



**GRAY**  
**RESIDENTIAL SERVICES**

# **GRAY RESIDENTIAL CONSUMER HANDBOOK**

## **Developmental Disabilities Services**

*Gray Residential Services, LLC*

9660 Commerce Dr., Ste. 200  
Carmel, IN 46032  
(317) 854-5141

[www.gowithgray.com](http://www.gowithgray.com)

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## WHO IS GRAY RESIDENTIAL?

Gray Residential was founded in 2017 as a human services agency that provides services and supports to individuals with disabilities and mental illness. All services are designed to help people realize their hopes, dreams and personal goals. At Gray Residential, we believe that our agency's success is measured by the successes of the people we serve.

Gray Residential offers a variety of developmental disabilities services funded by the Indiana Medicaid Waiver program, the Bureau of Developmental Disabilities Services, and private pay. All services are designed to support you in the direction of your choice, and can help with access to:

- community participation and integration
- education and training
- recreation
- meaningful day
- health supports
- advocacy
- counseling
- spiritual opportunities

## THE GRAY RESIDENTIAL VISION, MISSION AND CORE VALUES

All services and supports provided by Gray Residential employees and agents will be rendered in accordance with our vision, mission, and core values.

It is the vision of Gray Residential that all individuals with developmental disabilities will have an equal and valued place in their chosen communities.

The mission of Gray Residential is to support individuals in finding opportunities to live a meaningful and fulfilling life in the direction of their choice.

Gray Residential hopes to assist individuals by adhering to our guiding principles:

### **1. Self-Determination**

Gray Residential believes that all people have a rightful place in society. People with developmental disabilities are at risk of being devalued and may need help to attain valued social roles and valued lives. Gray Residential is committed to assisting individuals in developing and maintaining relationships, opportunities, and living arrangements which are fulfilling, meaningful, and of the individual's choice. This includes the right of basic human dignity. People with developmental disabilities

should be afforded the same dignity and respect as individuals without disabilities. Individuals will be encouraged to express individuality, make choices, select and maintain possessions, and will be afforded privacy and treated with respect.

## **2. Community Integration and Inclusion**

Gray Residential will support individuals to become valued members of the communities in which they live. This includes attending public school, seeking employment at community businesses, shopping at local stores, using community recreation facilities, and receiving health services in the offices of community physicians, dentists, and clinics.

## **3. Meaningful Day**

Gray Residential is committed to providing learning opportunities throughout an individual's day. These opportunities may occur on a formal basis as part of a daily schedule, or on an informal basis by taking advantage of every opportunity to address the individual's needs.

## **4. Person-Centered Service Delivery**

Gray Residential will ensure that all services are provided based on how an individual's hopes and dreams determine a chosen direction.

## **5. Protection from Harm**

Gray Residential is responsible for ensuring that the people we serve are safe from harmful environments, abuse, neglect, or exploitation. Gray Residential is committed to providing the safest possible living and working environments for staff and individuals. It is our goal to increase safety and health consciousness and to reduce injuries and property damage.

## **GRAY RESIDENTIAL ADMINISTRATIVE OFFICE INFORMATION**

Gray Residential is located in Carmel, IN. Gray Residential Services recognize the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day. After hours, an on-call supervisor will be on-call 24 hours per day, 7 days per week for emergency calls. All other calls will be responded to by the next business day.

Address:	9660 Commerce Dr., Ste. 200, Carmel, IN 46032
Hours of Operation:	Monday through Friday, 9:00 a.m. until 5:00 p.m.
Main Phone:	317-854-5141
Main Fax:	317-854-4801

## WHAT SERVICES DOES GRAY RESIDENTIAL PROVIDE?

### *Residential Habilitation and Support Services*

Residential Habilitation and Support Services, also known as RHS, is a service that is available to people with developmental disabilities through the following funding sources: CIH Medicaid waiver, FS Medicaid waiver, Bureau of Developmental Disabilities Services (BDDS). RHS provides staffing supports in a person's home and the community to help the person acquire, improve and retain skills. A person's own home can mean living with family, living in an apartment or home with housemates, or living anywhere where there is a lease in place.

### **Individualized Services**

RHS is an individualized service that is designed to meet the needs of the person. The agency providing RHS must comply with a person's individualized plan, called the ISP. RHS can include the following supports, based on a person's wants and needs as outlined in the ISP:

- Staff supervision and monitoring
- Assistance with personal care
- Transportation
- Assistance with community participation (shopping, errands, leisure and recreation)
- Skills training
- Assistance with meals
- Health supports

### **Frequently Asked Questions**

**Q:** I am the parent of a person with a developmental disability. Can I provide RHS to my child?

**A:** There are certain rules about providing RHS services if you are the parent of a person. If the person is a child (17 years old or younger), you cannot be paid to provide RHS. If the person is an adult (18 years old or older), services furnished by any combination of relatives cannot exceed a combined total of 40 hours per week.

### *Community Habilitation and Supports*

Community Habilitation and Supports, also known as community hab, is a service that is available to people with developmental disabilities through the following funding sources: CIH Medicaid waiver, FS Medicaid waiver, Bureau of Developmental Disabilities Services (BDDS). Community hab provides services outside of a person's home that support learning and assistance in the areas of: self-care, sensory/motor development, socialization, daily living skills,

communication, community living, and social skills. Community-based activities are intended to build relationships and natural supports. This service can be provided on an individual basis or in a group, depending on what is authorized within the person's plan.

### **Individualized Services**

Community hab is an individualized service that is designed to assist with the acquisition and retention of skills in the following areas:

- Leisure activities and community/public events (i.e. integrated camp settings)
- Educational activities
- Hobbies
- Unpaid work experiences (i.e. volunteer opportunities)
- Maintaining contact with family and friends

Training and education in self direction designed to help participants achieve one or more of the following outcomes:

- Develop self-advocacy skills
- Exercise civil rights
- Acquire skills that enable the ability to exercise self-control and responsibility over services and supports received or needed
- Acquire skills that enable the participant to become more independent, integrated or productive in the community

### **Frequently Asked Questions**

**Q:** Can I use community hab to provide staffing to me while I am working?

**A:** No, community hab cannot be used for this purpose. Workplace Assistance would be the appropriate service in this situation.

### *Respite*

Respite Care Services, also known simply as Respite, is a service that is available to people with developmental disabilities through the following funding sources: CIH Medicaid waiver, FS Medicaid waiver. Respite services are provided to individuals unable to care for themselves and are furnished on a short-term basis due to the absence or need for relief of those persons normally providing care. This service can be provided in the following locations: an individual's home, the private home of the caregiver, a non-private residential setting such as a respite home.

There are different levels of Respite services that can be provided depending on a person's needs. These include services provided by a registered nurse, an LPN, or other trained agency staff. Allowable Respite activities include:

- Assistance with toileting and feeding
- Assistance with daily living skills, including assistance with accessing the community and community activities
- Assistance with grooming and personal hygiene
- Meal preparation, serving and cleanup
- Administration of medications
- Supervision

### **Frequently Asked Questions**

**Q:** Can I use Respite to provide supervision for my child when I need to go to work or to attend school?

**A:** No, Respite cannot be used to allow a caregiver to go to work or attend school.

**Q:** Can Respite services be used to pay for a summer camp for my child?

**A:** No, Respite cannot pay for camp tuition; however, a Respite caregiver can accompany your child during attendance in a camp setting and be reimbursed for those billable camp-related activities that meet the Respite service definition.

**Q:** Can a family member provide Respite?

**A:** Respite is intended to provide a temporary break to the primary caregiver. Family members can provide Respite as long as the service meets all requirements in the service definition, with the following exceptions:

- Respite services cannot be furnished to a minor child by a parent, step-parent or legal guardian.
- Respite cannot be furnished to a person by the person's spouse.

### ***Participant Assistance and Care***

Participant Assistance and Care (PAC) services support and enable the participant in activities of daily living, self-care, and mobility with the hands-on assistance, prompting, reminders, supervision, and monitoring needed to ensure the health, safety, and welfare of the participant. This service is available to people with developmental disabilities through the following funding source: FS Medicaid waiver.

Allowable PAC activities include:

- Assistance with personal care, meals, shopping, errands, scheduling appointments, chores, and leisure activities (excluding the provision of transportation)
- Assistance with mobility – including but not limited to transfers, ambulation, use of assistive devices
- Assistance with correspondence and bill-paying
- Escorting the participant to community activities and appointments
- Supervision and monitoring of the participant
- Reinforcement of behavioral support
- Adherence to risk plans
- Reinforcement of principle of health and safety
- Completion of task list

**Q:** Can a family member provide PAC?

**A:** PAC can be provided by family members with the following limitations:

- Services cannot be furnished to a *minor* by the parents, stepparents, or legal guardians
- Services cannot be furnished to a participant by the participant's spouse
- Services furnished to a minor by relatives other than parents, stepparents, or legal guardians cannot exceed a combined total of 40 hours per week
- Services furnished to an adult by any combination of relatives cannot exceed a combined total of 40 hours per week

### *Structured Family Caregiving (formerly known as Adult Foster Care)*

Structured Family Caregiving is a service that is available to people with developmental disabilities through the CIH Medicaid waiver. The individual lives in the private home of a principal caregiver who may be a non-family member (foster care) or a family member who is not the individual's spouse, the parent of an individual who is a minor, or the legal guardian of the individual.

In this type of setting, the caregiver responsible for providing supervision, assistance with daily living skills, and other services a person needs. The caregiver is employed, trained, supervised and paid by an approved waiver provider agency.

### **Advantages of Structured Family Caregiving**

- Living in a natural family environment
- Continuity of relationships



- Increased development of natural supports and community connections
- Cost effective for the person buying services

### **Frequently Asked Questions**

**Q:** If a child is aging out of foster care and qualifies for Medicaid waiver services, can he/she continue to live with the same foster parent using Structured Family Caregiving?

**A:** Yes, a person could continue living with the foster parent, as long as that foster parent is hired, trained and supervised by an agency approved to provide Structured Family Caregiving services.

**Q:** I want Structured Family Caregiving services, but can I also go to day program and have behavior supports?

**A:** Yes, a person receiving Structured Family Caregiving services can also have day services and behavior support services on their plan of care.

**Q:** I sometimes need a short break from the demands of being a caregiver. Is respite available for me?

**A:** Yes, respite is available to caregivers. The provider agency is responsible for reserving 10% of the Structured Family Caregiving rate to be used for respite care, and working with the team to arrange the service.

## **FROM REFERRAL TO INTAKE**

When a call is made to Gray Residential to ask about our services, we will gather basic information about what your current needs are and what services Gray Residential can offer. We will set up a time to meet with you at your convenience and will also talk with your case manager to request the following information during the referral process:

- Plan of Care and services budget
- Individualized Support Plan and service goals
- Transportation needs
- Medical needs
- Behavioral status and needs
- Staffing preferences and needs
- Location

Gray Residential supervisory staff will review all referral information to determine if services can be provided. Decisions to provide services will never be based on race, sex, age, color, religion, national origin, ancestry, disability, sexual orientation, or gender identity. If it is determined that Gray Residential is not able to provide services, a Gray

Residential supervisor will notify you and your waiver case manager of the decision. We will request that your waiver case manager seek alternative providers for the requested service. As needed, we will also provide information to you regarding community resources to meet your needs. If it is determined that Gray Residential is able to provide services, we will take the following steps so services can begin:

- We will meet with you to talk about your services, the goals you have, your risk issues, your activities, and your staffing schedule and preferences
- We will develop your service program and make a program book for you
- We will hire staff and train them to work with you
- We will give documentation to your case manager
- Once your services budget is approved, we will begin to provide the services authorized on your budget

## NOTICE OF TERMINATION OF SERVICES

In the event that Gray Residential feels we can no longer meet your needs, a written notice of termination of services will be sent to you or your legal representative, the waiver case manager, and BDDS. Upon notice of termination of services, it is the obligation of Gray Residential to continue providing services to you until a new provider agency is located and in place. At the discretion of the Gray Residential CEO, services may be terminated immediately only in the following situations:

- The individual's medical needs cannot be safely met by Direct Support Professional staff
- The continuation of services would pose an immediate threat to the safety of Gray Residential employees

Gray Residential will cooperate with the BDDS transition process and will participate in required meetings and in the development or update of the PCISP. Gray Residential will provide assistance to you in order to ensure continuity of services and effective transitions. Gray Residential will share your service record with the new provider.

## WHAT ARE MY RIGHTS?

It is the obligation of Gray Residential to ensure that you are informed annually of your rights. Gray Residential is responsible for ensuring that you are treated with dignity and respect, and services are provided to you without violations of your rights.

### ***Your rights:***

1. You have the right to be treated humanely and to be protected from harm.
2. You have the right to meaningful and appropriate services.

3. You have the right to live and receive services in a safe, secure, and supportive environment.
4. You have the right for information to be confidential.
5. You have the right to complain about treatment or care and to have that complaint answered in a timely manner.
6. You have the right to be informed of your rights at least annually and in a manner in which you can understand.
7. You have the right to be free from abuse, neglect, exploitation or mistreatment. This includes but is not limited to being free from punishment, name calling and other verbal abuse, humiliation, intimidation, harassment, confinement, deprivation, unauthorized use of your property or identity, and financial abuse or exploitation.
8. You have the right to not be placed in a room or other area from which exit is prevented.
9. You have the right to be treated with dignity and respect.
10. You have the right to be free from restrictions involving sleep, shelter, food, drink, Medical care, use of bathroom facilities, or prolonged restriction of movement, unless a doctor's order is being followed.
11. You have the right to not work or perform chores without payment, except for normal chores in your home or for volunteer work that you have chosen.
12. You have the right to regularly see your doctor, at your own expense.
13. You have the right to regular developmental and behavioral assessments.
14. You have the right to refuse treatment.
15. You have the right to be informed of all risks of treatment.
16. You have the right to be free from unnecessary physical or chemical restraints.
17. You have the right to personal privacy.
18. You have the right to meet privately with and communicate with persons of your own choosing.
19. You have the right to send and receive unopened mail.
20. You have the right to make and receive telephone calls privately, at your own expense.
21. You have the right to participate in social, religious and community activities of your choice.
22. You have the right to have and use appropriate personal possessions and clothing.
23. You have the right to have personal funds and property protected from misuse or misappropriation.
24. You have the right to have all alleged violations of your rights reported and investigated.
25. You have the right to be free from unnecessary medications and physical restraints.

26. You are not required to perform any type of service or work for Gray Residential. If you do choose to work for Gray Residential, you will be compensated at the prevailing wage for the job, commensurate with your abilities.

## HOW DO I MAKE A COMPLAINT?

Gray Residential is committed to ensuring that complaints and critical incidents involving you are addressed promptly and appropriately to assess and protect your rights and agency integrity and operations. Complaints will be handled confidentially to the extent possible while ensuring resolution of issues and concerns.

If you want to file a complaint, you may do so at any time by using the Grievance & Complaint Form provided by Gray Residential. If you need help filling out the form, any Gray Residential employee can provide assistance, and will be expected to do so. You can also call any Gray Residential employee to file a verbal complaint at any time. The person taking your call will complete the form and help you through the process. Any Gray Residential employee who has observed, is involved in, or is told of a complaint is required to complete a Gray Residential Grievance & Complaint Form. The form should be completed as thoroughly as possible.

Once a Gray Residential Grievance & Complaint Form is received at the office, it will be given to the Quality Coordinator. The Quality Coordinator will determine who will be responsible for following up and will make sure that your complaint or grievance is resolved within two (2) weeks of receipt. Someone will contact you to let you know the outcome of the complaint including actions taken and resolution.

If Gray Residential is unable to resolve your complaint, you can contact one of the following individuals to help you:

1. Your Waiver Case Manager

If you do not know your Case Manager's phone number, you can find it on your Individual Profile, your ISP, or you can ask Gray Residential staff to get it for you.

2. Your local BDDS office staff

- Indianapolis 317-845-1646

3. The DD Ombudsman

- 1-800-622-4484

## MANAGEMENT OF INDIVIDUAL FINANCES

If Gray Residential is designated in the ISP as responsible for managing your finances, the following processes will be followed:

Gray Residential will assist you in maintaining your financial resources as designated within your ISP. Gray Residential will protect your funds and property from misuse or misappropriation. You will be encouraged to participate in the management and maintenance of your own finances and resources through formal and informal training opportunities. Gray Residential is responsible for ensuring that if you rent property you secure and maintain renter's insurance. Purchases made will be for your use only, including food, personal necessities, and household items. If Gray Residential is responsible for managing your finances, we will apply to become your Representative Payee for Social Security benefits. We will also open two accounts on your behalf with Old National Bank: one account for deposit of benefits and payment of bills, and one account for your spending money. The Gray Residential Director of Finance and Financial Benefits Coordinators will have access to these accounts as well and will monitor the accounts online.

### Participation in the Management of Financial Resources

Gray Residential will ensure that you and/or legal representative will be given the opportunity to participate in the acquisition, maintenance and review of your finances. You will be given the opportunity to use your best judgment regarding financial decisions, however, in the event that these decisions jeopardize your health and welfare, the Gray Residential *Incident Reporting* policy & procedure will be followed.

### Paying Bills and Budgeting Your Money

Gray Residential will prepare a monthly budget for you based on your benefits and your expenses. Gray Residential will ensure that the following expenses are paid for on your behalf each month from the Gray Residential office:

- Rent
- Utilities
- Telephone
- Property Insurance
- Personal Necessities

Gray Residential will budget a portion of your benefits money each month to make sure that you have enough money to pay for larger expenses such as bedroom furniture, new clothing, or other more expensive items.

When you are new to Gray Residential, it may take several weeks for your benefits checks to begin coming in. Gray Residential will make sure that all of your necessities are paid for while waiting for your benefits. If you want to purchase something outside of your necessities during this time, you can make a request in writing to your Program Director. The request will be reviewed and either approved or denied on an individual basis. Once your benefits begin, Gray Residential will work with you to review a Repayment Agreement.

Also, when you are new to Gray Residential, Gray Residential will make sure that your home is furnished and includes everyday household items such as pots and pans, dishes, waste baskets, etc. These items will remain the property of Gray Residential unless you decide that you would like to purchase them. If Gray Residential purchases items for your use only such as bedroom furniture, you will be expected to pay for these items and they will become your personal property.

If you move into a brand new home, you will be responsible for paying deposits on housing and utilities as well as any set-up costs.

If you are having trouble affording your living expenses, Gray Residential will help you and your team to work through possible options such as moving to more affordable housing, finding housemates, finding a job, etc.

If you damage property or throw out belongings or food, you will be expected to pay for repairs and replacement.

If you earn money from a job, your benefits might not be enough to pay for all of your monthly expenses. If this is the case, you will be expected to help pay for regular monthly expenses such as rent, utilities, food and medicine with the money you earn at work. Money that you have left over after paying all of your necessities will be yours to spend or save, whichever you choose. If you earn money from a job and you owe money back to Gray Residential, the Financial Benefits Coordinator will work with you on a Repayment Agreement. Once you have paid Gray Residential back, the money you have left over will be yours to spend or save, whichever you choose.

## Maintaining Your Financial Records

Gray Residential will prepare a monthly statement of your benefits and expenses and will maintain documentation regarding your financial resources at your residence for a period of no less than ninety (90) days. This documentation will include if applicable:

- Reconciled bank statements
- Purchase logs, bills and receipts
- Monthly Financial Review signature sheet
- A copy of the renter's insurance policy

Gray Residential will maintain the documentation listed above for a period of no less than seven (7) years at the Gray Residential office. Gray Residential will also maintain an inventory of your personal belongings and will update this inventory a minimum of once per year.

## HEALTH SUPPORTS

If Gray Residential is designated in the ISP as responsible for health supports, the following services and supports will be available to you:

- Maintaining documentation of health and medical appointments
- Attendance at health and medical appointments
- Monitoring of medication side effects
- Medication administration
- Vitals monitoring
- Review of health information
- Risk Protocol creation and monitoring

Gray Residential employees will follow all procedures outlined in the Gray Residential *Health Supports* and *Medication Administration System* policies unless otherwise specified in your ISP.

If your guardian or other family members are also Gray Residential employees and the ISP specifies that Gray Residential is not responsible for health supports, the guardian or other family members will not complete any health supports duties during paid time.

## INFORMATION AND REFERRAL

The Indiana Bureau of Developmental Disabilities Services (BDDS) administers funding for services for individuals with developmental disabilities in order for them to maximize their capabilities and to actively participate in the community. Local BDDS office contact information is included below.

### BDDS District Offices

The Bureau of Developmental Disabilities Services (BDDS) is a program of the Division of Disability & Rehabilitative Services, a division of the Indiana Family & Social Services Administration.

#### District 1

110 W. Ridge Road  
Gary, IN 46408-2709  
Phone: 219-981-5313  
Toll Free: 1-877-218-3053 (V/VRS/711)  
Toll Free Fax: 1-855-455-4265  
Counties: Jasper, Lake, Newton,  
Porter, Pulaski & Starke

#### District 2

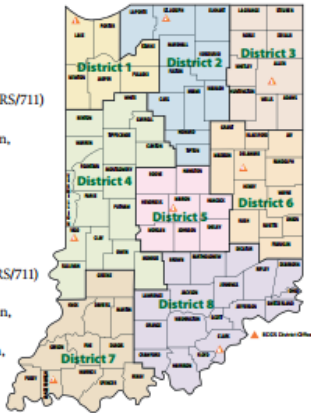
100 W. South Street, Suite 100  
South Bend, IN 46601-2435  
Phone: 574-232-1412  
Toll Free: 1-877-218-3059 (V/VRS/711)  
Toll Free Fax: 1-855-455-4266  
Counties: Cass, Elkhart, Fulton,  
Howard, Kosciusko, La Porte,  
Marshall, Miami, Saint Joseph,  
Tipton & Wabash

#### District 3

201 E. Rudisill Blvd., Suite 300  
Fort Wayne, IN 46806-1756  
Phone: 260-423-2571  
Toll Free: 1-877-218-3061 (V/VRS/711)  
Toll Free Fax: 1-855-525-9370  
Counties: Adams, Allen, DeKalb,  
Huntington, LaGrange, Noble,  
Steuben, Wells & Whitley

#### District 4

30 N. 8th Street, P.O. Box 10217  
Terre Haute, IN 47801-0217  
Phone: 812-232-3603  
Toll Free: 1-877-218-3096 (V/VRS/711)  
Toll Free Fax: 1-855-525-9374  
Counties: Benton, Carroll, Clay,  
Clinton, Fountain, Monroe,  
Montgomery, Owen, Parke, Putman,  
Sullivan, Tippecanoe, Vermillion,  
Vigo, Warren & White



#### District 5

2620 Kessler Blvd. E. Dr., Suite 105  
Indianapolis, IN 46220-2890  
Phone: 317-205-0101  
Toll Free: 1-877-218-3530 (V/VRS/711)  
Toll Free Fax: 1-855-525-9373  
Counties: Boone, Hamilton, Hancock,  
Hendricks, Johnson, Marion, Morgan  
& Shelby

#### District 6

201 E. Charles Street, Suite 130  
Muncie, IN 47305-2434  
Phone: 765-288-6516  
Toll Free: 1-877-218-3531 (V/VRS/711)  
Toll Free Fax: 1-855-525-9372  
Counties: Blackford, Delaware, Fayette,  
Franklin, Grant, Henry, Jay, Madison,  
Randolph, Rush, Union & Wayne

#### District 7

700 E. Walnut Street  
Evansville, IN 47713-2561  
Phone: 812-423-8449  
Toll Free: 1-877-218-3528 (V/VRS/711)  
Toll Free Fax: 1-855-525-9375  
Counties: Daviess, Dubois, Gibson,  
Greene, Knox, Martin, Perry, Pike,  
Posey, Spencer, Vanderburgh &  
Warrick

#### District 8

1452 Vaxter Avenue  
Clarksville, IN 47129-7721  
Phone: 812-283-1040  
Toll Free: 1-877-218-3529 (V/VRS/711)  
Toll Free Fax: 1-855-525-9376  
Counties: Bartholomew, Brown, Clark,  
Crawford, Dearborn, Decatur, Floyd,  
Harrison, Jackson, Jefferson, Jennings,  
Lawrence, Ohio, Orange, Ripley, Scott,  
Switzerland & Washington.



[www.ddrs.IN.gov](http://www.ddrs.IN.gov)  
1-800-545-7763

## RESOURCES

You may be able to receive services from a number of different resources. Talk to your case manager about some of the resources listed below. They may also know of other resources that you should pursue.

## CHOICE

A state-funded program under the Indiana Bureau of Aging and In-Home Services that provides supports to people who are elderly and disabled, including children. In-home



services such as respite care, home modifications, personal assistance and other services can be provided. There is a waiting list for services.

Contact: Area Agencies on Aging, 1-800-986-3505

### **DEPARTMENT OF EDUCATION (DOE) FUNDING**

The Department of Education (DOE) offers funding for a variety of "wraparound" services for children enrolled in special education whose education program cannot be fully met by their local school district. These community-based services are individually planned to meet a child's needs, and plans are family-centered, rather than child-centered.

Contact: Local school system.

### **DEPARTMENT OF HEALTH**

The Children's Special Health Care Services covers a variety of medical needs for children who qualify (needs and income requirements).

Contact: 1-800-475-1355

### **DIVISION OF FAMILY RESOURCES (DFR) FUNDING**

The Division of Family Resources (DFR) offers funding for some services. Their CHINS Program (Children in Need of Services) ensures Medicaid eligibility and services for children who are wards of the State. Healthy Families program offers intensive services for at-risk children and their families. The First Steps program assures families with infants and toddlers (birth to age 3) experiencing developmental delays or disabilities have access to early intervention services close to home when they need them.

Contact: Local Division of Family Resources Office

### **EMPLOYMENT EARNINGS**

Individual's employment earnings or savings from that earning may constitute a personal resource that can pay for some of the services. If you are unemployed or want to be employed, discuss the possibility of employment with your case manager or BDDS Service Coordinator. Both BDDS and Vocational Rehabilitation Services (VRS) offer various work-related services.

Contact: Bureau of Developmental Disabilities Services

### **MEDICAID**

Medicaid is a medical insurance program, which funds medical services and equipment to eligible individuals. An individual must meet specific income and resources guidelines,

based on the size of the family. Medicaid can also pay for a licensed residential facility, such as a group home.

Some individuals may be eligible to receive services through one of Medicaid's managed care programs, such as Hoosier Healthwise. An individual cannot be on a Medicaid managed care program and also receive Medicaid waiver services; however, an individual receiving Medicaid waiver services can receive regular Medicaid medical services.

Contact: County Office of Division of Family Resources (DFR) to apply for Medicaid. Contact the Bureau of Developmental Disabilities Services to apply for Medicaid waivers or Medicaid funded residential services.

### **MEDICAID FOR EMPLOYEES WITH DISABILITIES (M.E.D. WORKS)**

Individuals with disabilities who are working can participate in this program and may pay a premium based on the earning to continue Medicaid coverage.

Contact: County Office of Division of Family Resources (DFR)

### **MEDICAID HOME AND COMMUNITY BASED SERVICES (HCBS) WAIVERS**

The Medicaid HCBS Waivers fund supportive services to individuals in their own homes or in community settings. The Medicaid waivers fund services to individuals who are at risk of institutionalization, meet the level of care specific to a waiver, and meet the financial limits established by the particular waiver. (For children under 18 years old, parental income is disregarded.) There are a limited number of slots for each waiver, so eligible individuals cannot receive services until there is a slot available for that individual.

An individual can be on the waiting list for any or all of the waivers, after meeting eligibility requirements; however, may receive services from only one waiver.

Contact: Bureau of Developmental Disabilities Services

### **MEDICARE**

Medicare is the nation's largest health insurance program and funds health care benefits for individuals who meet the eligibility criteria. Individuals must be at least 65 years old, or disabled, or have permanent kidney failure. Medicare has two parts – Part A is hospital insurance, Part B is medical insurance.

Contact: Local Social Security Administration office. Addresses and phone numbers can be obtained by calling 1-800-722-1213 or via the internet at <http://www.ssa.gov/>

### **SOCIAL SECURITY ADMINISTRATION DISABILITY INSURANCE (SSDI)**

Social Security Administration Disability Insurance (SSDI) provides a specified monthly benefit to individuals who meet eligibility requirements. An individual must have paid into the Social Security system for a minimum of 5 years (fewer years for individuals under 25) or be the widow/widower of an individual who has paid into the system. Children can receive SSDI benefits after the death or disability of a parent who paid into the Social Security system. The amount of the monthly benefit is based on the individual's, spouse's, or parent's past income.

To be eligible for SSDI payments, an individual must meet the criteria of "disability", e.g. have a physical or mental impairment, or a combination of impairments that are long-lasting in nature or expected to last for at least a year, and the condition prevents the individual from working. Individuals who are approved for SSDI will have periodic reviews of their condition of disability, in order to ascertain if the individual continues to be disabled.

Contact: Local Social Security Administration office. Addresses and phone numbers can be obtained by calling 1-800-722-1213 or via the internet at <http://www.ssa.gov/>

### **SUPPLEMENTAL SECURITY INCOME (SSI)**

Supplemental Security Income (SSI) provides a specified monthly benefit to individuals who meet eligibility requirements. SSI can be paid to individuals who are disabled. To be eligible for SSI disability payments, an individual must meet the established eligibility criteria to be "disabled." For instance, the individual must have a physical or mental impairment, or a combination of impairments, that are long-lasting in nature or expected to last for at least a year, and the condition prevents the individual from working. The eligibility also includes an income limit that varies with the size of the family. The amount of the benefit is based on the individual's income and resources. Individuals who are approved for SSI disability will have periodic review of their conditions to ascertain if the individual continues to be disabled.

Contact: Local Social Security Administration office. Addresses and phone numbers can be obtained by calling 1-800-722-1213 or via the internet at <http://www.ssa.gov/>

### **TRUST FUNDS**

There are various types of trust funds, e.g. funds in a trust that has been established for the benefit of an individual. Families should consult a knowledgeable attorney or trust advisor when creating a trust. How a trust is established can determine whether or not trust funds count as a personal resource. Following is a brief description of trusts that may be established for an individual with a disability.

A trust is "available" to an individual with a disability if he or she has the unrestricted right, authority or legal ability to liquidate or dispose of trust property.

A trust is not "available" to the person with a disability if he or she does not have the unrestricted right, authority or legal ability to liquidate or dispose of the trust property.

"Special Needs Trusts" and "Pooled Trusts", if set up to meet specific guidelines under federal law, are not available to the person with a disability, and therefore would not count as a resource for means tested benefits such as SSI, the federal/state Medicaid program, or the state supported living program.

Information on Special Needs Trusts and Pooled Trusts is available from The Arc of Indiana at 1-800-382-9100 or via <http://www.arcind.org/>. This information is provided by The Arc Trust, which is sponsored by The Arc of the United States and The Arc of Indiana.

### **VOCATIONAL REHABILITATION SERVICES**

Vocational Rehabilitation Services (VRS) can provide any goods and services necessary to help an individual become employable. Vocational Rehabilitation Services provides individualized services for those who meet the eligibility requirements and want to work. To be eligible for services, an individual must have a physical or mental impairment, which creates or causes a substantial impediment to employment. The individual must require VRS services to prepare for, secure, retain, or regain employment.

Contact: Local Vocational Rehabilitation Services office. You may call 1-800-545-7763 and ask for extension 1319 to obtain local office numbers.

### **OTHER RESOURCES**

Your family may assist you in meeting some of your needs. You may also have other supports from friends, faith community, clubs, etc. that can help meet some of your needs. There may be other types of funding and/or supports available to you from agencies. Examples are United Cerebral Palsy, the Epilepsy Foundation or any not-for-profit community organization; support from a philanthropic individual/organization; or funds/gifts or willingness to volunteer for unpaid supports/assistance from a relative or friend. Your case manager can help you explore the availability of these funds.

## NOTICE OF PRIVACY PRACTICES

*Important: This notice describes how medical and other confidential information about you may be used and disclosed and how you can get access to this information. Please review it carefully.*

### Purpose of this Notice:

Gray Residential Services, LLC (Gray Residential) is required by law to protect certain aspects of your health care information known as Protected Health Information, or PHI, and to provide you with this Notice of Privacy Practices.

This Notice describes our privacy practices, your legal rights, and lets you know how Gray Residential is permitted to:

- Use and disclose PHI about you
- How you can access and copy that information
- How you may request amendment of that information
- How you may request restrictions on our use and disclosure of your PHI

In most situations we may use this information described in this Notice without your permission, but there are some situations where we may use it only after we obtain your written authorization, if we are required by law to do so.

We respect your privacy, and treat all health care information about our clients with care under strict policies of confidentiality that our staff is committed to following at all times.

### Uses and Disclosures of PHI:

Gray Residential may use PHI for the purposes of treatment, payment and health care operations, in most cases without your written permission. Not every use or disclosure will be listed; however, all of the ways Gray Residential is permitted to use and disclose information will fall within one of the following categories. Information may be disclosed in writing, orally, or electronically. Examples of our use of your PHI include:

### *For Treatment*

This includes such things as verbal and written information that we obtain about you and use pertaining to your developmental disabilities services and treatment provided to you by Gray Residential and other healthcare personnel. For example, your information will be shared among members of your support team.

### *For Payment*

This includes any activities we must undertake in order to get reimbursed for the services we provide to you, including such things as organizing your PHI and submitting bills to insurance companies, management of billed claims for services rendered, and collection of outstanding accounts.

### *For Healthcare Operations*

This includes quality assurance activities, licensing, and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures, obtaining legal and financial services, conducting business planning, processing grievances and complaints, and creating reports that do not individually identify you for data collection purposes.

### Use and Disclosure of PHI Without Your Authorization:

Gray Residential is permitted to use PHI without your written authorization or opportunity to object in certain situations, including:

- As required by state or federal law.
- To a government authority if necessary to report abuse or neglect of a child.
- To a person legally authorized to investigate a report that you have been abused or have been denied your rights.
- For public health and health oversight activities we may disclose confidential information about you when we are required to collect information about disease or injury, for public health investigations, or to report vital statistics.
- To another healthcare provider or entity for the payment activities of the provider or entity that receives the information (such as your other healthcare services providers or insurance company)
- To another healthcare provider for the healthcare operations activities of the covered entity that receives the information as long as the covered entity receiving the information has or has had a relationship with you and the PHI pertains to the relationship

- For healthcare fraud abuse detection or for activities related to compliance with the law
- To a family member, other relative, or close personal friend or other individual involved in your care if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection. We may also disclose health information to your family, relatives, or friends if we infer from the circumstances that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when your spouse has called the ambulance for you. In situations where you are not capable of objecting because you are not present or due to your incapacity or medical emergency, we may, in our professional judgment, determine that a disclosure to your family member, relative, or friend is in your best interest. In that situation, we will disclose only health information relevant to that person's involvement in your care.
- To avert a serious threat to health or safety we may disclose information to medical, law enforcement personnel or other persons who can reasonably prevent or lessen the threat of harm, if you or others are in danger and the information is necessary to prevent physical harm.
- To a public health authority in certain situations (such as reporting a birth, death or disease as required by law, as part of a public health investigation, to report child or adult abuse or neglect or domestic violence, to report adverse events such as product defects, or to notify a person about exposure to a possible communicable disease as required by law)
- For health oversight activities including audits or government investigations, inspections, disciplinary proceedings, and other administrative or judicial actions undertaken by the government (or their contractors) by law to oversee the health care system
- For judicial and administrative proceedings as required by a court or administrative order, or in some cases in response to a subpoena or other legal process
- For law enforcement activities in limited situations, such as when there is a warrant for the request, or when the information is needed to locate a suspect or stop a crime
- For military, national defense and security and other special government functions
- To avert a serious threat to the health and safety of a person or the public at large

- For workers' compensation purposes, and in compliance with workers' compensation laws
- To coroners, medical examiners, and funeral directors for identifying a deceased person, determining cause of death, or carrying on their duties as authorized by law
- If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ donation and transplantation
- For research projects, but this will be subject to strict oversight and approvals and health information will be released only when there is a minimal risk to your privacy and adequate safeguards are in place in accordance with the law
- We may use or disclose health information about you in a way that does not personally identify you or reveal who you are

Any other use or disclosure of PHI, other than those listed above will only be made with your written authorization, (the authorization must specifically identify the information we seek to use or disclose, as well as when and how we seek to use or disclose it). **You may revoke your authorization at any time, in writing, except to the extent that we have already used or disclosed medical information based upon that authorization.**

#### Your Rights:

You have a number of rights with respect to the protection of your PHI, including:

##### *The right to access, copy or inspect your PHI.*

This means you may come to our offices and inspect and copy most of the information about you that we maintain. We will normally provide you with access to this information within 30 days of your request. We may also charge you a fee for you to copy any information that you have the right to access. If you wish to inspect and copy your information, you should contact the privacy officer liaison listed at the end of this Notice.

##### *The right to request an amendment of your PHI.*

You have the right to ask us to amend written information that we may have about you. If errors are found, we will generally amend your information within 60 days of your request and will notify you when we have amended the information. We are permitted by law to deny your request to amend your information, but only in certain circumstances. For example, if we believe the information is correct and no errors exist, your request will be denied. If you wish to request that we amend the information that



we have about you, you should contact in writing the privacy officer listed at the end of this Notice.

*The right to request an accounting of our disclosure of your PHI.*

You may request an accounting from us of certain disclosures of your health information that we have made in the last 6 years prior to the date of your request. We are not required to give you an accounting of information we have used or disclosed for purposes of treatment, payment or health care operations. We are also not required to give you an accounting of our uses of protected health information for which you have already given us written authorization. If you wish to request an accounting of the health information about you that we have used or disclosed that is not exempted from the accounting requirement, you should contact the privacy officer listed at the end of this Notice.

*The right to request that we restrict the uses and disclosures of your PHI.*

You have the right to request that we restrict how we use and disclose your medical information that we have about you for treatment, payment or health care operations, or to restrict the information that is provided to family, friends and other individuals involved in your health care. Requests must be made in writing to the privacy officer and must explain: what information you want to limit and to whom you want the limits to apply. However, if you request a restriction and the information you asked us to restrict is needed to provide you with emergency treatment, then we may use the PHI or disclose the PHI to a health care provider to provide you with emergency treatment. Gray Residential is not required to agree to any restrictions you request, but any restrictions agreed to by Gray Residential are binding on Gray Residential.

*Internet, Electronic Mail, and the Right to Obtain Copy of Paper Notice on Request.*

We will prominently post a copy of this Notice on our website and make the Notice available electronically through the web site. If you allow us, we will forward you this Notice by electronic mail instead of on paper and you may always request a paper copy of the Notice.

*Your Legal Rights and Complaints:*

You also have the right to complain to us, or to the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against in any way for filing a complaint with us or to the government. Should you have any questions, comments or complaints you may direct all inquiries to the privacy officer listed at the end of this Notice.

Revisions to the Notice:

Gray Residential reserves the right to change the terms of this Notice at any time, and the changes will be effective immediately and will apply to all protected health information that we maintain. Any material changes to the Notice will be promptly posted in our facilities and posted to our website. You can get a copy of the latest version of this Notice by contacting the Privacy Officer identified below.