



Service & Support Administration:

Your Guide to Service Coordination

Service Coordination and Service and Support Administrators (SSAs)

Service coordination (or the management and monitoring of a person's individualized services) is carried out through our Service and Support Administrators (SSAs) or Referral and Support Specialists (RSSs). Service coordinators work with individuals and providers of services to coordinate supports for those with developmental disabilities. Supports can include services such as residential, employment or transportation to name just a few. Service coordination is provided at no cost to those who are eligible for Summit DD services. This allows people to focus on what is important to them in their lives, rather than the administration of their services.

Service Coordination is all about relationships. We encourage you to take an active role in the planning process. You are unique and so are your goals and needs. By knowing you and what's important to you, your SSA or RSS can assist you in creating a better plan – with better outcomes – that will help you live your best life.

Your role in Person-Centered Planning

We encourage you to be actively involved. It's important to express your thoughts to your team about what is important to you. The team is here to support you and must know the direction you are interested in pursuing. Your team members may include family, services providers, guardians (if applicable), therapists, or others who are important to you. Teams meet at least one time per year and may meet more often depending on your needs.

Visit SummitDD.org/SSA to learn more.

How does my Service Coordinator help me?

SSAs are the primary point of coordination. We listen to your hopes and dreams to help you achieve your vision of a happy, satisfying life. SSAs can also identify any areas where additional assistance might be needed. Summit DD's SSAs are here to help make the connections, while you make the decisions about what's right for you.

SSAs can assist you in a variety

of areas in your life, such as:

- Determine eligibility for potential services.
- Coordinate assessments to find out what is important to you, as well as what is working and what is not working in your life.
- Coordinate the team process and develop your Individualized Service Plan, or ISP, through our person-centered planning process.
- Help you identify the natural supports (like friends or family), technology options, and/or paid supports that can assist you in meeting your needs.
- Develop a budget for services based on your assessed needs and your preferred way of meeting those needs.
- Assist you through the free choice of provider selection process.
- Provide ongoing ISP coordination to ensure that services are delivered as outlined in your plan, are meeting your needs, and are meeting your satisfaction.

Person-Centered Thinking

Remember, the team is **your** team. It's our goal to create a relationship with you. Each person is unique and so are their goals and needs. By knowing you and what's important to you, your SSA or RSS can assist you in creating a better plan – with better outcomes – that will help you live your best life.

You can assist your SSA in providing you with the best services by:

- **Stay in Touch:**

Keeping in touch with your SSA shows them that you are still interested in receiving services from Summit DD. It's your responsibility to make sure that your SSA has your most up-to-date contact information (such as phone number, email and address) to maintain this line of communication.

It's important to return phone calls, emails and/or respond to letters from your SSA or RSS within ten (10) days (excluding weekends or holidays). If your SSA or RSS is unable to reach you after two (2) attempts in a thirty (30) day period or you do not respond to a deadline stated in a letter, Summit DD may conclude that you are no longer interested in receiving services. If your case is closed, this will result in you having to complete the intake process again if/when you decide to receive services from Summit DD in the future.

- **Keep Appointments:** If you cannot make an appointment with your SSA, it's important to contact them to let them know and ask that the appointment be rescheduled. Please also reach out to your SSA or RSS if you are going to be late. Your SSA or RSS may reach out to your team to schedule an alternate meeting to discuss a plan for the continuation of your services if you continue to miss appointments.

Visit SummitDD.org/PersonCenteredPlanning to learn more.

What is an ISP?

ISP stands for Individual Service Plan. An ISP is a person-centered, written description of services, supports and activities provided specifically to you. These individualized plans act as a road map along your journey that will help you work toward your outcomes. ISPs are developed with the assistance of your SSA or RSS and the various team members important to you. Team members may include family, service providers, guardians (if applicable), therapists or others who are important to you. Remember, the team is "your team." Teams meet at least one time per year and may meet more often depending on your needs. Content for the ISP is typically developed at an annual team meeting but can be reviewed and modified throughout the year as needed. ISPs are developed with the assistance of your SSA or RSS and the various team members important to you. Content for the ISP should be continuously reviewed and updated to meet your current needs and desires.

We encourage you to be actively involved and express your thoughts about what is important to you to your team. The team is here to support you and must know the direction you're interested in pursuing.

Visit SummitDD.org/ISP to learn more.



How are services funded?

Summit DD will look for all possible resources to help you get the services you need. Depending on your circumstances, this could include community resources, Medicaid State Plan, or a Medicaid waiver. Services are typically provided at no cost to you. In Summit County, our community generously supports funding of services through a tax levy. The tax levy generates funds that Summit DD uses to pay for coordination and services, along with a variety of other funding streams, including federal funding. Your SSA can help you identify what resources are available to you.

For additional information on funding, please contact your SSA or visit SummitDD.org/Funding.

What is Free Choice of Provider?

Free choice of provider refers to a person's right to choose any qualified service provider (assuming the provider of services is willing and able to meet your service needs). Summit DD has a designated SSA to assist you with this process. The role of this SSA is not to choose a provider for you, but rather help identify what may be important to you and then set up interviews with a few selected providers so that you can then determine your final choice.

You can find additional information about Summit DD's Free Choice of Provider SSA on SummitDD.org by typing "FCOP" into the search bar.



What do I do if I have a complaint about a service provider or the supports I receive?

Summit DD is determined to provide right-fit supports. If you have concerns with your services, please don't hesitate to speak with your SSA. Let us know about your concern when it happens. The sooner we know, the faster we can help resolve the issue. Be specific when sharing your concern. Try to provide dates, people involved, what happened, and what you would like in the future. Following these guidelines will help us to better serve you and will not interfere with your right to a formal complaint process.

Visit SummitDD.org/Due-Process for tips for resolving complaints and Due Process. If you're not sure who to speak with, please call our main number at 330-634-8000.

What do I do if I do not agree with services that are reduced, denied or terminated?

An individual, parent, or guardian may appeal reduced, denied or terminated services coordinated through Summit DD. To appeal a decision, there is a grievance procedure and/or formal appeal process. Assistance can be provided by an advocate who may speak on behalf of an individual at his or her request.

- For locally funded services, see Administrative Resolution of Complaints forms and procedures.
- For Medicaid Waiver services, please see Due Process forms and procedures.

Find the complete detailed description, procedure and forms of the Administrative Resolution of Complaints and Due Process at SummitDD.org/Due-Process



Service Rights of Individuals

Summit DD is committed to protecting and promoting the rights of those we support. This commitment guides how we connect people to services as well as our ongoing relationship with them. These rights are communicated to individuals prior to the beginning of service delivery and/or at initiation of service delivery and at least once annually. Rights are available at all times for review and clarification.

Summit DD puts policies in place that promote the rights of individuals served by the Agency, including:

- Confidentiality of information
- Administrative review of complaints
- Access to information for individuals, in enough time for him or her to make decisions
- Informed consent, refusal, or expression of choice regarding service delivery, release of information, service coordination (for services being provided at the same time), members of the service delivery team, involvement in research projects, if applicable
- Freedom from: abuse (including financial), retaliation, humiliation and neglect
- Referral and connections to legal entities for appropriate representation or other legal rights
- Referral and connections to self-help and advocacy support services
- Maintaining research guidelines and ethics when persons served are involved, if applicable
- Investigation and resolution of alleged infringement of rights

Ensuring Quality Services and Safety

The health and safety of those we support is our primary concern. We take our role very seriously. You

can trust that when Summit DD connects you to the right-fit supports, we will be by your side every step of the way to measure and ensure quality from your providers and supports. Here are some of the many ways that Summit DD works to protect the health, safety and welfare of you or your loved one.

Major Unusual Incidents, or MUI:

A Major Unusual Incident (MUI) is any alleged, suspected or actual incident that adversely affects the health, safety or welfare of an individual with a disability supported by Summit DD. County Boards are responsible for the immediate action, investigation, and prevention planning for each incident, which are then reviewed by the Ohio Department of Developmental Disabilities, (DODD). Any alleged incident of criminal nature is turned over to law enforcement for investigation.

MUIs can be reported to Summit DD by staff, individuals with disabilities, families, providers or the general public a variety of ways, including the afterhours emergency hotline. See the helpful contact list on the next page for phone numbers and emails.

For a complete list of MUI classifications, or to download a copy of the MUI Handbook, please visit SummitDD.org/MUI.



Provider Compliance:

To ensure safety standards, Summit DD and any organization providing waiver-funded services to individuals with developmental disabilities, must regularly complete provider compliance reviews from the DODD Office of Provider Standards and Review (OPSR). These reviews take place at the end of the provider's term license or at least once every five years.

Under the direction of DODD, Summit DD is responsible for conducting reviews and providing a suggestive plan of correction, when necessary, for independent providers who offer the services listed above or other ancillary services.

For more information regarding compliance and a link to the DODD Portal, please visit SummitDD.org/Safety.

QARN, or Quality Assessment Registered Nurse:

Under the guidelines of Ohio Revised Code, a Quality Assessment Registered Nurse (QARN), employed by or contracted with a County Board, is required to conduct quality assessment reviews of all activities related to administering prescribed medications, performing health-related activities, or performing tube feedings by County Board employees and private providers caring for individuals with specific medical needs. This oversight helps to ensure that best practices are followed during these health-related activities and individuals' safety is the top priority. Quality assessment reviews must be conducted at least once every three years, or as needed.

For more information regarding QARN, please visit SummitDD.org/Safety.

Continuing Coordination of Services and Monitoring

SSAs are responsible for the ongoing coordination and monitoring of an individual's ISP. They use Person-Centered Thinking when developing, reviewing, and revising each individual's service plan, as well as when gauging progress towards desired outcomes outlines in the ISP.

For more information on ISP monitoring and annual reviews, visit SummitDD.org/SSA.

Helpful Contact Information:

Summit County Developmental Disabilities Board (Summit DD)

- Service and Support Administration (SSA): 330-634-8958
- Summit DD Main Number: 330-634-8000
- MUI Report Line: 330-634-8684
- *Afterhours MUI Report Line: 1-877-271-6733 (*4 Hour Reports only)
- SummitDD.org

Ohio Department of Developmental Disabilities (DODD)

- DODD Support Center: 800-617-6733
- TDD Number: 800-750-0750
- DODD.Ohio.gov

Ohio Legal Rights Service (including TDD)

- Main Number: 1-800-282-9181 or 614-466-7264
- DisabilityRightsOhio.org



Bill of Rights for People with Developmental Disabilities

Everyone is afforded certain rights under the law that guarantee certain personal freedoms.

Your freedoms include the right to:

- Be treated nicely at all times and as a person
- Have a clean safe place to live in and a place to be alone
- Have food that is good for you
- Be able to go, if you want, to any church, temple, or mosque
- Be able to go to a doctor or dentist when you are sick
- Be able to have people help you with the way you walk, talk, do things with your hands, act or feel, if you need it
- Be able to have people help and teach you, if you want
- Be able to have time and a place to go to be by yourself
- Be able to call, write letters or talk to anyone you want about anything you want
- Be able to have your own things and be able to use them
- Be able to have men and women as friends
- Be able to join in activities and do things that will help you grow to be the best person you can be
- Be able to work and make money
- Be treated like everyone else
- Not be hit, yelled at, cursed at, or called names that hurt you
- Be able to learn new things, make friends, have activities to do, and go out in your community
- Be able to tell people what you want and be part of making plans or decisions about your life
- Be able to ask someone you want to help you, let others know how you feel or what you want
- Be able to use your money to pay for things you need and want with help, if you need it
- Be able to say yes or no before people talk about what you do at work or home or look at your file
- Be able to complain or ask for changes if you don't like something without being afraid of getting in trouble
- Not be given medicine that you don't need, or be held down if you are not hurting yourself or others
- To vote and learn about laws and your community
- To say yes or no to being part of a study or experiment

