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Questions to Ask a Service Provider

Choosing a good provider is key. It's helpful to identify those things that are important to you before looking for someone to provide your support. Here are some ideas of what to consider.

Where will I live?

- Who will choose my home?
- Can I rent or own my own home?
- Whose name will be on the lease?
- Do I have to live in a certain area?
- If I change agencies later on, will I have to move?

Who will I live with?

- Who chooses with whom I live?
- Do I have to have a roommate?

What services will I get?

- If I need something special (allergies, space requirements), can I get it?
- What is your role in advocating for me with funders?
- How is the amount of services you provide determined?
- What will happen if I become ill or have difficult behavior?
- Will I have control over my finances?
- What choices will I have in a typical day?

Who will help me?

- Will I get to choose the staff who work with me?
- Will the same people work with me regularly?
- How much do you pay your staff?
- What are the minimum qualifications?
- How much supervision does staff receive?
- How long do people stay at the agency?
- Do they get on-going training? Do they get ANY training?
- How do you screen staff?
- What happens in cases of staff misconduct or abuse?
- What can I do if I don't like my staff?

Why should I choose your organization?

- Do you have experience serving someone like me?
- How long have you been doing this?
- What do you know about the community in which I live?
- What if I am not satisfied with services?
- Will your agency stop providing services to me if I don't do well or need more help?
- Can you provide me with 3 references?
- What is the agency mission statement?

Where will I work?

Who will choose my work?

How long does it take you to find jobs?

How do you know when the job will work for me?

Who will support me on the job and how?

How long will you support my job development?

What types of jobs do you help people get?

How many people have you helped get a job in the last year?

How long do people stay in jobs you help them get?

Information Sheet

Options, Inc. is a nonprofit organization founded in 1982 by parents who had a vision for services for individuals with disabilities. These families thought smaller, more personal homes would provide their children a better quality of life. As we grow, we keep that original vision in sight.

Our Mission

Partnering with people with disabilities and their communities to bring about self-directed and fulfilled lives.

Our Beliefs

- ❖ All people are valued human beings with rights, freedoms, and choices.
- ❖ All people can make significant contributions.
- ❖ All people are empowered by the dignity of risk and strengthened by their experiences.
- ❖ All people can benefit from meaningful relationships and active citizenship.
- ❖ All people can and should direct their own lives.

Services

Supervised Group Living (SGL): A group home is a single-family residence, which offers each person an opportunity to live and learn in the community. Options staff are trained to provide 24-hour services, seven days a week. People in SGL work in the community, learn daily living skills, and participate in community activities with staff that are trained to enhance independence. Options encourages family involvement, as it is a crucial component of our current success. Options supports adults in two group homes located in Bloomington and Spencer.

Supported Living Services (SLS): Options supports adults and children through tailor-made services so people become integral members of their community. SLS provides adults an opportunity to live in their own homes, with family, or with alternative families. Children are supported in their family home or with alternative caregivers. Services are provided in Greene, Lawrence, Monroe, Brown, Morgan, Owen, and Bartholomew counties. Some of the specific services Options provides include: Residential Habilitation and Support, Attendant Care, Respite care and Host Families.

Supported Employment: Options provides services that support rewarding employment outcomes for people with disabilities. Services include job development, job search support, on the job support, and ongoing support services. The goal of supported employment is Career Development, not merely finding a job. This service is generally provided in concert with other supports to ensure a holistic approach.

Community Participation/Individual Habilitation: Options supports customers through tailor-made regularly scheduled activities that focus on training to enhance social and

daily living skills apart from the individual's living arrangement. The goal is often to help the individual access and participate more fully in their community.

CEO Community Based Group Habilitation: Options provides group habilitation focused on integrated, community-based support services. Group habilitation training consists of planned goal-centered activities designed to assist people with disabilities to participate more fully and effectively in all phases of daily living, especially in integrated settings; exercise more control of their lives through improvement of independent living skills; and access community services and activities.

Health Care Coordination: Options provides medical coordination services to assist in the management of health for individuals with significant health concerns. The health care coordinator is responsible for developing a health care support plan. This service includes consultation with the individual, the team, physicians, and health care representatives and guardians.

Behavior Support Services: Behavior Support Services is defined as: training, supervision, or assistance in the expression of emotions and desires, assertiveness or acquisition of socially appropriate behaviors. This service also includes training and consultation with staff, family members, roommates, and other individuals.

Regardless of the program, Options' services are comprehensive and focused on the individual and their needs, not a set menu. Options has a great deal of experience in the community. We work cooperatively with other area service providers to ensure minimal duplication. We value excellence, customer-service, and using a blended team approach.

Enrollment

Referral Process

Options believes that services should be available to people with disabilities regardless of the severity of disability. We will not discriminate in provision of services or among potential customers based on race, sex, age, national origin, ancestry, citizenship, veteran status, or sexual orientation.

- Opportunities for services are available to all individuals who have a disability as documented by a state or federal agency.
- Each service area reviews enrollment procedures annually in order to comply with state laws and regulations.
- The Bureau of Developmental Disabilities (BDDS), Vocational Rehabilitation Services, a funding case manager, a family member, or the individual requesting service makes a formal referral for service.
- The original date of referral will be the date used to determine sequence when there are multiple referrals for service resulting in a wait for service.

Eligibility

Eligibility criteria for disability are set by state agencies including, Indiana Vocational Rehabilitation, the Bureau of Developmental Disability Services (BDDS) and the Office of Medicaid Policy and Planning (OMPP). To be eligible for Options services:

- Persons must have a disability as determined by state agency such as Vocational Rehabilitation Services, the Bureau of Developmental Disability Services, or the Office of Medicaid Policy and Planning.

Funding for services requested must be available to be considered for services.

Getting Started

Staffing availability will determine the capacity to serve new customers. When wait lists for services are necessary, they will be maintained on a first-come, first-serve basis by service area requested.

Accommodations

If you are in need of an accommodation in order to access our services, please tell your support staff or Network Coordinator and we will plan with you for getting the necessary things in place. A 'Customer Request for Accommodation' form will be completed and reviewed by the Services Leadership Team. When necessary, we will work with you

and outside resources (listed in the back of this manual) to identify, evaluate, and secure accommodations. Once accommodations are in place, follow-up will occur by the Network Coordinator to ensure that the accommodations are successful. Gaining access to support of any type is important and will be included as an activity in your individual support plan.

Options' commitment to diversity

We want to ensure we consider cultural and spiritual differences in designing your plan. If there are important things for us to consider in designing services for you please let us know. These things may include food preferences, holidays, language, or other things specific to your cultural or spiritual background. Your Network Coordinator will make sure that your staff understand what do to and include that in your support plan.

Supervised Group Living

Once BDDS determines approval, the individual seeking group home services will be encouraged to visit with staff and customers at specific homes. Visits will allow Service Coordinators to assess appropriateness of placement and individual needs. Service teams will make final decisions regarding appropriateness.

Supported Living

Once a referral has been made and funding is secured, an individual meeting with an Options representative will determine the timeline for starting services. Services requested and a staffing profile including preferences and times will be developed. The staffing profile, preferences, and service times will be brought back to the appropriate service team. It is at this point that individual may be asked to wait in order to secure adequate staffing. Only when adequate staffing is arranged can services begin. A Network Coordinator will be identified for you to meet to begin your planning.

Supported Employment

Once a referral has been made and funding is secured, an individual meeting with an Options' representative will determine an appropriate service team. The staffing profile and preferences is determined and brought back to the service team. Staffing constraints will determine the ability to serve. Once adequate staffing is arranged services begin. A Coordinator will be identified to meet with you to begin your planning.

Community Participation and Individual Habilitation

Once a referral has been made and funding is secured, an individual meeting with an Options representative will determine timeline for starting services. Services requested and a staffing profile including preferences and times will be developed. The staffing

profile, preferences, and service times will be brought back to the appropriate service team. It is at this point that individual may be asked to wait in order to secure adequate staffing. Only when adequate staffing is arranged can services begin. A Network Coordinator will be identified for you to meet to begin your planning.

CEO Community Based Group Habilitation

Once a referral has been made and funding is secured, an individual meeting with an Options representative will determine timeline for starting services. Current class offerings will be reviewed with the customer and their team to determine preferences based on individual choice. This information will be brought back to the CEO Services team to determine ability to serve. Dependent on current class sizes and level of support the customer requires, a start date for services will be determined. It is at this point that individual may be asked to wait in order to secure adequate staffing. Only when adequate staffing is arranged can services begin. A Network Coordinator will be identified for you to meet to begin your planning.

Health Care Coordination

If a need for Health Care Coordination services is identified through the person centered planning process and incorporated into the Individual Support plan, Health Care Coordination services will be provided. The Options' Health Care representative will meet with the individual, the team and or family and begin developing the Health Care Plan. The plan will outline the future services and supports.

Behavior Support Services

Once a referral is received and funding is secured, the Options Behavior Support Clinician will meet with the individual, the support team and or the family and begin developing the Behavior Support Services plan. The plan will outline the future services and supports.

Declined Referrals

A referral may be declined if:

- Services are requested in areas that are not currently being served by Options;
- Staffing constraints make services unsafe for staff or customers; or
- Staffing constraints in particular locations make services difficult to support.

A referral will be declined in writing to individual and the referral source and will be tracked in the event that services may be available in the future. Information regarding alternative services will be provided, if desired.

Exit

Options provides services that assist each customer in reaching their goals and dreams. At any time, if you desire a new service provider, we will work towards that goal.

Customers may choose a new service provider at any time. We ask that you give us a thirty-day notice to help you prepare for the change. This is a request, not a requirement. We will work cooperatively with you and your new service provider to ensure a smooth transition. Thirty days after the transition, we will follow up with you to ensure you are doing well and that your transition is successful.

If at any time, Options is not able to meet your service needs as a customer, we will give you a sixty-day written notice stating the reason and the effective date. In every circumstance, we will try to deliver services as long as we are able until a new service provider is selected. This is our commitment to your smooth transition.

What You Can Expect from Options

1. You may expect to meet staff before they work with you.

Prior to working with you, staff will be introduced to you by your Team Manager. This is your chance to “interview” staff. You may accept that staff person, or you may decline to have them work with you.

2. You have the right to request that staff not work with you anymore.

After a staff person has begun to work with you, you may request at any time and for any reason that the staff person not work with you anymore. Unless there are extenuating circumstances, we ask that three weeks notice be given to staff so that an appropriate replacement can be found.

Staff may decide that they cannot continue to provide your services, due to schedule, job changes, etc. Staff are expected to give three weeks written notice to their Manager if the staff person intends to stop working with a customer. We will let you know well in advance, whenever possible.

The reasons that a staff and customer working relationship may never begin or may end after a time are varied. For instance, your schedule may change, making it impossible for the staff you choose to continue working. It may simply be that over time, you and the staff find that you are not a good match after all. Options allows customers and staff to choose to work together.

3. You may specify that you only want direct service staff with certain qualifications.

Options cannot and does not discriminate on the basis of sex, race, religion, national origin, or age. At the same time, you are allowed to specify that you would prefer direct service staff that meet the criteria established by you. Then you may decline staff that do not meet these criteria.

However, Options cannot guarantee that these preferences will be met in the case of administrative staff. If the Director, Coordinator or Manager is called upon to provide service in an emergency, your preferences cannot be guaranteed. Options will make every effort to accommodate preferences in the assignment of administrative staff to customers, but preferences cannot be guaranteed in the case of administrative staff.

4. You may expect to decide what activities staff do, within the limits of the service definitions.

Regulations define what activities are allowed within each service definition. Within the limits of these definitions, you may expect to decide what activities occur during your time with staff. Staff are expected to make it possible for you to do what you want or need to do. You should decide activities.

5. You have the right to expect that personal information about you will be kept confidential.

6. You have the right to view your customer record.

Options will maintain a record containing information about you and the services you receive. You may submit a written request to view your record.

7. You have the right to expect quality services.

To ensure that quality services are occurring, administrative staff must be able to make direct contact with you and your support staff where you get services. We promise to provide adequate notice to you and others, as necessary, of those visits.

Customer Responsibilities

Options provides a continuum of supports to enable you to live with dignity and respect in the community. The provision of supports is contingent upon you being aware of and carrying out certain responsibilities, which are as follows:

We ask that you:

1. Agree to abide by the terms of the Options' Memorandum of Understanding,
2. Participate in planning your support services and setting your goals,
3. Keep information about other customers receiving services confidential,
4. Provide Options with written verification of employment and entitlement program awards,
5. Provide your Team Manager with pay stubs on a regular basis to match your pay schedule,
6. Maintain a double signature checking account with your staff and contribute your income to pay your bills when you receive an RLA. All other forms of income and entitlements must be used prior to being eligible for Living Allowance,
7. Help in finding a residence and in furnishing it. The residence must meet with DDRS specifications,
8. You will sign your own lease,
9. Agree to clean your home within common standards,
10. Inform your support team about any dangerous weapons you may have in your home. The support team may make recommendations regarding how the weapons are stored (for example, in a locked closet), or if Options will be able to provide staff when weapons are present in the home,
11. Maintain appropriate conduct in the community and will obey all laws in the community, including, but not limited to:
 - a. You will not engage in any of the following illegal activities:
 1. Inappropriate use of drugs
 2. Driving without a license
 3. Driving while intoxicated
 4. Threatening behavior
 5. Physical abuse to others
 6. Forced sexual activity
 7. Theft and/or vandalism
12. Meet with your staff according to terms of supervision,
13. Allow Options administrative staff to visit you in your home at least 1 time per month,
14. Participate with developing and carrying out the support plan,
15. Be involved in work or work related activities as outlined in your plan,
16. Participate in job seeking activities as outlined in your plan,
17. Keep us informed of changes in your work setting,
18. Allow us to work with your employer to design necessary supports,
19. Attend yearly medical and dental examinations, and if you manage your own

- medical affairs, ensure that necessary documents are completed by your physician and return to Options administrative staff,
20. Be responsible for attending necessary medical appointments with appropriate supports.
 21. Provide ongoing, constructive feedback about the services you receive.

CEO Community Based Group Habilitation Procedures

Schedule

CEO classes are held Monday thru Friday from 9:15 am to 2:45 pm. You may choose to attend any number of classes per week, dependent on current class sizes and staffing availability. Class schedules rotate on a quarterly basis. Each quarter's schedule will be available eight weeks prior to the start of the new session. Team Managers will assist customers and their teams in determining class preferences and completing the registration form. Registrations will be accepted on a first come, first served basis up to the class size limit.

Holiday Closings

CEO services are not held on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas/New Years Closing: Christmas Eve through New Years Day

Each year, you will be informed of the specific dates of these holiday closings in writing.

Absences

If you are registered for class/classes, you are expected to attend on a regular basis. If you are unable to attend class due to illness, weather, appointments, or special events, your Team Manager and the Class instructor will need to be notified prior to the start of class time. Contact information for these individuals will be provided to you at the intake meeting.

Health/Illnesses

If you are sick and cannot come to class, please call your Team Manager and the Class instructor prior to the start of class time. If you get sick while in class, the instructor will assist you in making arrangements to go home if needed.

Lunch

If you are attending classes all day or attending a late morning class followed by an early afternoon class, bring your lunch and any needed utensils with you and join other class participants for lunch at a predetermined location.

Please refrain from eating or drinking outside of lunch time, other than in activities/classes where food is provided, such as Cooking class.

Transportation

You are responsible for getting to and from class each day. If you need assistance in making transportation arrangements, your Team Manager can assist you with this. If you are attending consecutive classes on the same day, transportation between classes can be provided for those customers who do not have their own individual staff accompanying them to class.

Bad Weather

The CEO program follows the decisions of the MCCSC school system for weather closings and delays. Please tune into any of the following television or radio stations if we have snow, ice or extremely cold weather:

Television:

Radio:

WISH-TV (8)

WFHB (91.3 / 98.1 FM)

WRTV-TV (6)

WTTS (92.3 FM)/ WGCL (1370 AM)

WTHR-TV (13)

WCLS (97.7 FM)

WXIN-TV (Fox 59)

WFIU (103.7 FM)

WTTV-TV (Fox 4)

WTIU (30)

If you see or hear that MCCSC delays or closes for the day, CEO is closed or delayed as well.

CEO Committee

CEO Committee meets bi-weekly and consists of the CEO Team Manager, CEO

Instructors, Director of Services, CEO customers and representatives from all the service areas and service locations within Options. This group plans the class schedules and develops the curriculum. If you would have input you would like to give to the committee, please speak with Theresa Dovenbarger, CEO Team Manager.

CEO Rules and Regulations

Smoking/Tobacco Products

Use of tobacco products (cigarettes, cigars, pipes, chewing tobacco) is not allowed during any CEO class or in any Options vehicle. Tobacco products may be used during regularly scheduled breaks in designated areas. Ask your instructor if you need more information.

Alcohol/Drugs

Alcohol (liquor, beer, wine, etc) and drugs are not allowed in any CEO class or any Options vehicle. If you bring these items to class, you will be suspended and may not be able to return to CEO classes.

Personal Property

You should not bring anything valuable that may be lost or stolen. You are responsible for keeping track of any personal items you bring with you to class.

Keeping Options and our Community Clean

Please pick up after yourself both when at community sites or in Options vehicles or Options' main office. If you need help with this, ask your instructor for assistance.

Weapons

Knives, guns or any other type of weapon are not allowed in CEO class or in any Options vehicle. If you bring these items to class, you will be suspended and may not be able to return to CEO classes.

Behavioral Issues

CEO staff will implement customers' Behavior Support Plans while in CEO classes. If repeated behavioral issues occur and strategies outlined in the Behavior Support Plan do not seem to be effective in the CEO setting, the CEO Team Manager will request that an Interdisciplinary Team Meeting be held to discuss how to address the issue.

For those customers without Behavior Support Plans, behavioral issues will be dealt with on a case by case basis. Repeated issues of a serious nature (physical aggression, elopement, etc.) may result in the CEO Team Manager requesting additional support for that individual while attending CEO classes.

How do I get the services I want

1. You will meet with a Coordinator at Options to discuss the services you would like to receive. You will have a meeting like this at least annually. These are your meetings. You can invite anyone that you want to be present at the meeting with you.
2. Options recommends that you think about:
 - a. What do you want to have happen during the time that you have staff?
 - i. What kind of activities, what services do you want?
 - ii. Where would you like those activities or services to occur?
 - iii. What are the goals you want to work towards?
 - b. When do you want staff to assist you?
 - i. Do you want a regular schedule or one that is flexible?
 - ii. How often do you expect the schedule to change?
 - c. Do you have any special requests about the kind of staff you would like to provide services to you?
3. You and the Coordinator will discuss your answers to these questions at the meeting. At that time, the Coordinator will be able to tell you whether Options can provide the services that you are interested in receiving. The Coordinator can also give you an estimate of the amount of time it will take for Options to prepare your services.
4. You will also discuss what funding sources are available to pay for the services you are requesting. The Options Coordinator will be able to discuss with you services available within the confines of your funding.
5. You and the Options Coordinator will complete the Memorandum of Understanding
6. An Individual Support Plan will be developed based on the person centered planning process with input from you, your case manager (if applicable) and any other individuals you would like.
7. Quarterly, you will have meetings to discuss your progress with services. At these meetings, you will receive a formal report on your progress and you and your team can discuss whether any changes in your goals or services need to occur in order to better meet your needs.

Staff Roles and Requirements

All services employees:

- Are at least 18 years old
- Have a high school diploma or GED
- Have a valid driver's license
- Have proof of insurance

A criminal history and driving history are completed for each new employee.

Service Networks and the Holistic Approach

Options has arranged service administration into small working groups we call networks. Each network includes all the services Options provides. In order to provide holistic services, networks are grouped by geography, service type and intensity of support. Our holistic approach allows us to meet your needs better through increased continuity and consistency in our service delivery.

Service teams work with individuals and can develop multiple specialties to meet your needs, like community habilitation and employment. This means you can work with the same group of people and choose the services you need from a menu of options rather than changing programs when you need different services. We develop our staff to support customer's needs and wants by training staff around people, regardless of what services you are receiving.

Emergency System

The emergency system is to be used to respond to the emergency needs of all Options' customers. It is available 24 hours a day, 7 days a week. Customers or staff may access a supervisor at any time by speaking to the answering service staff who will then relay your name, phone number and any pertinent information to the Services staff on call. One Services staff per network is on call at all times.

Network Coordinators and Team Managers rotate the emergency system

The Emergency Number is 1-888-300-7553

The following outlines the roles of each Services staff member so you know how they relate to each other.

Director of Services

- Works with families, customers, and teams to plan and improve services
- Provides support and direction to service teams
- Responsible for accreditation and state compliance
- Supervises and develops Network Coordinators
- Responsible for developing State Line Budgets where appropriate
- Provides emergency support when needed

Network Coordinator

- Works with customers to plan the services the customer wants
- Functions as the QMRP responsible for developing, reviewing, and reporting on the support plan where appropriate
- Supervises Team Managers
- Responsible for interviewing and hiring Direct Support Professionals for the network
- Functions as the primary contact with case managers, funders and employers
- Rotates the emergency pager
- Responsible for quality assurance
- Responsible for oversight of employment and habilitation services
- Provides emergency support when needed

Supported Employment Manager

- Works with customers to plan the services the customer wants
- Functions as the primary contact with referral source
- Acts as a resource to Network teams in supporting individuals in employment.
- Provides training and support to staff
- Provides job development and job coaching to individuals seeking employment.
- Provides emergency support when needed

Team Manager

- Works with customers to plan the services the customer wants
- Functions as the primary contact with families
- Is the direct coordinator of staffing schedules
- Responsible for oversight of daily operations within locations
- Rotates the emergency pager
- Provides training and support to staff
- Supervises Direct Support Professionals
- Provides emergency support when needed

Direct Support Professional

- Provides services directly to the customer
- Assists the customer in the activities of daily living, in finding employment, in accessing the community, and in doing other activities planned by the customer
- Responsible for documenting direct service and concerns when appropriate
- Supports employment and habilitation goals

Conflicts of Interest

Options' expects the primary interest of all employees to be our customers. A conflict of interest occurs when the interest of an employee or another outside party actually (or potentially) affects a customer or the agency in a negative way.

Employees may not accept gifts, gratuities, free trips, personal property, or other items of value from customers or outside persons or organizations that are connected with Options. Violations of these restrictions may result in disciplinary action or dismissal for the employee.

Options recognizes that its employees and customers may hold a wide range of personal beliefs, values and commitments. For employees, these beliefs, values and commitments represent a conflict of interest when: they prevent employees from fulfilling their job responsibilities; the employee attempts to use the customer's time or property to further their beliefs; or the employee continues attempting to convince others of their personal beliefs after they have been asked to stop.

Health and Safety

Options strives to provide customers with a healthy and safe environment. To that end Options will:

1. Train staff in techniques for ensuring the health and safety of each customer including: Cardiopulmonary Resuscitation, First Aid, Medical Issues, General Health and Safety procedures and Crisis Prevention.
2. Each location where Options is designated as responsible for an individual's living environment must comply with Health and Safety guidelines as outlined in our Health and Safety Checklist (available upon request).
3. Ask that customers supported by the Bureau on Developmental Disabilities Services, State Line Item funding comply with Health and Safety guidelines outlined in the Health and Safety Checklist (available upon request).

4. Have emergency plans and conduct regular drills in locations where Options is designated as responsible for an individual's living environment.
5. Maintain safety equipment in all locations where Options is designated as responsible for an individual's living environment.
6. Train and support staff to safely operate agency vehicles and inform them regarding emergency procedures.
7. Ensure that all staff that provide transportation to customers have current, unrestricted licenses, adequate auto insurance and safety equipment in their vehicles when transporting customers.

Employment at Options

Job Requirements

Services staff at Options must have a valid driver's license and an acceptable driving record. Applicants must be 18, be eligible to work in the United States, have not committed fraud or abuse against a dependent person, have at least three positive references, and have a satisfactory local criminal history check.

Job Postings

Open positions are posted on the bulletin board in the office break room, on the Options website and are mailed with paychecks/direct deposit vouchers. Current employees interested in applying for specific positions must notify Human Resources in writing. For some positions, a resume and cover letter may be required.

Within days of posting a position, the process of screening and interviewing applicants will begin. Based on the interview, recommendations, and references, the appropriate supervisor makes a determination regarding employment. The Human Resources Manager is authorized to offer employment to applicants of all positions except the Chief Financial Officer and Executive Director. No other employee, except the Executive Director, may authorize new positions with Options. All applicants will be notified of the decision.

Employee Status

For the purpose of benefits administration, all employees are classified as either Full-Time or Part-Time. This classification is determined upon hiring, and, because it affects benefits, and projections, any subsequent changes must be reported to the Human Resources Manager. In addition, employee status is further broken down as follows:

- *Probationary employees* have been in their positions fewer than 90 days.
- *Temporary employees* are hired for a limited time, to perform specific tasks.
- *Regular part-time employees* typically work less than 32 hours per week.
- *Regular full-time employees* typically work 32 hours or more per week.

Benefits

Paid Time Off (PTO)—ALL employees are eligible for PTO accrual after 90 days. Double time for hours worked on the eight holidays Options celebrates—new employees eligible immediately.

Health, dental, vision, short-term and long term disability, life insurance: full time employees are eligible after 90 days once applications for insurance are filed.

401(k) retirement plan—Full time staff are eligible after one year of employment.

Customer Rights Statement

The following is a summary of your rights as a customer of Options. You will receive this information in writing at enrollment or no more than 7 days after enrollment. You will be receive another notification of rights annually during your annual service planning meeting.

You have the right to file a grievance against any person who you believe violates these rights per the Customer Grievance/Complaint procedure. You also have the right to file grievances regarding the lack of respect for property by Options. You will not be subject to discrimination or reprisal for filing a grievance.

- You have the right to be free from all forms of discrimination, harassment, humiliation, and cruel or unusual punishment.
- You have the right to be treated with consideration and respect with recognition of your dignity and individuality.
- You have the right to have all individual information kept confidential and shared with others only when it is necessary for agency operations, service provisions, or with your approval.
- You have the right to be encouraged and assisted to exercise customer rights and other rights as a United States citizen.
- You have the right to informed consent and due process of law.
- You have the right to marry, procreate, and have children.
- You have the right to be free from emotional, verbal, and physical abuse/ neglect/ exploitation.
- You have the right to be fully informed of and participate in service planning.
- You have the right to receive professional services that assist you in planning your future using least restrictive practices.
- You have the right to the freedom of choice with the dignity of risk.
- You have the right to refuse services, intervention, and direct service staff.
- You have the right to submit complaints and grievances concerning the policies and services of the organization without retaliation or barriers to services.

- You have a right to have an advocate assist you with service planning, complaints, and other activities.
- You have the right to manage your financial affairs or participate in the management of your finances as you are able.
- You have the right to purchase, keep and sell personal property.
- You have the right to have personal property respected
- You have the right to communicate, associate, and meet with individuals of choice with privacy.
- You have the right to access your service records.
- You have the right to be paid an appropriate wage for jobs worked.
- You have the right to take risks...
- *In addition you have the right to the following information:*
 - *That it is not within the scope of Options' services to manage the medical and health condition of customers receiving personal services under personal services agency licensure*
 - *The charges for services provided*
 - *Notification of any increase to costs of services provided in **writing via mail 30 days in advance of change.***
 - *The hours of operation as indicated at the beginning of the customer handbook (Services are provided 7 days per week; 24 hours per day; office hours Monday to Friday 8:30 am to 5 pm)*
 - *Emergency 24 hour pager number: 888-300-7553*
 - *Office numbers: 800-875-9615*
 - *A written list of Board members made available to you upon request*
 - *Information on how to contact all agency personnel as outlined at the end of the customer handbook*
 - *That the Department of Health is the entity that would investigate complaints for those receiving personal services under personal service agency licensure.*
 - *The procedure for filing a complaint as outlined in the grievance procedure contained within the customer handbook.*

The Right to Take Risks

At Options we provide you with opportunities to try new experiences and/or make personal choices even if there is the potential for danger or failure. It means encouraging you to take risks.

It does NOT mean that we set people up to fail. We have a responsibility for building safeguards as people take part in community life.

It DOES mean that people take calculated risks. People learn as much from failures as from successes.

Informed Consent

We are committed to assisting you to make your own choices and in obtaining informed consent. Issues relating to informed consent will be reviewed with you and your service team annually during your service planning. If you are emancipated, you and your service team will identify when you need some help making important decisions. If you have a guardian, we will work with you and your guardian in making choices.

When individual situations arise, informed consent will be determined in each situation. You and your team will ask for assistance from an external person to assess whether you need help making decisions. They will complete an assessment. When the assessment indicates a need for a health care representative or an advocate, Options will take necessary steps to assist you to find one.

With HRC approval, we will take the assessment to court, when a court ordered representative is needed.

Customers With Criminal Records

- If you have been convicted of a crime, information concerning the relationship between the criminal justice entity and Options will be provided to you.
- Your history will be maintained with your records as required by state law and local authorities.
- Your confidentiality will always be maintained
- You will be supported with the same services available to customer without criminal records and in the same manner.

Behavior Support and the Human Rights Committee

Options believes that all individuals can and should be part of their communities. In accordance with our beliefs, behavior support provided must focus on building the individual's skills and not just eliminating negative behaviors.

Options will employ only those behavior management techniques, which are the least restrictive and intrusive, support the individual to gain access to community, and are the most effective for the individual.

1. Options prohibits the use of corporal punishment, physical abuse, the application of electric shock, the withdrawal of food and other essentials of human life, seclusion in a locked room, swearing or other verbal threats, discipline dealt by another Options customer, denial of religious activity, or anything that inflicts pain or humiliation.
2. A written plan is required before employing restrictive techniques with an individual residing in a 24-hour supervised group or supported living setting.
3. All behavior plans that employ restrictive techniques will require review and approval by the Options Human Rights Committee before implementation regardless of whether Options staff author the plan or an outside consultant writes it.
4. When employing strategies with potential for physical side effects, Options will require additional sign off from the individual's physician. This must include written protocol to staff for when to contact medical personnel before implementation. The interdisciplinary team and Options Human Rights committee will review this protocol annually.
5. Options will maintain a Human Rights Committee. The HRC serves as the review and approval body for behavior support plans which contain restrictions of any nature developed for use with customers supported by Options.
6. All staff must receive training in behavior support strategies through the Options orientation and training process.

Customer Grievance Procedure

When you have a complaint about Options services or individual staff, the following procedure is meant to provide you with a way to resolve it. Options encourages you to use this process to resolve complaints. Options assures all customers that they will be free from retaliation of any kind from any staff member for filing a complaint. You are welcome to have an advocate of your choosing to assist you with your complaint.

- Openly discuss the situation with your Network Coordinator. Your Coordinator will work to settle the situation to your satisfaction in accordance with the facts and merits of the specific situation and appropriate policy or practice. The Network Coordinator must respond within 5 days unless you agree to give more time for the complaint. Should you disagree with the Network Coordinator, you may appeal your complaint to the Director of Services.
- If the original grievance is with your Network Coordinator, you may take your grievance directly to the Director of Services who oversees your Network Coordinator. Your Coordinator will provide the Director of Services with a written statement of the situation and the resolution, if made. The Director will have 5 days to respond to your grievance.
- Should you disagree with the Director of Services, you may continue to pursue the grievance by requesting a meeting with the Executive Director to review the situation and details within ten (10) working days of the Director of Services' response.
- The Executive Director will meet with you within five (5) working days of the request and provide you a written response within five (5) working days of the meeting.
- At any point you may contact Indiana Protection and Advocacy Services, Indiana Human Rights Commission, the Office of Civil Rights of the U.S. Department of Health and Human Services, Indiana Vocational Rehabilitation Services, or the Bureau of Developmental Disability Services to assist you with your complaint. These entities can also provide you with an advocate to help you with your complaint. Two of the main advocacy organizations are listed below. Others may be found in the resources outlined in the back of this Handbook.

Indiana Protection and Advocacy Services
Voice 800-622-4845 or TTY 800-838-1131

Bloomington Human Rights Commission
(812) 349-3429
(812) 349-3441 FAX
Barbara McKinney, Human Rights Attorney

If you feel you have been retaliated against because of a complaint you filed, contact the Executive Director immediately and make them aware. He/she will investigate and resolve the matter to your satisfaction within 10 days of your contact with him/her.

Conflict Resolution

When conflicts arise between you and Options' staff for whatever reason, the best thing to do initially is to talk directly with the person involved. Often individuals and families feel uncomfortable giving information directly to staff with which they may be having problems. Sometimes the problems are a result of miscommunication and speaking with the person may resolve it by simply clearing up the misunderstanding.

If it is not possible, for whatever reason, to speak with the staff member then remember you can always speak with their Manager. The Manager will help you to determine next steps.

The Director of Services and the Executive Director are also available if you have any questions about who you need to speak with about an issue. They will help direct you to the right person or depending on the situation may attempt to resolve it with you.

The grievance procedure is available to you for serious issues. If you have a question about how to access the procedure you can contact either the Director of Services or the Executive Director.

The following are resources you might be interested in that are available on Conflict Resolution:

- Avruch, Kevin. [Culture and Conflict Resolution](#). Washington, DC: US Institute of Peace Press, 1998.
- Deutsch, Morton. [The Resolution of Conflict: Constructive and Destructive Processes](#). New Haven, CT: Yale Univ. Press, 1977.
- Fisher, Roger & William Ury (& Bruce Patton). [Getting to Yes: Negotiating Agreement Without Giving In](#). New York, NY: Penguin Books, 1991.
- Fisher, Roger, Elisabeth Kopelman & Andrea K. Schneider. [Beyond Machiavelli: Tools for Coping With Conflict](#). New York, NY: Penguin Books, 1996.
- Fisher, Ronald J. [Interactive Conflict Resolution](#). Syracuse, NY: Syracuse Univ. Press, 1997.
- Mitchell, Christopher R. & Michael Banks, [Handbook of Conflict Resolution: The Analytical Problem-Solving Approach](#). London, UK: Pinter Pub. Ltd., 1996.
- Moore, Christopher W. [The Mediation Process: Practical Strategies for Resolving Conflict](#). San Fransisco, CA: Jossey-Bass Conflict Resolution Series, 1996.
- Susskind, Lawrence; Sarah McKearnen & Jennifer Thomas-Larmer (eds.). [The Consensus Building Handbook: A Comprehensive Guide to Reaching Agreement](#). Thousand Oaks, CA: Sage Pub., 1999.

- Ury, William. [Getting to Peace: Turning Conflict into Cooperation at Home, Work & in the World](#). New York, NY: Viking Press, 1999.
- Yarn, Douglas H. [Dictionary of Conflict Resolution: A Compendium of Terms and Concepts](#). (Funded and endorsed by the William & Flora Hewlett Foundation, and the Society of Professionals in Dispute Resolution - SPIDR.) San Francisco, CA: Jossey-Bass, 1999.

Funding Source Service Definitions

In general, these definitions apply to all funding sources.

Case Management—Help to locate, coordinate, and monitor services needed to meet the specific needs of the person and his or her family.

Attendant Care—Assistance to meet daily living needs and to ensure adequate functioning in a community-based setting. Some allowable activities include assistance with dressing, eating, bathing, personal hygiene, and activities of daily living, supervision, meal preparation, and routine household chores.

Respite Care—Short-term care to a person when the family member or the primary caretaker cannot be there or needs rest from his or her responsibilities.

Home/Environmental Modifications—Necessary adaptations to the home that ensures the health, safety, and welfare of the individual and enable the individual to function with greater independence in the home. Without such modifications, the individual would require institutionalization.

Behavior Management—Service provides training, supervision, and assistance in appropriate expression of emotions and desires, compliance, assertiveness, acquisition of socially appropriate behaviors, and the reduction of inappropriate behaviors.

Community Habilitation—Service provides regularly scheduled activities that focus on training to enhance social and daily living skills within the community promoting integration and self sufficiency.

Group Community-based Habilitation—Service provides regularly scheduled goal-oriented group activities that focus on providing individuals access to and participation in typical activities in their communities.

Residential Habilitation and Support—Service consists of personal assistance and goal-oriented activities aimed at assisting the individual to acquire, retain, or improve skills that directly affect the ability to reside as independently as possible in the community.

Supported Employment—Service provides needed supports to individuals to establish and maintain employment in work settings in which persons without disabilities are employed.

Supervised Group Living—Service provides 24-hour support in a residential facility to meet the activities of daily living. Service also referred to as “Group Homes”. Individuals must benefit from active treatment.

Complete and detailed definitions of all services are provided in Options’ Service Descriptions and manuals specific to each funding source. If you have questions, please ask your Options representative to show you these complete definitions.

Funding for Supervised Group Living

The Bureau on Developmental Disabilities determines eligibility for the supervised group living program but does not provide financial support. Supervised group living is funded by the Indiana Medicaid Program. Medicaid supports an all-inclusive daily rate for each group home Options operates. Medicaid and the local Office of Family and Children determines any shared cost to the individual based on the customer's income from various sources including Supplemental Security Income, Social Security, wages, and/or personal resources. Individuals living in group homes must maintain Medicaid eligibility by complying with that agency's reporting requirements.

Funding for Supported Employment

Supported employment may be funded from a variety of sources including:

Vocational Rehabilitation Services: VRS generally pays for support to find a job and then to gain the skills you need to be comfortable in the job. This can be a few weeks up to 18 months depending on your support needs and the employment setting. A VRS counselor works with you and our staff to determine how much funding and for how long. You must have a disability related to working and require some level of support to achieve employment to qualify.

IFSSA-DDRS-BDDS: Funding is available through the Bureau on Developmental Disabilities, Division of Disability, and Rehabilitative Services, Indiana Family and Social Services Administration to support your employment on an ongoing basis. These funds can be accessed by your VRS counselor and provide for funding as long as needed. You must be eligible for BDDS services and need ongoing support to access these funds.

Medicaid Waiver: Waiver can provide support for supported employment just like it does for other services you need. The funding is not time limited and can be used to help with ongoing support. You must be eligible and have received approval for a Waiver.

Private Pay: Customers and/or their families, without other approved funding sources, can choose to pay out of pocket to receive Supported Employment services. For more information on this option, contact the Director of Services.

Other ways to support employment services include: employer pay, where the employer pays for the ongoing support you may need as a reasonable accommodation; or CHOICE, a funding available through the Area Agency on Aging.

Funding For Habilitation

Medicaid Waiver: Waiver can provide support for Habilitation just like it does for other services you need. The funding is not time limited and can be used to help with ongoing support. You must be eligible and have received approval for a Waiver.

Indiana Medicaid Program: Through the Supervised Group Living inclusive day rate, you can choose the appropriate day service for your needs. This funding is available to individuals living in group homes and each must maintain Medicaid eligibility by complying with that agency's reporting requirements.

IFSSA-DDRS-BDDS: Funding is available through the Bureau on Developmental Disabilities, Division of Disability, Aging, and Rehabilitative Services, Indiana Family and Social Services Administration for group habilitation services. These funds can be accessed through your BDDS Service Coordinator. You must be eligible for BDDS services to access these funds.

Private Pay: Customers and/or their families, without other approved funding sources, can choose to pay out of pocket to participate in the CEO Community-based program. For more information on this option, contact the Director of Services.

Funding for Supported Living

Community-based services are funded through a variety of funding sources:

Caregiver Support: One funding source available from BDDS is Caregiver Support. This provides limited funds to provide respite services to families with children with disabilities. Application for these funds is made to the BDDS field offices.

CHOICE: CHOICE funding is administered through the local Agencies on Aging. You may be expected to co-pay for some services funded by CHOICE. In this case, you will need to complete a financial application.

Department of Education: Funding is available for residential services through the Department of Education when a student's home school district is not able to meet his or her needs. Funding is also available for therapies (such as speech therapy, physical therapy, and occupational therapy) to be provided as part of the student's school day.

IFSSA-DDRS-BDDS: Funding is available through the Indiana Family and Social Service Administration, Division of Disability and Rehabilitative Services, Bureau of Developmental Disability Services. These funds are administered through the field offices of the Bureau of Developmental Disabilities.

Medicaid Waiver: Funding is available through an Indiana Medicaid program that makes reimbursement for an array of services for persons meeting certain eligibility

requirements. Medicaid Waiver programs are funded with both State and Federal dollars.

There are six different types of Medicaid Waiver programs, each with specific criteria. They are:

- The DD Waiver
- The Autism Waiver
- The Aged and Disabled Waiver
- The Traumatic Brain Injury Waiver
- Support Services Waiver
- Assisted Living Waiver

Application for the Medicaid Waiver is made to the Bureau on Developmental Disabilities Services.

Private Pay: Customers and/or their families, without other approved funding sources, can choose to pay out of pocket to receive Supported Living services. For more information on this option, contact the Director of Services.

Bureau of Developmental Disabilities Services (BDDS)

The purpose of BDDS is to assist individuals who are eligible for developmental disabilities services to network with service providers and communities and help develop and provide an approach for community-based supports. These supports are based on person-centered plans that meet the individual's needs and desires. It is also the purpose of BDDS to assure the quality of services provided.

Eligibility for Services

Children and adults with developmental disabilities may be eligible for services from BDDS. A developmental disability is defined as "a mental and/or physical impairment (other than a sole diagnosis of mental illness) that begins before the age of 22 years and is expected to continue indefinitely. An individual must have substantial limitations in at least three of the following areas:

- Self care
- Language
- Learning
- Mobility
- Self-direction
- Capacity for independent living and
- Economic self-sufficiency.

For further information, contact any of the following offices:

District 4: PO Box 10217, 30 N. 8th St., Terre Haute, IN 47802

812-232-3603 toll free 1-877-218-3096
Serving Benton, White, Warren, Tippecanoe, Carroll, Clinton,
Vermillion, Fountain Montgomery, Parke, Putnam, Vigo, Clay,
Owen, Monroe, and Sullivan counties

District 5: 4701 N. Keystone, Suite 200, Indianapolis, IN 46205-1541
317-254-2065 toll free 1-877-218-3530
Serving Boone, Hamilton, Hendricks, Marion, Hancock, Morgan,
Johnson, and Shelby counties

District 7: 100 N. Joseph Ave., Evansville, IN 47712
812-428-8449 toll free 1-877-218-3528
Serving Greene, Knox, Daviess, Martin, Gibson, Pike, Dubois,
Posey, Vanderburgh, Warrick, Spencer and Perry

District 8: PO Box 2517, 1452 Vaxter Ave., Clarksville, IN 47131-2517
812-283-1040 toll free 1-877-218-3529
OR
PO Box 930, 200 East Third St., Seymour, IN 47274-0930
812-522-5859 toll free 1-877-218-3532
Serving Lawrence, Orange, Brown, Crawford, Washington,
Harrison, Floyd, Clark, Scott, Jackson, Bartholomew, Decatur,
Jennings, Jefferson, Dearborn, Ripley, Ohio, and Switzerland
counties

For more information, visit the BDDS web site at:
<http://www.in.gov/fssa/disability/services/ddguide/residential.html#BDDS>

Area Agencies on Aging (AAA)

Also known as “triple A”. The purpose of these agencies is to coordinate intake and case management for the Medical Model Medicaid waivers (A&D, TBI) and CHOICE. Some Area Agencies are known by other names to include people with disabilities of all ages. There are 16 Area Agencies in the state.

Contact or visit your local Area Agency on Aging:

Area 8: CICOA The Access Network
4755 Kingsway Dr., Suite 200
Indianapolis, IN 46205
(800) 489-9550

Serving Boone, Hamilton, Hendricks, Marion, Hancock, Morgan, Johnson and Shelby counties

Area 10: Area 10 Agency on Aging
7500 W. Reeves Rd.
Bloomington, IN 47404
(800) 844-1010
Serving Monroe and Owen Counties

Area 11: Aging & Community Services of South Central Indiana, Inc.
1531 13th St Suite G900
Columbus, IN 47201-1302
(866) 644-6407
Serving Brown, Bartholomew, Decatur, Jackson and Jennings counties

Area 13: Generations
1019 N. 4th St. PO Box 314
Vincennes, IN 47591
(800) 742-9002
Serving Greene, Martin, Daviess, Dubois, Pike and Knox counties

Area 15: Hoosier Uplands
521 W. Main St.
Mitchell, IN 47446
(800) 333-2451
Serving Lawrence, Orange, Washington and Crawford counties

Vocational Rehabilitation

The purpose of the Vocational Rehabilitation (VR) program is to assist people with disabilities to obtain essential services that will empower them to achieve equality of opportunity, full inclusion, and integration in society, employment, independent living, and economic and social self-sufficiency.

The VR program is committed to securing quality individualized services that can enable individuals with disabilities, including individuals with the most severe disabilities, to pursue meaningful careers by obtaining gainful employment consistent with their abilities and capabilities.

You are eligible for VR programs if:

- You have a physical or mental impairment which is a substantial impediment to employment, and

- You require VR services in order to prepare for, enter, engage in, or retain employment.

All evaluations necessary to determine eligibility are provided at no cost to the individual.

Services provided through the VR program can include, but are not limited to:

- An assessment to determine your eligibility and vocational rehabilitation needs, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
- Counseling and guidance;
- Work-related placement services, including job search assistance, placement assistance, job retention services, personal assistance services, and follow-up or follow-along services;
- Post-employment services, if, due to your disability, you need services to maintain, regain, or advance in employment;
- Vocational or other training services, including personal and vocational adjustment, books or other training materials, and services to your family if necessary for your rehabilitation;
- Physical and mental restoration services, including corrective surgery or therapy for conditions that are stable or slowly progressive, related hospitalization, artificial limbs or braces, prescribed eyeglasses, hearing aids and similar devices, special services necessary for the treatment of end-stage renal disease, and diagnosis and treatment for mental and emotional disorders;
- Maintenance for additional basic living costs which result from program participation;
- Interpreter services for persons who are deaf;
- Recruitment and training services to provide new employment opportunities in the fields of rehabilitation, health, welfare, public safety, law enforcement, and other appropriate service employment;
- Reader services, rehabilitation teaching services, and orientation and mobility services for persons who are blind;
- Occupational licenses, tools, equipment, and initial stocks and supplies;
- Transportation in receiving any vocational rehabilitation service;
- Telecommunications, sensory, and other technological aids and devices;
- Rehabilitation technology services;
- Referral to other programs and service providers;
- Transition services to help make the transition from school to work;
- On-the-job or other related personal assistance services provided while vocational rehabilitation services are being received; and
- Supported employment services.

If you are interested in knowing more about the VR program, you may meet individually with a VR Counselor. At that meeting, you will be asked if you would like to complete an application. You and your VR Counselor will also discuss what information is required in order to determine whether or not you are eligible.

Contact VRS for more information at:

Area 18: 307 N. Second Street, Vincennes, IN 47591-1304
812-882-7208, 1-877-847-9898
Serving Knox, Daviess, Gibson, and Greene counties

Area 21: 450 S. Landmark Avenue, Bloomington, IN 47403-5000
812-332-7331, 1-877-847-9893
Serving Morgan, Monroe, Lawrence and Owen counties

Area 22: 4555 Central Avenue, Suite 1300, Columbus, IN 47203
812-376-9935, 1-877-396-3271
Serving Bartholomew, Ohio, Switzerland, Dearborn, Ripley, Decatur, Brown, and Franklin counties

Public Assistance and Social Service Organizations

Social Security: 812-334-4222

Social Security administers two programs, Social Security Disability Insurance (SSDI) and Social Security Income (SSI).

SSDI is available for disabled workers and their families, unmarried adult dependents who were disabled before age twenty-two, and disabled widows or widowers at least fifty years old.

The amount a person may receive is based on the average earnings of the worker. As long as a person remains eligible for SSDI, the benefit remains consistent and is not affected by the amount a person earns.

SSI is available for people with disabilities who have very little income. The amount of the SSI benefit can fluctuate based on the amount of income that is reported each month,

Please contact the local Social Security office to make sure you understand your benefits. At your request, your Team Manager can help you get information to better understand your benefits.

Medicaid: <http://www.in.gov/fssa/2954.htm>
Monroe and Owen Counties 1-800-403-0864
Lawrence County 812-279-9706
Green County 812-384-4404

Sometimes this office is called by many names like Office of Division of Family Resources (DFR) or the Welfare Department. A person can apply for Medicaid Insurance coverage, food stamps, and energy assistance.

Eligibility is determined based on income and assets. Please contact your local DFR or go to the website to make sure you understand your benefits. At your request, your Team Manager can help you get information to better understand your benefits.

Medicare:

The largest medical insurance program. It has three parts; A is for hospital insurance, B is for medical insurance and D is for prescription coverage. Individuals must be at least 65 years old, or disabled, or have permanent kidney failure. You apply for Medicare at your local Social Security office.

Legal Assistance:

Community legal assistance 812-855-9229

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Legal Services 812-339-7668
Pettay Legal Services 812-332-3342
Disability Claim Services Inc. 812-332-2339
Community Action Program 812-339-3447

Housing:

Habitat For Humanity Monroe County 812-331-4069, Owen County 812-829-0361
Bloomington Housing Authority (HUD or Section 8) 812-339-3491
Monroe County Housing Solutions 812-334-8385

Shelters:

Middle Way House (Abuse and Rape) 812-336-0846
Backstreet Mission 812-333-1905
Shelter Inc. 812-332-1444

Food:

Community Kitchen 917 N. Rogers 812-332-0999
Monroe County United Ministries 812-339-3429
Salvation Army 812-336-4310
Community Care Center (BEDFORD) 812-275-0535

Health:

Center for Behavioral Health 812-339-1691
Planned Parenthood 812-334-2540
Diabetes Center 812-336-9258
Bloomington Hospital Info 812-336-6821
Healthy Families, Spencer 812-829-3549
Volunteers in Medicine 812-353-3204

Clothing:

Community Closet 812-988-6003
Goodwill 812-335-3628
Salvation Army 812-334-1366
Opportunity House 812-336-2443

Advocacy:

Indiana Protection and Advocacy Services
800-622-4845 or TTY 800-838-1131
Adult Protective Services 1-800-992-6978
Child Protective Services 1-800-800-5556
Southern Indiana Center on Independent Living 1-800-845-6914
ARC Family Advocates 1-800-382-9100

Transportation:

Rural Transit 812-343-3383

Bloomington Transit 812-336-7433

Employment/ Career/ Volunteer:

Monroe County Career Development 812-355-2500
Retired and Senior Volunteer Program 812-334-3383
Indiana Workforce Development 812-331-6002
Employee Counseling of Indiana 812-336-7814

Recreation:

Senior Citizen Center 812-829-3658
Big Brothers Big Sisters 812-334-2828
Bloomington Parks and Recreation 812-332-9668

Foster Care:

The Villages 2405 N. Smith Park 812-332-1245

Child Services:

First Step 1211 S. Walnut 812-334-2678
911 W. Hillside Ave., Spencer 812-828-0433

Other:

Hospice 812-334-8418

Indiana Institute on Disability and Community (IIDC) 812-855-6508

South Central Community Action Program Monroe County 812-339-3447
Owen County 812-829-2279

United Way 441 S. College 812-334-8370

American Red Cross Monroe County 812-332-7292
Owen County 812-829-9233

Abilities Unlimited 1211 S. Walnut 812-332-1620

Emergency Phone Numbers

- Options Service Emergency Pager 1-888-300-7553
- Options Bloomington Office 800-875-9615, 812-332-9615
- Options Bedford Office 812-277-0333
- Network Coordinator:
 - Name: _____
 - Phone: _____
- Team/Supported Employment manager:
 - Name: _____
 - Phone: _____
- Executive Director: Susan Rinne 812-332-9615
- Directors of Services: 812-332-9615
 - Danie Norris – Networks 1, 2 and 3
 - Beth Flanigan – Networks 4, 5 and 6
 - Janessa Gerber – Employment, CEO, Behavior Support, Outreach and Referral
- Waiver Ombudsman 1-800-622-4484
- Indiana Poison Center 1-800-382-9097
- Adult Abuse Hotline 1-800-992-6978
- Child Abuse Hotline 1-800-800-5556
- Indiana Protection and Advocacy 1-800-622-4845

- Emergency 911

Handbook review:

The Options staff person listed below reviewed the contents of this handbook with me on _____.

Customer Signature

Parent/Guardian/Advocate Signature

Staff Reviewing Handbook

CC: Customer file