

***Community Services for Persons with***

***Developmental Disabilities***

***And***

***Their Families***

***An Information Handbook***

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***Seeking to maximize full participation and inclusion of individuals with developmental disabilities and their families in their communities***

***achieving their desired quality of life and the greatest degree of***

***community participation.***

JPHSA/CSPDD

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**What is the Purpose of JPHSA Developmental Disabilities Services?**

JPHSA DD Community Services are provided to Jefferson residents from birth through their lifespan for those individuals who meet the Louisiana eligibility criteria for DD services. The purpose of JPHSA DD services is to promote individuals’ and their families’ independence, participation, productivity, personal responsibility, good citizenship and quality of life in the community.

**What is a Developmental Disability?**

The term developmental disability refers to a wide range of disabilities. Some individuals may have severe physical disabilities but they have average and above average intellectual abilities. Others may have an intellectual disability (the term retardation or “MR” is considered offensive and is no longer acceptable usage). In both situations, the disability must have occurred before the age of 22 (i.e., within the individual’s developmental period from birth to 22 years of age). Also the disability must have a significant impact upon areas of major life activity (i.e., self care, capacity for independent living, mobility, self-direction, receptive and expressive language, learning, and economic self sufficiency). (See The Louisiana State Definition of Developmental Disability below).

Developmental disabilities are considered to result from an intellectual or physical impairment or combination of physical or intellectual impairments. For example, many individuals with developmental disabilities, cerebral palsy, autism and epilepsy may have a developmental disability - depending upon the whether the disability has a significant impact upon areas of major life activity. A developmental disability is likely to continue throughout the person’s life.

Individuals with developmental disabilities often have a combination of two or more other disabilities such as intellectual, physical or sensory, communication, learning, and psychiatric/behavioral health disabilities. About 20-35% of individuals with developmental disabilities also have psychiatric/behavioral health disabilities. They also need mental health/behavioral health services along with their developmental disabilities services. This information conveys the compelling reasons why individuals with developmental disabilities need highly coordinated JPHSA Services along with other major service systems such as School/Education/College/Vocational Technical Education, Health and Medical Services, Employment Services/Louisiana Rehabilitation Services, Mental Health, Addictive Disorders Services, and Justice Services – to ensure successful functioning at home, school, work, and community.

**What is the Louisiana State Definition of Developmental Disability?**

A Developmental Disability is defined as:

A severe, chronic disability which is due to an intellectual or physical disability or combination of intellectual and physical disabilities, occurs before age 22, is likely to continue indefinitely, and results in substantial functional limitations in three or more of the following major life areas:

Self-care

Receptive (e.g., understanding of language) and expressive language

Learning

Mobility

Self-direction

Capacity for independent living

Economic self-sufficiency

Children 3 to 9 years of age may be eligible with only 2 of 6 substantial limitations (economic self-sufficiency is not considered for children).

Children 10 through 17 years of age must have 3 of 6 substantial limitations (economic self-sufficiency is not considered for children).

Adults 18 years of age and older must have 3 or more substantial limitations in any of the 7 major life areas.

The disability is not attributed solely to mental illness and reflects the need for a combination and sequence of care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated.

or

A substantial developmental delay or specific congenital (i.e., affecting the person at birth) or acquired condition in a person from birth through age nine which, without services and support, has a high probability of resulting in the above criteria being met later in life, may be considered to be a developmental disability.

**How Do I Apply for Eligibility for Developmental Disabilities Services?**

If you suspect that you or someone you know may have a developmental disability (or mental health or substance use problem), contact our JPHSA Access Services at 504-349-8833. You should discuss your concerns and request a determination of eligibility for the services you may need - developmental disabilities services, mental health or addictive disorders services.

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**Who Are the DD Staff? How Can I Contact Them?**

**JPHSA Developmental Disabilities Staff Main Number: 504-838-5357**

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 **Home of My Own Program:**  Kenya Morris-Landry, LMSW klandry@jphsa.org

 **Community Home Services:**  Nicole Sullivan Green, LPC, Supervisor

 **Community Education/Quality Assurance Coordinator**

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 **Developmental Disabilities Waiver Services**

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 **Waiver Certification Specialists**

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  **Office Management and Coordination**

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 Nicole Johnson-Farley

**JPHSA Access Division for Services Eligibility**

Letriane Taylor, MSW

***What Is The JPHSA Board of Directors:***

**JPHSA was established in 1989 by the Louisiana Legislature to have local authority and accountability for the day to day administration, management and operation of mental health, addictive disorders and developmental disabilities services in Jefferson Parish.** JPHSA is governed by a 12-member board of directors (BOD). Nine members of the BOD are appointed by the Jefferson Parish Council and three members by the Governor of Louisiana. The daily administration of JPHSA is the responsibility of an Executive Director selected by the BOD and Service Area Directors selected by the Executive Director. The BOD, Executive Director and Service Area Directors work closely with the state to coordinate and implement services and to develop memorandums of understanding outlining accountability expectations and mandates for the administration of mental health, addictive disorders and DD services. The BOD and Executive Team work closely with Jefferson Parish government to coordinate JPHSA’s role in providing high quality, responsive, integrated community based services for individuals affected by mental health, substance use problems, and developmental disabilities.

**The JPHSA Board of Directors (BOD) identified four (4) priorities which must guide JPHSA Staff in developing programs and services, and in allocating funding and services** **to meet the needs of Jefferson residents affected by developmental disabilities, mental health, and substance use/addictive disorders**.

**1st Priority:** Individuals/families in crisis related to mental illness, addictive disorders or DD shall have their crisis resolved and a safe environment restored;

**2nd Priority:** Persons with serious and disabling mental illness, addictive disorders or DD shall make use of natural supports and community resources and to participate fully in the community;

**3rd Priority:** Persons with mild to moderate needs related to mental illness, addictive disorders or DD shall make use of natural supports and community resources and shall participate fully in the community; and

**4th Priority**: Persons not yet identified with specific serious mental illness, addictive disorders or DD but who are at significant risk of such disorders shall not develop the problems for which they are at risk.

**The BOD reviews the performance of JPHSA in meeting its mission and priorities through regular reporting by the Executive Director and Service Area Directors for Developmental Disabilities, Mental Health, and Addictive Disorders Services. The BOD reviews priorities annually to ensure that they are consistent with the mission and remain relevant to community need as they are the compass for developing initiatives, administering programs and allocating resources.**

**\*Meetings are held every first Monday of the month and are open to public participation.**

***What is the Jefferson Parish Regional Advisory Committee on Community Services for Persons with Developmental Disabilities and Their Families:***

***(RAC)***

The RAC was established through the Louisiana Developmental Disabilities Public Law 98-527 to provide public input into all activities of the Community Services for Persons with Developmental Disabilities Office.

**Mission of RAC:**

Provide advisement and input on the development and implementation of policies, procedures, and the allocation of resources which affects the services delivered by the Louisiana State Office for Citizens with Developmental Disabilities (OCDD) and the regional Developmental Disabilities Services of the Jefferson Parish Human Services Authority.

* The Regional Advisory Committee is composed of twelve (12) members representing persons with developmental disabilities, family members of people with developmental disabilities, and public and private sector professionals who work with individuals with developmental disabilities, including members of advocacy organizations. **Sixty percent** of the RAC Members must be comprised of persons with developmental disabilities and parents and family members representing a cross section of developmental disabilities services.
* **Meetings are held 3rd Thursday of the months of July, October, January, and April from 2:00 pm– 4:00 pm and are open to public participation. Contact JPHSA DD Office at 838-5357, or** **lastateadvisorycommittee@gmail.com** **or visit the State Advisory Committee SACRAC Louisiana Facebook page for specific meeting rooms.**

**What JPHSA Funded Developmental Disabilities Services are Provided?**

**Personal Services Coordination Services**

* **Development of a Plan of Support**

Upon a determination of eligibility for DD Services, a Personal Support Coordinator meets with individuals and families using Person and Family Centered Planning Principles to develop a Plan of Support. They administer needs based assessments to determine the individual’s level of functioning at home and in the community. They work with you to develop a Plan of Support which identifies your strengths, needs, goals; and services and funding which may assist you to meet your needs and goals. Individuals/families who have Priority 1 and 2 needs as described in the JPHSA BOD Priorities, receive a Comprehensive Plan of Support in which they are assisted to obtain or utilize needed natural/personal resources, community resources, and JPHSA funding and services.

* **Determination of Need for JPHSA Funding and Services**

Individuals’ and families’ personal resources, availability of community resources, level of the individual’s functioning, and costs incurred for disability related expenses are evaluated through a **Priority Rating Assessment Process** in order to determine the allocation of JPHSA funding and services to meet the individual/family’s identified needs and goals. JPHSA funding and services may only be approved if natural and community resources are not available. **JPHSA funding and services are not meant to supplant natural and community resources, but to support and promote greater independence, participation, and productivity toward overall goals of personal responsibility, empowerment, self determination, good citizenship, and a desirable quality of life within one’s home and community**.

* **Choice of Service Provider**

When you are approved to receive JPHSA funding and services, you will have a Personal Support Coordinator to assist you in determining your **choice of service providers**. Individuals/families have two options in choosing their service providers:

1) Individuals/families may choose to hire their own personal service provider from within their network of family, friends, and neighbors; or

2) Individuals/families may choose to utilize an approved, qualified JPHSA Community Service Provider Agency.

**In Option 1**, when individuals/families choose to hire their own personal service provider they must arrange for the training of their service provider and directly supervise them in providing the services as described in their Comprehensive Plan of Support and JPHSA Contract Agreement. In this arrangement, JPHSA enters into a contract with the individual/family so that the funding for the service goes directly to the individual/family. Then, the individual/family must pay their personal service provider and JPHSA reimburses the individual/family as identified in their JPHSA Contract Agreement. But the JPHSA financial and service documentation requirements identified in your JPHSA Contract and Comprehensive Plan of Support must be met. The Personal Support Coordinator assists you through all the requirements of this option and provides on-going monitoring of your services and funding to ensure your satisfaction and the accomplishment of your goals.

**In Option 2**, when individuals/families choose a JPHSA Community Service Provider Agency to deliver their services, the Community Service Provider hires, trains and supervises the direct support worker who provides the services to the individual/family as approved in their Comprehensive Plan of Support. JPHSA enters into a contract with the individual/family’s **chosen** Community Service Provider Agency and the specified amount of funding for that individual/family’s services is paid to the Community Service Provider Agency. The Community Service Provider Agency enters into a JPHSA Contract Agreement to provide the services and funding you identified on your Comprehensive Plan of Support. The Community Service Provider Agency is reimbursed for the services they provide to you. But upon the required financial and service documentation as stipulated in your approved Comprehensive Plan of Support and JPHSA Contract must be met. **Individuals/families have the right to change their choice of service provider at any time to ensure their satisfaction and that their needs and goals are met as stated on their Comprehensive Plan of Support.**  JPHSA Community Service Providers must meet JPHSA quality requirements which include that a Qualified Developmental Disabilities Professional supervise services to individuals/families, has a 24 hour on-call service, meets direct support worker training requirements, and meets required JPHSA, state and federal licensing and certification standards for reporting critical incidents, training and supervision of staff, and documentation of services delivered . The JPHSA/DD Community Resource Directory provides a listing and description of the approved JPHSA Community Service Providers and the services that they provide.

* **On Going Role of Personal Support Coordinator**

Personal Support Coordinators maintain an on-going role to assist individuals/families in obtaining needed personal resources, community resources, and JPHSA services and funding. They monitor the services identified in individuals/families’ Comprehensive Plans of Support to ensure the effectiveness of services, resolve barriers to services and continuously monitor individuals/families’ satisfaction with their services. They revise the Comprehensive Plan of Support and obtain needed funding and resources as individuals/families’ needs and goals change. When individuals/families disagree with the JPHSA decision on the funding of their services and supports, the Personal Support Coordinator will assist them in making an Appeal to JPHSA (Please see Page 20 on “How do I Make An Appeal When I do not Agree with the JPHSA Decision on the Funding of My Services and Supports”). **Your Personal Service Coordinator is an advocate for you to assist you in navigating the DD Service System and Community Resources for the purpose of supporting you to achieve goals which promote your independence, participation, productivity, personal responsibility, good citizenship and quality of life in the community.**

 **Individual and Family Support Services**

Individualized funding is provided directly to individuals/families to meet their services and support needs as identified on their Comprehensive Plan of Support. The individual/family works with their Personal Support Coordinator to develop a contract agreement so that they may purchase the services and supports they identified on their Comprehensive Plan of Support. The parent or adult with a disability (if able to give informed consent) is the **primary decision maker and has choice and control** of their authorized resources as stipulated in the JPHSA contract agreement. JPHSA funding is meant to augment (not supplant) personal or community resources. Funding is limited to disability related needs in which their personal resources are not sufficient and no other community resource is available. Funding may be short-term to resolve a crisis or long-term to meet ongoing needs. Examples of services obtained include: Personal Companion, Respite Care, specialized therapies, medical/health related expenses, equipment, supplies, home modifications and financial assistance to help meet disability related expenses.

**Cash Subsidy** Cash payment of $258.00 per month to assist families with the care of their children with severe disabilities at home. The child must be under 18 years of age and have a severe or profound disability as documented in their Public School Educational Evaluation and school based Individualized Education Plans.

**Respite Services** Planned and emergency support for family members to have a “break” in their ongoing roles of providing direct assistance and supervision for their loved ones with a developmental disability. Respite care services may be provided in the family’s home or community. Respite services assist individuals to perform daily living self care and health activities, and also, community leisure and recreational activities. Respite services assist individuals to learn important skills at home and in the community which enable them to function with greater independence and participation.

**Supported Living Services** Training and support are provided to adults 18 years of age and older to live in homes of their own with health and safety, the greatest independence possible, participate and be productive in their community, have positive relationships with family and friends, manage their income to meet their needs, and participate in meaningful community activities such as employment and volunteer jobs.Services are not tied to a residential housing program. Individuals have choice and control over where they live and who they live with. The individual is the lease holder or home owner not the service provider. Individuals are worked with to be engaged in meaningful community roles such as worker, volunteer, neighbor, home owner, club/organization member etc. Individuals are supported to actively participate with family and friends, and to actively participate in community activities of importance to them.

**Home Of My Own Program** Through a federal grant and funding from the Jefferson Parish Community Development Office, adults 18 years of age and older are assisted to purchase homes of their own. Participants must meet disability eligibility, income requirements, and have bank approvable credit ratings. Those who do are provided on-going assistance from the JPHSA Home of My Own Program to complete the 35 steps toward planned home ownership. JPHSA also provides on-going assistance to adults to maintain their homes safely and comfortably.

**Vocational Services** Are provided to adults 18 years and older who have profound to mild intellectual and physical disabilities. There are 4 options for vocational services:

1) Supported employment services include vocational assessment, job identification, and job placement with on-going training and support provided by a Job Coach. Individual’s unique interests, strengths, and preferences are the basis of job identification. The Job Coach assists adults to obtain and maintain their employment in preferred jobs in the community for minimum wage or above. The Job Coach works with the adult to use natural supports on the job, but remains available to assist the individual on their job to maintain successful employment. Adults may have an individual job or group job as they prefer. Also, adults may receive supported employment services in jobs they have through businesses operated by their vocational service agency such as janitorial service business, catering business, lawn/landscaping business, and retail business. But all supported employment jobs must be a part of the regular community and for minimum wage or above to meet the standards for supported employment as a best practice service. Supported employment as a best practice does not include jobs in disability settings such as the residential facility or sheltered workshops.

2) Volunteer jobs are obtained in the community at the same places that regular citizens volunteer. Volunteer jobs provide people with disabilities the enjoyment of working alongside other citizens as well as opportunities to contribute to the good of their community. Volunteer jobs enable people with disabilities to experience responsibility, team work, and community membership. Volunteer jobs also provide other important experiences which may aide individuals’ path to paid employment. It is not acceptable or appropriate to perform a volunteer job in which other citizens are paid.

 3) Community Based Activities Training is provided in a wide range of community activities and places of interest and importance to adults so that they may have meaningful participation in the community and learn needed daily living, social skills, communication and safety in the community.

4) Vocational Service Agency Center Based Activities Training includes habilitation training on functional daily living and communication skills and social interaction with friends and colleagues at the vocational service agency. No more than 50% of vocational services may take place in center based activities which means that the other 50% of the time individuals should be engaged in supported employment, volunteer jobs and/or community based activities or combinations of these services.

 **Jefferson Parish Transition Planning Team for Public School Graduates:** This is an interagency work group of JPHSA, JPPS, FHF, and East Bank and West Bank - Louisiana Rehabilitation Services. They plan monthly for “getting in place” the on-going adult services individuals will need upon school completion and graduation. Graduates are targeted for planning 3 years in advance of their graduation dates. We have operated this Interagency Planning Program for the last 17 years. It began from a grant JPHSA received from the LA DD Council and University of New Orleans.

**Psychological Services and Positive Behavior Support** Psychologists, educators, and social workers assist families, children, and adults to address challenging behaviors thatpresent difficulties in their lives at home, school, and work.Psychological services help individuals and families develop positive alternative behaviors to their challenging behaviors. In addition, positive behavior support services focus upon developing appropriate social and communication behaviors which promote successful functioning and participation at home, school, and work. Positive Behavior Support Services must incorporate Applied Behavior Analysis, The Principles of Normalization and Community Integration, and be responsive to the evaluation and perspectives of individuals and families regarding their viewpoints of the effectiveness of the services received**.**

**Juvenile Justice and Adult Criminal Justice System Services** Children and adults and their families are assisted by a Master’s Level Social Worker, Qualified Developmental Disabilities Professional to respond to and comply properly with orders of the Juvenile Court and Adult Criminal Court. The Social Worker provides information, service planning and coordination, and advocacy for individuals and families so that they may complete any requirements of the court, obtain needed JPHSA and community services, abide by court ordered services, and succeed in school, post school programs and/or vocational programs or employment as appropriate to their age, legal requirements, and preferences.

**Crisis Intervention Services** JPHSA DD provides a 24 hour on-call administrator to work with the JPHSA Contract Agency to provide 24-hour crisis assistance to individuals and families experiencing a psychiatric or behavioral crisis. Individual’s crisis situations are addressed and safe environment restored through a range of services such as crisis counseling, 1 to 1 behavioral support and training, out of home respite care, and psychiatric hospitalization. 24-hour emergency assistance may be obtained by calling The Crisis Team at 504-832-5123 or calling the JPHSA/DD 24 hour office number 838-5357 and requesting The Crisis Team.

**Individual and Family Advocacy** JPHSA has provided funding to FHF of Jefferson over the last 20 years as the strongest community advocate for individuals with DD and their families. FHF provides a quarterly newsletter, training workshops, parent stipends for attending conferences, and parent to parent mentoring for advocacy and education. JPHSA has funded FHF to assist Jefferson individuals and families to advocate for their needs and rights, and to meet with and work with professionals and policy makers to advocate for the services, supports, and accommodations they need. They work with professionals in social security, Jefferson Parish Public School, Louisiana Rehabilitation Services, JPHSA, DD Waiver Services, and health care services. **FHF parents brave the service system for their sons and daughters advocating for best practices services which increases access to those services by other individuals and families.** JPHSA has partnered with FHF to develop the JPPS Interagency Transition Brokerage Team, Annual Empowerment Forum (20th year), and Annual School Inclusion Conference (9th year). JPHSA and FHF serve on the Special Education Advisory Committee with the Assistant Superintendent of Special Services for Jefferson Parish Public Schools.

**Community Education Services** A JPHSA DD Qualified Developmental Disabilities Professional serves as the Community Education Coordinator and works with FHF of Jefferson and JPHSA Community Services Providers to plan and coordinate trainings, workshops, and conferences of interest and importance to the community which build upon our collective capacity to implement best practices in services and to support and promote a good quality of life for Jefferson citizens with developmental disabilities and their families.

**What is the “Waiver”?**

* **Purpose of Waiver Services**

The “Waiver” refers to the **Developmental Disabilities Home and Community Based Waiver Services Program**. The DD Home and Community Based Waiver Services Program is a federally funded Medicaid Program which provides eligible children and adults a wide range of developmental disabilities services such as: in home and community respite care and personal companion services, vocational services, supported employment, supported living services, host specially trained family, personal emergency response system, environmental accessibilities adaptations, assistive devices, and specialized medical equipment and supplies as an Extended State Plan Service. The DD Home and Community Based Waiver also provides transitional services which enable individuals to move from institutions, group homes, and nursing homes to **return back** to live with their families or to live in homes/apartments of their own. When children or adults transition from institutions, group homes or nursing homes, they may receive funding for “start up costs” associated with moving into their family home or own home or apartment (e.g., rental deposits, utility deposits). **The purpose of the DD Home and Community Based Waiver Services is to provide the individual and family with the needed DD services to support them to remain in their home and community achieving the greatest possible independence, community participation, self determination, and productivity (i.e., school success, employment, volunteer service, good citizenship) while at the same time having their health and safety needs met.**

* **Assessment of Level of Need and Comprehensive Plan of Support**

In the DD Home and Community Based Waiver Program, the number of hours of services and supports an individual receives is based upon the Louisiana State Office for Citizens with Developmental Disabilities (OCDD) Resource Allocation Assessment of Level of Need Process. In this Resource Allocation Assessment of Level of Need Process, the individual’s level of skills and functioning at home and in the community is assessed using a standardized assessment instrument called the Supports Intensity Scale. The State OCDD determines the individual’s Resource Allocation Level and number of hours of services based upon their Supports Intensity Scale functional assessment. Then the individual and their family or legally authorized representative meet with their **Service Coordinator for Waiver Services** to discuss their needs and goals, identify service provider(s), and make a plan to have a **Person Centered Planning Meeting**. At the Person Centered Planning Meeting, the individual and their Service Coordinator, chosen service provider(s), and any other people important to them work together as a **“Person Centered Team”** to develop the individual’s **Comprehensive Plan of Support.**

* **Person Centered Team Meeting**

The “person centered team” is composed of the individual, family member(s) and/or legally authorized representative, chosen service providers, and other people important to the individual/family. The “person centered team” determines the supports and services the individual needs to meet their needs and goals and the number of hours of services to meet their needs. When an individual/family disagrees with the decision of the State OCDD on their Resource Allocation Level, their Service Coordinator for Waiver Services assists them to document what they believe is their needed level and amount of services. If the individual/family and State OCDD do not reach agreement on the determined Resource Allocation Level and amount of service to be received, then the Service Coordinator for Waiver Services will assist the individual/family to make an **appeal** of the decision of the State OCDD Resource Allocation Level Decision to the Louisiana Division of Administration, Bureau of Appeals.

* **Eligibility Determination for DD Home and Community Based Services**

 In Louisiana, you must meet the Louisiana State Eligibility Requirement as a person with a developmental disability in order to be eligible for participation in the DD Home and Community Based Waiver. When an individual meets the State DD eligibility criterion, they are informed of the services of the DD Home and Community Based Waiver Program and they are assisted to apply for the DD Home and Community Based Waiver Program. Individuals applying for the Waiver Program(s) have their name placed on a statewide Waiver Registry System which records the date of their request for the Waiver Program. The Louisiana DD Waiver Program is a “first come, first serve program” meaning that as your name comes up on this DD Waiver Program Registry, you will be informed of an opportunity to participate in the DD Home and Community Based Waiver Program. If you agree to participate in the DD Home and Community Based Waiver Program, then you will be assisted by a Service Coordinator for Waiver Services to go through a Waiver eligibility and certification process which takes approximately 90 days. Upon your approval for the DD Home and Community Based Waiver, then you meet with your Service Coordinator for Waiver Services to develop your Person Centered Team and develop your Comprehensive Plan of Support. Your Comprehensive Plan of Support is reviewed by JPHSA and State OCDD in order to finalize the waiver services and number of service hours you are authorized and approved to receive.



**What is Person Centered Planning? What Responsibilities do I have in**

**Planning, Implementing, and Supervising My Services?**

\*NOTE: “You” in this text, may also refer to the individual and his/her family when referring to minor children, or adult children who live at home with their family, or for whom their family is their closest of kin and acts on their best interests when they are not able to provide informed consents.

Person Centered Planning is a team approach for designing services and supports for you that enable you to have the quality of life you value.  The services and supports should match your needs and support you to make choices that lead to the quality of life you want.  You should select the members of your person centered planning team.  Your team should include your Service Coordinator, teacher, your job coach, your supported living staff members, your friends, neighbors, co-workers, your family members and any other important people in your life.  Your team should provide information and guidance to you in making decisions which support you to achieve your dreams and goals. Your person centered planning meetings should focus on what you want and need to develop and achieve your goals and dreams for your future. This should include goals and dreams about becoming a productive and independent citizen in your community leading to you being a successful student, employee, volunteer, neighbor, friend and good citizen.

Your responsibilities for planning, implementing and supervising your services are critical.  You have to take an active role and explain the services and supports you want, which include the ways you want to be treated, assisted and have the outcomes you expect to achieve.  Your services and supports should support you to be a productive citizen in your community. It is your responsibility to explain where you want to live, who you want to live with, who you want to be friends with, what school you want to attend, what classes you want to take, where you want to work or volunteer, the fun things you want to do, the clubs or groups you want to join, the places you want to visit, how you want to express your spirituality, and the things you want to spend time doing.  It is your responsibility to take care of your health and safety and to ask for support when you need it so you are healthy and safe.  You must know who to ask and when to ask for help and assistance if you are having any difficulties living your life in the community.

You are responsible to use services and supports wisely. You are the primary decision maker of your services. You must make your services work for you and not you work for your services. You must ensure that your service provider is providing you the services that you identified that you needed on your approved Comprehensive Plan of Support. You should monitor your service provider(s) to ensure that you are receiving the amount of services you are authorized to receive in the place and activity you are supposed to receive that support and at the times you identified were important to you.

When you are not satisfied with the services you receive or with the way in which you are treated or spoken to, you must discuss your concerns with someone who can assist you in resolving your concerns. But if your concerns are not resolved, then you must discuss them with your Service Coordinator or a representative of FHF of Jefferson or JPHSA CSPDD. When you advocate for yourself, you improve the quality of services for everyone else.

Person Centered Planning is not a program it is a process of life.

**Information About Person Centered Approaches and Planning**

(Reference: O’Brien, J., & O’Brien, C. (2002). Implementing Person-Centered Planning: Voices of Experience. Toronto, Canada: Inclusion Press.

 Person Centered Approaches and Planning involve the following:

* Ways of listening to people which conveys respect and acceptance for them.

* Ways of drawing attention to people’s gifts and capacities and takes these as the starting-point for relationships, recognition, planning, working with people, understanding people, etc.

* Focusing on the whole person not just the disability. The disability is acknowledged and respected as one aspect of the person, not their whole identity. The focus is about the person, not their disability. Who is the “person”, what are their aspirations, preferences, likes and dislikes, hopes and fears, important people in their lives, what they want to change, what is important to them- what brings out the best in the “person”, what supports, services, resources will assist them to have the quality of life they desire.

* Ways of listening to people to learn what the person wants so that people (important to them) are called to action, and resources and supports are mobilized to assist them to live, work, and recreate in communities of their choice.

* Empowering and supporting the person making decisions about when, where, and how their person centered planning is to take place and who participates in their person centered planning.

* Having a facilitator for person centered planning is essential. The facilitator conducts the meeting on behalf of the individual and ensures that the person is the focus of the planning. The facilitator ensures that all members participate and that their contributions are positive and helpful in conveying a positive image of the person which enables them to communicate their goals and vision of a positive future.

* The Facilitator should be an individual who is not involved in the delivery or funding of the individual’s services and supports. In Louisiana, the role of the Facilitator is best done by a “service coordinator” or “personal support coordinator” unless there are other available individuals who are knowledgeable and competent in facilitating person centered planning.

* “… facilitators are not neutral. They believe that abuse and neglect are wrong, that people’s civil and human rights should be upheld, that people should flourish and not just exist. They are biased towards inclusion” (O’Brien & O’Brien, 2002, p. 17).

* Being person centered means: Looking outside of “what is available now” to meet the person’s needs. Looking outside of the “current way of doing things”. Looking to

 community resources available to typical citizens and looking to the person’s own resources and social network to help meet their needs.

* Being person centered means: Asking questions which do not limit the person to “what is available now” or the “current way of doing things”.

* Ask about what is important before asking where it could happen. Learn about what is important to the person. Explore various ways of how it could happen. How is it happening for other people – where does it already exist?

* Only after people have explored what is possible should they look at what is available now.

* If the person wants something that is not available now, the next question is to ask “How do we develop it here”?

* Ask questions to those being supported and those providing direct support about “How is the plan working”? “What have we learned?” “What else could we try?” “What else do we need to learn?” Ask these questions often.

* Being person centered means: Removing barriers such as organizational, policy, procedural, or attitudinal barriers which may be a “road block” to the individual’s being able to participate in activities or programs important to them. Sometimes individuals need barriers removed so that they have control over their funding, and control over how their services are delivered, and control over who they choose to be their service provider.

 **Understanding Individuals with Disabilities and Using Respectful Person First Language**

* Think of me as a person first. My disability is important but it does not define (or limit) who I am. The severity of my disability does not diminish my humanness (or my civil rights). I have the same needs as you for safety, security, comfort, understanding, acceptance, love, self determination (making my own decisions with the “dignity of risk”, but where I need others to decide for me, I want those who really love me and have my best interests foremost). Lastly, I want to have a life with meaning and purpose in which I am able to develop and succeed to my fullest potentials in the domains available to all citizens – education, work, family, friends, faith, inclusion and participation in the community.
* Recognize that disability is a natural part of the human experience. I have a challenge in my life, not a “road block”. See my strengths and help me build upon them.
* I may learn more slowly and respond more slowly to your information and requests. Give me a few seconds to respond. An indirect prompt may also be helpful (e.g., gesture, physical assistance, or question such as “what do you think about that”). I need for you to communicate face to face when possible so that I can see and hear you, and better understand your message. Please give me information and assistance in a short and clear step- wise fashion. I may learn and respond best in this manner.
* Treat me in a manner that is respectful of my chronological age and in similar fashion to others my chronological age. Speak to me and relate to me in an age appropriate manner. Support me to learn skills and behaviors similar to others my chronological age; and to display social skills, dress and appearance appropriate to others my chronological age. Sometimes I may only be able to learn or perform part of a skill or activity. It ensures that I get to take part in important activities doing what I am able to do (e.g., I may not be able to count money but I am able to handle my money and make purchases; I may be able to tell time with a wrist watch that voice reports the time). Being assisted in an age appropriate manner is respectful to me and enhances my inclusion and acceptance in the community. As a child I need to learn similar behaviors and activities as my age mates. As an adult, I do not want to be treated as a child, but instead to learn and to have opportunities similar to other adults my age.
* Be an ally and an advocate for me providing me the best professional information and support that you can. Listen to me and to those most important to me when it comes to what will happen to me in determining the supports, services, and treatment I need and want.

 Chapter 4-A. The Development Disability Law

### Louisiana Revised Statutes (RS) 28:452.1

PART II. RIGHTS OF PERSONS WHO HAVE

DEVELOPMENTAL DISABILITIES AND PRINCIPLES FOR THE

DEVELOPMENTAL DISABILITIES SERVICES SYSTEM

(Source: State of Louisiana Legislative Revised Statutes 28:452.1, 2005)

§452.1.  Rights of persons who have developmental disabilities

A.  The rights that are specifically enumerated in this Part are in addition to all other rights of persons with developmental disabilities protected under state and federal law and all rights enjoyed by all citizens of Louisiana.  This listing of rights is neither exclusive of nor intended to infringe upon any civil rights that are guaranteed to all people.  These rights are protected regardless of the place or residence of the person, type of service or support, ability to exercise these rights or choice to exercise these rights.  It is the intent of this Chapter that these rights shall be applied in the provision of supports and services to persons with developmental disabilities.

B.  The rights of persons with developmental disabilities, unless expressly or specifically restricted in accordance with federal or state laws, include the following rights:

(1)  To receive timely a determination for entry into the system and, if the person is thought to have a developmental disability, to have an expeditious diagnosis and evaluation and arrangement of services and supports to the fullest extent possible.

(2)  To have and to participate in the preparation of a support plan as defined in R.S. 28:451.2, to have the support plan reviewed annually, and to request review of the support plan, and modification if indicated, at reasonable intervals.

(3)  To have access to his records.

(4)  To receive developmental disabilities services and supports consistent with personal needs and choices in the most integrated setting appropriate, taking into account the resources available to the state and the needs of others with developmental disabilities.

(5)  To receive supports and services that address the desires and goals of the person.

(6)  To receive supports and services in a respectful and in the least intrusive manner.

(7)  To communicate in private by telephone, uncensored mail, or otherwise, with people inside or outside the place of residence of the person.

(8)  To receive visitors.

(9)  To self-direction.

(10)  To privacy of person and belongings.

(11)  To practice the religion of his choice.

(12)  To access his medical information and records, to communicate with medical personnel and to consent to medical treatment in accordance with this Chapter.

(13)  To engage in leisure, recreational and other related activities.

  (14)  To receive reasonable accommodation in the proceedings and activities of the developmental disabilities services system, including the application for and provision of supports and services and communication about such supports and services.

(15)  To withdraw from any developmental disabilities services or supports to which the person has been admitted voluntarily and not be detained longer than seventy-two hours excluding Saturdays, Sundays and holidays, after executing a written request of discharge, or unless a commitment proceeding is instituted by the department or others as set forth in this Chapter during the seventy-two-hour period.

(16)  To be informed both orally and in writing of the rights of the person under the system, both during the determination process and at intervals specified in office policy, using language and a communication system that effectively communicates those rights to the person.

(17)  To be informed of the procedures that will be used to decide the type and amount of developmental disabilities services and supports provided to the person and the location of the services and supports.

(18)  To have access to legal assistance and to be visited by his attorney at all times, and to communicate privately with his attorney and with the committing court, if applicable.

(19)  To refuse specific services and supports unless refusal would pose a danger to himself or to others. Acts 2005, No. 128, §1, eff. June 22, 2005.

### Chapter 4-A. The Development Disability Law§452.2. Principles for the developmental disabilities services system

  The department through the office shall provide developmental disabilities services and supports consistent with the following principles, to the extent possible:

A.  Supports assist in enabling people to exercise self-determination in their lives.

B.  Supports assist in enabling people to achieve their maximum potential through increased independence, productivity, and inclusion in their communities.

C.  Personal outcomes and goals are considered in the development of individualized supports for each person.

D.  The community where the person chooses to live and work is the optimum place to provide supports and services.

E.  Persons and families are generally best able to determine their needs, rather than their needs being determined by others.

F.  The needs of the entire family are considered in the development of family supports.

G.  Family supports enable children to live in stable family environments with enduring relationships with one or more adults regardless of the severity of the disability of the child or the degree of support necessary.

H.  Children and young adults with disabilities receive and participate in an appropriate education which enables them to have increased opportunities for well being, development and inclusion in their communities.

I.  Existing natural supports and community resources are promoted and utilized.

Acts 2005, No. 128, §1, eff. June 22, 2005.

**How Do I Make an Appeal When I Do Not Agree with the JPHSA Decision on the Funding of My Service(s) and Supports?**

 If you disagree with the JPHSA Decision regarding your eligibility for JPHSA DD Services or Funding of Services and Supports, you have the right to make an appeal of this decision. To make an appeal you must do the following:

1. Within 30 working days upon being informed of your **denial of eligibility for DD services** or your **denial of JPHSA funding of services and supports** you may appeal verbally or in writing to the Director of CSPDD, Stephanie Campo, Ph.D. for review. The Director will meet with you and any others who you wish to participate in discussing your reasons for your appeal either face to face or by phone as you may choose. The Director will inform you of the decision of your Appeal by phone or written decision within 10 working days of your appeal meeting.
2. If you are not satisfied with the decision of the CSPDD Director regarding your **eligibility for DD services,** you may appeal this decision to the JPHSA Medical Director. The Medical Director will preside over a committee to review your appeal. The Appeal Review Committee reviews the information and submits a recommendation to the JPHSA Executive Director who makes the decision of your eligibility and informs the committee. The Appeal Review Committee submits the decision to the CSPDD Director who will then contact you within 30 working days.
3. If you are not satisfied with the decision of the CSPDD Director regarding the JPHSA **Funding Decision of your services and supports**, you may appeal to the JPHSA Executive Director.
4. If you are not satisfied with the decision of the JPHSA Executive Director regarding your **denial of eligibility for DD services** or your **denial of JPHSA funding of services and supports** , then CSPDD Director will notify you of your right to appeal to the Louisiana Division of Administration (DOA) for DD eligibility or funding of DD services and supports. **Your DD Personal Support Coordinator will assist you in the process of making your Appeal.**
5. If you want to appeal to the Louisiana Division of Administration, you must contact the CSPDD Director who will file the Louisiana Division of Administration Appeal and documentation within 60 days of the date your second appeal was denied.
6. The Louisiana Division of Administration Appeals Bureau will notify you of the receipt of the request for your appeal. You will receive a second letter from the Louisiana Division of Administration Appeals Bureau notifying you of the date, time and place of the hearing
7. The Administrative Law Judge from the Appeals Bureau conducts the hearing by telephone or in person. JPHSA abides by the decision rendered by the Louisiana Division of Administration Appeals Bureau.

**How Do I Make a Complaint if I am Not Satisfied with How I was Treated?**

It is the goal of JPHSA/CSPDD to provide quality service to respect the rights and concerns of the individuals and the families that we serve. But if you are dissatisfied with services or have a concern or complaint, you may file a complaint with JPHSA. It is the policy of JPHSA to resolve such complaints timely and in an appropriate manner.

1. If you have a complaint, please tell the staff person with whom you are currently working with of your complaint. (You may also make an anonymous complaint which will be reviewed and, when possible, resolved by the CSPDD Director.)
2. If the staff person cannot help you or you wish to speak to their supervisor, you may ask to speak to their supervisor.
3. If their supervisor is not available or unable to resolve your complaint, you may ask to speak to Penny Martin, CSPDD Office Manager, and she will arrange for you to speak to the CSPDD Director, Stephanie Campo, Ph.D. for resolution.
4. If your complaint is still not resolved to your satisfaction, you will be asked to present your complaint in writing. JPHSA has a complaint form you may submit. If you need assistance to complete the written complaint, a CSPDD staff member will be assigned to assist you. A copy of the written complaint will be submitted to the CSPDD Director for review.
5. A written notification of the resolution as well as any further appeal rights or recourses, will be submitted to you in writing.
6. All written complaints are sent to the CSPDD Director for further review and action to be resolved. The CSPDD Director shall present alternative resolutions and attempt to satisfy or resolve the complaint at this level. CSPDD Director shall keep a record of all complaints made using the Complaint Form (Attachment C). The records shall be kept in a secure location as they may contain names of individuals served, and they shall be retained according to the JPHSA Record Retention Schedule for service records. (See Records Management policy.) The record shall include the resolution of the complaint or additional measure taken. (i.e., individuals not satisfied with resolution of their complaint).
7. Unresolved complaints at the CSPDD Director level are sent to the JPHSA Executive

Director for further review and consideration of alternative actions to be taken to resolve the individual’s complaint.

1. The final authority on complaints not resolved by these procedures is the Executive

Director.

1. Timelines for resolution of complaints should be no greater than five (5) working days at each stage. Any complaints involving urgent issues where serious or imminent risk may be involved are addressed within 24 hours.
2. Written notification of the resolution as well as any further appeal, rights or recourse, shall be submitted to the individual by the CSPDD Director. A copy of the resolution shall be maintained by the CSPDD Director.
3. An individual may elect to make an anonymous complaint. The complaint is received, reviewed and when possible, resolved by the CSPDD Director.
4. Complaints are not a part of the individual’s service record unless clinically appropriate.
5. Contract providers shall be required to utilize a similar complaint procedure and contractor complaints not resolved at the supervisory level shall be sent to the JPHSA contract manager and CSPDD Director responsible for that contract. This shall be described in the contract Statement of Work.
6. Special grant programs operating under JPHSA may have additional complaint/ grievance procedures as part of grant requirements.

JPHSA/CSPDD recognizes the importance of listening to and acknowledging all complaints and concerns received so that we may continuously improve the quality of services and meet your expectations for responsive and high quality service delivery. There will never be any retaliation against you for making a complaint.

**Jefferson Parish Human Services Authority**

 **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.

Federal guidelines concerning the privacy of protected health information and the Health Insurance Portability and Accountability Act (HIPAA) require that we provide you with the following notice.

Protected health information is any information, whether oral or recorded in any form or medium, that is created by a health care provider (like JPHSA), employer, life insurer, school or university or health care clearing house. This information relates to past, present or future physical or mental health or condition of an individual, the provision of health care to an individual or the past, present or future payments for the provision of health care to an individual. This also pertains to information maintained by business associates of JPHSA, such as the agencies we contract with to provide some of our services.

We are committed to protecting the privacy of your information, not only because it is the law but is our duty and we understand how important the privacy of healthcare records is to all of us. JPHSA has policies and procedures in place to protect the privacy of your protected health information, including electronic and physical safeguards.

Your information will be used in several ways here, including providing treatment or other services for you, for record keeping, for billing purposes and for our use in reviewing how we may be able to improve our services to you and to the community.

JPHSA may disclose your information without your permission only in the following circumstances:

* An emergency (you intend to harm or kill yourself or someone else or are disabled to the point that you are no longer able to make decisions for yourself and endanger your health or well-being)
* A court order or subpoena has been issued for your records. (A court order is required for substance abuse records and a subpoena or court order is required for mental health or developmental disability records; both have specific requirements.) You have the opportunity to ask the court not to allow the release of your records by contacting the court or your attorney.
* There is evidence of child or adult/elder abuse, neglect or exploitation by you or against you.
* You have threatened to commit a crime against one of our employees or against our property.
* The Coroner’s office has requested information from your record as part of an official investigation.
* Licensing and accreditation inspections of our records, financial audits and peer reviews.

JPHSA only shares your information within our organization for the purposes of treatment, payment or health care operations. Only staff who have a need to know your information have access to it. “Need to know” means we have to have certain information about you to do our jobs.

All other disclosures of your protected information must be made with your written consent, and you have the right to decide what information is released, to whom it is released and the length of time the disclosure lasts. You may revoke any release at any time except when it has already been acted on. We will request and send only the minimum amount of information that is necessary to fulfill the request.

JPHSA may contact you about appointment reminders or missed appointments or to send a bill or a notice, but your privacy will be protected. We will not identify who is calling and why if someone else answers the phone (unless we have your permission to speak to others) and we will not send letters in envelopes that identify you as a client of one of our programs.

You also have the following rights:

* You have a right to receive a copy of this notice and to be informed whenever major changes are made to this notice.
* You have the right to inspect and have a copy of your record. We may decide not to allow certain parts of your record to be reviewed and we may charge a reasonable fee to copy your record.
* You have the right to request an amendment to your record by adding, changing or removing incorrect or inaccurate information. We may decide not to agree to these changes, but will make your request part of your record.
* You have the right to request restrictions on how your information is used or disclosed (for example, to certain people and not to others).
* You have the right to request confidential communication of your information (for example, by e-mail or regular mail) or at a different location (for example, in a private place, not in a clinic).
* You have a right to request an accounting, or list, of when and to whom your information was disclosed outside of JPHSA in a given time period. The first accounting is free; you may be charged for further accountings.

You may file a complaint if you think your privacy or any of these rights have been violated. Contact the Privacy Officer at 504-838-5215 or at 3300 West Esplanade Avenue, Suite 213, Metairie, LA 70002. This privacy notice, as well as JPHSA complaint and appeal policies, is posted in all waiting rooms and copies are available for you. There will be no retaliation against you for filing a complaint or an appeal.

You may also file a complaint with the United States Department of Health and Human Services in addition to or instead of filing with us.

Call toll-free 1-800-368-1019 for instructions.

**Access to Records**

In most instances, you have a right to see and obtain a copy of your record. You must make the request in writing. The request is reviewed by your treatment team who makes a determination of whether your records are released to you. There is a copying charge of $1.00 per page for the first 25 pages; $.50 per page for page 26 through 250; and, $.25 per page thereafter. The copy fee must be paid prior to obtaining any copies.

**Behavior Support and Management**

If you should become angry or upset while on JPHSA premises, we will work with you in an effort to help you become calm. We will escort you to a quiet place and work with you calm down and to resolve the issue. If you should present a danger to yourself or someone else, we may use physical holds to keep both you and staff safe. Physical holds will remain until control of your behavior is regained, or if not, until emergency services arrive.

Physical holds are only used as a last resort and only to ensure your safety and the safety of others.  A copy of JPHSA’s Behavior Support and Management policy is available upon request.

**Community Resources**

**Families Helping Families of Jefferson Parish**

Phone #: 504-888-9111

Fax #: 504-888-0246

Website: www.fhfjefferson.org

**Louisiana Rehabilitation Services (LRS)**

Phone #: 504-838-5180 East Bank

Phone #: 504-361-6816 West Bank

**Jefferson Parish Public School System**

Phone #: 504-349-7600

Website: www.jppss.org

**The Advocacy Center**

Phone #: 504-522-2337

Toll Free #: 1-800-960-7705

Email: advocacycenter@advocacyla.org

Website: www.advocacyla.org

**Social Security Administration**

Phone #: 1-800-772-1213

Website: www.ssa.gov

**Medicaid Office**

Phone #: 504-846-6960

Fax #: 504-846-6967

Toll-free Hotline: 1-888-342-6207

Website: www.dhh.state.la.us

**Office of Aging and Adult Services**

504-568-8568

**Waiver Help Line**

Phone #: 1-800-364-7828

or 504-838-5357 (JPHSA/CSPDD)

JPHSA/CSPDD has a more detailed Resource Directory which includes JPHSA approved qualified Service Provider Agencies. You can use this directory to help choose a qualified service provider agency to work with you or family member. You can access the directory on the JPHSA website: [www.jphsa.org](http://www.jphsa.org) or Families Helping Families of Jefferson Parish web site: [www.fhfjefferson.org](http://www.fhfjefferson.org) or to request a copy please call Penny Martin, Office Manager at 504-838-5357.

***JPHSA SERVICE STATEMENT***

***“We promise courtesy, empathy and respect in meeting the expectations of those we serve and each other.”***