



Community Support Services
Handbook for Individuals Served in
Residential and Community Programs

809 South Illinois Avenue

Joplin, MO

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Welcome!



It is our pleasure to welcome you to Community Support Services of Missouri (CSS). We are excited that you will be participating in our services.

This handbook has been created for you as a way of informing you of who we are and the services we provide.

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CHAPTER 1

General Information



History of Community Support Services:

- **In 1978**, Jasper County Sheltered Facilities Association, Inc. was formed and incorporated as a private “Not-for-Profit” organization to provide support services to individuals with developmental disabilities residing in Jasper County, Missouri.
- **In 1997**, the Agency was renamed Jasper County Support Services (JCSS) to demonstrate individuals with developmental disabilities should be supported and not sheltered.

- **In 2003**, again the Agency was renamed Community Support Services of Missouri (CSS) due to the expansion of the services in other counties in Missouri.

How We Operate:

- CSS is a “Not-for-Profit” organization.
- CSS is governed by a 15-member Board of Directors.
- We contract with the Missouri Department of Mental Health, Children’s Division, Department of Elementary and Secondary Education and the Jasper County Sheltered Facilities Senate Bill 40 Board.



Our Credo

Making Opportunities Happen!

Our Mission

To foster and promote maximum independence, quality of life, personal growth, health and safety for the individuals we serve.

Our Core Values

Above and Beyond

Better Together

Lead Intentionally

Empower Everyone

CSS's Philosophy



Community Support Services of Missouri (CSS) assists individuals with disabilities and their families in creating opportunities that promote their independence.

CSS supports individual interests, preferences and abilities.

CSS strives to help all individuals recognize their potential by providing optimal quality support services.

CSS seeks to educate the community at large about the Agency's mission and the populations we serve.

CHAPTER 2



Residential Services

- Individualized Supported Living (ISL)

Supports are provided for people in their own homes. Each home is staffed with trained staff up to 24 hours a day based on need. Nurse support is available 24 hours a day. Typically, one to three individuals live in ISL homes and share the rent and household expenses. Each individual has his or her own bedroom. Supports with all aspects of independent living such as personal care, shopping, cooking, budgeting and community membership are available.
- Group Homes

We have one group home that provides a warm and caring environment for up to six (6) people. Each individual living in the home has his or her own bedroom. The homes provide trained support staff 24 hours a day. Nurse support is available 24 hours a day. The home is equipped with a state-of-the-art lift system for the safety of the individuals served as well as our staff.

All the staff working in these homes are training in CPR, First Aid, and prevention and reporting of abuse or neglect. They are also trained in CPI-an interpersonal relationship and basic behavior modification course. Within 120 days of hire, staff complete a Missouri Department of Mental Health Medication Administration class.



COMMUNITY SERVICES

- Community Advocacy Support Program (CASP)
Our Community Advocacy Support Program (CASP) offers services in the community and in your home to assist in developing essential life skills necessary for independent living. The trained staff work one on one with you to develop your individual life skills that may include skills ranging from making healthy lifestyle choices, maintaining a home, or managing a budget.

- Short Term Community Living Program (STCL)
The STCL program is designed to provide short-term, temporary relief to family and caregivers while assisting adults and youth progress with their individualized needs/goals.
- Growing Opportunities and Life Skills (G.O.A.L.S.)
This program is a community-based program that assists individuals in striving for independence, personal care and community awareness while utilizing their community.
- Day Habilitation Program
This program assists individuals with learning new skills and gaining confidence to pursue personal goals and to reach their highest level of independence.



CHAPTER 3

How will CSS support me?



We will help you with:

- Money Management Skills



- Health Skills



- Safety Skills



- People Skills



- Activities



CHAPTER 4

What Can I Expect From CSS?

To be treated with respect and kindness

To be free from verbal, physical abuse or neglect.

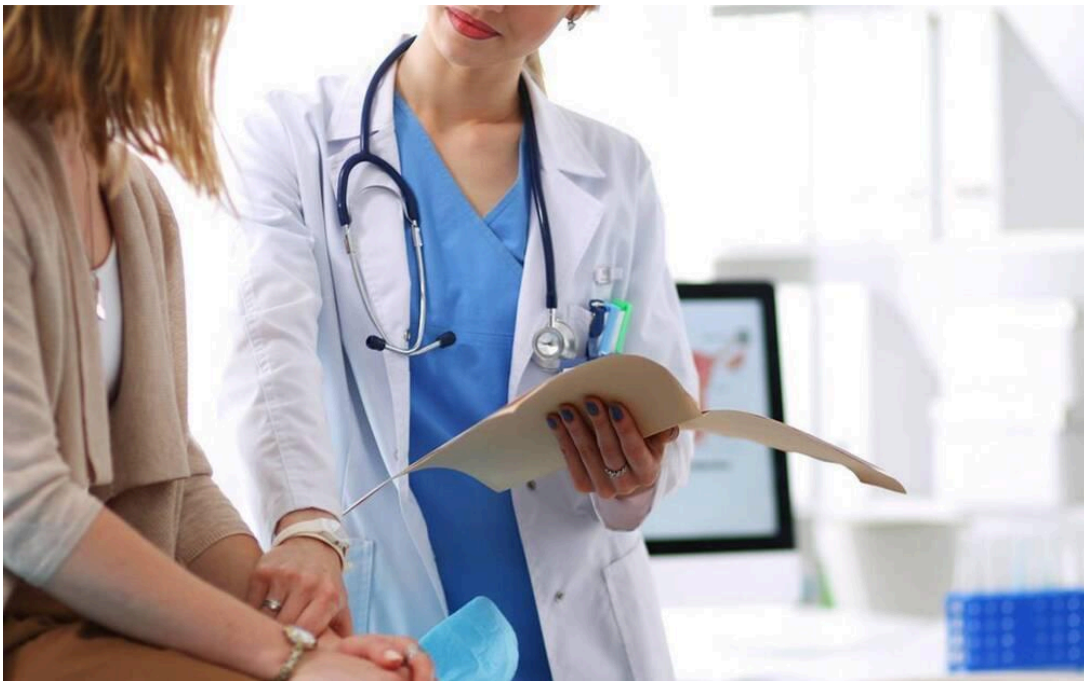
To not be made fun of or punished.



I can expect to get help if I feel I have been treated badly.



And get the MEDICAL care I need.



I can choose any doctor if I have the money to pay for the visit.

I can expect a CLEAN and SAFE home to live in.



I can expect to WORK if I choose to



I can attend religious services of my choice



IMPORTANT

I will have a plan to help others know me and support me which is called an Individualized Plan

I can invite ANYONE to help me PLAN my future and to say anything I want.

I will be given information to help make decisions. I can change my mind on decisions if I choose.

I have the right to look at my records.



If information about me will be shared with others I will be informed why the information needs to be shared and I (and/or my guardian) will give consent before the information is shared.

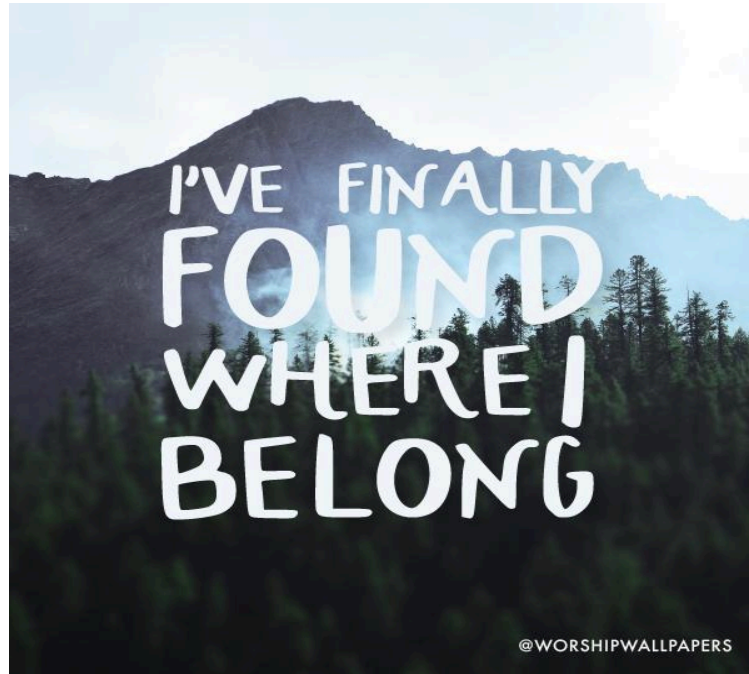
I can expect to know what is happening to me and WHY and to say YES or NO.



I have the right to participate in experiments or not to participate.



I can expect to live and work in the best place for me.



I can expect to talk to and get help from my FAMILY, FRIENDS or CASE MANAGER before I have an operation or go to the hospital



I can expect HEALTHY FOOD to eat.



I can wear my own clothes



and have my own things in my room.



I can expect to use MY own money and not be taken advantage by others.



I can send and receive mail.



I can have visitors come to my home at times that do not disturb others.



I CAN EXPECT to make and receive TELEPHONE CALLS IN PRIVATE.



I can choose activities I like to do such as exercise, listen to music, go places in my community, read or watch TV.



I can expect to VOTE



unless a court says I cannot.

I can CHOOSE to be with other people



OR

just be left alone.



I can also choose who works with me.



I can go ANYWHERE I want in my home that is safe for me.



I have the same legal rights as ANYONE, and I have the right to seek legal help.



What CSS Can Expect from Me!

I have the responsibility:

To cooperate with my staff, team members and my peers.



Do my share of house cleaning duties.



To keep myself neat and clean.



To respect the privacy of others.



To participate in my Individualized Plan meetings.



To follow the policies of CSS.



To pay for any damages that I cause to the property of others.

It is CSS's philosophy to ensure the safety of the individuals we serve as well as our employees.

Occasionally temporary restrictions are necessary to keep everyone safe. CSS employees may search an individuals' room or personal belongings in CSS's Residential Services at the direction of a supervisor if it is believed the individual served is in possession of an item that is potentially dangerous to themselves or others.

Use of alcohol and marijuana products will be discussed with the individual's primary care physician and the physician's recommendations will be discussed with your TEAM and decisions made regarding use of these products will be put into your Individualized Plan.

CSS must follow federal regulations when it comes to marijuana. This means that we cannot assist you in obtaining marijuana, including driving you to and from the store, help with the purchase or help in storing it within your home.

CSS does not allow weapons in the homes where we provide support.

Admission

Eligibility for admission into these CSS programs and services is determined by the Missouri Department of Mental Health.



and you will not be excluded. . .



because of your race, sex, marital status, national origin, sexual orientation, gender identity disability or age.

Discharge

You have the right to leave a CSS program at any time.



If your needs cannot be met by CSS or if you no longer require services. We will notify your Case Management agency and your guardian (if applicable).

Transfer

You will not be transferred without a discussion at your Individualized Plan



You will not be moved to another facility or program to make it easier for the Agency or staff.

General Information

1. CSS has many tools to assist you with making choices. You will have input with your:

- Individual Support Plan- an individualized plan for you.
- People who work with you.

Notice of Privacy Practices

With your consent, we may use and disclose medical information about you for:



Treatment



Payment

Healthcare Operations



CSS does not need consent or authorization to disclose health information if...



...there is an emergency



...we are required by law

- Disaster relief
- To prevent serious threats to your health and safety
- Research purposes

You have rights about YOUR medical information
YOU can look at and copy YOUR information and ask
for corrections to be made.



You can ask what information has been given and ask
that YOUR information not be given.



If you would like a complete copy of CSS's Notice of
Privacy Practice or if YOU want YOUR information,

YOU can talk to the privacy officer at (417) 624-4515.

CHAPTER 5



If YOU have a question or concern, including possible violation of your rights, talk to YOUR staff or coordinator and they will answer your question or investigate your concern

YOU can contact your coordinator by phone at Illinois Office at 417-624-4515 during office hours Mon.-Fri. 8am-5pm or call the After-Hours number for Residential or for Community 417-437-4096.

If YOU think the coordinator did not answer the question, then...



You can talk to YOUR program Vice President. If that does not work, talk to the Board of Directors by writing them a letter regarding your question and why you feel it has not been answered to your satisfaction.

If you would prefer to report your concern anonymously, you may call the following number:

877-331-0444

You can also report your concern to the Office of Constituent Services at the following number:

1-800-364-9687

or by email:

constituentsvcs@dmh.mo.gov

Please be assured that your dissatisfaction or concern will be kept in strict confidence. Community Support Services will not retaliate against anyone who expresses concerns or dissatisfaction.