



Support Coordination Handbook

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WELCOME

Welcome to the eitas support coordination program!

We are committed to providing high quality services to persons with developmental disabilities. Our services are available in Jackson County. Your Support Coordinator will help to coordinate and link you to resources and services you need as identified in the person-centered planning process.

This is your book and has been written to answer questions about support coordination. Your Support Coordinator will be happy to talk with you about what they can do to assist you as well as the services and supports needed. If you are unable to read this manual in its current format, inform your Support Coordinator and they will provide you with a more preferred version. This may include:

- Read aloud
- Large font
- Sign language interpretation
- Translation

OUR MISSION

To support individuals with developmental disabilities and their families with services that respect their choices, increase their opportunities, encourage their independence and assist their inclusion in all aspects of the community.

WHO DO WE SERVE?

The Support Coordination Department serves persons determined eligible for case management through the Missouri Department of Mental Health/Division of Developmental Disabilities (DMH/DD) who reside in Jackson County.

QUALITY ASSURANCE

At eitas, we strive to provide the best services possible, but to do so we need individuals and families to help us evaluate how we are doing. As a result, you may be contacted by Quality Assurance via phone or email to gather information regarding your satisfaction with your services. Also, a satisfaction survey is mailed out annually to evaluate and improve the quality of our services through the support coordination department.

SUPPORT COORDINATION DEPARTMENT

The Role of the Support Coordinator

Support Coordinators help people with developmental disabilities and families identify their vision for a good life. As needs are identified, the Support Coordinator provides information about supports and services. A key role of the Support Coordinator is to assist people with planning a meaningful life in their community.

Eitas Support Coordinators do not directly provide caregiving supports. This includes assisting with daily support needs, transportation, applying for benefits, etc. Your Support Coordinator will work on linking you to people or organizations in your community who provide these types of direct services as needed.

Services and supports are individualized to the person. The Support Coordinator's goal is to utilize and strengthen formal and informal resources available in the local community.

- Formal services include those that are provided through state and/or federal funding.
- If it is determined that you require formal services to meet your needs, your Support Coordinator will assist by requesting a MAAS (Missouri Adaptive Ability Scale) to be completed. This assessment must be reviewed by the Kansas City Regional Office and is scored at the state level using a standard formula. Formal services are approved based upon priority of need and availability of funding.
- It is important to note that all informal resources and supports must be exhausted before formal paid services can be explored.
- Informal resources could include but are not limited to family, friends, co-workers, neighbors, technology, Medicaid funded services and other community resources.
- To coordinate team meetings annually and as needed/requested by team members.
- To coordinate with the team and facilitate the planning process or assist you to lead the team meeting if you choose.
- To gather and review information provided by the team to complete Individualized Support Plan/addendums.
- To submit requests in a timely manner, once all information is received and per DMH guidelines.
- To provide information on resources and service options and to advocate and guide the guardian/individual through DMH requirements and guidelines.

Contacting Your Support Coordinator

Our office hours are Monday - Friday, 8 a.m. - 4:30 p.m. However, it is important to keep in mind that your Support Coordinator works in the community or away from their desk for a portion of the office hours. Cell phones will not be answered when the Support Coordinator is driving or while they are in other meetings. Your Support Coordinator will make every effort to return your call in a timely manner. Eitas provides an on-call service for reporting emergencies outside of business hours. You can contact the on-call service at 816-363-2000 when the office is closed. If it is after hours and not an emergency, messages can be left on the Support Coordinator's voicemail, and they will return your call during normal business hours.

The Role of You and/or Your Family

- To share with the team what is important to you now and in the future.
- To participate in team meetings and the planning process

- To understand that the support of an individual is a team effort, and to develop a partnership and work together as a team.
- To communicate openly, clearly, and honestly with all team members while treating them with courtesy and respect throughout the ongoing planning process
- To understand there is a process that is required to be followed when requesting services. This process requires detailed information to justify the need for services. This process takes time and depending on the availability of services and DMH funding will determine the length of time for services to be implemented.
- It is the responsibility of the guardian/individual to inform the Support Coordinator of life transitions and/or services needed in a timely manner.
- To understand the guardian/individual is responsible for reviewing and choosing the services/options and making an informed choice by selecting the provider(s)
- To understand that to receive services, DMH guidelines must be met and followed by the entire team.
- To return documents with signatures in a timely manner
- To apply for and maintain eligibility for Missouri HealthNet, Section 8 housing, and other government resources.
- To understand that the Support Coordinator is not responsible for determinations, or approvals of DMH funds in regard to services requested.

Your Individualized Support Plan (ISP) & Planning Process

Your Support Coordinator will spend some time getting to know you and collect information from you and the important people in your life to develop outcomes and identify supports. You and your Support Coordinator will discuss the following questions:

- Who are you?
- What are your strengths?
- Who is important to you?
- What is important to you and/or your family/guardian?
- What are your likes/dislikes, hopes, and dreams?
- How do you communicate with others?
- What is important to know about your cultural background and traditions?
- What is important to your family/guardian?
- What do we need to know and do to successfully support you?
- Are there areas of concern or issues to be resolved or discussed?
- Develop long-term & short-term goals you want to achieve.

Your Individualized Support Plan (ISP) & Planning Process Cont'd

The following areas will also be covered within your individual plan:

- Personal/environmental, medical, and physical safety

- Financial
- Social and interpersonal skills
- Supports needed for daily activities
- Career, employment, and education
- Review of previous year
- And other pertinent information as applicable to your life

Individual team meetings will be held at least annually, and more often as needed.

- Generally, you will choose who you want to invite to your Individualized Support Plan (ISP) meeting.
- The team meetings will be held in a place where you are comfortable.

After the Meeting

You will receive a copy of your Individualized Support Plan (ISP). It is crucial that you and your entire planning team sign and return the plan to your Support Coordinator before the implementation date. Without all parties' signatures to approve the plan, you are in jeopardy of losing services or will not be able to obtain needed services as identified in your PCSP. Your signature on the plan gives consent for the delivery of services addressed/requested in the plan.

REQUESTING TO REVIEW YOUR RECORDS

You have a right to see your records upon your written request. If you would like to request your records, you can contact your Support Coordinator and they will explain the process to you. If you want copies of your records, a charge for these copies may be imposed, depending on your circumstances. You will be required to choose what portions of your information you want copied and to have prior information on the cost of copying. In rare instances access to personal records is restricted for clear and documented treatment reasons.

ABUSE/NEGLECT AND INDIVIDUAL RIGHTS

At eitas, we shall — at all times — encourage and assist each person served to understand and exercise their individual rights and to assume the responsibilities which accompany those rights. Each person served shall be guaranteed the same rights and responsibilities afforded to any other person unless otherwise limited by provisions of law or court order.

If you feel that you have been abused or neglected, you have the right to make a complaint. A complaint of abuse, neglect, misuse of funds, or violation/limitation of rights, can be made by you or your parents, guardian or authorized representative by contacting:

- Support Coordinator – 816-363-2000
- Kansas City Regional Office – 816-889-3400, or
- Department of Mental Health’s consumer rights monitor (Constituent Services) at 800-264-9687 or TTY 573-526-1201, constituentsvcs@dmh.mo.gov for assistance.

At eitas, we shall report abuse and neglect as mandated by law.

Any concerns, complaints, and/or grievances related to support coordination should be addressed with the Support Coordinator’s supervisor. The phone number for eitas is 816-363-2000.

MO HEALTHNET (MEDICAID) BILLING

If you have Medicaid benefits you will receive a quarterly printout from MO HealthNet showing all charges billed. Some things your Support Coordinator does for you, like making phone calls, finding resources, completing quarterly reviews of services, or talking to service providers about your progress may be billed to MO HealthNet, even though you did not see your Support Coordinator that day.

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