs and “build their day” according to personal preferences and requirements.

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

- You are paid for all work you complete that adds value to a product or is done on behalf of a JCDS business customer.
- Your pay is based on either the number of pieces of work you complete or the number of hours you work.

- JCDS is certified by the U.S. Department of Labor to pay sub-minimum wages.
- All wages paid are based on the prevailing wage rates for similar work being done in our geographic area.
- You will be paid every other Friday for work performed the previous two weeks.
- If you work in the Mark D. Elmore Center, you will receive 2 fifteen minute breaks and a 30 minute lunch period. You are responsible for supplying your own lunch or you may purchase it in the cafeteria. You will be given a lunch menu each Friday for the next week.
- If you work in the Mark D. Elmore Center, you will have access to a locker to keep your coat and other personal items. You are responsible for supplying your own padlock for your locker. JCDS discourages bringing personal items that cannot be contained in your locker.
- No smoking is permitted inside of the Mark D. Elmore Center or in the garage area. There are designated smoking areas in front of the building and on the patio area.
- You may be eligible for paid leave.
 - Service recipients paid by JCDS earn 2 hours of paid sick leave and 2 hours of paid vacation leave each pay period (two weeks) in which they perform paid work at least 30 hours but less than 80 hours.
 - Service recipients paid by JCDS earn 4 hours of paid sick leave and 4 hours of paid vacation leave each pay period (two weeks) in which they perform paid work 80 or more hours.
 - The maximum accumulated vacation leave is 120 hours.
 - There is no maximum accumulation for sick leave.
- The Mark D. Elmore Center of JCDS is closed to observe the following holidays. You will not be paid for holidays but may use accumulated paid vacation time if you wish.
 - New Year's Day
 - Martin Luther King, Jr. Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veterans' Day
 - Thanksgiving Day & following Friday
 - Christmas Day
 - Christmas Eve (if it falls on a weekday)

Johnson County issues a holiday schedule each year that may vary slightly.

- Service recipients who are on community business payrolls receive benefits based on that company's policies and practices

Residential Services – Whether “home” means a house, a group residence or an apartment, JCDS offers a wide variety of community living options ranging from fully supported to independent living settings. Regardless of the type of residence or number of persons sharing the residence, JCDS offers staff supports as needed for each person from a few hours per week to 24-hours a day. While JCDS facilitates access to an appropriate living arrangement, we promote persons served to secure their own housing whenever possible, even when you share housing with another person receiving JCDS Residential Services.

Clinical Support Services – For Direct Support Professionals and other direct support providers, JCDS offers a variety of professional and clinical supports necessary to provide quality assistance and support to men, women and children with developmental disabilities to maintain health (through nursing, dental, nutritional and other health supports), expand functional abilities and increase adaptive behavior (through applied behavior analysis, positive behavior supports, assistive technology and ergonomic supports). JCDS clinical specialists do not provide direct treatment or therapy.

JCDS Service Principles

- ❑ Individuals are actively involved in the design and implementation of their service plans.
- ❑ Individuals have access to a system of comprehensive and integrated community-based services.
- ❑ Services promote natural and community supports that include families, friends, and other community members.
- ❑ Services are appropriate for the individual's age, abilities and life goals.
- ❑ Services demonstrate respect for the rights and dignity of all people.
- ❑ Services promote individual choice, individual responsibility, safety, satisfaction, and positive outcomes for the individuals served.
- ❑ Individuals are offered the support and services necessary to their success as they live, work, and recreate.
- ❑ Services are designed to foster a community where all members are included, respected, and valued.

Entrance Criteria

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

Accessing JCDS Services

After the CDDO has shared with you that JCDS may be one of your choices as a service provider, you are welcome to contact the Deputy Director of JCDS. Based on your needed service, JCDS will arrange for you to visit with the director of the service(s) for which you are interested (i.e., Service Coordination, Day & Employment, Residential services). You will have the opportunity to learn if JCDS would meet your needs and interest, and JCDS staff can determine if we likely would have sufficient resources to serve you.

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

Financial Responsibilities – In conjunction with a Service Agreement, JCDS will provide you a *Fee Agreement*. JCDS services are not an entitlement which means that you will have to pay for some things. Many supports arranged through your Action Plan team are provided to you at a fee. You should be sure you understand the fees to be charged to you before you agree to receive the

supports. Common examples of supports for which there is a fee include transportation, meals, rent and personal supplies. As stated previously, you may be presented a fee for the direct service if it is not covered through a public funding source such as Medicaid. You are expected to pay for any service received and billed to you based on the fee agreement. If you fail to pay your bill to JCDS, your services may be terminated. If you are unable to pay your fees to JCDS, you may request a “*fee exception*.” The director of your service (i.e., service coordination, day service, residential service) will explain the process for making a request for a fee exception.

Beginning Services – Once you have funding and have decided that you want to receive services from JCDS, a meeting will be scheduled with you, your service coordinator (case manager) and anyone else you would like to invite, as well as staff members from JCDS. During this meeting, you will have the opportunity to ask questions and tell us what type of lifestyle you want and supports that you need. JCDS staff members will share information with you about our program and ask you any questions that might help us in supporting you. We will work together to determine the best way for you to have a successful transition into our services. Some individuals may not need or want a transition period, while others might find this very helpful. An official start date for services may be determined during this meeting or later, depending on your needs and preferences and our ability to support you within our current resources. If you are receiving Day and Employment Services from JCDS with wages paid directly to you by JCDS, you will need to complete a W-4 and I-9 prior to beginning work. All consumers receiving services from JCDS need to have a current health assessment, release for emergency medical treatment, releases to exchange information with others who support you and current medical and medication information. Persons who receive Day and Employment services from JCDS are responsible for arranging their own transportation to the Mark D. Elmore Center. Often individuals are transported by a family member, residential provider or Johnson County Transit.

Rights & Responsibilities of Persons Served by JCDS

You have all the same rights and responsibilities as all other community members unless your rights have been modified through the legal system. (Please refer to *Governing Board Policy 1-7 Consumer Rights and Responsibilities*.) Your rights cannot be denied due to disability, income, cognitive skill, race, sexual orientation, religion, age, or communication skills. You don’t have the right to hurt yourself or others, destroy property, take property from others, and

prevent others from exercising their rights, or break federal, state or local rules and laws. You have the responsibility to participate in all the activities of your life according to your ability. A Risk Assessment will be completed if there is a potential risk involved in exercising your rights. You and/or your guardian have the right to accept or reject any restrictive measures. The Human Rights Committee will also review any restrictive measures to assure that you are not being restricted without cause and that other positive strategies and non-restrictive strategies have already been tried. Here are some important rights and responsibilities.

- ❑ *You have the right to **Speak out for Yourself.***
 - *You have the responsibility to be actively involved in making your person centered support plan (“Action Plan”).*
- ❑ *You have the right to **Be Treated with Dignity & Respect.***
 - *You have the responsibility to treat others how you would like to be treated.*
- ❑ *You have the right to **Make Decisions and Have Responsibilities.***
 - *You are responsible for your actions.*
- ❑ *You have the right to **Vote.***
 - *You are responsible for participating in your community.*
- ❑ *You have the right to **Due Process** (equal treatment under the law) and the right to **Legal Representation.***
 - *You are responsible for obeying the law.*
- ❑ *You have the right to **Freedom of Religion.***
 - *You have the responsibility to respect other people’s religious choices.*
- ❑ *You have the right to **Choose Who You Live With.***
 - *You have the responsibility to get along with your housemate and to work your problems out together.*
- ❑ *You have the right to **Privacy.***
 - *You have the responsibility to respect other people’s Right to Privacy.*
- ❑ *You have the right to **See Your Own Records**, including information about how your funding is accessed and used, and what services were billed on your behalf.*
 - *You have the responsibility to learn what your records mean to you and ask questions about anything you don’t understand.*
- ❑ *You have the right to **Work for a Fair Wage.***
 - *You have the responsibility to follow the rules and expectations of your employer.*
- ❑ *You have the right to **Not Be Required to Work Without Compensation.***

- *You have the responsibility* for the upkeep of your own living space and common living areas and grounds that you may share with others.
- ❑ *You have the right to* **Assistive Technology** to Increase Your Productivity and Help You Be More Independent.
 - *You have the responsibility to try to do things for yourself.*
- ❑ *You have the right to* **learn How to Do Things for Yourself.**
 - *You have the responsibility to try to do things for yourself.*
- ❑ *You have the right to* know that **Your Things are Your Things.**
 - *You have the responsibility to respect other people's property and choices.*
- ❑ *You have the right to* know **Your Money is Your Money.**
 - *You have the responsibility to pay your rent and bills on time.*
- ❑ *You have the right to* **Talk to Family, Friends or Visitors when you want.**
 - *You have the responsibility to respect the right of your housemates when they visit with family and friends.*
- ❑ *You have the right to* **Have Relationships with Whom You Choose.**
 - *You have the responsibility to respect your partner and to make informed choices regarding that relationship.*
- ❑ *You have the right to* **Support with the Loss of Friends and Family.**
- ❑ *You have the right to* **Be Safe in Your Own Home.**
 - *You have the responsibility to learn and practice safety skills, including fire and tornado drills.*
- ❑ *You have the right to* **Say "Yes" and make your own decisions and choices.**
 - *You have the responsibility to first be sure you understand what you are agreeing to. We call that giving your "Informed Consent."*
- ❑ *You have the right to* **Say "NO!"**
 - *You have the responsibility to speak up and tell people "no" if you don't want to do something – especially if you don't feel safe doing it.*
- ❑ *You have the right to* **Services That Are Paid For.**
 - *You have the responsibility to pay your bills.*
- ❑ *You have the right to* **Receive Support that is Appropriate to Your Age, Skills, and Functional Abilities.**
 - *You have the responsibility to Actively Use Your Skills and Abilities.*
- ❑ *You have the right to* decide if you want to **participate in research projects** (please refer to JCDS Rule & Process "*Research with Human Subjects*").
 - *You have the responsibility to speak up and tell people "no" if you don't want to participate in research projects – especially if you don't feel safe doing it.*

- ❑ *You have the right to **Make Mistakes.***
 - *You have the responsibility to learn from those mistakes.*
- ❑ *You have the right to **Plan for Your Future.***
 - *You have the responsibility to be actively involved in making your person centered support plan (“Action Plan”).*
- ❑ *You have the right to **The Best Possible Health Care.***
- ❑ *You have the right to **Get to and Use Public Spaces and Public Services.***
- ❑ *You have the right to **Be Free From Abuse, Neglect and Exploitation (ANE).***
- ❑ *You have the right to **Prior Notice of Any Attempt to Modify or Restrict Your Rights.***

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

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

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

Complaint Process

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

- ❑ Discuss the issue with your direct support staff or their supervisor or your service coordinator immediately.

- ❑ If you are not satisfied with their response, you should contact the Director of your services (**Beth Stockwell**, Director of Day & Employment Services at 913-826-2342; **Patty Dumovich**, Director of Residential Services at 913-826-2215; **Joanna Seaman**, Director of Service Coordination at 913-826-2343). The Director of your services will arrange to hear your complaint within three (3) business days and give you a response no more than three (3) business days from the time of the hearing. If there is a barrier in meeting these timeframes, you and the service director will agree to a modified timeframe.
- ❑ If you are not satisfied with the Service Director's response, you may contact **Dennis Tucker**, Deputy Director (913-826-2633) for final CSP disposition of your complaint. The Deputy Director will arrange to hear your complaint within three (3) business days and give you a response no more than three (3) business days from the time of the hearing. If there is a barrier in meeting these timeframes, you and the Deputy Director will agree to a modified timeframe.
- ❑ If you remain dissatisfied with the JCDS CSP's responses to your complaint, you may contact **Maury Thompson**, JCDS Executive Director, through **Shelly Toft**, Assistant to the Executive Director (913-826-2641).

Your service coordinator (case manager) will help you make any or all of these appeals at your request.

Assessments & Planning

You will create your own **Person-Centered Support Plan** to guide your preferred lifestyle and determine the supports you need. In this process, you will be asked to give information about your strengths, abilities and preferred lifestyle. A team of your friends and supporters that you select (often called "circle of support") will also be asked for information. You and this team will develop long-range goals, short-term steps and ongoing supports that guide the type and amount of support you receive from JCDS. Your Person-Centered Support Plan will be reviewed routinely to make sure the services and supports you request are needed and working to your satisfaction.

Hours of Operation

Normal Operations – JCDS administrative offices are open Monday through Friday from 8:00 am to 4:30 pm. Residential Services are available 24 hours per day year-round. The hours for those receiving Day & Employment Services at the Mark D. Elmore Center are Monday through Friday from 8:30 am to 4:00 pm. All services are available based on individual schedules, funding sources and service type. The times you receive your specific services from JCDS staff should be outlined and agreed upon through the Person-Centered Support Plan process.

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

Health & Safety

Your health and safety are important to JCDS. At each location where you receive support from JCDS, staff will regularly review some safety rules that you are expected to follow. Also, if you are taking prescription medication, you must inform us so that we may monitor its storage and administration. JCDS employs staff trained to assist with first aid and medication administration as needed. JCDS will provide necessary assistance and coordination in response to emergency situations; however, we are unable to provide ongoing health care. It is necessary for you to access community health care providers for ongoing health care supports as well as in cases of urgent care. You are required to report any accident or illness to JCDS staff so that we are aware of the issue and may assist you if needed. For the health and safety of those with whom you work or live if you become ill or are injured, you may be required to obtain a release from your doctor to return to service. Individual health and safety issues should be discussed with your Person-Centered Support Plan team so supports may be developed as necessary.

Staff Qualifications

JCDS Direct Support Professionals receive all of their required training while on the job. They receive specific training in the individual supports required for each person they serve on an on-going basis including Person-Centered Support

Planning and Prevention of Problem Behavior. Further, staff is required to achieve and maintain annual certification in medication administration, First Aid, CPR, and Mandt (a nationally renowned system for de-escalating violent behavior and protecting from physical harm). All staff receive annual refresher training in Abuse-Neglect -Exploitation, Human Rights, Exposure Control, HIPAA (confidentiality), Safety Practices, Incident Reporting, and Emergency Procedures.

JCDS Service Coordinators (case managers) exceed the minimum qualifications prescribed by the State of Kansas by having at least 2-years experience in the field of human services and a bachelor's degree. Each service coordinator is required to complete the Training Manual and adhere to the Rules of Conduct prescribed by the State of Kansas. All staff receive annual refresher training in Abuse-Neglect -Exploitation, Human Rights, Exposure Control, HIPAA (confidentiality), Safety Practices, Incident Reporting, and Emergency Procedures.

JCDS Clinical Support Professionals

All staff receive annual refresher training in Abuse-Neglect -Exploitation, Human Rights, Exposure Control, HIPAA (confidentiality), Safety Practices, Incident Reporting, and Emergency Procedures.

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

Behavior Supports: Although not required, the Behavior Support Specialist(s) maintain certification issued by the Kansas Institute of Positive Behavior Supports.

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

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

Prohibitions Due to Potential Conflicts of Interest

JCDS ensures that each staff is knowledgeable about real and perceived conflicts of interest to avoid. (Please refer to *Governing Board Policy 1-1 Code of Ethics* –

Johnson County, and Governing Board Policy 1-04 Conflict of Interest.) We request that you not put any JCDS staff person in a position to decline a personal offer made with good intentions. Some examples of things to avoid by JCDS staff are:

- ❑ Accepting gifts from persons receiving services or their family members (as a token of your appreciation and support, you are always welcome to make any desired contributions directly to *The Friends of JCDS*, a 501©(3) nonprofit organization that encourages the charitable giving of financial support to enhance JCDS services and quality of life of the people it serves, <http://www.friendsofjcds.com>);
- ❑ Developing personal relationships with persons receiving services or their family members that extend outside of their role as a support provider;
- ❑ Volunteering their own time to provide support to persons receiving services or socializing with persons receiving services or their family members outside of their paid role as a support provider;
- ❑ Accepting private payment from persons receiving services or their family members to provide services outside of the scope of their regular job duties;
- ❑ Providing supportive home care services to persons they work with directly in JCDS Day or Residential services;
- ❑ Having an outside business relationship with persons receiving services or their family members.
- ❑ Service Coordinators (case managers) are prohibited by the State of Kansas from providing direct supports to persons with developmental disabilities.

Exiting Services

When you and your Person-Centered Support Plan team determine that you no longer need or want supports from JCDS, you should contact the CDDO. Once JCDS is notified by the CDDO, you will be formally terminated from JCDS service. When you decide you no longer want to receive services from JCDS, your service coordinator (case manager) will request information about your satisfaction with the supports and offer to help you plan future services. After you leave JCDS service, we would like to stay in touch to know if we may be of future assistance to you. You may reapply for service anytime as long as you continue to meet the basic entrance criteria by contacting the CDDO.

Employment Information

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

Additional Information

For additional information please contact:

Johnson County Developmental Supports (JCDS)
10501 Lackman Road
Lenexa, Kansas 66219
(913) 826-2626
www.jcde.org