



Expanding life's
opportunities to
people with
disabilities



Periodic Services Program *HANDBOOK*





About ComServ, Inc.



ComServ, Inc. is a not for profit agency established in 1990 to provide community-based services to people with intellectual and developmental disabilities. ComServ, Inc. operates Air Park, LaDell Lane & Charles Road Homes.

- ▶ **Mission Statement:** ComServ, Inc. enhances the lives of persons with disabilities and their families by expanding opportunities of maximum growth and independence; promoting self-determination in inclusive and diverse environments; engaging in whole person care and health promotion activities and providing services/supports for successfully achieving positive desired outcomes through individualized services, natural supports and participation in the community in which they live.
- ▶ **Vision:** ComServ, Inc. will be the provider of choice for individuals with intellectual/developmental disabilities and their families. Services will be developed and operated based on best practices and the current anticipated needs of diverse populations within our community. Resources will be maximized to meet the needs of our community and provide quality, meaningful services. Services will be provided in community settings inclusive of various residential opportunities, day programs, and individualized services. Services will also be of the highest quality and delivered in the most cost effective, efficient and ethical manner. ComServ will also demonstrate a respect and awareness for the diversity of person's served by providing culturally and linguistically appropriate services. Staff will be expected to conduct themselves in a professional and highly ethical manner and to be a positive role model for persons served. ComServ will strive to employ and retain quality staff that has been well trained and compensated at a competitive rate.
- ▶ **Philosophy:** The underlying philosophy and belief in providing services at ComServ, Inc. is that people with disabilities have the right to live and thrive in a culturally diverse community and should be afforded the same opportunities as individuals who do not have disabilities. Furthermore, an integral part of ComServ, Inc. is that citizens with disabilities can learn to live to their fullest capabilities if they are:
 - ▶ Given individual choices through self-determination.
 - ▶ Supported by natural relationships.
 - ▶ Fully experiencing life by residing in the least restrictive environment and participating in the richness of diversity and cultural experiences available in the community.
 - ▶ Provided with a diverse staff that are supportive and who have effective relationships with other staff and support team members-especially those most significant to that individual.
 - ▶ Having maximum input into their services of choice.
 - ▶ Assisting individuals to have a meaningful quality of life.



Welcome to Periodic Services



Periodic Services provide specialized intermittent supports to help you become more independent, more involved in your community and to improve your health. Examples include respite, community networking, and community living and supports - all services that are not traditionally residential or day services. **Periodic Services cannot be provided at the same time another billable service is being provided. Periodic services are available for children and adults with a diagnosis of intellectual developmental disability who may also have a mental health diagnosis.**





Staffing for Periodic Services

All staff working in Periodic Services must meet the following:

- 18 years of age or older
- Have a High School Diploma or GED
- Satisfactory criminal background check
- Clear Health Care Personnel Registry Check
- Para-professional staff must be supervised by a Qualified Professional (4 year degree in Human Services and at least 2 years experience in field).
- If providing transportation:
 - Valid driver's license
 - Satisfactory driving record
 - Proper vehicle inspection
 - Required vehicle liability insurance
 - Driver Safety training



Pre-Service training and annual training on core competencies of working with people with developmental disabilities; CPR/FA training every two years; and Evidence Based Intervention Techniques (EBPI) designed to promote positive relationship skills completed annually. Must also receive Individual Specific Training on every person served.





Respite



Respite gives a break from care providing for a person who provides daily live-in care for you. Care providers who may use respite include:

- Families who care for their loved one with disabilities
- Alternative Family Living Providers (AFL)
- Other people with whom an individual with disabilities resides

Respite services also provides a break for you! It can be a chance to have fun with someone else! Respite is not a habilitative service, so you will not be working on goals.

Respite can be provided in the following locations:

- Home of the respite care provider
- Your home
- In a licensed group respite facility

Respite can be provided hourly or overnight
Funding Sources: Medicaid Innovations and 1915-i

Respite Services
must be included
in your PCP/ISP
and be authorized!

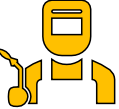




Community Networking



Community Networking offers you the chance to participate in the community with the supports you need. Services can consist of:

- Adult Education classes 
- Learning community time management skills 
- Community classes focused on hobbies 
- Linking to a volunteer or work setting 
- Participation in community groups or associations (including membership fees)
- Participation in a range of community activities that promote on-going community interactions
- Training on self-advocacy 
- Learning to use public transportation 
- For children: staffing to support participation in integrated daycare and after-school programs
- Transportation may be provided

Community Networking services must be provided in integrated community settings. This service must be included in your ISP and must be authorized!



FUNDING SOURCE - Medicaid Innovations





Community Living and Supports



Community Living and Supports are services to help support you to live in your own home, or in the home of a family or natural support. A trained para-professional will help you:

- Learn new skills
- Complete daily tasks
- Participate in community activities



Services are individualized and based on your *choices* and *preferences*. The services should help you increase or maintain life skills, support your home living, help you become more independent and help you participate in your community.

This service can be used to provide training and technical assistance to the people who live with you.



Funding Sources: Medicaid Innovations and 1915i



Community Living and Supports must be included in your ISP/PCP and must be authorized.



Admissions

- Meet with the Qualified professional
- Complete paperwork including:

Application: filled out

Psychological: done within the past five years.

Guardianship Papers if you have a guardian

Emergency Contact Information: Please keep all emergency contact information up to date

Consent Forms: consent forms completed and signed by you or your guardian prior to admission

Completion of your Person Centered Plan or update to ISP

Completion of your Short Term Goals or service included in Plan (respite)

Agreement of Financial Responsibility: Generally your program services will be paid for by your funding source. However, if you lose your Medicaid for any reason, please contact us immediately as you may be charged for services

Approved MCO Authorization

- Meet potential Direct Support Workers





Medication Requirements

If your Periodic Services worker (DSP) will be assisting with your medications, we **MUST** have:

- ❖ Doctor's written order for medication
- ❖ Written Permission to give medication
- ❖ Medication in original container with original label:

- Your Name
- Medication Name
- Medication Dose
- Medication Route
- Time to give medication
- Doctor's Name
- Dispensing pharmacist

Medications **MUST** be safely stored and given by staff trained by an RN to give medications

Expired meds cannot be given





Confidentiality/HIPAA

Your information is confidential



We will NOT share your information with anyone other than your guardian without written consent

We share information on a need to know basis with proper consents

We cannot discuss your information with other families

Please Respect Everyone's Privacy and do NOT share confidential information outside of our programs

No photos of you will be used without your consent

Your family/guardian will be notified if:

- You are Sick
- You are injured
- You have behaviors where restrictive interventions are needed
- Vehicle accidents
- Restrictions (diet changes, behavior support plans, etc.)

Your family/guardian must keep all contact information current

Human Rights



- We will teach you about your rights
- Your choices matter
- Your rights will be honored
- All staff are trained on Human Rights
- Your rights can be restricted for safety issues, behavioral issues, dietary and medical issues
- All restrictions must have guardian approval and go through the Human Rights Committee
- ComServ may utilize cameras in common areas or outdoors to protect you and property security

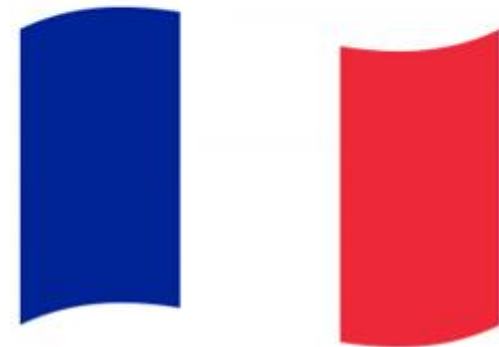




Cultural Awareness



We promote acceptance, inclusion, learning about cultural issues including: race, ethnicity, age, socio-economic status, gender, sexual orientation, spiritual beliefs, language and traditions. We are welcoming to all! We enjoy celebrating cultural events.





Family Involvement



We encourage family involvement:



- Visiting
- Sharing interests/talents
- Participation in annual plan meetings
- Fundraising and Special Events
- ComServ, Inc. Committee Participation
- Please keep all contact information current
- We require an approved visitor list





Discharge/Ending Services

If you decide to quit, give us a 2 week notice

You can be discharged for:

- Not attending regularly
- Behaviors that are a threat to yourself or others



Concerns/Complaints

- Please feel free to ask questions or express concerns to the Director or your QP
- Complaints must be handled with the Program Director or Coordinator
- Grievances if complaints are not resolved we have a grievance procedure

