

OPTIONS OF LINN COUNTY

Acknowledgement of Receipt of the Client Handbook

Client Name: _____

I have received, reviewed, and understand the following documents:

- Options 2022 Consumer Handbook
- Consumer Dispute Resolution
- Attendance policy effective July 2022

Client or Legal Representative: _____

Date: _____



OPTIONS

CONSUMER HANDBOOK For Day Habilitation

Revised March, 2022
For Distribution in July, 2022

**Options of Linn County
1240 26th Ave Court SW
Cedar Rapids, IA 52404**

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OPTIONS' MISSION AND VALUES

“The mission of Options of Linn County is to be a valued resource, in partnership with the community, enhancing the lives of people with disabilities through quality services and supports.”

- Options is accredited by CARF International, an accrediting body, for Community Services.
- Options conforms to the requirements of Senate File 2315, that redesigned the provision of publicly funded mental health and disability services by requiring certain core services and the establishment of regions.
- Options also operates within the spirit and regulations of the Americans with Disabilities Act (ADA) a federal law that prohibits discrimination against people with physical or mental disabilities in employment, public services, and places of public accommodation.
- Options of Linn County treats all persons equally, regardless of race, color, religion, sex, national origin, sexual orientation, age or disability.

PROGRAM DESCRIPTION



Options of Linn County provides day habilitation services to adults with developmental disabilities in a building setting and in the community. The staff to consumer ratios in the building is 1:6 to 1:9 based on needs, and in the community ranges from 1:4 to 1:8. At Day Habilitation you will focus on several service areas as defined below:

The HCBS Waiver definition: Day habilitation means services that provide opportunities and support for community inclusion and build interest in and develop skills for active participation in recreation, volunteerism, and integrated community employment. Day Habilitation provides assistance with acquisition, retention, or improvement of socialization, community participation, and daily living skills

PERSON CENTERED SERVICE PLAN:

The day habilitation services focus on the person-centered plan of each consumer. You will offered a wide variety of community and facility activities from which to choose to work toward achieving your personal goals.

- If you are under the ID waiver services you will have service coordination through a Case Manager. You must have a service plan which is developed by you and your interdisciplinary team and approved by the Department of Human Services.
- If you have Regional funding you will have service coordination through a Regional Social Worker. You must have a service plan which is developed by you and your interdisciplinary team and approved by the Region (ours is the East Central Region or ECR).

- Whatever type of funding you have, your service plan will be completed before you start and then every year after that or more often if there is a change in your situation or needs.

PROGRAM FUNDING:

Options receives funding from one of the following to provide day habilitation service:

- Iowa Medicaid Enterprises
- Manager Care Organizations (Amerigroup or Iowa Total Care)
- East Central Region

OFFICE INFORMATION



Options of Linn County is located at 1240 26th Avenue Court SW in Cedar Rapids.

Options is open and staffed from 8:00 AM to 3:30 PM, Monday - Friday.

Options of Linn County Phone number is (319) 892-5800.

MY PERSONAL INFORMATION

My Program Manager is _____.

My Direct Support Staff is _____ in program area _____.

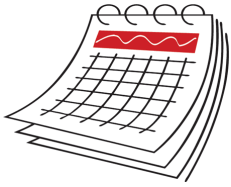


You may request to transfer my Direct Support Staff or Program Area at any time. This will be discussed by your interdisciplinary team. A decision will be based on your needs/supports and availability. If there are no openings for your transfer request then you will wait for an opening to become available. You can talk to your Program Manager about transfers if you have any questions.

ACCESSING FILES

Options want you to be involved in every aspect of your programming, you can see anything that is in your file. If you want to see what is in your file, you should tell an Options staff. They will set up a time and a private place for you to look through your files as soon as possible. Understand that an Options staff will be present when you are looking through my file. You can also have another person with you when I look through your file, as long as a release of information has been signed. You may question the content information in your file using the Consumer Dispute Resolution process.

CLOSURES AND HOLIDAY INFORMATION



In the event that Options would close, the decision is made by the County Board of Supervisors and is usually a result of weather (snow and/or ice) that makes roads impassable. The announcement of a closing will be posted with WMT radio and KCRG TV between 5:30-6:00 AM. When there is an active winter storm, please be sure to check these outlets.

Options of Linn County will be closed on the 12 holidays listed below. Watch for the newsletter, The Pipeline, for reminders and details about upcoming holidays.

Holidays Options is CLOSED:	
New Year's Day	Veteran's Day
Martin Luther King Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Juneteenth	Christmas Eve Day
Independence Day	Christmas Day
Labor Day	New Year's Eve Day

TRANSPORTATION



Your interdisciplinary team will help you determine the best mode for transportation to Options for you. Options staff will assist you getting into and out of Options and to the correct transportation in a safe manner.

TRANSPORTATION METHODS INCLUDE:

- Linn County LIFTS
 - Tokens may be purchased at Options, costing \$60/20 tokens.
- City Bus
 - Monthly city bus passes may be purchased at the Ground Transportation Center, 450 1st Ave SE, Cedar Rapids. Check with the Ground Transportation Center to see if you qualify for discounts.
- Transportation paid for through my MCO (To The Rescue or NTS)
- Residential Provider/Family

PROGRAM EXPECTATIONS

ATTENDANCE



Attendance is very important! You should attend day program every day you are scheduled. If you cannot make it for any reason, or will be late, please call the office at 892-5800 and notify us.

CLOTHING



Everyone is expected to be neat and clean when they come to day habilitation at Options. Clothes such as jeans or walking shoes are good choices to wear to Options. Understand that sometimes you may go outside so you should dress according to the weather.

TELEPHONE USE



Options phone is available to make and receive calls throughout the day, but please be respectful to those around you when taking phone calls. Personal calls should be limited to 5 minutes. You can ask a Direct Support Staff or any other Options staff to assist with making or receiving phone calls.

PERSONAL POSSESSIONS



You are responsible for your personal items while at Options. It is your responsibility to keep track to my personal items while at Options and in the community if you choose to take them with you. Options is not responsible for lost or stolen items. Your things should be clearly marked with your name so if you do misplace something, staff can help with finding it or if staff find something they know who it belongs to. I understand that staff want me to participate in programing while at day habitation, so they might encourage me to wait until a break time to use my personal devices.

SMOKING POLICY



No smoking or use of any tobacco products is permitted inside the building or on Linn County property.

SAFETY RULES

Safety is very important! Please observe these rules at all times and ask Options staff if you have any questions.



- Immediately report all injuries, no matter how small, to your Direct Support Staff.
- First aid kits are located throughout the building in each area, talk to a staff member before you open one, or use anything inside.
- Nursing services will be available in the facility from 10:00AM to 1:30PM and can be called to assess and treat illness or injury.
- The aisles in each area must be kept clear at all times.
- Please do not run in the building.
- Options safety coordinator conducts a quarterly Emergency Drill which may be to plan for: Fire, Tornado, Power Outage, Bomb Threat or Emergency Medical Situation. When the drill begins, everyone should follow the proper procedures for the situation.

MEDICATION MANAGEMENT



A nurse will be in the Options at from 10:00 AM to 1:30 PM Monday-Friday to assist you with any medical needs. All medication that is to be dispensed at Options of Linn County must have a legible doctor's order. This includes all prescription drugs, PRN's, over the counter medications and other medical treatments.

The Options nurses must be notified of any change in doses, times, route or discontinued medication and the change must be documented in a doctor's order. A doctor's order is good for one year, so each year a new order must be provided for any ongoing medications. A complete list of all medications, treatments, doses, and times must be provided to Options including medications that that you receive outside of Options.

HEALTH & ILLNESS GUIDELINES



Options must be informed if you have a significant chronic health condition and acute health conditions that result in hospitalizations. This information will be maintained in your file and shared only with Options staff members who need to know, according to HIPAA guidelines. Any change in your health status or medication must be communicated to Options. Your file must include the names of two people available to pick you up a when you cannot remain at Day Habilitation due to illness or injury.

BECOMING SICK DURING THE DAY

If you appear to be ill, or you complain of illness will be escorted to the nurse's office by the Direct Support Staff (DSS) and/or Program Manager. In attempting to understand your complaint, you may be asked questions regarding how you feel; vital signs may be taken; and staff members will report relevant observations of and conversations with you. Options' nurse and a Program Manager, after a period of observation, will make a decision as to whether or not you should be sent home.

- If your temperature is 100° F. or above, the parent, guardian, or residential provider will be contacted and asked to pick you up and take you home.
- If you have obvious symptoms of illness and a level of participation that is noticeably reduced, you will need to go home regardless of temperature.

RETURNING TO OPTONS AFTER ILLNESS

In order to ensure adequate recuperation and reduce the spread of illnesses, after recovering from an illness, you must meet the criteria below to return to Day Hab:

- You must be free of an elevated temperature (over 100° F) for 24 hours.
- If you are taking an antibiotic for a contagious illness you may return 24 hours after starting medication.
- If you are taking an antibiotic for a non-contagious illness such as an ear infection may return less than 24 hours after starting the medication, only if feeling well enough to participate in/benefit from Options services.
- You may return to Options 24 hours after diarrhea and/or vomiting have stopped.

COMMUNICABLE DISEASES

You, your parents, guardians or residential providers are responsible for notifying Options when a you have a communicable disease. "Communicable disease" is an infectious or contagious disease, spread from person to person, animal to person or as defined by the State Department of Health. If you have a communicable disease you will be allowed to participate in the program as long as you are physically able to perform the assigned tasks, and when attendance does not create a substantial risk of transmission of the illness to others.

- You will be excluded from attending any Options program when your condition has been determined to be a risk to the health of others or when you are unable to participate in program activities.
- You may be excluded from attending Options if you must have bandages to cover sore or injured areas and will not leave the bandages on.
- Any decision excluding you from attending an Options program, will be documented on an Options Consumer Illness Report form that will include information from all involved individuals.
- In the case of a communicable disease, a consumer must have a doctor's release to return to Day Hab, stating that the consumer is no longer a risk to transmit the condition to another person.

SERVICES DURING THE COVID PANDEMIC

Options will follow the latest Linn County Public Health and CDC guidelines on Covid-19 quarantine/isolation. I should contact my program manager if I am exposed or for further questions.

SEIZURE

Options should be informed of any seizure history you may have and maintain, if appropriate, an action plan to use during and after a seizure. If you should have a seizure you will be observed closely and a seizure report form will be filled out. The decision regarding the you staying at Options program will be made by Options' nurse, your DSS and/or a Program Manager. Your general appearance and functioning are important factors in this decision. If you are non-productive or extremely fatigued you may be sent home.

DO NOT RESCITATE ORDERS (DNRs)

Options is not a health care facility and therefore cannot honor DNRs. If you becomes seriously ill, Options staff members will call an ambulance, then will provide whatever care is needed, up to and including CPR while waiting for health care personnel to arrive. Options is willing keep a DNR on file, one copy will be kept in your main file and one in the nurse's office. Options staff members will hand a copy of the order to EMTs or other medical personnel that arrive on the scene. Options nurses are able to honor "Out-of-Hospital DNRs", however it must be specifically written as an Out-of-Hospital DNR, and no other Options staff members will be able to honor it. If a nurse is not available, Options staff will proceed as if it is a traditional DNR

HEAD LICE

You, residential programs or families must inform Options of any cases of head lice they confirm. When Options is alerted to a case of head lice:

- Linn County Public Health may be contacted to inform them of the situation and ensure the response is consistent with the most current recommendations they have. This information is shared with staff.
- A letter may be sent out informing residential facilities and parents who have consumers in the affected area(s) requesting that they check you and treat the condition as needed.
- When a case of head lice has been diagnosed in an area, facilities personnel vacuum carpets and furniture as appropriate and thoroughly clean. If a particular item may be vulnerable for transmission of head lice, it is taken out of service.
- Coordination with residential personnel and families is an important part of minimizing the scope and duration of head lice cases, however, the treatments must be taken care of in your home setting. There are over-the-counter products available as well as prescription products for this purpose.

You can return to Options after they have had one treatment. However if they show signs again, you will be sent home. The treatment regimen likely includes several rounds of shampooing.

BED BUGS

Options must be informed if bed bugs have been confirmed in your living situation. According to the CDC, bed bugs are not known to spread disease; however, they are a troublesome nuisance.

- When Options is alerted that your house has bed bugs, a letter may be sent out informing residential facilities and parents who have consumers in the affected area(s).
- Treatment can be very expensive because it must be performed by a professional pest control company that is certified and experienced with treating bed bugs. The treatments to take care of the situation are the responsibility of your home setting.
- You will be excluded from attending any Options program until written proof from a certified pest control company is given to Options saying that treatment has taken place and the infestation is eradicated.
- If management feels it's necessary, an exterminator may be called in to Options to inspect lockers, furniture, coat racks etc. If bed bugs are found, the area will be treated.

CONFIDENTIALITY AND APPEAL

Records of your illnesses or communicable disease will be kept confidential according to state law and HIPAA regulations. The Consumer Dispute Resolution procedure may be used by consumer or a consumer's family if they feel those regulations have been violated or to appeal a decision regarding exclusion from any Options program because of illness or condition.

IMPORTANT POLICIES

DRUG-FREE POLICY

Everyone who attends Options has a right to a drug and alcohol free place and to participate with persons free from the effects of drugs and alcohol. Consumers are allowed to have only medications prescribed by a doctor in their possession at Options.

SEXUAL HARASSMENT POLICY

Everyone who is in a program at Options has a right to a place free of sexual harassment in any form. You cannot make unwelcome sexual advances, ask for sexual favors, or do anything else physically, verbally, or visually based on sex at Options. It is sexual harassment when the way you act interferes with anybody's participation or performance or makes an intimidating, hostile or offensive environment. Sexual harassment is conduct based on sex, that can be directed towards a person of the opposite or same sex, and may include: explicit sexual propositions, sexual innuendo, suggestive comments, offensive sound effects or gestures, sexually oriented materials such as magazines, clothing or DVDs, sexually oriented "kidding" or "teasing" or "practical jokes", jokes about obscene printed or visual material, or physical contact such as patting, pinching or brushing against another person's body. Options will not allow any kind of sexual harassment to take place here.

BEHAVIOR SUPPORT

Options staff members are committed to the safety, health and continued growth of consumers. Staff members are trained in Physical Intervention Alternatives which are positive methods to deal with escalating behavior. If there are behavior concerns that are getting in the way of an individual being successful in a program, and other positive behavior management techniques have failed, a Behavior Intervention Plan may be written. This plan will be time-limited and reviewed regularly. Any consumer who has a PRN medication to address behaviors must have a Behavior Intervention Plan. Restraints are not used at Options. Techniques of minimal physical control will be used only when self-injury or injury to others is likely.

STAFF TRAINING

The staff members who work with you at Options have to have a lot of training. They have to have a high school diploma and some college. They need to have special classes about disability issues and learn about different kinds of disabilities so they can serve you well. Options also gives staff training every year about safety, new paperwork, disabilities, consumer rights and other topics to make sure that the staff are learning all the time and know the newest information.

CONSUMER RIGHTS

Rights of consumers are very important to Options and each year at your annual meeting, a comprehensive list of rights will be reviewed with you. The rights that will be reviewed include:

<ul style="list-style-type: none">• The right to choose where and with whom you live.• The right to choose where you work.• The right to access all areas of your environment.• The right to access your possessions.• The right to use the telephone.• The right to have visitors and to visit friends and family.• The right to send mail and receive mail unopened.• The right to have a place where you can be alone & have privacy for personal care.• The right to vote.• The right to say what you feel and express your opinion.• The right to take part in recreational activities of your choice.• The right to go to the church of your choice or not go.• The right to sexual expression.	<ul style="list-style-type: none">• The right to know who to talk to when you have not been treated fairly.• The right not to be put down by words or actions. No one has the right to touch your body without permission.• The right to have your service plan written at a meeting with you, parent/guardian & other team members. You have the right to attend the meeting and give input at meetings regarding you.• The right to come and go independently.• The right to choose service providers, access community services and groups, and/or refuse services.• The right to decide who can access reports regarding you.• The right to receive or refuse medical treatments.• The right to administer your medications.• The right to manage your money.• The right to enter contracts.
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<ul style="list-style-type: none"> • The right to be treated fairly and with respect by others. • The right to access legal entities for representation. 	<ul style="list-style-type: none"> • The right to make decisions regarding your life. • The right to participate, or refuse to participate in research projects, and that such projects will adhere to ethical guidelines.
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If any of your rights are restricted, a plan has to be developed that tells how each right is restricted, the reason it is and how you can try to get it back. If you do refuse to go along with something, Options staff will help you understand the consequences. If you have any questions about rights, check with your Program Manager.

CONSUMER DISCHARGE

You may be discharged from Options program for many reasons:

- A **voluntary discharge** may occur when
 - You have successfully completes your program
 - You transfer to another local program
 - You move from the area
 - Your health no longer allows you to participate
- This decision will be made you and your interdisciplinary team.
- An **involuntary discharge** may take place if
 - You are not approved for funding for our program.
 - The program is clearly not working for you.
 - You have consistently been non-compliant with program expectations.
 - You are a danger to yourself or others or to property
 - Options does not have adequate staffing to serve you
 - You stop attending the program.
 - You no longer meet Day Habilitation Criteria

This decision is made by the Director, in conjunction with your Program Manager and the management team. You will be notified in writing 30 days before discharge, except for emergency situations. If a you or guardian doesn't agree with an involuntary termination decision, you may appeal it through the Options Dispute Resolution Procedure. This procedure will be explained and a copy of the procedures given to the consumer or guardian upon request. With either type of discharge, you may be referred to other needed services. The Program Manager assigned to you will complete a Service Termination Report ninety days after the final date of attendance. At that time, the post-termination review will be conducted in accordance with confidentiality policies in order to inform you that the case file will be closed; to assess the effectiveness of Options services and determine if referrals for other services are needed. In the case of the death, the case file will be closed immediately. A Service Termination Report will not be written.

WHAT IF YOU DON'T LIKE SOMETHING THAT HAPPENS TO YOU AT OPTIONS?

If something happens at Options that you don't like, a staff person does something that makes you upset, you don't think you have been treated fairly or anything else, there is something you can do to make it better. All you have to do is tell any Options staff person that you have a problem and want to talk to them alone. The staff person will listen to you and will find someone to help you go through several steps to see if it can be settled. This process is called the "Consumer Dispute Resolution Procedure."

CONSUMER DISPUTE RESOLUTION PROCEDURE

You or someone acting for you may formally challenge decisions directly affecting your program conditions, service or disciplinary action through the Consumer Dispute Resolution (CDR) procedure. Management at Options will appoint a staff person who has little or no connection with the situation to be the Dispute Resolution Officer (DRO) to coordinate the procedure. If a consumer or representative chooses to use the CDR to address an issue, it will not result in any retaliation by Options staff members or present any barrier to services through Options of Linn County.

You may notify any Options staff member within three program days after something happened that you didn't like and want to report. The staff member will contact management, who will appoint the Dispute Resolution Officer (DRO.) The DRO will meet with you by the next program day. You may have an advocate, friend or family member present at any step in the process.

Within two program days after the statement of dispute is completed, you, an advocate (if requested) and the Dispute Resolution Officer will meet with the involved Options staff member(s). The situation will be discussed and the group will attempt to resolve the dispute, or take care of it, so you are satisfied with the decision.

If no resolution can be reached, all information will be forwarded to the Director of Options. The Director will review the information, meet with you and everyone else involved, if needed, and decide within three program days what he or she thinks should be done.

If you don't like the Director's decision, the DRO will send all the information to the Executive Director of Linn County Community Services. A hearing will be scheduled to review the dispute within ten program days. You and all the people who have been involved at any step of the dispute resolution process may be there at the hearing. The Executive Director will conduct the hearing and will provide a written decision within five program days.

If you're still not satisfied, you can take further action, and appeal to the Linn County Board of Supervisors. The DRO will explain this procedure and help you make arrangements for that appeal.

Options staff members or the DRO will supply you with the phone number. If you are still not satisfied with the outcome of the dispute resolution process you may seek the assistance of Disability Rights Iowa, the DRO can supply you with the phone number. Our formal dispute resolution policy can be found at the end of the handbook. These will be reviewed with you by your Program Manager. We ask that you ask any questions you may have, and sign off that they were reviewed with you.

HISTORY OF OPTIONS

- 1966 The Linn County Sheltered Workshop, a non-for-profit organization, is founded.
- 1969 The Linn County Board of Supervisors, through its Health Center, assumes ownership and management of the organization and renames it Specialized Services.
- 1971 The organization is moved from its original location on Center Point Road to the first floor of the Witwer Building at 302 2nd Ave. SE.
- 1974 A second location is opened at Squaw Creek Industrial Park in Marion, and the organization is renamed Handicapped Systems-Vocational Services.
- 1978 Work Stations in Industry service is started at Souvenir Inc. and Mid-Continent Bottlers.
- 1979 Construction of a new facility at 1019 7th St. SE is completed, all services are housed under one roof.
- 1982 First CARF accreditation. More than 200 individuals are being served annually.
- 1985 Supported employment is started with development of worksites at Life Investors (later Aegon) and Mount Mercy College. Nearly 300 people are being served.
- 1987 A public contest is held to rename the organization. The name Options of Linn County is selected and adopted by the Linn County Board of Supervisors.
- 1993 Over 400 people are served by Options airs a statewide television show titled "Focus on Abilities".
- 1994 Options became a provider under the Home and Community Based Services Mental Retardation Waiver (HCBS MR Waiver). Started providing only follow up services.
- 1995 Agency-wide consultation from Jim Rice of FOCUS Teaching Systems, Personal Support Service started in some areas of the facility.
- 1996 Senate File 69 takes effect July 1, the beginning of County Management Plans, CPC system to manage MHDD Funds, Options observes its 30th Anniversary, Options Study is conducted, remains a county agency.
- 2000 Options receives seventh consecutive 3 year accreditation from CARF.
- 2001 Options became a provider of Adult Rehab Option (ARO) services.
- 2003 Day Habilitation services began in one area of the facility.
- 2004 Pre-Vocational services under the MR and BI Waivers started in several areas.
- 2006 3-year CARF accreditation is achieved, including first new accreditation since starting CARF: Community Integration, Options observes its 40th Anniversary.
- 2008 On June 13th, Options facility at 1019 7th St. SE and all its contents were totally destroyed in a 500-year flood. The Options facility-based programs re-opened on June 30th at Hawkeye Downs Exposition Halls. The programs moved again and

- opened at 3750 Williams Blvd. on November 24th. Norwood Souvenir, Options longest-running worksite was destroyed in the flood and did not re-open.
- 2010 CARF accreditation achieved. Created additional Day Hab program in Area E.
- 2011 Added Day Hab Program in Area D. Moved into new 52,000 square foot state-of-the-art building, LEED certified. Options consumers and staff made tiles used by artist Sonata Kazimieraitiene to create the mosaic "A Sense of Place" for the atrium of new building.
- 2014 Options Task Force determines that the Pre-Voc program will end June 30.
- 2015 Enhanced Day Hab program is developed and funding is pursued; PR efforts made to promote program.
- 2016 Options observes its 50th Anniversary. Sheltered Workshop closed on June 30, 2016. Medicaid Managed Care begins in Iowa. Options once again receives a three year accreditation from CARF.
- 2017 After an on-site review by State Medicaid officials, it is determined that Options meets the Federal settings requirements three years ahead of the deadline. The state implements a tiered rate funding system.
- 2019 Options is again awarded a three year certification from CARF International.
- 2020 In March, the Governor closes all Day Hab programs in response to the Covid-19 Pandemic. On July 27, Options reopens on a much smaller scale following policies established by the County Department Of Public Health that emphasize symptom checks, sanitation and social distancing.

OPTIONS OF LINN COUNTY

COMMUNITY SERVICES BUILDING
1240 26TH AVE. COURT SW
CEDAR RAPIDS, IA 52404
PH: 319-892-5800 | FAX: 319-892-5849

LinnCountyIowa.gov



Dear Options Families, Guardians, and Providers,

We hope you all are enjoying your summer. We are sending this letter to announce some updates that have been made to Options Attendance Policy, effect July 1st. The Attendance Policy is included with this letter.

There are several goals that we hope to achieve with the new policy. The intention and objective to implementing updating our attendance policy is to first and foremost increase participation of our current Options consumers. The greatest benefits of the program are achieved when the participants attend on a regular basis.

Second, we hope that this policy will help with communication. We ask that families, guardians, and providers contact their Program Manager or the Program Supervisor to notify of any daily or long-term absences, plans, or schedule changes that may affect overall attendance at Options. Your communication is vital to our daily staffing plan, planned outings, and future scheduling. It is also our goal at Options to be in communication with you if attendance problems do arise. Staff will help proactively if transportation is an issue, work schedules overlap, medical issues arise, etc. We want to be there to help problem solve any issues that arise but at the same time maximize their participation to reach their individual goals long-term.

If Options can sustain regular attendance and regular communications, then we can identify any openings and offer those openings to those waiting on our wait lists. Since the beginning of the pandemic, many know that openings for Day Habilitation programs in Linn County have been difficult to find. Finding the best schedule that works for you and your family will only stand to benefit others, by allowing those on the wait lists to attend Options as well.

Lastly, Options operates like a non-profit, which means the money brought in through services must be enough to cover all program expenses (salaries, supplies). Many don't know that even though Options is a department within Linn County, Options cannot receive any tax levied dollars for support per Iowa law. Options can only get reimbursed by Medicaid when the individual actually attends our Day Hab program. If attendance is down, money to pay the bills also goes down. Options staff are here working everyday regardless of how many absences we have.

We hope that the attendance policy changes will help make Options even more successful. We need your understanding and support in our efforts to grow and strengthen our program. Options has been a staple in the community for many years and we need you to do your part for Option to continue to be a premier program for many more years to come.

Please feel reach out to your Program Manager, Program Supervisors, or myself with any questions or concerns.

Sincerely,

A handwritten signature in blue ink that reads 'David Thielen'.

David Thielen

Director, Linn County Community Services

Options of Linn County Promoting Regular Attendance

Policy

Options of Linn County can only be effective in achieving participant goals and outcomes when the participant attends on a regular basis. Options of Linn County will therefore promoting regular attendance:

- By Providing information about the benefits of regular attendance
- Through support for families and providers to promote the participant's regular attendance
- By make direct contact with a participant's family or provider if they have multiple unexplained absences
- By attending full days. Options fully supports participant's gaining and maintaining employment but, to receive the full benefit of the program activities, encourage participants to attend full days on non-work days.

Procedure

Options of Linn County Day Habilitation program is only effective when clients attend regularly. Therefore, absences must be kept to a minimum. For a sudden illness/absence, please call the Program Manager or Program Supervisor as soon as possible the morning of the absence. If a participant needs to be absent from Options more than one day, a written notice is requested but some kind of notice, written or oral, is required to be submitted to the Program Manager or Program Supervisor in advance of the absence. The greater the advance notice the better. The notice should describe the absence reason and estimated duration. Examples of some situations that might impede attendance are communicable illness, doctor's appointment, hospitalization, family emergency or a physician's order.

Vacation Days

Families may have out of town vacations, overnight respite, or other non-mandatory reasons for holding the participant out of Options on a regularly scheduled day. Participants may have vacation from Options without consequences. Submitting the required notice of this time away ensures participant a place at Options upon their return. Absences greater than two weeks will count against the participants overall attendance record.

Regular Attendance

Individual participant attendance data will be analyzed monthly to identify participants with patterns of absence that put them at risk of missing 15% of program days and develop appropriate strategies to improve individual attendance among identified participants, such as direct contact with family, providers or case managers, as necessary.

If a participant ceases to attend, the program must make appropriate efforts to reengage the family to resume attendance. If the participant's attendance does not resume, then the program must consider that a slot vacant or could include scheduling the participant less days.

Change to Regular Schedule

A participant can add or decrease days of scheduled attendance by request. Additions to the regular schedule depend on the availability of days and placement on the waiting list for that day may be necessary. Arrange for reduced attendance with the Program Supervisor.

25% of unexcused absences in one month or do not maintain an 85% attendance of the days you are scheduled to attend each month for a second consecutive month, the client is at risk of being discharged from the program.

	<u>Programming Days Per month</u>	<u>Absences Allowed Per Month</u>
Daily	21	3
4 days week	16	2
3 days week	12	1
2 days week	8	1
1 day week	4	0

Dismissed or Discharged from Program

There is a great need for Options to admit participants on the waiting list. Current participants that are seeking additional days of service, must have an attendance record of above 85% to be considered for additional programming days. In the situation of an absence that is predictably going to last more than 1 month, the participant will be placed on interrupted status as soon as it becomes evident that the participant is not able to return. When and if the family so requests or expresses an intention to return, in these situations, the participant would be placed on or near the top of the waiting list. Participants placed on interrupted status will not be guaranteed a return to the same day and/or number of days.

If a client is discharged due to attendance issues, the participant can reapply after 30 days and would be considered a new applicant and placed at the bottom of the waiting list.

Appeal Procedure

A consumer or person acting on the consumer's behalf may formally challenge attendance policy decisions affecting the consumer through the Consumer Dispute Resolution procedure (CDR).

The CDR can be found in the Consumer Handbook. Contact Options Management with any questions regarding the CDR procedure.

Developed

4/22