Handbook



COMMUNITY SERVICES HANDBOOK

Table of Contents

Section	Sub-Section		Pg
Welcome and Introduction	**Welcome Letter**		1
	Introduction		2
	Mission Statement / Vision / Values		2
	CQL Accreditation		2
	Office Locations and Hours of Service		2-3
Referral, Intake, Admissions, and Ending Services	**Getting Started**		3-5
	Eligibility Requirements	How to Apply for Services	
	Criminal History	Waiting List and Duration of Service	
	Payment for Service	Scheduling	
	Beginning Services		5-8
	Necessary Personal Paperwork	Individual Service Planning	
	Financial Management	The People Who will be Working With You	
	Changing/Adding Services within EPI	Right to Appeal	
	Americans with Disabilities Act, Accessibility, Assistive Technology		
	Protecting Your Rights ~ Knowing Your Responsibilities		8-9
	Policy on Risk Management	Universal Precautions/Infection Control	
	Conflicts of Interest	Local Advocacy Resources	
	Your Privacy		10-19
	Confidentiality	Notice of Privacy Practices	
	Ending EPI Services		20-21
	Involuntary End of Service	Voluntary End of Service	
Person Centered Individualized Service Planning	**The Person Centered Planning Process**		22
	Performance Improvement		23
	Ensuring Health and Safety		23
	Emergency Procedures		23
	Medication Management		24
	Behavior Support		24

Table of Contents (continued)

Section	Sub-Section		Pg
Employment Services	**Background**		25
	Location and Hours of Service		25
	Severe Weather	Holidays	
	Work Schedule / Absences, Illness or Injury		26
	Expectations at Work Sites		27-28
	Emergency and Evacuation Procedures	Ensuring Health and Safety	
	Transportation	Personal Appearance	
	Unsafe Behaviors	Stealing / Property Destruction	
	Alcohol / Illegal Drugs		
	Wage Payment Practice		29
	Benefits / Insurance Provided by Your Employer		29
Long-Term Services & Supports (LTSS)	**Background**		30
	Location and Hours of Service		30
	Severe Weather	Holidays	
	Absences, Illness or Injury		30-31
	No Cancellation Policy		31
	Expectations During LTSS Services		31-32
	Transportation	Financial Management	
	Stealing / Property Destruction	Alcohol / Illegal Drugs	
	Health and Wellness	Nutrition	
	Living Arrangements		32-35
	Living Expenses	Things You May Need Upon Move-in	
	Visitors	Overnight Visits Away From Home	
	Pets	EPI Personnel in Your Home	
Tech-Enabled Services	LTSS – Tech-Enabled Services		35-36
	Employment – Tech Enabled Services		36

Table of Contents (continued)

Section	Sub-Section		Pg
Host Homes	**Background**		36
	Location and Hours of Service		36-37
	Severe Weather	Holidays	
	Absences, Illness or Injury		37
	No Cancellation Policy		
	Expectations During LTSS Services		37-38
	Transportation	Financial Management	
	Stealing / Property Destruction	Alcohol / Illegal Drugs	
	Health and Wellness	Nutrition	
	Living Arrangements		38-39
	Living Expenses	Things You May Need Upon Move-in	
	Visitors	Overnight Visits Away From Home	
	Pets		
Other Services EPI Offers	**Representative Payee Services**		40
	Child Care Resource and Referral		40
Getting Services EPI Doesn't Offer	**Community Resources**		41
	Public Assistance or Benefits for Which You May be Eligible		42-44

Welcome to Exceptional Persons, Inc. (EPI). Whether you receive one service or multiple, we are glad you're here! Thank you for choosing us.

You're joining an organization with a long history of delivering high quality services. EPI was created by a group of parents who wanted a better future for their children. This community effort was characterized by committed people with a sense of partnership and foundational values that have stood the test of time.

We value people, stewardship, creative cooperation, integrity and work to live our mission every day.

Connecting people, creating opportunities, and nurturing growth since 1957.

Your services are centered on you and your needs. Your choice is valued here. We believe every journey begins with a fundamental commitment to the individuals we serve. That's why we focus our services on meeting individual needs, customer satisfaction, community inclusion, as well as developing relationship with your family members and loved ones.

We have a vision for the future. Working together we will realize a future where all people are recognized *and* valued – encouraged and supported to live, work, and grow – in their communities.

Thank you for allowing us to be a service to you. We look forward to working with you!

Sincerely,

Your EPI Team

p. (319) 232 - 6671
f. (319) 232 - 0453
www.episervice.org
We're social, find us online.
760 Ansborough Avenue
Waterloo, IA 50701
accredited for community housing, community integration, supported living, and community employment services

INTRODUCTION

Exceptional Persons, Inc. is a private, non-profit organization created in 1957 to coordinate and provide for the development of community based services to offer opportunities for people with developmental and other disabilities.

MISSION STATEMENT

Connecting people, creating opportunities, and nurturing growth since 1957.

VISION

Working together we will realize a future where all people are recognized and valued- encouraged and supported to live, work and grow – in their communities.

VALUES

People:
Respecting each other's inherent worth. Committed to inclusion and building relationships. Recognizing every interaction matters.

Stewardship:
Delivering valued results. Continuously evolving. Being responsive and responsible.

Creative Cooperation:
Solutions focused. Practicing humility. Combining our strengths to create something greater.

Integrity:
Doing what's right. Fearlessly communicating. Worthy of trust.

CQL ACCREDITATION

The Council on Quality and Leadership (CQL) is a leader in working with human service organizations and systems to continuously define, measure, and improve quality of life and quality of services for youth, adults, and older adults with intellectual and developmental disabilities, and psychiatric disabilities.

OFFICE LOCATIONS AND HOURS OF SERVICE

Offices are open during timeframes indicated below. Meetings may be scheduled with EPI personnel in each location at other hours when needed. An on-call supervisor is available 24 hours per day, seven days per week.

EPI Central Office (760 Ansborough Avenue, Waterloo)
8:00 am – 5:00 pm, Monday through Friday.

PDM Center (3927 University Avenue, Waterloo)
9:00 am – 4:00 pm, Monday through Friday.

Deery Center (3675 University Avenue, Waterloo)
8:00 am – 5:00 pm, Monday through Friday.

EPI office locations are not open on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day **and** the day after
Independence Day	Christmas Day

Holidays falling on weekends will be observed as follows: Saturday holidays will be observed on Friday; Sunday holidays will be observed on Monday.

Services may be available on holidays, as reflected within each service area within this handbook.

REFERRAL/INTAKE/ADMISSIONS

GETTING STARTED

EPI provides services without regard to race, color, gender, sexual orientation, gender preference, age religion, creed or national origin. EPI will provide you with an application and list of supporting documents necessary to begin services. EPI will review and process all applications for services. The availability and participation by the applicant, legally responsible party, and referral source will impact the timeliness of the process. EPI will make every effort to make decisions quickly as well as support identification of other appropriate services provided within the community or geographical region whenever an applicant cannot be served by EPI.

Eligibility Requirements

You must meet the following eligibility criteria set forth by Iowa Administrative Code for the service requested:

Admission criteria:

- You must be eligible for funding of services or able to self-fund the cost of services. This includes services through HCBS waivers, Habilitation, Behavioral Health Administrative Services Organization (BH-ASO) funding or private organizations.
- Adult applicants must be 18 years of age or older unless granted an exception to policy.
- Services are voluntary and you must willingly accept and participate in services as authorized in the Individual Service Plan. EPI does not have the ability to provide services or supports outside of those authorized and funded.
- You must be able to pay for your living expenses. Not included in the service include the following: rent, utilities, food, household expenses, trips, vacations, medical expenses not covered by your insurance or any other general living expense.
- You must not pose a serious threat (physically, sexually, emotionally, or medically) to yourself or others, you may be denied services based on behaviors or conditions posing unreasonable health or safety risks.
- You must have adequate mobility for program participation with or without use of assistive devices.
- You must not be in need of greater services than EPI can provide. Should you require medical treatment outside the scope for which current EPI personnel are credentialed to provide, accommodations must be specified through your funding option (ie, skilled nursing).

How to Apply for Services

- You, your legally responsible party (as applicable), your referral source or EPI personnel will complete the application provided by EPI. Incomplete applications will not be processed. The application can be found at www.episervice.org.
- Applications will be processed by EPI within 30 days of receipt.
- In order to determine if the program is appropriate and adequate to meet your needs, applications should be accompanied by as many of the following documents as possible:

    - Social History
    - Medical History/Reports
    - Psychological Evaluations
    - Psychiatric Evaluations
    - Current authorizing service plan from current funder
    - Recent assessments
    - Proof of legal restrictions to include guardianship, court commitment or any other order that restricts the independence level of the persons served.
- Upon receiving the above mentioned paperwork, the application materials will be reviewed by appropriate EPI personnel.
- Upon receiving all of the above mentioned paperwork, the application materials including a summary from the Service Options Manager, will be forwarded to the appropriate Program Director for review.
    - Meets Criteria for Service: If you meet the criteria for admission, the Service Options Manager will notify you of any openings available or if you will need to be added to the waiting list. You will be notified within 30 days of receipt of completed application.

    - Does Not Meet Criteria for Service: If the Program Director, in consultation with the Services Director when appropriate, determines you do not meet the admission criteria, you will be notified of the decision no later than 30 days of receipt of a completed application.

    - Notification of Denial of Services: The notification will be in the form of a written notice. The notice will specifically define the reason for denial of service based upon criteria unmet and give you or your legally responsible party the right to appeal. The Service Options Manager will provide you with a list of alternate service providers within the community or geographical region. A copy of the written notice will be placed in your applicant file. If you or your stakeholders disagree with the decision, you have the right to appeal this decision using EPI's right to appeal policy and procedures.

- A visit by you, your parent(s) or legally responsible party, referring source, case manager/service coordinator is suggested for all site-based services. Please note: If you are requesting services which include living with others already receiving EPI services, you will be invited by potential housemates to participate in an opportunity to determine compatibility. EPI values the input of persons served and takes the opinion of those already living in the home into consideration when determining housing options.

If you are not accepted into services your name will be kept on file for a period of five years. The reason for denial along with the type of service requested, evaluations and listing of referrals to other agencies will all be included in the information kept on file.

Criminal History
If you have a criminal record, you will be asked to provide information regarding your criminal history. EPI follows all state and federal guidelines and will work with authorities as appropriate.

Waiting List and Duration of Service
At the time of referral for services, the Service Options Manager will talk to you about the expected wait time before you can start service. A variety of things can impact start time such as funding approval, staff availability, appropriate opening, and/or personal finances.

The length of services is based on your needs and will be discussed at the initial planning meeting. It will be reviewed annually at your Individual Service Planning (ISP) meeting or as needed.

Payment for Service
The costs for your services will vary from program to program and may be paid for in several different ways which may include, but are not limited to:

- Medicaid as authorized & paid by a Managed Care Organizations (MCO);
- Medicaid as authorized & paid by Iowa Medicaid Enterprise (IME);
- Non-Medicaid as authorized & paid by BH-ASO;
- Private party payment

Living costs such as rent, food, transportation, clothing, personal needs, spending money, utilities, etc. are paid by you. In addition, terms and contents of lease agreements when services are provided in a rental property are your responsibility.

Scheduling
The hours of service delivery provided to you are based on your service support needs as identified in your authorizing plan. Service hours will be provided during timeframes chosen by you and your team. You can affect service availability by pre-planning. If you and/or your family have regular commitments they should be shared with your team as soon as possible. This will allow for consistency. EPI cannot provide more services than authorized.

BEGINNING SERVICES

Necessary Personal Paperwork
For most individuals starting services EPI may need to collect the following information at the time of or before the start of services:

Personal

- Guardianship, Conservatorship, Power of Attorney papers (copy)
- Birth certificate (copy)
- Social Security Card (copy)
- State I.D. card (copy)

Medical

- Medicaid/Title XIX Card
- Medicare Card
- Private or Other Health Insurance Card & information regarding
    - Coverage
    - Contact Information
- Health Examination Form
    - Completed within one year prior to start of service
- Written Doctor's Orders – medications, diet, activity level, other specialized orders

Individual Service Planning

EPI uses a process called Person Centered Planning/Individual Service Planning (ISP) to help you decide what services you want and what goals you would like to work toward.

Financial Management

You have the right to manage your own finances if you choose and Social Security or the Courts have not restricted your rights. EPI offers payeeship and assistance with financial management. EPI will also be your representative with the Department of Human Services and assist you in applying for any public assistance you may be eligible for.

The People Who will be Working with You

EPI strives to provide quality professional staff, trained specifically to support you. When hiring staff, EPI will make every effort to obtain input from you.

Any staff working with you must meet the following minimum requirements:

- Criminal background check
- Dependent adult & child abuse registry check (Iowa and out of state if applicable)
- OIG checklist (Medicaid/Medicare fraud-before hire and monthly)
- Driving record check (Iowa and out of state, if applicable)
- Current driver's license
- Social Security card, birth certificate or passport (I-9 documents)
- INS Authorization card, if applicable
- Drug/alcohol screening and PPD
- Personal reference check (past or present employer/supervisor)
- Proof of education. Staff positions require a High School Diploma or GED. Supervisory staff requires a Bachelor's Degree or equivalent.
- Proof of automobile insurance with expiration date
- Participate in initial agency orientation and training.
- Participate in ongoing training and re-certification

You will work with a team of staff from EPI who will help you to reach your goals. Your team may include:

- ***Services Director/Area Residential Director –*** the person who directs the activities of the services you receive
- ***Front Line Supervisors –*** the primary people responsible for managing and supervising the services you receive from the agency. In addition, they are responsible for supervising staff to ensure your support needs outlined in your plan are being delivered and achieved.
- ***Service Plan Specialist-*** the person who administers needed assessments and develops your ISP.
- ***Direct Support Professional/Integration Specialist/Job Coach –*** the people providing support to you in achieving your personal goals and supports outlined in your ISP.

If you have questions about your staff's availability and how many staff will be working with you, ask your Front Line Supervisor.

Changing/Adding Services within EPI

Service changes will be handled on a case-by-case basis. If you currently receive services from EPI and want to transfer to another service or add additional services the request is generally communicated by a member of the Interdisciplinary Team (IDT), including you, to the Front Line Supervisor or Director who determines available options.

- Any appropriate openings are then relayed to the IDT. The person served may be added to a waiting list if no openings are available.
- A change or transfer to another service may require a new or amended Individual Service Plan, authorizing service plan and discharge (for more information please see Discharge and Transfer Policy).

Process for Appeal and Grievances (Right to Appeal)

It is hoped that as issues/concerns arise, they will be discussed with EPI staff as soon as possible in order to come to a resolution and prevent an escalation of the problem. Should a person served or his/her representative have any concerns as to his/her care, policies, procedures, or any staff action, the following steps should be pursued:

1. For the community service department; the process for appeals or grievances will be explained at the time of admission and reviewed annually thereafter. At this time the procedure will be acknowledged with the signature of the person served, legal representative (if applicable) and EPI representative. A copy of the signed document will be provided to the person served and legal representative. For children enrolled in the Hawkeye Community Development Center, the process for appeals or grievances are explained at the time enrollment.
2. The complainant or representative will bring written issue(s) of appeal and/or grievance to the person's first supervisory staff, unless s/he is a part of the issue or is unavailable. If this is the case, the matter moves to the next step. The supervisor receiving the complaint will respond to the concern within five (5) working days and document the complaint and response in the tracking system.
3. If the issue remains unresolved, the appeals process may be used. If the issue has not been resolved with the person's first supervisory staff, the complainant or representative may appeal within seven (7) working days to the appropriate Director. The Director will answer

the complainant or representative in writing within five (5) working days. A copy of the appeal letter and response will be filed in the Executive Director's office.

4. If an acceptable solution is not obtained, the complainant or representative has five (5) days to appeal the decision to the Executive Director. The Executive Director will meet with the complainant or representative and may include other EPI employees in the meeting. The Executive Director will make the final decision on the matter. The Executive Director will do further investigation and render a decision within ten (10) days of the appeal being set forth. This step is final.
5. Failure on the part of the agency to respond at any stage automatically moves the complaint to the next step.
6. At any point during the process, the complainant or representative may elect to remedy the situation with an external source such as a commission, a local, state, or federal agency, legal counsel or independent advocate. When this is done, the process will be discontinued and all correspondence will occur through the legal counsel for Exceptional Persons, Inc.

EPI shall not discriminate or retaliate in any way against any individual who is or has received services, who in good faith, exercises the right to appeal regarding his/her services, past or present.

Americans with Disabilities Act, Accessibility, Assistive Technology

The goal of the ADA, accessibility efforts and assistive technology is to help you live as independently as possible while being an important and valued member of the community. As part of EPI's commitment to accessibility, EPI has an Accessibility Committee to identify and remedy accessibility issues both within our organization and community so you can have full access to an array of services and activities. Staff are trained annually on how to identify and report accessibility barriers. EPI can also assist you in obtaining and using assistive technology which may help you to live your life more independently. For more information, talk with your Front Line Supervisor, staff and support team about the options available.

PROTECTING YOUR RIGHTS ~ KNOWING YOUR RESPONSIBILITIES

EPI has policies and procedures to help you learn and exercise individual rights and responsibilities. Trained personnel will promote and protect your rights through advocacy and due process.

EPI acknowledges you are protected by federal, state and local laws as are all citizens of the United States unless court orders by a judge limit rights in some way. You can expect to receive documentation regarding your rights and responsibilities upon start of service and annually thereafter.

Policy on Risk Management

EPI strives to provide a comfortable and safe environment free from interfering behavior that presents a risk to self or others. Interfering behavior includes, but is not limited to:

- Harming or threatening to harm any person or group served or employed by EPI, or relatives of those served or employed by EPI.
- The possession or threat of possession of weapons of any kind.
- Purposely ignoring the physical safety or well-being of others.

- Assaultive behaviors which pose a serious threat to yourself or others (i.e. physically, sexually, emotionally, medically, etc.) may jeopardize your services with EPI. Your team will determine appropriate action up to and including discharge.
- Any other actions or words someone else might think are violent or threatening.

Universal Precautions/Infection Control

EPI has an exposure control plan and staff are trained annually. Staff will help you learn about ways to protect yourself and others from infections and illnesses, which may include good hand washing techniques and housekeeping. Additional training will be provided to you based on your needs or requests. Copies of the exposure control plan are available on request.

Conflicts of Interest

EPI has policies and procedures in place to help prevent conflicts of interests. However, conflicts may happen. A conflict of interest is anytime EPI employees use their position to get special treatment or favors. The person may be getting something from you directly (like a gift) or getting something because of their relationship with you (like money from selling you something). If a conflict of interest happens, EPI will work with you to resolve the issue.

Local Advocacy Resources

The Arc of Cedar Valley
760 Ansborough Ave
PO Box 4090
Waterloo, IA 50704
(319) 232-0437

Disability Rights Iowa
400 E Court Ave
Des Moines, IA 50309
(515) 278-2502
(800) 779-2502

Black Hawk County Mental Health Advocate
1407 Independence Ave
Waterloo, IA 50703
(319) 291-2400

Brain Injury Association of Iowa
1407 Independence Ave #411
Waterloo, IA 50703
(800) 444-6443

Iowa Department of Inspections & Appeals
Health Facilities Division
Lucas State Office Building
Des Moines, IA 50319
(319) 281-5002

Iowa Department of Human Services
1407 Independence Ave
Waterloo, IA 50703
(319) 291-2441
(877) 204-3822

Office of the Ombudsman
1112 E Grand Ave
Des Moines, IA 50319
(515) 281-3592
(888) 426-6283
(515) 242-5065 - TTY

NAMI Black Hawk County - National Alliance on Mental Illness
1825 Logan Ave
Waterloo, IA 50703
(319) 235-5263

Iowa Department for the Blind
524 4th St
Des Moines, IA 50309
(515) 281-1333
(800) 362-2587

Member Services:
Iowa Medicaid Enterprise - (800) 338-8366
Wellpoint Iowa – (833) 731-2143
Molina- (844)239-0894 TTY/TDD 711
Iowa Total Care – (833) 404-1061

YOUR PRIVACY

You have very specific legal rights, protecting your private information. These rights are discussed in detail in the “Exceptional Persons, Inc. Notice of Privacy Practices” which is as follows;

Confidentiality

EPI will not tell other people information about you without your written permission or permission from your legally responsible party if applicable. The law states there may be occasions when EPI can or must give information about you without consent, such as emergency medical care or abuse reporting.

EPI believes you have the right to confidentiality. EPI does this by protecting your medical, financial, programmatic and personal information and records. EPI will secure your records to ensure confidentiality and provide protection from damage or unauthorized use. EPI may share or provide your information including confidential information related to the medical, financial, programmatic and personal information and records without prior written consent only as required by law or in the event of emergency when obtaining consent is not immediately possible. You have the right to access and enter amendments to your medical, financial, programmatic and personal information and records maintained by EPI.

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.
Effective: September 23rd, 2013

This notice will tell you how we may use and disclose protected health information (PHI) about you (including to your funder). Protected health information means any health information about you that identifies you or for which there is a reasonable basis to believe the information can be used to identify you. In this notice, we call all of that protected health information, “medical information.”

This notice also will tell you about your rights and our duties with respect to medical information about you. In addition, it will tell you how to file a complaint with us if you believe we have violated your privacy rights. If you have questions regarding your protected health information, or would like to request information please contact your Front Line Supervisor.

Each time you are served by our organization, a record of our service is made containing health and financial information. Typically, this record contains information about your condition, the service we provide and payment for the treatment. Understanding what is in your record and how your health information is used helps you to ensure it is accurate, better understand who may access your health information and make more informed decisions when authorizing disclosure to others.

HIPAA right of access standard, requires a covered entity to take action on an access request within 30 days of receipt (or within 60 days if an extension is applicable).

How EPI May Use and Disclose Medical Information About You

We use and disclose medical information about you for a number of different purposes. Each of those purposes is described below.

- **For Treatment**
  We may use medical information about you to provide, coordinate or manage your health care and related services by both us and other health care providers. We may disclose medical information about you to doctors, nurses, hospitals and other health facilities who become involved in your care. We may consult with other health care providers concerning you and as part of the consultation share your medical information with them. Similarly, we may refer you to another health care provider and as part of the referral share medical information about you with that provider. For example, we may conclude you need to receive services from a physician with a particular specialty. When we refer you to that physician, we also will contact that physician's office and provide medical information about you to them so they have information they need to provide services for you.

- **For Payment**

We may use and disclose medical information about you so we can be paid for the services we provide to you. This can include billing a third party payer or other state agency, or your insurance company. For example, we may need to provide the Iowa Medicaid Enterprise information about the services we provide to you so we will be reimbursed for those services. We also may need to provide the state Medicaid program with information to ensure you are eligible for the medical assistance program.

- **For Administrative Operations**

We may use and disclose PHI about you for our day to day administrative operations. These uses and disclosures are necessary to run our organization and make sure that you receive quality services. *For example, these activities may include quality reviews, medication reviews, licensing, business planning and development, and general administration activities.* We may also combine health information about many individuals to help determine what additional services should be offered, what services should be discontinued, and whether certain new treatments are effective. Health information about you may be used by the administrative offices for business development and planning, cost management analyses, insurance claims management, risk management activities, and in developing and testing information systems programs. We may also use and disclose information for professional review, performance evaluation, and for training programs. Other aspects of health care operations that may require use and disclosure of your health information include accreditation, certification, licensing and credentialing activities, review and auditing, including compliance reviews, medical review, legal services and compliance programs. Your health information may be used and disclosed for the business management and general activities of the organization including resolution of internal grievances, customer service and due diligence in connection with a sale or transfer of the organization. In limited circumstances, we may disclose your health information that identifies you so that the health information may be used to study health care and health care delivery without learning the identities of the consumers. We may disclose your age, birth date and general information about you in the organization newsletter, on activities calendars, and to entities in the community that wish to acknowledge your birthday or commemorate your achievements on special occasions.

We may also provide your PHI to other service providers or to your funders to assist them in performing their own operations. We will do so only if you have or have had a relationship with the other provider or funder. For example, we may provide information about you to your funder to assist them in their quality assurance activities.

- **Business Associates**

There are some services provided in our facilities through contracts with business associates. Examples include outside attorneys and a copy service we use when making copies of your health record. When these services are contracted, we may disclose your health information so that they can perform the job we've asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information

- **How We Will Contact You**

Unless you tell us otherwise in writing, we may contact you by either telephone or by mail. We may leave messages for you on the answering machine or voice mail. If you want to request that we communicate to you in a certain way or at a certain location, see, "Right to Receive Confidential Communications" of this Notice.

- **Individuals Involved in Your Service**

We may disclose to other service providers, family member, other relative, a close personal friend, or any other person identified by you, medical information about you that is directly relevant to that person's involvement with the services and supports you receive or payment for those services and supports. At the beginning of each planning year, we will review a list of people involved in your services which may receive information. You and your legal representative, if any, will sign a Release of Information, allowing specific information to be released. We also may use or disclose medical information about you to notify, or assist in notifying, those persons of your location, general condition, or death. In the event of your death, we may disclose to any of those persons who were involved in your care for payment for health care prior to your death, medical information about you that is relevant to that person's involvement, unless doing so is inconsistent with any prior expressed preference of you that is known to us.

If there is a family member, other relative, or close personal friend that you do not want us to disclose medical information about you to, please inform your Front Line Supervisor or tell our staff member who is providing services to you.

- **Disaster Relief**

We may use or disclose medical information about you to a public or private entity authorized by law or by its charter to assist in disaster relief efforts. This will be done to coordinate with those entities in notifying a family member, other relative, close personal friend, or other person identified by you, of your location, general condition or death.

- **Required by Law**

We may use or disclose medical information about you when we are required to do so by law.

- **Public Health Activities**

We may use or disclose medical information about you for public health activities and purposes. This includes reporting medical information to a public health authority that is authorized by law to collect or receive the information for purposes of preventing or controlling disease. Or, one that is authorized to receive reports of child abuse and neglect. It also includes reporting for purposes of activities related to the quality, safety or effectiveness of a United States Food and Drug administration regulated product or activity.

- **Proof of Immunization**

We may use or disclose immunization information to a school about you: (a) if you are a student or prospective student of the school; (b) the information is limited to proof of immunization; (c) the school is required by State or other law to have the proof of immunization prior to admitting you; and, (d) we obtain and document the agreement to the disclosure from either: (1) your parent, guardian, or other person standing *in loco parentis* of you if you are an unemancipated minor, or (2) from you if you are an adult or an emancipated minor.

- **Victims of Abuse, Neglect or Domestic Violence**

We may disclose medical information about you to a government authority authorized by law to receive reports of abuse, neglect, or domestic violence, if we believe you are a victim of abuse, neglect, or domestic violence. This will occur to the extent the disclosure is: (a) required by law; (b) agreed to by you; or, (c) authorized by law and we believe the disclosure is necessary to prevent serious harm to you or to other potential victims, or, if you are incapacitated and certain other conditions are met, a law enforcement or other public official represents that immediate enforcement activity depends on the disclosure.

- **Health Oversight Activities**

We may disclose medical information about you to a health oversight agency for activities authorized by law, including audits, investigations, inspections, licensure or disciplinary actions. These and similar types of activities are necessary for appropriate oversight of the health care system, government benefit programs, and entities subject to various government regulations.

- **Judicial and Administrative Proceedings**

We may disclose medical information about you in the course of any judicial or administrative proceeding in response to an order of the court or administrative tribunal. We also may disclose medical information about you in response to a subpoena, discovery request, or other legal process but only if efforts have been made to tell you about the request or to obtain an order protecting the information to be disclosed.

- **Disclosures for Law Enforcement Purposes**

We may disclose medical information about you to a law enforcement official for law enforcement purposes:

  - As required by law.

- In response to a court, grand jury or administrative order, warrant or subpoena.
- To identify or locate a suspect, fugitive, material witness or missing person.
- About an actual or suspected victim of a crime and that person agrees to the disclosure. If we are unable to obtain that person's agreement, in limited circumstances, the information may still be disclosed.
- To alert law enforcement officials to a death if we suspect the death may have resulted from criminal conduct.
- About crimes that occur at our facility.
- To report a crime in emergency circumstances.

- **Coroners and Medical Examiners**

We may disclose medical information about you to a coroner or medical examiner for purposes such as identifying a deceased person and determining cause of death.

- **To Avert Serious Threat to Health or Safety**

We may use or disclose protected health information about you if we believe the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public. We also may release information about you if we believe the disclosure is necessary for law enforcement authorities to identify or apprehend an individual who admitted participation in a violent crime or who is an escapee from a correctional institution or from lawful custody.

- **Military**

If you are a member of the Armed Forces, we may use and disclose medical information about you for activities deemed necessary by the appropriate military command authorities to assure the proper execution of the military mission. We may also release information about foreign military personnel to the appropriate foreign military authority for the same purposes.

- **Inmates; Persons in Custody**

We may disclose medical information about an inmate or other individual to a correctional institution or law enforcement official having custody of the inmate or other individual. The disclosure will be made if the disclosure is necessary: (a) to provide health care to such individuals; (b) for the health and safety of such individual or other inmates; (c) the health and safety of the officers or employees of or others at the correctional institution; (d) the health and safety of such individuals and officers or other persons responsible for the transporting of inmates or their transfer from one institution, facility, or setting to another; (e) law enforcement on the premises of the correctional institution; or, (f) the administration and maintenance of the safety, security, and good order of the correctional institution.

- **Workers Compensation**

We may disclose medical information about you to the extent necessary to comply with workers' compensation and similar laws that provide benefits for work-related injuries or illness without regard to fault.

Certain Uses and Disclosures that Require Your Written Authorization

- **Psychotherapy Notes**

Your authorization is required before we may use or disclose psychotherapy notes unless the use or disclosure is: (a) by the originator of the psychotherapy notes for treatment; (b) for our own training programs for students, trainees, or practitioners in mental health; (c) to defend ourselves in a legal action or other proceeding brought by you; (d) when required by law; or, (e) permitted by law for oversight of the originator of the psychotherapy notes.

- **Sale of Information**

Your authorization is required for any disclosure of your medical information when the disclosure is in exchange for direct or indirect remuneration from or on behalf of the recipient of the medical information. However, your authorization may not be required under certain conditions if the disclosure is: (a) for public health purposes; (b) for research purposes; (c) for treatment and payment; (d) if we are being sold, transferred, merged or consolidated; (e) to a business associate of ours for activities undertaken on our behalf; (f) to you when requested by you; (g) required by law; (h) when permitted by applicable law where the only remuneration received by us is a fee permitted by law.

Other Uses and Disclosures.

Other uses and disclosures will be made only with your written authorization. You may revoke such an authorization at any time by notifying Exceptional Persons, Inc. in writing of your desire to revoke it.

Your Rights With Respect to Medical Information About You.

You have the following rights with respect to medical information that we maintain about you.

- **Right to Request Restrictions**

You have the right to request that we restrict the uses or disclosures of medical information about you to carry out treatment, payment, or health care operations. You also have the right to request that we restrict the uses or disclosures we make to: (a) a family member, other relative, a close personal friend or any other person identified by you; or, (b) for to public or private entities for disaster relief efforts. For example, you could ask that we not disclose medical information about you to your brother or sister.

To request a restriction, you may do so at any time. If you request a restriction, you should do so to the privacy officer at Exceptional Persons and tell us: (a) what information you want to limit; (b) whether you want to limit use or disclosure or both; and, (c) to whom you want the limits to apply (for example, disclosures to your spouse).

With one exception, we are not required to agree to any requested restriction. The exception is that we will always agree to a request to restrict disclosures to a health plan if: (a) the disclosure is for the purpose of carrying out payment or health care operations and is not otherwise required by law; and, (b) the information relates solely to a health care item or service for which you, or someone on your behalf (other than the health plan), has paid us in full.

If we agree to a restriction, we will follow that restriction unless the information is needed

to provide emergency treatment. Even if we agree to a restriction, either you or we can later terminate the restriction. However, we will not terminate a restriction that falls into the exception stated in the previous paragraph.

- **Right to Receive Confidential Communications**

You have the right to request that we communicate medical information about you to you in a certain way or at a certain location. For example, you can ask that we only contact you by mail or at work. We will not require you to tell us why you are asking for the confidential communication.

If you want to request confidential communication, you must do so in writing to Exceptional Persons, Inc. Your request must state how or where you can be contacted.

We will accommodate your request. However, we may, when appropriate, require information from you concerning how payment will be handled. We also may require an alternate address or other method to contact you.

- **Right to Inspect and Copy**

With a few very limited exceptions, such as psychotherapy notes, you have the right to inspect and obtain a copy of medical information about you.

To inspect or copy medical information about you, you must submit your request in writing to Exceptional Persons, Inc. Your request should state specifically what medical information you want to inspect or copy. Your request should state the form of access and copy you desire, such as in paper or in electronic media. If you request a copy of the information, we may charge a fee for the costs of copying and, if you ask that it be mailed, the cost of mailing.

We usually will act on your request within thirty (30) calendar days after we receive your request. If we grant your request, in whole or in part, we will inform you of our acceptance of your request and provide access and copies.

We may deny your request to inspect and copy medical information if the medical information involved is:

- Psychotherapy notes;
- Information compiled in anticipation of, or use in, a civil, criminal or administrative action or proceeding;

If we deny your request, we will inform you of the basis for the denial, how you may have our denial reviewed, and how you may complain. If you request a review of our denial, it will conducted by a licensed health care professional designated by us who was not directly involved in the denial. We will comply with the outcome of that review.

- **Right to Amend**

You have the right to ask us to amend medical information about you. You have this right for so long as the medical information is maintained by us.

To request an amendment, you must submit your request in writing Exceptional Persons, Inc. Your request must state the amendment desired and provide a reason in support of

that amendment.

We will act on your request within sixty (60) calendar days after we receive your request. If we grant your request, in whole or in part, we will inform you of our acceptance of your request and provide access and copying.

If we grant the request, in whole or in part, we will seek your identification of and agreement to share the amendment with relevant other persons. We also will make the appropriate amendment to the medical information by appending or otherwise providing a link to the amendment.

We may deny your request to amend medical information about you. We may deny your request if it is not in writing and does not provide a reason in support of the amendment. In addition, we may deny your request to amend medical information if we determine that the information:

- Was not created by us, unless the person or entity that created the information is no longer available to act on the requested amendment;
- Is not part of the medical information maintained by us;
- Would not be available for you to inspect or copy; or,
- Is accurate and complete.

If we deny your request, we will inform you of the basis for the denial. You will have the right to submit a statement of disagreeing with our denial. We may prepare a rebuttal to that statement. Your request for amendment, our denial of the request, your statement of disagreement, if any, and our rebuttal, if any, will then be appended to the medical information involved or otherwise linked to it. All of that will then be included with any subsequent disclosure of the information, or, at our election, we may include a summary of any of that information.

If you do not submit a statement of disagreement, you may ask that we include your request for amendment and our denial with any future disclosures of the information. We will include your request for amendment and our denial (or a summary of that information) with any subsequent disclosure of the medical information involved.

You also will have the right to complain about our denial of your request.

- **Right to an Accounting of Disclosures**

You have the right to receive an accounting of disclosures of medical information about you. The accounting may be for up to six (6) years prior to the date on which you request the accounting but not before April 14, 2003.

Certain types of disclosures are not included in such an accounting:

- Disclosures to carry out treatment, payment and health care operations;
- Disclosures of your medical information made to you;
- Disclosures that are incident to another use or disclosure;
- Disclosures that you have authorized;
- Disclosures for our facility directory or to persons involved in your care;
- Disclosures for disaster relief purposes;
- Disclosures for national security or intelligence purposes;

- Disclosures to correctional institutions or law enforcement officials having custody of you;
- Disclosures that are part of a limited data set for purposes of research, public health, or health care operations (a limited data set is where things that would directly identify you have been removed).
- Disclosures made prior to April 14, 2003.

Under certain circumstances your right to an accounting of disclosures to a law enforcement official or a health oversight agency may be suspended. Should you request an accounting during the period of time your right is suspended, the accounting would not include the disclosure or disclosures to a law enforcement official to a health oversight agency.

To request an accounting of disclosures, you must submit your request in writing. Your request must state a time period for the disclosures. It may not be longer than six (6) years from the date we receive your request and my not include dates before April 14, 2003.

Usually, we will act on your request within sixty (60) calendar days after we receive your request. Within that time, we will either provide the accounting of disclosures to you or give you a written statement of when we will provide the accounting and why the delay is necessary.

There is no charge for the first accounting we provide to you in any twelve (12) month period. For additional accountings, we may charge you for the cost of providing the list. If there will be a charge, we will notify you of the cost involved and give you an opportunity to withdraw or modify your request to avoid or reduce the fee.

- **Right to Copy of this Notice**

You have the right to obtain a paper copy of our Notice of Privacy Practices. You may obtain a paper copy even though you agreed to receive the notice electronically. You may request a copy of our Notice of Privacy Practices at any time.

You may obtain a copy of our Notice of Privacy Practices over the Internet at our web site, *www.episervice.org*.

To obtain a paper copy of this notice please contact the privacy officer at Exceptional Persons, Inc 760 Ansborough Ave, Waterloo Iowa 50701.

Our Duties

- **Generally**

We are required by law to maintain the privacy of medical information about you, to provide individuals with notice of our legal duties and privacy practices with respect to medical information, and to notify affected individuals following a breach of unsecured protected health information.

We are required to abide by the terms of our Notice of Privacy Practices in effect at the time.

- **Our Right to Change Notice of Privacy Practices**

We reserve the right to change this Notice of Privacy Practices. We reserve the right to make the new notice's provisions effective for all medical information that we maintain, including that created or received by us prior to the effective date of the new notice.

- **Availability of Notice of Privacy Practices**

A copy of our current Notice of Privacy Practices will be posted on our website. A copy of the current notice also will be posted on our web site, www.episervice.org.

At any time, you may obtain a copy of the current Notice of Privacy Practices by contacting the privacy officer at Exceptional Persons, Inc., 760 Ansborough Ave, Waterloo Iowa, 50701.

- **Effective Date of Notice**

The effective date of the notice is stated on the first page of this notice.

- **Complaints**

You may complain to us and to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated by us.

To file a complaint with us, contact the Front Line Supervisor. All complaints should be submitted in writing.

To file a complaint with the United States Secretary of Health and Human Services, send your complaint to him or her in care of: Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Washington, D.C. 20201. Complaints also may be filed online. Go to: http://www.hhs.gov/ocr

You will not be retaliated against for filing a complaint.

- **Questions and Information**

If you have any questions or want more information concerning this Notice of Privacy Practices, please contact the privacy officer at Exceptional Persons, Inc., 760 Ansborough Ave, Waterloo Iowa, 50701.

Artificial Intelligence (AI) Usage

- EPI may utilize approved artificial intelligence (AI) technologies to support administrative functions, communication, data analysis, quality improvement, training, and other business operations. AI tools are used to assist staff and do not replace professional judgment or decision-making responsibilities.

- EPI maintains human oversight of AI-assisted activities and remains responsible for services provided. The privacy, confidentiality, and security of information will be protected in accordance with applicable laws, regulations, and EPI policies.

ENDING SERVICES

ENDING EPI SERVICES

If EPI is no longer able to meet your needs, the following will occur:

1. Team meeting:

Your Front Line Supervisor/Service Coordinator/Employment Specialist will facilitate a team meeting to plan for the permanent or short-term discharge from services. If ending services is anticipated to be permanent, EPI personnel will work with Case Management/Care Coordinator and other team members to identify alternative service options and will assist with the coordination of referrals as appropriate. If service ending is anticipated to be short-term in nature, EPI personnel will ensure communication continues with your team and current service providers during the time you are absent from EPI services. Releases will be signed to allow EPI to share information with other agencies and/or hospitals as appropriate.

2. Referral and recommendations will be documented:

If ending service is anticipated to be permanent, your Front Line Supervisor/Service Coordinator/Employment Specialist will prepare a final service summary which will include recommendations for future services. Copies of the completed summary will be sent to you, your legally responsible party, family, Case Manager/Care Coordinator, and other team members as appropriate.

Ending service is defined as the following:

The voluntary or involuntary termination of all agency services

If at any time you become ineligible or choose not to receive services, EPI staff will provide information to you about alternative services available.

On occasion, EPI recognizes persons served may choose to change or discontinue services on a voluntary basis. In those instances, EPI staff will support and assist the persons served to transition as necessary. When a person served no longer meets the criteria for their current services, or there are changes in the services (i.e. change in level of care), EPI services may be ended involuntarily. Immediate termination of services may be necessary when the health or safety of the person served or others may be in imminent danger. In those cases, EPI will make the decision who will be terminated and will adhere to all regulatory standards that apply.

Involuntary End of Service

Your services may be involuntarily ended for the following situations:

1. Medical reasons: This will be based on your needs and determined and documented in your record by the attending physician.
2. Behavior determined to seriously threaten your social, emotional, or physical well-being or other persons served/staff: Evidence your welfare or the welfare of others is seriously jeopardized must exist. This information will be documented in writing by the Director and/or Front Line Supervisor/Service Coordinator/Employment Specialist and will include specific information to support this determination.
3. Non-payment of service costs
4. Ineligible for service
5. Failure to participate in authorized services
6. Dysfunction of the team

Two Weeks prior to ending services of agency (or as soon as possible if unplanned), a written notice notifying you and your planning team of the involuntary end of service will be mailed. The written notice will include the agency's appeal procedure, the reason for the discharge, and the effective date of discharge.

Voluntary End of Service

1. If you wish to change to a different service within the agency, you should make staff aware of your desire. Every attempt will be made to facilitate such a change with the support of the planning team. Such changes will also be dependent on service availability.
2. If you wish to voluntarily end agency services, you should inform staff of your desire. If you agree to a meeting, you and your interdisciplinary team will meet to develop a plan to end services. Appropriate notice, generally not less than 10 days, is expected in the event you are voluntarily ending services. A 30 day notice is preferred.
3. EPI shall not refuse to end service or transfer you when you, your physician, family, or legally responsible party requests a transfer or end of service.

PERSON CENTERED INDIVIDUALIZED SERVICE PLANNING

THE PERSON CENTERED PLANNING PROCESS

EPI endorses individualized person centered planning which facilitates self-determination regardless of disability. You are the leader of this process. The Person Centered Plan is designed to support you in gaining skills to become more independent, engage in community life, control personal resources, build personal relationships, seek employment, improve health, achieve person outcomes and experience the same quality of life as someone without a disability. EPI's person centered planning produces the Individualized Service Plan (ISP), which is directly linked to the authorizing service plan by the funder.

During this process, your Front Line Supervisor/Service Coordinator/Employment Specialist and Service Plan Specialist will talk with you and others who know you well to get a picture of how you want to live today and create a map of what you want for your future. Your ISP will be developed prior to services beginning and then annually thereafter. Annual meetings are called ISP meetings.

At first, EPI will talk with you and complete assessments to get information about:

- what you like and dislike
- how you want to live your life
- what you do well
- areas in which you want or need support to live the way you choose
- how you let others know what you want and need
- how you learn new things
- what assistive technology you currently use and whether additional technology would be beneficial
- risks you may have to yourself, independence and/or health

Next, your Front Line Supervisor /Service Coordinator/Employment Specialist and Service Plan Specialist will assist you to set up an ISP meeting with all of the people who will help you with your plan as well as anyone important to you. Some of the people you may want to invite include:

- your case manager/care coordinator
- your legally responsible party or family members
- a person from your day program or residential program
- your EPI program manager/service coordinator/employment specialist, integration specialist and/or direct support professional

At the planning meeting, EPI will share the information you gave during your assessment, develop a plan and decide who will be responsible for each part of your plan. After your meeting, the service plan specialist will write down all of the information you talked about, the goals you decided to work on and the supports you requested. Within 30 days, a written copy of your plan will be available.

How progress on service goals will be communicated with you

Your progress will be reviewed with you regularly. Changes to your plan can be made at any time you and your team decide. These changes will be reflected in an addendum or modification.

PERFORMANCE IMPROVEMENT

EPI is committed to providing quality services to you. EPI values and is committed to using your input to evaluate and improve our services. Every year, you, your family, and other members of your team will be given the opportunity to complete a satisfaction survey to gather comments and opinions on EPI services.

A performance and annual report which provide a summary of programs and services are available upon request.

ENSURING HEALTH AND SAFETY

EPI has a responsibility to make sure you are healthy and safe according to industry standards. You also have the right to make choices about how to live your life and about the kinds of risk you take. Sometimes this creates conflict when a decision you make impacts your health and safety or the health and safety of others.

EPI will support you in making decisions by:

- giving you information to promote and establish informed consent
- offering you safe and healthy alternative choices in line with your personal preferences
- encouraging you to make decisions in your best interest
- establishing knowledge of health and safety standards
- making agreements with you regarding limitations of your rights

You have a responsibility to help EPI maintain healthy and safe services by reporting any issues or concerns to staff and participating in regular safety reviews. During these reviews, staff will work with you to identify any safety issues and make a plan to fix the problem.

When your ISP is developed, EPI will look at health and safety issues and help you develop a Safety/Crisis Plan. This plan identifies what you need to do and who you can get help from in emergency situations. This will be reviewed with you according to your plan.

EMERGENCY PROCEDURES

EPI has created emergency procedures to better prepare you and your staff for emergencies. In certain places of service, formal drills will be conducted specific to type of emergency. Within the community, you can expect to review safety and evacuation procedures with your staff so you understand what to do in the event of an emergency.

Emergency Response System

Prior to you receiving services, a Safety/Crisis Plan will be developed outlining natural and professional support available to you in the event of an emergency situation. Staff will review your Safety/Crisis Plan with you on a regular basis as part of the routine supports offered to you. In addition to the more individualized systems developed for you, the following broad supports are included:

- In the event of life threatening emergencies, you are encouraged to call 911 or notify staff to call 911.
- If staff are present at the time of emergency, they should remain with you until the arrival of emergency personnel.

    - In the event you require transport to a hospital, staff may proceed to the emergency room to provide support to both you and medical personnel as soon as possible
- A supervisor is available 24 hours per day, seven days a week by cell phone. In the event Director support is necessary, the supervisor will contact the director on your behalf.

MEDICATION MANAGEMENT

EPI staff are certified as medication managers. If you take medications EPI will ask you, your team and doctor if you need help with managing them. If you need an EPI staff to manage your medication, staff must follow medication management rules for administering medications accordingly.

EPI encourages you to assume as much responsibility as possible for your personal medications. You will work your team through a formal assessment process and with your physician to determine the level of staff support necessary, if any, for you to safely and accurately take medication(s). EPI employees required to store, handle, or administer prescription or over the counter medications shall do so in compliance with the standards of care involved in medication administration. EPI will be in compliance with all applicable local, state and federal laws pertaining to medications and controlled substances.

Your ISP addresses the amount of support needed for you to understand and follow doctor's orders and medications prescribed to you, including dietary restrictions.

Medication management support is not offered within EPI Supported Employment Services.

BEHAVIOR SUPPORT

EPI believes all people should be treated with dignity and respect. EPI emphasizes prevention, intervention and non-physical methods for managing interfering behavior. EPI will focus on teaching you responsible behavior to support living the life you want.

Your ISP will include individual goal(s) and crisis strategies which direct staff on what to do if negative behaviors interfere with functions of daily living. The basic guiding principle for behavior intervention is the least restrictive alternative possible. EPI staff will not provide behavioral restraints.

EPI staff are trained on positive behavior support annually. This training encourages and teaches the importance of relationships and respectful communication through affirmation and other techniques.

EPI EMPLOYMENT SERVICES

BACKGROUND

EPI believes every person who wants to work has the right to employment. In some cases, employment with support is necessary. EPI began offering Employment Services on a very limited basis in 1995. Those services were expanded significantly in 2005 to include job placement, training, assessments and follow-along services.

EPI employment staff will work with you to find jobs that match your needs, skills, and capacities as well as your wants and desires. A career planning tool will be used when you begin services to help you achieve your employment goals. Employment services can include:

- Job shadowing
- Resume building and interview preparation
- Individual employment
- Benefits planning

LOCATION AND HOURS OF SERVICE

To better serve you when, where and how you need it, EPI encourages the use of telehealth to receive employment services where appropriate and desired. Telehealth services are provided via secure, two-way audio and video software. Your Employment Specialist will be available to assist you with the use of technology as needed. Telehealth will not replace in-person supports for people who need in-person supports during services.

Job Search:

If you are seeking employment and are meeting with staff regarding your job search, you may meet in a pre-determined location in the community or via telehealth. You will be able to decide which location works best for you. The Deery Center is an option:

Deery Center (3675 University Avenue, Waterloo) 8:00am – 5:00pm, Monday through Friday

While drop-ins during this timeframe are acceptable, you are encouraged to schedule an appointment with Employment Program staff to ensure someone will be available to meet with you.

Community Employment:

Expect to start and end the service day at your work location.

Severe Weather

Job Search:

During times of severe weather when the road/weather conditions are such that your ability to get to a scheduled appointment may be affected, EPI recognizes you must use your judgment to determine if you can maintain your appointment. If you are unable to meet as scheduled because of weather, you are expected to contact your job coach or Employment Specialist or Manager prior to the meeting time. It is also important for you to provide employment staff with a

phone number of where you can be reached so EPI may contact you if an appointment is cancelled due to weather conditions.

Community Employment:
Severe Weather such as thunderstorms, tornados, and floods may require specific procedures to be followed. Your employer and/or job coach will assist you with learning these procedures. It is your responsibility to become familiar with the appropriate procedures for your work site.

Holidays
EPI observes the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day **and** the day after
Christmas Day

Holidays falling on weekends will be observed as follows: Saturday holidays will be observed on Friday; Sunday holidays will be observed on Monday.

Job Search:
Meetings will not be scheduled to work on EPI observed holidays. At times, this may require typical meeting times to be changed during holiday weeks.

Community Employment:
Your employer will determine your work schedule. Quite often employers have specific rules about holiday time off. Your job coach will assist you with learning these procedures. It is your responsibility to become familiar with and follow the appropriate procedures for your place of employment.

WORK SCHEDULE/ABSENCES, ILLNESS, OR INJURY
Your work schedule will be based on the type of job you want, the needs of your employer, and available transportation.

Job Search:
If you are going to be late, leave early, or miss a scheduled meeting for any reason, you are expected to contact your job coach or Employment Specialist or Manager prior to the meeting time. If you are ill, have a fever, are vomiting, have diarrhea, etc., you should plan to stay at home until you are well, notifying EPI you will not be able to meet. If you become ill while at a meeting, the meeting will end so you may return home.

Individual Placement:
Your employer will have rules and procedures that you must follow in order to keep your job. Your employer and job coach will assist you with learning the proper call in procedures for your assigned employer.

EXPECTATIONS AT WORK SITES

When participating in the Employment Services Program you are asked to follow through with job expectations, policies and procedures provided by your employer. To develop job skills, you will be able to participate in various tasks. You are asked to actively participate in tasks planned by your job coach or employer, which may include sharing task responsibilities and completing tasks that you do not prefer. You will be expected to keep your job coach informed if you need to leave the work area, are having a problem or need assistance. It is your responsibility to assist in cleaning up after yourself and respect property and others' belongings wherever you are working.

Emergency and Evacuation Procedures

Job Search:

EPI has specific written policies regarding emergency and evacuation procedures to be followed if you are meeting at the Deery Center. If you are meeting in the community and a situation arises, your job coach will assist you with navigating the procedures specific to your location as directed by persons who work there.

Individual Placements:

Your employer will have specific written policies regarding emergency and evacuation procedures. Your job coach and/or employer will assist you with learning these procedures. It is your responsibility to become familiar with the policy regarding your specific place of employment.

Ensuring Health and Safety

Job Search:

The Employment Services Program has a responsibility to make sure the people EPI support are healthy and safe to the best of our ability. You also have the right to make choices about how to live your life and about the kinds of risks you are willing to take. Sometimes this creates a conflict if a decision you make about your health, or a risk you are going to take, puts you or others in a situation which would endanger the health and safety of yourself or others. The Employment Services Program will assist you in making good decisions by:

- giving you information
- offering you safe and healthy choices
- encouraging you to make good decisions

Individual Placement:

Your employer will have rules and procedures, which you must follow in order to do your job. Your employer and job coach will teach and help you understand the health and safety policies established by the business you are working for. Quite often employers will have specific rules about where you are to seek medical attention for work related injuries which are not life threatening. Your job coach will assist you with learning these procedures. It is your responsibility to become familiar with and follow the appropriate procedures for your place of employment.

Transportation

It is expected you will be able to get to and from work using your own car, a bus, a taxi, a ride from family or friends, or car-pooling. Your job coach can assist you with learning public options as part of your transportation training needs. Reasonable employment-related transportation between work and home and to or from activities related to employment may be available if other forms of transportation are not available to you and as authorized by your team.

Personal Appearance

Your appearance, including personal hygiene and attire, impacts the impressions you make on community members, employers and co-workers you will come in contact with while working.

Job Search:

You are asked to arrive to all meetings well-groomed with personal hygiene cares complete. Allergies and sensitivities to chemicals and scents in personal care products such as cologne or perfume are common in the community and you are asked to wear these with restraint and consideration of others. These scents, as well as strong body odors impact those around you. You may be asked to address hygiene issues or end services and return home should you arrive poorly groomed or with poor hygiene.

Individual Placements:

Your employer will likely have dress code and personal hygiene rules to follow. In addition to being neat and clean, you may also be required to wear a uniform and/or a certain type of shoes. It is your responsibility to become familiar with the personal appearance rules for your place of employment. Your job coach will assist you with learning the rules for your assigned employer.

Unsafe Behaviors

The following behaviors are considered inappropriate and will not be tolerated at work:

- Hitting, biting, scratching, spitting, kicking, pulling hair, throwing things or hurting others in any way.
- Yelling, screaming or being loud and disruptive.
- Swearing or foul language.
- Sexual harassment (inappropriate touching, sexual comments, etc.)

*** If you display these behaviors, you may be asked to remove yourself from the work area until you are calm.**

*** If you hit or display aggressive behavior, you may be suspended. If you continue to display these behaviors on an on-going basis, you may lose your employment permanently and not be allowed to return.**

Stealing/Property Destruction

It is the policy of EPI that should you willfully destroy or steal property which belongs to EPI, staff, other individuals, or your employer, you will be subject to natural consequences. This may include being asked to return the item(s) and apologizing, paying for or replacing the item(s), suspension and/or discharge from the program, or criminal charges. The frequency and severity of the incident, along with individual behavior programs will be taken into consideration when dealing with situations.

Alcohol/Illegal Drugs

Illegal drugs are not allowed. EPI reserves the right to contact authorities with suspicion of drug use and/or possession of illegal drugs. EPI will suspend service delivery in private residences in which illegal drugs are suspected until the home is determined drug free. Alcohol use is prohibited during employment services.

WAGE PAYMENT PRACTICE

Your employer will determine how much you will be paid for the work you do. Your wage per hour will not be less than the minimum wage rate established by the State of Iowa. Your employer has procedures in place regarding when and how you will be paid for the job. Your employer and/or job coach will help you understand when and where you can pick up your paycheck.

Your eligibility for benefits (SSI, SSDI, food stamps, etc.) could be impacted by your income. Employment staff will assist you by providing access to a certified benefits planning specialist.

BENEFITS/INSURANCE PROVIDED BY YOUR EMPLOYER

Benefits and insurance provided to you will vary based on each employer. In some cases, these benefits may only be available to you if you work full-time. Your job coach will assist you in finding out what benefits may be available to you. You are also responsible for knowing the benefit and insurance policies for your employer. Holiday hours may vary depending on your employer.

LONG-TERM SERVICES AND SUPPORT

BACKGROUND

EPI has been providing services to persons with developmental disabilities, brain injuries, and behavioral health needs since 1957. Long-Term Services and Support (LTSS) is designed to provide person centered strategies for you to gain and keep skills to live an independent and meaningful life in the community. While participating in LTSS services at EPI, support received may include but not limited to:

- personal and home skills
- community skills
- personal needs
- transportation
- treatment services
- health and wellness

LOCATION AND HOURS OF SERVICE

LTSS includes intermittent/respite and daily services provided to you in your home or within the community. Intermittent/respite services are typically intermittent while daily services are provided to you on a daily basis and must average 8 hours a day. The hours of service you receive is based on your service support needs as identified in your authorizing plan. Services provided can range from 15 minutes to 24 hours per day. EPI cannot provide more services than authorized.

Severe Weather

Intermittent/Respite Services:

The ability to provide one-to-one services may be impacted by weather conditions. If your staff is not able to provide services to you due to inclement weather, an alternative time for services will be scheduled with you.

Daily Services:

Continuity of service is our first priority. Should there be inclement weather your team will work together to ensure you have services as they are outlined in your authorizing plan.

Holidays

When you plan to spend holidays with your family or friends it is important to communicate these plans with your interdisciplinary team.

ABSENCES, ILLNESS OR INJURY

Intermittent/Respite Services:

If you are going to be late or absent for scheduled services for any reason, you should notify EPI in advance. If you are ill, have a fever, vomiting, have diarrhea, or have a communicable illness (flu, strep, etc.) you should not participate in hourly LTSS and work with your staff to reschedule.

If you are hurt while receiving services, your staff will administer First Aid as appropriate. If necessary, 911 will be called.

Daily Services:
If you are ill, have a fever, vomiting, have diarrhea, or have a communicable illnesses (flu, strep, etc.) support and supervision will be provided as authorized in your ISP.

If you are hurt or injured the staff working with you will administer First Aid. If necessary, 911 will be called and a staff will accompany you to the hospital and remain with you, as outlined in your authorizing plan.

NO CANCELLATION POLICY

Intermittent/Respite Services:
EPI implements a "no cancellation" policy, which guarantees service delivery in the event your assigned staff needs to cancel service delivery for any reason. If your assigned staff needs to cancel, they will notify a supervisor to report absence. An alternate, trained staff will be assigned to that scheduled shift when you have approved the change.

Daily Services:
Does not apply.

EXPECTATIONS DURING LTSS SERIVCES

Transportation

Non-Emergency Medical Transportation (NEMT):
Depending on your funder you may be asked to set up your NEMT. This includes transportation to and from any medical/mental health appointments.

All Other Transportation:
Transportation, (excluding non-emergency medical transportation) will be determined by your interdisciplinary team. Persons served have access to alternative means of transportation such as Uber, Lyft, local transit if available, taxis, etc. Staff support persons served to access their desired mode of transportation when requested. Transportation will be provided in your community and solely for the purpose of meeting your personal goals and supports as they are outlined in your authorizing plan. Trips out of town for leisure or recreation events will be your responsibility to pay for.

Financial Management

Intermittent/Respite Services:
You have the right to manage your own finances if you choose and if Social Security or the Courts have not restricted your right. EPI offers a Financial Advocate Services, however this service is a completely separate service from LTSS.

Daily Services:
You have the right to manage your own finances if you choose and if Social Security or the Courts have not restricted your right. EPI offers a Financial Advocate Services, however this service is a completely separate service from LTSS.

Stealing/Property Destruction

If you willfully destroy or steal property which belongs to EPI, staff or other individuals, you may be asked to return the item(s), pay/replace the item(s), or criminal charges may be filed. Services may be suspended and/or ended. The frequency and severity of the incident, along with individual behavior programs will be taken into consideration.

Alcohol/Illegal Drugs

Illegal drugs are not allowed. EPI reserves the right to contact authorities with suspicion of drug use and/or possession of illegal drugs. EPI may suspend service delivery in private residences in which illegal drugs are suspected until the home is determined drug free.

Health and Wellness

Medical decisions are your responsibility and/or your legally responsible party (if applicable). It is important for you to schedule and attend your medical and mental health appointments and follow through with orders and/or recommendations.

Nutrition

Intermittent/Respite Services:

EPI promotes a healthy lifestyle. Staff will encourage the use of My 25 which is centered on innovative programs that facilitate choice, health, quality and expense reduction outcomes within home based settings. The staff working with you will support you with any dietary restrictions you may have. If you, your team of medical professionals feel you would benefit from a nutritional program, specific supports can be tailored to meet your individual needs.

Daily Services:

EPI promotes a healthy lifestyle. Staff will encourage the use of My 25 which is centered on innovative programs that facilitate choice, health, quality and expense reduction outcomes within home based settings. Staff working with you will support you with any dietary restrictions you may have. If you, your team of medical professionals feel you would benefit from a nutritional program, specific supports can be tailored to meet you individual needs.

LIVING ARRANGEMENTS

Intermittent/Respite Services:

You have the choice to live where and with whom you want to live. EPI personnel will work with you to find safe and affordable housing when appropriate. All leases are separate from service delivery agreements. You will be responsible for meeting the requirements of any agreements entered.

Daily Services:

- You will be given a choice of available options regarding where to live and receive services. When possible you will be given the opportunity to visit other settings. Before making a decision, you will be given the opportunity to meet your potential housemates. EPI utilizes the three E's (exposure, experience, and education) to ensure people are choosing where they work and where and with whom they live through informed choice.

When a change is needed in your living arrangements, you and your interdisciplinary team can request a change based on your needs and desires. EPI will make every effort to help you make informed choices. EPI personnel will work with you to find safe and affordable housing when appropriate. All leases are separate from service delivery agreements. You will be responsible for meeting the requirements of any agreements entered.

Living Expenses

Intermittent/Respite Services:

All living expenses are your responsibility. Items included, but not are not limited to the following: rent, utilities, phone, food, recreation expenses, clothing, personal hygiene items, household supplies. General household bills can be split evenly between housemates (if applicable), with each housemate maintaining responsibility for their own long distance calls.

Daily Services

All living expenses are your responsibility. Items included, but not limited to the following: rent, utilities, phone, food, recreation expenses, clothing, personal hygiene items, household supplies. General household bills can be split evenly between housemates (if applicable), with each housemate maintaining responsibility for their own long distance calls.

Things You May Need Upon Move-in

House or Apartment:

You will be furnishing and decorating your own home so you will need to provide standard furnishings. When sharing a home with others it may be helpful to talk with your housemates about what items they already have and are willing to share.

Visitors

Intermittent/Respite Service:

There are no restrictions when you are living in your own home on having visitors. You are expected to meet the terms of any agreements you have signed. Visitors have the responsibility to respect your privacy. Any unwanted or unwelcomed visitors can be asked to leave with your permission.

Daily Service:

Visitors, including family and friends are an important part of life and are welcome to visit you unless specific restrictions are clearly outlined and agreed upon as part of the person centered process. Generally it is a good idea to ask your visitors to call before they come to make sure you are home. Visitors have the responsibility to respect your privacy. Any unwanted or unwelcomed visitors can be asked to leave with your permission.

Overnight Visits Away From Home

Intermittent/Respite Service:

If you receive intermittent/respite services there are no expectations or rules around overnight visits away from your home. All that we ask is you are available as scheduled for services to be provided.

Daily Service:
If you receive daily services, the agency is not allowed to bill for services when you are not there. Eligibility for the services is defined by the average number of hours you receive services each week. If you are not present to receive the services based upon the average established in the Iowa Administrative Code, you may become ineligible for services. Therefore, if you are gone a lot, there may be problems with EPI being able to continue to provide daily service.

Supports will be provided to you prior to leaving your home to visit others as needed. These supports may look like reminders for safety, ensuring you have a way to contact someone in the event of an emergency, planning ahead for medications, etc.

Pets

Intermittent/Respite Service:
If you wish to have a pet, you will need to talk to your landlord. Your landlord may have certain rules in order to have a pet. As a pet owner it is your responsibility to care for the pet, feed it, and clean up after it. You are also responsible to provide all necessary vaccinations, licenses, and necessary health care for your pet. If you have a pet, you will need to talk to your landlord, housemates as well as your team to make sure everyone is ok with having a pet. Your staff can assist you with your pet as it is outlined in your authorizing plan.

Daily Services:
If you wish to have a pet, you will need to talk to your landlord. Your landlord may have certain rules in order to have a pet. As a pet owner it is your responsibility to care for the pet, feed it, and clean up after it. You are also responsible to provide all necessary vaccinations, licenses, and necessary health care for your pet. If you have a pet, you will need to talk to your landlord, housemates as well as your team to make sure everyone is ok with having a pet. Your staff can assist you with your pet as it is outlined in your authorizing plan.

Activities

My Life, My Way is a person-centered approach to supported community living (SCL) residential services which provides an enhanced community experience for persons served. Paramount to My Life, My Way is person served choice, and a commitment to integrated day services which does not allow for any limitations to access the community (and beyond!). Persons served choose how to spend their day and who to spend it with.

Persons served will choose to participate in activities and events already taking place in and around their community, based on their individual interests and desires. Persons served should be encouraged to participate in activities with whoever they choose - including people they do not live with. Activity categories will include:

- Health and Wellness
  - Activities that support and encourage healthy living
    - Exercise
    - Health/Nutrition
    - Support/Focus Groups
- Entertainment

    - Activities that are entertaining in nature of personal interest
        - Theater
        - Sports Events
        - Music Events
- Community Leisure
    - Activities that require individual participation of personal interests
        - Leagues
        - Clubs
- Volunteering
    - Opportunities to give back to the community through volunteer work
        - Definition: Completing of assignments that an organization does not have a paid position assigned to
    - EPI will coordinate/facilitate volunteer opportunities with other community organizations
    - Persons served cannot volunteer for their own service provider (EPI)
    - ** Volunteering should be a 1-month commitment (for example, 1-2 days per week dependent upon the needs of the organization they are volunteering with)

EPI Personnel in Your Home

All efforts are taken to ensure supervision and supports are as non-intrusive as possible in your home.

Daily Services:

Any confidential information necessary for your services will be stored in an identified location such as a file cabinet or spare bedroom. EPI personnel will have a computer in a designated area for them to complete service documentation and other duties. EPI personnel, on a very limited basis, will use your phone for work related calls only. You will be notified if they will be in your home when you are not there, which may occur on a very limited basis. No compensation will be provided to you for the spare bedroom designated for your staff and/or use of bathroom facilities, including toilet paper, water, phone and electricity.

LONG-TERM SERVICES & SUPPORTS (LTSS)
Tech-Enabled Services

EPI offers remote support services as a supplement to in-person supports for Supported Community Living or Home-Based Habilitation services. EPI's remote support services are not replacing in-home supports when in-home supports are required. They are, however, designed to offer more effective and immediate help for people with a range of needs to live better, more inclusive, and less disrupted lives as well as help Direct Support Professionals (DSPs) working alone to help people in their own homes within the community.

Technology in your home for service delivery purposes will be assessed, chosen and agreed upon by you and your IDT, and detailed in your service plan. Technology may include but is not limited to video feed, two-way audio, door sensors, window sensors, etc. These sensors are continuously

monitored by iLink software, which is monitored by EPI Virtual Connection Staff in our Virtual Connection Center (VCC). This software sends alerts to Virtual Connection Staff who will then remotely check on your safety (depending on the set up and your needs). In the event of an emergency, emergency services will be notified (where applicable), and/or staff will be dispatched to your home to resume support in person.

EMPLOYMENT SERVICES
Tech-Enabled Services

EPI offers remote support services as a supplement to in-person supports for Employment services. EPI's remote support services are not replacing in-person supports where in-person supports are required. They are, however, designed to offer more effective and immediate help for people with a range of needs to live better, more inclusive, and less disrupted lives.

Technology used for service delivery purposes will be assessed, chosen and agreed upon by you and your IDT, and detailed in your service plan. Technology for Employment Services may include video feed and two-way audio, also known as Telehealth. Your Employment Specialist will be available to assist you with the use of technology as needed.

LONG-TERM SERVICES & SUPPORTS (LTSS)
Host Homes

BACKGROUND

EPI has been providing services to persons with developmental disabilities, brain injuries, and behavioral health needs since 1957. Long-Term Services & Supports (LTSS) is designed to provide person centered strategies for you to gain and keep skills to live an independent and meaningful life in the community. Host Home services were added as an option in 2021. This shared living service model allows you to choose to live with a community member, sharing life experiences with a goal to develop strong, supportive and lasting relationships. In this service, the community member is an independent contractor working with EPI to present you a living situation which meets your needs in an environment that is more home like.

While participating in Host Home services at EPI, support received may include but not limited to:

- personal and home skills
- community skills
- personal needs
- transportation
- treatment services
- health and wellness

LOCATION AND HOURS OF SERVICE

The hours of service you receive is based on your service support needs as identified in your authorizing plan, up to 24 hours per day. EPI cannot provide more services than authorized.

Severe Weather
Continuity of service is our first priority. Should there be inclement weather your team will work together to ensure you have services as they are outlined in your authorizing plan.

Holidays
When you plan to spend holidays with your family or friends it is important to communicate these plans with your interdisciplinary team.

ABSENCES, ILLNESS OR INJURY

If you are ill, have a fever, vomiting, have diarrhea, or have a communicable illnesses (flu, strep, etc.) support and supervision will be provided as authorized in your ISP.

If you are hurt or injured the independent contractor working with you will administer First Aid. If necessary, 911 will be called and the independent contractor will accompany you to the hospital and remain with you, as outlined in your authorizing plan.

NO CANCELLATION POLICY

EPI implements a “no cancellation” policy, which guarantees service delivery in the event your independent contractor is unable to provide service for any reason. An alternate, substitute contractor be assigned to provide support to you. You and your interdisciplinary team will plan for substitute contractors who can support you in these situations prior to services beginning.

EXPECTATIONS DURING LTSS SERIVCES

Transportation

Non-Emergency Medical Transportation (NEMT):
Depending on your funder you may be asked to set up your NEMT. This includes transportation to and from any medical/mental health appointments.

All Other Transportation:
Transportation, (excluding non-emergency medical transportation) will be determined by your interdisciplinary team. You have access to alternative means of transportation such as Uber, Lyft, local transit if available, taxis, etc. and will receive support to access your desired mode of transportation when requested. Transportation will be provided in your community for the purpose of meeting your personal goals and supports as they are outlined in your authorizing plan. You and your independent contractor will determine payment responsibilities for trips out of town for leisure or recreation events.

Financial Management
You have the right to manage your own finances if you choose and if Social Security or the Courts have not restricted your right. EPI offers Financial Advocate Services, however this service is a completely separate service from LTSS.

Stealing/Property Destruction

If you willfully destroy or steal property which belongs to EPI, your independent contractor or other individuals, you may be asked to return the item(s), pay/replace the item(s), or criminal charges may be filed. Services may be suspended and/or ended. The frequency and severity of the incident, along with individual behavior programs will be taken into consideration.

Alcohol/Illegal Drugs

Illegal drugs are not allowed. EPI reserves the right to contact authorities with suspicion of drug use and/or possession of illegal drugs. EPI may suspend service delivery in private residences in which illegal drugs are suspected until the home is determined drug free.

Health and Wellness

Medical decisions are your responsibility and/or the responsibility of your legally responsible party (if applicable). It is important for you to schedule and attend your medical and mental health appointments and follow through with orders and/or recommendations.

Nutrition

EPI promotes a healthy lifestyle. Your independent contractor may encourage the use of My 25 which is centered on innovative programs that facilitate choice, health, quality and expense reduction outcomes within home-based settings. The independent contractor will support you with any dietary restrictions you may have. If you, your team of medical professionals feel you would benefit from a nutritional program, specific supports can be tailored to meet your individual needs.

LIVING ARRANGEMENTS

You have the choice to live where and with whom you want to live. EPI personnel will work with you to find a living situation which meets your needs. The success of Host Home Services rests in the careful process of matching you and an independent contractor. The match must be mutual, with both parties taking time to get to know each other and determine if the relationship will work. Within a successful Host Home, you are not just moving into a room in someone else's home, you are agreeing to enter into a personal relationship that can be expected to endure over time

All leases are separate from service delivery agreements. You will be responsible for meeting the requirements of any agreements entered.

Should a change be needed in your living arrangements, you and your interdisciplinary team can request a change based on your needs and desires. EPI will make every effort to help you make informed choices.

Living Expenses

All living expenses are your responsibility. You will work with your independent contractor to determine payment arrangements for living expenses. This includes, but is not limited to the following: rent, utilities, phone, food, recreation expenses, clothing, personal hygiene items, and household supplies.

Things You May Need Upon Move-in

You should expect to furnish and decorate your own room, providing standard furnishings. However, specific needs will be determined with your independent contractor prior to move-in.

Visitors

Visitors, including family and friends are an important part of life and are welcome to visit you unless specific restrictions are clearly outlined and agreed upon as part of the person-centered process. It is a good idea to ask your visitors to call before they come to make sure you are home and let your independent contractor know of planned visits. Visitors have the responsibility to respect your privacy. Any unwanted or unwelcomed visitors can be asked to leave with your permission.

Overnight Visits Away From Home

EPI is not allowed to bill for services when you are not there. Eligibility for the services is defined by the average number of hours you receive services each week. If you are not present to receive the services based upon the average established in the Iowa Administrative Code, you may become ineligible for services. Therefore, if you are gone a lot, there may be problems with EPI and your independent contractor being able to continue to provide you service.

Pets

If you wish to have a pet, you will need to talk to your landlord. Often, your independent contractor will serve as your landlord. Your landlord may have certain rules in order to have a pet. As a pet owner it is your responsibility to care for the pet, feed it, and clean up after it. You are also responsible to provide all necessary vaccinations, licenses, and necessary health care for your pet. If you have a pet, you will need to talk to your landlord, housemates as well as your team to make sure everyone is ok with having a pet. Your independent contractor can assist you with your pet as it is outlined in your authorizing plan.

OTHER SERVICES EPI OFFERS

REPRESENTATIVE PAYEE SERVICES

Our experienced staff works to help you gain increased financial independence. Payee Services are open to anyone interested in help with budgeting, completing necessary reporting, finding and applying for benefits, and more.

Payee services can help you

- Create a viable budget that addresses financial obligations while ensuring day-to-day living needs are met. The budget is reviewed routinely or as life changes occur
- Maintain accurate, up-to-date records
- Complete monthly reporting requirements with funders (SS, SSDI, etc.) in a timely manner
- Find and apply for additional benefits you may be eligible for (i.e., rent assistance/rebates, energy assistance, food stamps, etc.)
- Negotiate with landlords or other creditors to establish feasible payment arrangements
- Offer Notary Public services

CHILD CARE RESOURCE AND REFERRAL

It's a timeless question asked by expectant parents around the nation, "Who watches your children while you're at work?" Child Care Resource and Referral (CCR&R) of Northeast Iowa can give you a listing of in-home and center providers, plus much more.

Child Care Resource and Referral (CCR&R) of Northeast Iowa is a program of EPI. CCR&R of Northeast Iowa is one of five regional providers of which makes up Iowa Child Care Resource & Referral. This community-based program lends a helping hand to people who care for and about children. You can visit CCR&R's website by going to: http://www.neiowachildcare.org

GETTING SERVICES EPI DOESN'T OFFER

EPI works cooperatively with many other service agencies. If you or members of your team feel you can benefit from services not provided by EPI (i.e. evaluations, health care services, counseling, educational services, etc.), your Front Line Supervisor can assist with referrals to obtain these services. Information for some of these services may be accessed through links on the 2-1-1 website at www.211.org

COMMUNITY RESOURCES

Vocational/Employment
Harmony House
Goodwill Industries
North Star Community Services
Comprehensive Systems
Iowa Vocational Rehabilitation
Workforce Development Center

Mental Health
Mental Health Centers
Unity Point Allen Hospital
Psychiatric Assoc. of NE Iowa
Lutheran Services in Iowa
Hope Haven
Mental Health Institutes
Mercy One Medical Center
Woodward Resource Center

Case Management
Disability Access Points (DAPs)
Managed Care Organizations
- Wellpoint
- Molina
- Iowa Total Care

Adult Day Care
North Star Community Services
- Newel Post
- Head Injury Program

Educational
Hawkeye Community College
University of Northern Iowa
Upper Iowa University
Area Education Agency 267
Kaplan University
Public Library

Residential/SCL
Goodwill Industries
North Star Community Services
Comprehensive Systems
Cedar Valley Community Support Services
Full Circle
REM Iowa
Harmony House

Outside Resources
COMPASS I & R- State of Iowa
Iowa Protection and Advocacy
Arc of Cedar Valley
Love, Inc. (DME)
Transition Fair
Permanent Planning, Inc. (Guardianship)
YMCA
Northeast Iowa Food Bank
Salvation Army
Seeds of Hope
Black Hawk County Conservator's office
- (Guardianship, Payee & Conservator Services)

Transportation
RTC (Regional Transit)
Met Transit
Met Para Transit

Financial
Community Services (County Relief)
Family Management
Consumer Credit Counseling
Waterloo/Cedar Falls Housing Authority
Social Security Administration
DHS – Income Maintenance
Workforce Development
Operation Threshold

PUBLIC ASSISTANCE OR BENEFITS FOR WHICH YOU MAY BE ELIGIBLE
You may be eligible for assistance from a variety of state and federally funded programs, some of the programs you may qualify for:

SOCIAL SECURITY DISABILITY (SSDI):
Social Security Disability is a federally funded program that pays benefits to individuals who have worked and then become disabled or to the disabled child of a retired, disabled or deceased worker. Depending on the amount of SSDI you receive you may also be eligible for SSI benefits.

SUPPLEMENTAL SECURITY INCOME (SSI):
Supplemental Security Income is a federally funded program that pays a benefit to people who become disabled but have not worked enough to be eligible for SSDI benefits or if the person was disabled as a child and the parents are still working. The amount of money you will receive in SSI benefits depends upon how much other income you have and how much you have in total resources.

MEDICARE, PART A & B:
A two-part, federally funded medical insurance program for people who receive SSDI. Benefits start either at retirement or two years after the determined start date of a person's disability.

Part A covers in-patient hospital care, skilled nursing care, home health care, hospice care, and blood products. This coverage is provided at no cost to you.

Part B covers medical expenses, such as physician services, in and outpatient medical and surgical services and supplies, physical and speech therapy, diagnostic testing, durable medical equipment, etc. You must pay for Part B coverage. This cost is deducted from your SSDI check each month (unless you qualify to have this amount paid by Medicaid). Medicare does not cover the entire cost of these services and you can expect to pay a part of the costs of any care you receive.

MEDICARE PART D PRESCRIPTION DRUG COVERAGE:
Medicare prescription drug coverage is insurance provided by private companies that cover both brand-name and generic prescription drugs at participating pharmacies in your area. Everyone with Medicare is eligible for this coverage, regardless of income and resources, health status, or current prescription expenses.

You will pay a monthly premium, which varies by plan, and a yearly deductible. You will also pay a part of the cost of your prescriptions, including a co-payment or coinsurance. Costs will vary depending on which drug plan you choose. If you have limited income and resources, and you qualify for extra help, you may not have to pay a premium or deductible. You can apply or get more information about the extra help by calling Social Security at 1-800-772-1213 (TTY 1-800-325-0778) or visiting www.socialsecurity.gov.

MEDICAID BENEFITS (TITLE 19):
This is a medical insurance program for low income and/or disabled individuals. All persons in Iowa who are receiving SSI benefits are automatically eligible for Medicaid benefits. Others may qualify based on income and resources. This insurance provides coverage for all basic medical, dental,

chiropractic, vision, and prescription needs. There is no cost to you for this coverage, but there may be a co-payment for medical services.

MEDICAID FOR EMPLOYED PEOPLE WITH DISABILITIES (MEPD):
Medicaid for Employed People with Disabilities (MEPD) is an insurance program that allows people with disabilities to work and continue to receive Medicaid. To qualify, you must be disabled, be under age 65, and earn income from employment or self-employment. You may be required to pay a small monthly payment for this insurance based on your income.

MEDICALLY NEEDY BENEFIT:
This is a medical insurance program for persons who do not qualify for Medicaid because of "excess income". The Iowa Department of Human Services uses a formula that looks at your income and assets to determine eligibility for this program. If you are eligible for this program you will have a set amount that you are required to contribute each month toward your medical costs before Medicaid benefits start.

HAWK-I:
The Children's Health Insurance Program (CHIP) services is offered through Healthy and Well Kids in Iowa program, also known as hawk-i. Iowa offers hawk-i healthcare coverage for uninsured children of working families with incomes too high to qualify for Medicaid, but too low to afford private family coverage. If a family's income meets certain guidelines, and the family does not qualify for Medicaid, the uninsured children may be eligible for coverage. Hawk-i is a low cost or free health insurance, depending on your family income.

FOOD STAMP PROGRAM:
The Food Stamp Program helps low-income people buy the food they need. The Iowa Department of Human Services runs the program through their local offices. People who receive SSI are automatically entitled to receive food stamps. For other individuals, DHS will determine if you are eligible based on your resources and income.

NORTHEAST IOWA FOOD BANK:
The Northeast Iowa Food Bank was created in an effort to reduce food waste and meet a need for emergency food. Food is donated to the food bank through a variety of different local and regional sources. The products are then distributed to qualified non-profit organizations. Their programs include:

- Backpack Program – In collaboration with local schools, provides eligible children with backpacks full of food items to take home over weekends and holidays.
- Cedar Valley Food Pantry and the Mobile Food Pantry – Provide food and grocery products to households in Black Hawk County.
- Elderly Nutrition – Provides nutritious food to older Americans living on a tight income, who are already accessing Social Security, Food Stamps, retirement funds, etc.
- Kids Café – An afterschool meal program which not only provides snacks and meals for children, but also a safe place to go after school.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP):
The heat assistance program helps qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, size, type of fuel and type of housing.

RENT REIMBURSEMENT:
Iowa residents renting a home/apartment may be eligible to file a claim for reimbursement of rent paid. If you receive services through Home and Community Based Services (HCBS), you may also be eligible for additional rent subsidy.

SECTION 8 HOUSING ASSISTANCE:
The Section 8 Housing Assistance Payments Program provides low-income households with the opportunity to live in safe and decent rental housing at an affordable rent. The Program will pay a portion of the monthly rent payable by a low-income household enrolled in the Program. The payment amount is determined by the characteristics of the household and its income. Application can be made through the local housing authority.

OTHER ASSISTANCE:
There may be other public assistance programs you qualify for – the above list includes programs common to individuals receiving EPI services. Visit the 2-1-1 website at http://www.211.org/ for links to other resources.