

Community Outreach



Empowering Individuals Through Advocacy & Support

Welcome to the Community Outreach Department!

This booklet will give you an overview of ways we can provide support. Please review this booklet and discuss it with your family and/or a person you trust

When you reach out to the Community Outreach Department, you will first be in contact with the Community Outreach Specialist to determine your support needs. If you have questions, please feel free to speak with them or the Supervisor of the Community Outreach Department. If you are unable to read this handbook in its current format, it can be provided to you in your preferred version, including: read aloud; large font; sign language interpretation; translation; electronic; audiotape; or Braille.

We are glad you are interested in supports through the Community Outreach Department and hope that the supports meet or exceed your expectations.



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Our Vision

We believe all people with intellectual and developmental disabilities are empowered to live authentic, meaningful lives of their choice, regardless of their access to eligibility-based programs.

Our Mission

Connecting individuals to resources in the community for life and empowerment.

Medicaid Eligibility

Individuals supported through the Community Outreach Department generally are not eligible for Medicaid.

SB40 Funding Eligibility

Supports through the Community Outreach Department are funded through Missouri Senate Bill 40 (SB40) funding, and therefore there is no fee for supports. Because of this, to receive supports through the Community Outreach Department, you must be determined eligible for SB40 funding. You must be a resident of Jackson County. Individuals must also have the appropriate diagnosis as described below.

A developmental disability is a disability:

1. Which is attributable to:
 - A. Intellectual disability, cerebral palsy, epilepsy or autism, or a learning disability related to a brain dysfunction; or
 - B. Any other mental or physical disability or combination of mental or physical impairments that involve brain damage or dysfunction; and



2. Is manifested before the person turns 22 years old; and
3. Is likely to continue indefinitely; and
4. Results in substantial functional limitations in two or more of the following areas of major life activities:
 - A. Self-care
 - B. Receptive and expressive language development and use
 - C. Learning
 - D. Self-direction
 - E. Capacity for independent living or economic self-sufficiency
5. Reflects the person's need for a combination and sequence of special interdisciplinary, or generic care, habilitation or other services which may be of lifelong or extended duration and are individually planned and coordinated – 630.005 R.S.Mo.

SB40 funding eligibility is determined by Kansas City Regional Office for people referred from the Kansas City Regional Office, and for those referred from the community, the Community Outreach Specialist determines eligibility for SB40 funding.

If you are determined eligible for SB40 funding, you will be assigned for support to the Community Outreach Specialist, Benefits Specialist, Community Resources Coordinator, or Autism Resources Specialist within 30 calendar days, who will follow-up on your support needs. This may include referrals to Community Outreach Department staff members Community Health Resource Specialist, and Peer Resource Specialist.

Individual, Guardian & Family Rights

At all times, eitas shall encourage and assist each person served to understand and exercise their individual rights and to assume the responsibilities which accompany those rights. They include the following.

1. To receive prompt assessment and supports.
2. To confidentiality of information and records in accordance with federal and state law and regulations.
3. To a nourishing, well-balanced, varied diet.
4. To communicate by sealed mail.

5. Being free from physical or psychological abuse or neglect, and from financial exploitations.
6. Having control over your own financial resources.
7. To make and receive confidential calls.
8. To have opportunities for physical exercise and outdoor recreation.
9. Being able to practice the religion or faith of your choice.

Individual, Guardian & Family Responsibilities

1. Please take time to read, understand and sign intake packet forms and other forms necessary for setting up supports through the Community Outreach Department.
2. To best serve you, please share your support needs with the Community Outreach Department staff, and participate actively in the planning and review process.
3. Discuss and ask questions regarding any aspects of support planning, which are unclear.
4. We see our work with you as a partnership. We will be respectful in our interactions and request the same of you.
5. Please notify Community Outreach Department staff immediately if you have a pest or rodent problem in your home. The Community Outreach Department staff will work with you to resolve the pest problem but will not enter the home until adequate documentation is provided that all pests have been removed by a professional. An alternate meeting location can be determined until the issue has been resolved.



The Community Outreach Department is a voluntary program. Success depends upon open communication between the Community Outreach Department staff and you. No formal services are guaranteed through the Community Outreach Department.

Eitas Community Outreach staff do not directly provide caregiving supports. This includes assisting with personal care, medication administration, behavioral interventions or transportation.

Your Community Outreach Specialist

Your Community Outreach Specialist can support you in the following ways:

- Assist you with completing your Medicaid application
- Assist you with applying for food stamps

Your Benefits Specialist

Your Benefits Specialist can support you through the following ways:

- Assist you with monitoring the progress of your submitted Medicaid application.
- Assist you with applying for Social Security.
- Provide guidance regarding maintaining your benefits while working.

Your Community Resources Coordinator

Your Community Resources Coordinator can support you through the following ways:

- Connect you and your family with person centered disability information.
- Connect you with available community resources, including disability and non-disability related resources regarding employment, community living, relationships and recreation.
- Make direct referrals for peer support.
- Connect you with support groups, disability specific groups, family organizations, and family support groups.
- Complete SB40 funding requests to support a variety of needs. The support will be available only if the request is appropriate to the situation and funding is approved. Approval is not determined by the Community Resources Coordinator.

- Complete transportation requests for eitas and KCATA transportation programs. Transportation will be provided only if eligibility is approved and transportation is available.

Your Autism Resources Specialist

Your Autism Resources Specialist can support you through the following ways:

- Connect you and your family with person-centered Autism-related information.
- Connect you with available community resources, including Autism-related and non-disability related resources regarding employment, community living, relationships and recreation.
- Make direct referrals for peer support.
- Connect you with support groups, Autism specific groups, family organizations, and family support groups.
- Complete SB40 funding requests to support a variety of needs. The support will be available only if the request is appropriate to the situation and funding is approved. Approval is not determined by the Autism Resources Specialist.
- Complete transportation requests for eitas and KCATA transportation programs. Transportation will be provided only if eligibility is approved and transportation is available.

Your Community Health Resource Specialist

Your Community Health Resource Specialist can support you through the following ways:

- Completes health assessment, as appropriate.
- Connect you and your family with person-centered health-related information.
- Connect you with available community resources, including health-related and non-disability related resources regarding employment, community living, relationships and recreation.
- Make direct referrals for peer support.
- Connect you with support groups, family organizations, and family support groups.

- Complete SB40 funding requests to support a variety of needs. The support will be available only if the request is appropriate to the situation and funding is approved. Approval is not determined by the Community Health Resource Specialist.
- Complete transportation requests for eitas and KCATA transportation programs. Transportation will be provided only if eligibility is approved and transportation is available.

Your Peer Resource Specialist

Your Peer Resource Specialist can support you through the following ways:

- Provide individualized and group peer support.
- Facilitate Project STIR (Steps Towards Independence and Responsibility).

Supports through Eitas' Community Outreach team are designed to address immediate needs and assist in setting you up for success.



Inactive Status

You will move to inactive status from being supported when:

- There is an inability for the Community Outreach Department staff to contact you or your family.
- You achieve your goals and no longer prefer support. If you do not contact your Community Resources Coordinator, Autism Resources Specialist, Community Outreach Specialist, or Benefits Specialist to communicate any needs for three months it is assumed that supports are no longer needed.

If support is needed after moving to inactive status, you will need to contact the Community Outreach Department staff to re-establish supports.

You are no longer eligible for Community Outreach Department supports if:

- You become eligible for Medicaid and transfer to eitas support coordination.
- You move out of Jackson County.

Office Hours

The Community Outreach Department operates during typical business hours, Monday through Friday 8:00 a.m. to 4:30 p.m. Community Outreach staff will work to accommodate all schedules as time permits. All meetings outside regular business hours must be approved by the Community Outreach Supervisor.

If you experience an emergency or a physical or mental health crisis, please call 9-1-1 immediately. Community Outreach Department staff do not function as an emergency or on-call service, and do not provide crisis intervention services.

Cancellations

If it is necessary for you to cancel a meeting, please try to give at least a 24-hour notice. We ask that you or your family call and leave a message or e-mail the Community Outreach Department staff.

Communication

The Community Outreach Department will support you in addressing your needs, which will include communication about your needs and possible supports. This will be done through your preferred method of communication: via phone; text; email; virtually; or face-to-face, at our office or in your home.

Transportation

The Community Outreach Department staff will work diligently to connect you with transportation resources as needed.

Mandated Reporter

All members of the Community Outreach Department are mandated reporters for the State of Missouri. Community Outreach Department staff will report all suspected abuse, neglect and exploitation suspicions to the appropriate reporting agency.

Grievance Procedure

It is important that we receive feedback when things aren't working for you. Please share concerns or complaints you have by the following process:

1. Try to resolve your concern with your Community Outreach Department staff.
2. If you cannot resolve your concern with your Community Outreach Department staff, you can contact the supervisor of the Community Outreach Department at 816.595.8271.

Quality Assurance

The Community Outreach Department strives to provide the best supports possible. To do so, we need you and your family to help evaluate how we're doing. As a result, you may be contacted by the Community Outreach Supervisor via phone to gather information regarding your satisfaction of supports. Also, a satisfaction survey is mailed out annually to evaluate and improve the quality of our supports.

Gifts

While the Community Outreach Department staff would appreciate gifts given by you, they are not allowed to accept gifts. Compliments and/or homemade cards are acceptable and most welcomed.



Community Outreach

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