

# Service & Support Administration



## What is an SSA?

A service and support administrator (SSA) is a person who is assigned to each person as his or her main point of coordination for services. An SSA is a trouble shooter, problem-solver and an advocate for the individual.

An SSA will provide resources and support to ensure an individual with a disability receives services that are essential to their well-being.

## What does an SSA do?

- Is the main point of coordination for services and supports.
- Assist with accessing benefits.
- Develop an Individual Service Plan that defines desired outcomes, services, and supports important to and for the individual.
- Assist with transition planning between preschool, school age, and employment.
- Help to coordinate the provider selection process.
- Attend meetings, such as IEP and ISP meetings, with families to help them advocate for needed services.

## How do I apply for SSA Services?

- Contact the Shelby County Board of Developmental Disabilities at 937-497-8155 Monday through Friday from 8:00am to 4:00pm.
- Every individual found eligible for County Board services will be assigned an SSA. Although SSA services are voluntary, there is never a waiting list.



# Rights of Persons with Developmental Disabilities

To be treated with respect.



To live in a safe place.



To have food that is good for you.



To go to the church of your choice



To get medical treatment.



To get special help.



To have people teach you.



To be alone when you want.



To talk to anyone you need to.



To have your own things.



To have friends.



To do things you want.



# Rights of Persons with Developmental Disabilities

|   |  |  |   |
|---|--|--|---|
| <p>To work and make money.</p>                         | <p>To be treated like everyone else.</p>                                | <p>To not be hit or called names.</p>                       | <p>To learn, make friends, and do things in the community.</p>                               |
| <p>To make choices about your life.</p>                | <p>To ask someone to help you. (Advocate)</p>                           | <p>To buy things you want or need with your own money.</p>  | <p>To say "yes" or "no" to people who want to talk about or look at your personal files</p>  |
| <p>To tell people if you do not like something.</p>  | <p>To not be restrained or given medicine if you do not need it.</p>  | <p>To have the right to vote.</p>                         | <p>To say "no" if you do not want to be in a study or experiment.</p>                      |

# Resolving Complaints through the Administrative Review Process

## **Why would I file a complaint or appeal?**

You may file a complaint if you are dissatisfied with a program, service, policy, or practice of the county board of developmental disabilities.

You may file an appeal of adverse action ("appeal") if your request for service is denied or if services you have been receiving are being taken away.

## **Do I have to file a formal complaint or appeal?**

No. If you choose, you may start by trying to resolve your complaint or appeal a decision informally with a department director at the county board of developmental disabilities. You and the department director can agree to work together to try and resolve your complaint or appeal. The informal process shall take no longer than 30 days.

## **Should I try to resolve my complaint or appeal informally before filing a formal complaint or appeal?**

This is entirely up to you. Trying to resolve your complaint or appeal informally does not prevent you from filing a formal complaint or appeal.

## **When should I file a formal complaint or appeal?**

A complaint must be filed within 90 days of becoming aware of the program, service, policy, or practice that is the subject of your complaint.

An appeal must be filed within 90 days of receiving notice that your services are being denied or taken away.

**Important!** In most cases, the county board must notify you at least 15 days prior to the date it plans to take away your services. If you file an appeal before the date your services are scheduled to be taken away, your services will stay in place during the appeal process.

## **How do I file a formal complaint or appeal?**

The complaint or appeal must be filed in writing with the department director responsible for the program, service, policy, or practice of the county board. Staff of the county board will assist you if you need help.

## **How will I be notified about my complaint or appeal?**

The county board will respond to you in writing. Each response will explain the next step and the time line for completing it.

## **What will happen after I file a formal complaint or appeal?**

The department director will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 calendar days of receipt of your request, the department director will provide you with a written response to your complaint or appeal. At your request, the department director will discuss the written response with you.

## **What if I am not satisfied with the department director's decision?**

You may file your complaint or appeal with the Superintendent of the county board. Your complaint or appeal must be filed in writing within 10 calendar days of receiving the department director's written response. Staff of the county board will assist you if you need help. The Superintendent or his or her designee will meet with you within 10 calendar days of receipt of your complaint or appeal. Within 15 calendar days of receipt of your request, the Superintendent will provide you with a written response to your complaint or appeal.

## **What if I am not satisfied with the Superintendent's decision?**

You may file your complaint or appeal with the President of the county board. Your complaint or appeal must be filed in writing within 10 calendar days of receiving the Superintendent's written response. Staff of the county board will assist you if you need help. A hearing will be conducted within 20 calendar days of receipt of your complaint or appeal.

## **What will happen at the hearing?**

The hearing may be conducted by the full county board, by a committee of two or more members of the county board appointed by the President of the county board, or by a hearing officer appointed by the President of the county board. You will have an opportunity to explain your complaint or appeal. You may be represented by an attorney. You have the right to question officials or employees of the county board who have information related to your complaint or appeal. You may be asked questions about your complaint or appeal.

## **What will happen after the hearing?**

You are entitled to receive, at no cost, a written transcript of the hearing. Within 15 days of a hearing conducted by the county board or the county board's receipt of the report and recommendation from a hearing officer, the President of the county board will send you by certified mail, the county board's decision regarding your complaint or appeal. The decision must include a rationale and a description of what you should do if you are still dissatisfied.

## **What if I am not satisfied with the county board's decision?**

You may file your complaint or appeal with the Director of the Ohio Department of Developmental Disabilities. Your complaint or appeal must be filed in writing within 15 days of receiving the county board's decision. Staff of the county board will assist you if you need help. The DODD Director or his or her designee may request additional information from you. Within 45 days of receipt of necessary documents related to your complaint or appeal, the DODD Director or his or her designee will send you by certified mail, his or her decision regarding your complaint or appeal.

## **What if I am not satisfied with the DODD Director's decision?**

You may file a claim through the court system.

## **Who else can help me with my complaint or appeal?**

Arc of Ohio at 800-875-2723

Disability Rights Ohio at 800-282-9181

Ohio Department of Developmental Disabilities at 800-617-6733

# Home and Community-Based Waivers

## What is a waiver?

- Waivers are one way to pay for the services that support people with developmental disabilities.
- Waivers are funded by Medicaid and provide services to eligible individuals so that they can live in a community setting of their choice instead of an institution. Funding is made possible through a combination of federal, state, and local dollars. Waivers are administered by county boards of developmental disabilities.

## There are 3 different types of waivers:

- **Level One Waivers** are a good fit for people who need minimal paid support staff and/or other services to meet their needs.
- **Individual Option Waivers (IO)** are a good fit for people who may need a lot of help in their home, or for people who need many kinds of supports.
- **SELF** Waivers are a good fit for people who want to oversee some of their services.

Common services that a waiver will provide are residential services, day service programming, employment services and specialized medical equipment. To review all the services that a waiver includes, log onto the DODD Website.

<https://dodd.ohio.gov/waivers-and-services/services>

## How do I get a waiver?

- Contact the SCBDD or your SSA to discuss your individual needs. If a waiver is something you would like to pursue, you can request a waiting list assessment by calling 937-497-8155.



Department of  
Developmental Disabilities

# Residential Options Counseling Pamphlet

September 2019



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**Introduction**

**This pamphlet briefly describes services available in intermediate care facilities and services available under home and community-based waivers. If you are interested in learning more, please contact your local county board of developmental disabilities.**

## **ICFs and HCBS Waivers: What are they and what is the difference?**

In the following pages, we will describe each service option and answer some frequently asked questions.

### **Intermediate Care Facilities (ICF)**

ICF is a short way of saying "Intermediate Care Facility".

An ICF is a place where someone with a disability can choose to live and get the services that help him/her live their life.

An ICF has staff that can help you 24 hours a day.

### **Can I live by myself in an ICF?**

No, every ICF has at least four people who live together.

Every ICF looks different, but usually people who live in an ICF share a bedroom. There are also some ICFs where everyone has their own bedroom.

### **If I want to live in an ICF can I choose where I live?**

Yes, but you may not end up living in the first place that you choose. You can choose an ICF

- that is near people you know,
- and that feels like the best fit for you.

Sometimes the ICF that you like the most will not have a space available for you, you may then place your name on a waiting list at that ICF or choose a different ICF.

### **If I live in an ICF what will the ICF pay for?**

If you live in an ICF, the ICF provides the services that the people who live there need.

An ICF offers and pays for things like:

- help with getting dressed or help with taking a shower,
- help with laundry and cleaning,
- help learning and practicing new skills,
- day programming or help finding a job,
- help doing things that keep you healthy like taking medicine,
- rides to work, to the store or other places,
- many clinical services, such as nursing, therapy and psychological services. Your benefits help the ICF pay for things like your meals and utilities.

If you live in an ICF, you are able to keep a monthly living allowance from your total social security or disability benefits.

### **Your providers**

The people who get paid to help you with things like getting dressed, cooking food, taking medicine or finding a job are sometimes called providers.

They are called providers because they provide the services that you need.

### **If I live in an ICF can I choose my service providers?**

Every ICF is different. Usually an ICF provider selects and hires staff that provide services to everyone that lives there. An ICF will oftentimes offer employment services and day programs or contract with outside providers to provide these services. An ICF usually decides what to offer for day programs.

You can make choices about which things you need someone to help you with and which things you want to do on your own.

You can make choices about how often you want ICF staff to provide some services. You can say things like “I want someone to help me with a shower every day.” Some services might be part of a regular schedule, like help doing laundry one time every week.

If things change and you decide you do not want to live in your ICF anymore, you can decide to move out.

### **Home and Community Based Services (HCBS) Waivers**

A waiver is one way to receive funding to help you pay for the services that you need to help you live your life in your home or other community-based setting.

### **If I get a waiver what things will the waiver pay for?**

A waiver pays for services based on your assessed needs. Some examples are:

- help with getting dressed or help with taking a shower,
- help with shopping for food and cooking food,
- help to bring you meals,
- help with laundry and cleaning where you live,
- things like ramps and railings to make it easier to get around your house,
- help taking medicine,
- help doing things that keep you healthy like exercise,
- help finding a job or learning how to do a job,
- help going places,
- and some other services.

You do not pay for any of the services that the waiver pays for.

### **If I get a waiver, can I live by myself?**

Some people who have a waiver live by themselves. Other people who have a waiver live with roommates, family or friends.

A waiver does not pay for things like a place to live (rent), food or utilities such as heat and electricity. You will need to use your own money to pay for those things. There may be programs that can help you pay part of the cost if your money is not enough. Your service and support administrator (SSA) can provide information about benefits and public programs that may help you with these costs.

If you want to live by yourself:

- talk with an SSA at your county board of developmental disabilities,
- ask them for information about programs that can help you pay for a place to live, for buying food and for paying for utilities like electricity and heat.

### **If I get a waiver can I choose where I live?**

Yes, but you may not end up living in the first place that you choose.

You can choose your own place to live. Your SSA will help you find housing that meets your needs. Sometimes the place that you would like to live may cost more than you can pay, even with some money from programs that may pay part of your rent. Then you may have to choose a different place to live. You can also choose to live with someone who can share the cost of rent with you. Your SSA can help identify possible roommates to live with.

### **If I get a waiver can I choose my providers?**

The people who get paid to help you with things like getting dressed, cooking food, taking medicine or finding a job are sometimes called providers.

They are called providers because they provide the services that you need.

With a waiver, you choose who will provide the services you need, including employment services or other day programs.

You can choose which things you want someone to help you with and which things you want to do on your own.

You can choose how often you want someone to provide a service. You can say things like:

- “I need someone to come every day to help me cook meals.”
- Or “I need someone to come one time a week and take me to the grocery store.”

You can choose to work with an agency provider that has staff. Or you can choose to work with an independent provider that you choose yourself. Often people choose more than one provider. Your SSA will help you find providers for your waiver services and other providers such as doctors and dentists.

You can choose to work with a different agency or independent provider any time.

**Thinking about Moving?**

| <b>When I move to</b>                    | <b>A setting with waiver funding</b>  | <b>An intermediate Care Facility or ICF</b>   |
|--|---|---|
| <b>My house or apartment</b>             | My SSA can help me find a place to live. I can live with family or select my home from available rental properties in the community or homes with openings in the county where I want to live. If I choose not to live with family, I sign the lease with my landlord.  | ICFs are located throughout the state. My SSA can help me find ICFs. I can visit the home and decide if I would like to live there.   |
| <b>My housemates</b>                     | I meet others who have similar interests and we decide if we want to share a home. My housemates will help pay for the expenses. I can have up to 3 housemates.   | The ICF has people living in it who will become my housemates if I decide to live there. Each ICF is licensed for a specific number of people. The smallest ICF serves 4 people. The largest serves over 100.   |
| <b>My support staff</b>                  | I and my housemates select our providers from available certified providers. I have the right to select different providers for different services and to change providers at any time, as long as the provider is willing and able to provide care for me. The Ohio Department of Developmental Disabilities certifies providers.  | The agency that operates the home hires, trains and supervises the staff who provide the care. The ICF is licensed by the Ohio Department of Developmental Disabilities and is certified by the Ohio Department of Health.  |
| <b>My rent and other living expenses</b> | I pay for my rent, food, utilities, cable, etc. with my social security or disability benefits and/or my paycheck. My housemates and I divide the rent and expenses evenly and what is left over I can spend or save. I may be able to get help paying for my rent and other living expenses. My SSA may help me find these benefits.   | I keep \$50 of my monthly benefit income for my personal spending and I keep the first \$65 of my earned income each month. If I only receive Supplemental Security Income (SSI), I get \$30 each month. The rest of the money that I receive and/or earn is used to pay for the services I receive from the ICF as well as living expenses paid by the ICF.  |
| <b>My furnishings</b>                    | I furnish my home myself. Resources may be available in the community to help me pay for furnishings. The SSA will help me look for possible resources, if needed.  | My home is furnished by my provider. If I chose, I can bring my own furniture or decorations.   |
| <b>Changing my mind</b>                  | I can use my waiver funding anywhere in Ohio. I can choose a different provider to serve me in my home, or I can choose to receive waiver services in a different community-based setting. If I decide to move to an ICF, I will need to give-up my waiver. If I choose to return to a community-based setting I can request a waiver from the Ohio Department of Developmental Disabilities. | I can receive services from any ICF provider anywhere in Ohio that is willing to provide care for me. If I wish to receive services from a different ICF provider, I need to find another ICF provider with a vacancy that is able to meet my needs. If I wish to no longer receive services in an ICF, I may request a waiver from the Ohio Department of Developmental Disabilities, understanding that I may not move immediately. |

| When I move to                                      | A setting with waiver funding  | An intermediate Care Facility or ICF   |
|---|--|--|
| <b>My supports and services</b>                     | My certified provider delivers services and supports according to my Individual Service Plan (ISP).<br>The ISP is written by my SSA with input from myself and people important to me. The ISP is based on my individual needs and wants as communicated by me and the people important to me. My ISP can change when my needs change. | The ICF staff delivers services and supports according to my individual plan (IP). This plan is written by the ICF Qualified Intellectual Disabilities Professional (QIDP) based on my individual needs and wants as communicated by me and the people important to me. My IP can change when my needs change. |
| <b>Service coordination</b>                         | My SSA coordinates my services and helps to maintain my waiver eligibility. The SSA writes the ISP that describes my services and supports based on what is important to and important for me.   | The QIDP from the ICF is responsible for writing my individual plan based on what is important to and important for me. The QIDP also coordinates all my services.   |
| <b>Oversight</b>                                    | My SSA will talk to me and my provider to make sure I get the services written in my plan. My provider is certified by the Ohio Department of Developmental Disabilities and will have a compliance review completed at least once every 3 years.  | The facility and my services are monitored and reviewed by the Ohio Department of Developmental Disabilities and the Ohio Department of Health for compliance with licensure and ICF rules, as well as all federal certification regulations. Compliance reviews are conducted at least once every 15 months.  |
| <b>Availability of other supports (OT/PT/Psych)</b> | These other supports are accessed in the community based on my assessed need and are paid by my Medicaid card, the waiver, private insurance, private pay, or other community resources.   | The ICF will provide the services I am assessed to need, or they will help me find a provider in the community to meet my needs. These services may be paid by the ICF, or paid for by my Medicaid card, private insurance, private pay, or other resources.   |
| <b>What will I do during the day?</b>               | I may work in the community and can choose the supports to help me do that. I may also attend a day program or choose community activities. These supports are coordinated by my SSA.  | My ICF team may help me find work and will provide me with day program options. The ICF may provide these activities to me directly or contract with other agencies to do so. These supports are coordinated by my QIDP.   |
| <b>Transportation</b>                               | Some provider agencies provide a company vehicle. In others, staff drive their own vehicles. If I am able, I can access public transportation. The provider is responsible for making sure I have transportation available.  | Often a vehicle is owned and provided by each ICF so residents can go out into the community. If I am able, I can access public transportation. The provider is responsible for making sure I have transportation available.   |

### Comparing DODD Waivers

DODD has three kinds of waivers that can pay for services for people who need them.

**Level One Waiver** – The Level One Waiver is often called L1 for short. The L1 Waiver is a good fit for people who do not need a lot of paid staff to provide services. Usually people using an L1 Waiver only need help with a few things or they have people who can help them with some of the things they need, like cooking meals, taking showers or driving places.

**Individual Options Waiver** – This waiver is often called the IO Waiver for short. The IO Waiver is a good fit for people who may need a lot of help in their home. It can also be a good fit for people who need a lot of different kinds of services.

**Self-Empowered Life Funding Waiver** – This waiver is usually called the SELF Waiver. It is a good fit for people who want to be in charge of some of their services. If you have a SELF Waiver, then you can be in charge of hiring and training the people that provide services to you. You can manage your budget for the services you want.

Which waiver helps with this service?

| Type of service  | Pays for needed services like  | Level 1                          | IO                               | SELF                             |
|--|--|----------------------------------|----------------------------------|----------------------------------|
| Personal Care  | Someone to come and help you with things like getting dressed, keeping clean, making food                                      | ✓                                | ✓                                | ✓                                |
| Adult Day Support  | Learning new things and going out with other people during the day   | ✓                                | ✓                                | ✓                                |
| Home Modifications   | Someone to add ramps and railings to your home so you can get around better  | ✓                                | ✓                                | ✗                                |
| Respite  | A break for people who help care for you that do not get paid to care for you  | ✓                                | ✓                                | ✓                                |
| Community Transition                                       | Supports people as they transition from living in a facility to living in a house or an apartment, with others or on their own | ✗                                | ✓                                | ✗                                |
| Career Planning (Includes Benefits Education and Analysis) | Helps people find jobs in the community, and includes services to help a person  | ✓                                | ✓                                | ✓                                |
| Assistive Technology                                       | Provides technology that can support health and safety, and a person's desire for more independence                            | ✓                                | ✓                                | ✓                                |
| Medical Supplies   | Tools that help you keep you healthy, that help you get around or help you talk with people                                    | ✓                                | ✓                                | ✓                                |
| Employment   | Help to get or keep a job  | ✓                                | ✓                                | ✓                                |
| Transportation   | Help getting places  | ✓                                | ✓                                | ✓                                |
| Vocational   | Provides learning and work experiences that help to develop skills that lead to integrated community employment                | ✓                                | ✓                                | ✓                                |
| Home Delivered Meals                                       | Meals brought to your place that are ready to eat  | ✓                                | ✓                                | ✗                                |
| Remote Support   | Tools that help the people who care for you make sure you are safe even when they are not with you                             | ✓                                | ✓                                | ✓                                |
| Shared Living  | Sharing a home with someone who is paid to help you  | ✗                                | ✓                                | ✗                                |
| Nursing  | Hands-on care by a nurse for health-related services that can only be performed by a nurse                                     | Through Ohio Medicaid State Plan | ✓                                | Through Ohio Medicaid State Plan |
| Therapies  | Physical therapy; occupational therapy, also called OT; or mental health services and counseling                               | Through Ohio Medicaid State Plan | Through Ohio Medicaid State Plan | Through Ohio Medicaid State Plan |

# Major Unusual Incident (MUI)



## How to Report an MUI

To report a MUI to the Shelby County Board of Developmental Disabilities during business hours, the reporter should talk to the individuals SSA by calling their SSAs direct number or the main line 937-497-8155. If the SSA is unknown, the reporter should state that they need to report an MUI.

If it is after hours, on the weekend or a holiday the reporter can reach the SSA On Call to report an MUI by calling the SSA On Call Emergency Phone: 937-726-2570 and then follow the prompts to report the MUI.

**When leaving a message, please provide the following information:**

- 1. Your name and the agency you work for**
- 2. Your phone number**
- 3. The person's name you are reporting on**
- 4. A description of the incident**
- 5. How you have kept the individual safe and if you have contacted 911**

## After the MUI is Reported:

Please submit an Incident Report (UIR) to Shelby County Board of DD by 3:00 P.M. the next business day in one of the following ways.

- Email: [incidentreports@shelbydd.org](mailto:incidentreports@shelbydd.org)
- Submit an incident report electronically by using the form on our website at [www.shelbydd.org](http://www.shelbydd.org). The form is under the section: "Report an Incident"
- Deliver in person to: 1200 S. Children's Home Rd. Sidney, Oh 45365 during the hours of 8:00 am – 4:00 pm, Monday – Friday

All initial MUI reports must be made verbally by calling the County Board.

An Incident Report emailed, completed electronically or dropped off is NOT official notification of the MUI.

All Yearly MUI Reports and Monthly UI Logs should be sent to [incidentreports@shelbdd.org](mailto:incidentreports@shelbdd.org)



# Major Unusual Incident (MUI)



## For Incidents or Allegations of:

- Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Prohibited Sexual Relations, Sexual Abuse, Verbal Abuse or when a provider has received an inquiry from the media regarding an MUI
- Call the County Board immediately, but no later than 4 hours after the incident occurred.

## For ANY allegation of a Criminal Act:

- Immediately report to the law enforcement by calling 911.
- Document the time, date and name of person notified of the alleged criminal act.
- Call the County Board immediately, but no later than 4 hours after the incident occurred.

## For Incidents or Allegations of:

- Failure to Report, Rights Code Violation, Attempted Suicide, Death (other than accidental or suspicious), Medical Emergency, Missing Individual, Significant Injury, Law Enforcement, Unanticipated Hospitalization and Unapproved Behavior Support
- Call the County Board no later than 3:00 P.M. the next business day.

## Abuse or Neglect for a child under 21:

- Call Children's Services immediately at (937) 498-4981.



# Notice of Privacy Practices

## Shelby County Board of Developmental Disabilities

FOR YOUR  
PROTECTION

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. IT ALSO DESCRIBES OUR PRACTICES ABOUT SHELBY HILLS PRESCHOOL'S SCHOOL RECORDS.

YOUR RECORDS  
ARE PRIVATE

We understand that information we collect about you or your child and records of the services and supports we provide, are personal. Keeping these records private is one of our most important responsibilities. The Agency must follow many laws to protect your privacy. For the Shelby Hills Preschool school records, and all other records of individuals under 18 years old, we follow the federal FERPA and IDEA laws. For adult services, and certain services for children, we follow the federal HIPAA laws. In addition, we follow many laws specific to Ohio Developmental Disability Boards. For this notice, we will use the term "records" to mean the paper or electronic records we maintain about you.

Your records may be used and disclosed by the employees and volunteers at the Agency who serve you, as well as persons or agencies who work for us and sign strict confidentiality contracts.

Our organization includes our administrative office, Early Intervention and Shelby Hills Preschool.

At Shelby Hills Preschool, for example, records may be shared with "school officials" who have a "legitimate educational interest" in your child. "Educational interest" means any matter related to your child's instruction, developmental or behavioral support, dietary, health or safety. "School officials" include teachers, paraprofessionals, and administrators at Shelby County Board of Developmental Disabilities.

In general, we use and disclose your information:

WHO USES AND  
DISCLOSES MY  
RECORDS?

- For teaching, behavioral and medical support, transportation and school administration. For example, a school administrator will review progress data created by teachers.
- To provide the full range of services we provide: early intervention, habilitation, supported employment, and other services. For example, your service and support administrator will review your records to create an ISP
- , which may be shared with you, your guardian, a vocational specialist, and other persons involved with providing services and supports to you.
- To get payment for services provided: for example, the billing clerk uses service records of services provided to submit bills to the Ohio Department of Developmental Disabilities,
- For other operations to operate and manage the Agency: these include improving quality of care, training staff, managing costs, and conducting other business duties. For example, a quality assurance reviewer may audit your records to determine whether appropriate services were provided,
- To remind you or a guardian of an appointment for services,
- The Agency or an affiliated foundation may contact you to raise funds. You have the right to opt out of any fundraising communications.

There are limited situations when we are permitted or required to disclose your records, or parts of them, without your signed permission. These situations include:

COULD MY  
RECORDS BE  
RELEASED  
WITHOUT MY  
PERMISSION?

- Record transfers to other schools your child enrolls in,
- Reports to public health authorities to prevent or control disease or other public health activities,
- To protect victims of abuse, neglect, or domestic violence,
- For oversight including investigations, audits, accreditation and inspections, such as are conducted by the Ohio Department of Developmental Disabilities, Ohio Department of Education and federal agencies,
- When a court order, subpoena or other legal process compels us to release information,

- Reports to law enforcement agencies when reporting suspected crimes, when responding to an emergency, or in other situations when we are legally required to cooperate,
  - In connection with an emergency, or to reduce or prevent serious threat to public health and safety, or the safety of a person,
  - to coroners, medical examiners and funeral directors,
  - to victims of alleged violence or sex offenses,
  - For workers' compensation programs,
  - For specialized government functions including national security, protecting the president, operating government benefit programs, and caring for prisoners,
  - In connection with "whistleblowing" by an employee of the Agency.
- All other uses not described above require that we obtain your signed permission.

For any purpose not described above, we will release your information only with your explicit written authorization. Federal law requires that we notify you that any healthcare provider must obtain your explicit permission to release your information for any of the following:

WHAT IF MY RECORDS NEED TO GO SOMEWHERE ELSE

1. Psychotherapy Notes will only be released with your signed authorization;
2. For marketing purposes;
3. To sell information about you.

It has never been the Agency's practice to release information for marketing purposes or to sell your information. Your written authorization tells us what, where, why and to whom the information must be sent. Your signed authorization is good until the expiration date you specify. You can cancel your permission at any time by letting us know in writing.

You have legal rights concerning your privacy, access to your records, and the accuracy of your records. You have the following rights:

WHAT ARE MY RIGHTS REGARDING PRIVACY, ACCESS TO MY RECORDS, AND THE ACCURACY OF MY RECORDS?

1. To see your records, or to get a copy, including an electronic copy;
2. To request a correction to your records if you believe they are incorrect;
3. To receive all communications at a confidential address or phone number;
4. To receive an "accounting of disclosures", that is, a list of any place we sent your record without your authorization;
5. To request additional limits on how we use or disclose your information, although we are not obliged to honor these requests except that if you choose to personally pay for services delivered, we will not bill Medicaid.
6. You may receive a paper copy of this notice.

To exercise any of these rights, or if you have any questions or complaints regarding our privacy practices, call, deliver or mail your request to:

HIPAA Privacy Officer  
 SHELBY COUNTY Board of DD  
 1200 S. Children's Home Road  
 Sidney, OH 45365  
 (937) 497-8155

Ask any employee if you need help in putting your request in writing.

OUR DUTIES

We are obligated by law to maintain the privacy of your information and to provide this notice. In the event of a breach, that is, an improper disclosure of your information, we are required to notify you. We are required by law to abide by the terms of this notice. From time to time we may make changes to our policies, and if and when we do, your records will be protected by our new, changed policies. Our current notice will always be available on our website.

QUESTIONS OR COMPLAINTS?

If you have any questions or complaints about our privacy practices, please contact us:

Attn: HIPAA Privacy Officer  
 SHELBY COUNTY Board of DD  
 1200 S. Children's Home Road  
 Sidney, OH 45365  
 (937) 497-8155

**SAVE.  
INVEST.  
KEEP YOUR BENEFITS.**

TAKE CONTROL OF  
YOUR FINANCIAL  
FUTURE THROUGH  
STABLE ACCOUNT

STABLE Account empowers individuals and families. Accountholders can save and invest without losing benefits such as Medicaid or SSI.

## GET STARTED!

Go to [stableaccount.com](http://stableaccount.com) and follow the steps below:



**1 CREATE AN ACCOUNT**  
Visit [www.stableaccount.com](http://www.stableaccount.com)



**2 FUND YOUR ACCOUNT**  
Open an account with  
as little as \$25



**3 SAVE. INVEST. SPEND.**  
Balances and distributions do not  
affect benefits like Medicaid and SSI  
(Subject to some limitations)

Open a **STABLE** account at **STABLEACCOUNT.COM**

For more information, visit  
**STABLEACCOUNT.COM** or call **1-800-439-1653**



## ELIGIBILITY

Individuals who developed a disability before the age of 26 may be eligible to open an account.

Take our **Eligibility Quiz** at [stableaccount.com](https://stableaccount.com) to see if you or someone you know qualifies.

## SAVING AND INVESTING

### DIVERSE CHOICES

You can put your money in up to five different savings and investment options, including four mutual fund based options and a FDIC-insured savings option.

### TAX-FREE EARNINGS

Investment earnings are tax-free when used to pay for qualified expenses.

### EASY ONLINE ACCESS

Monitor your investments, make contributions, and request withdrawals all online.

## QUALIFIED EXPENSES

Use the money in your STABLE account to pay for disability-related expenses.



Basic Living Expenses



Housing



Transportation



Assistive Technology



Employment Training



Education



Health & Wellness



Financial Management



Legal Fees

STABLE Accounts are not guaranteed or insured by the Ohio Treasurer's Office, the State of Ohio, any state agency or subdivision thereof, or their authorized agents or affiliates. You could lose money by investing in a STABLE Account. The STABLE Account Plan Disclosure and Participation Agreement contains more complete information, including investment objectives, risks, charges, and expenses, which you should carefully consider before investing in a STABLE Account. Non-Ohio taxpayers or residents should consider whether their home state plan offers any state tax or other benefits not available through STABLE Account. Before you open an account, you should carefully read and understand the STABLE Account Plan Disclosure Statement and Participation Agreement, which is available online at [www.stableaccount.com/disclosure-form](https://www.stableaccount.com/disclosure-form) or by calling 1-800-439-1653.



## **5123-9-11 Free Choice of Provider**

### **Home and Community-Based Services Waivers - Free Choice of Providers**

The purpose of this rule is to ensure individuals have the right to choose their providers of waiver services

#### **Free Choice of Provider**

- An individual has the right to choose who they want as a provider
- The individual can choose to receive services from a different provider at any time

#### **SSA Responsibilities**

- May assist the individual by sharing information about providers and conducting provider reviews, along with ensuring the provider can meet the needs of the individual
- May contact the provider for the individual that have expressed interest in providing services

#### **County Board Responsibilities**

- Document the choices the individual was given when deciding on a provider
- Document that the individual was free to choose their provider
- Have a written procedure to start services based on the date in the individual service plan
- Investigate if the individual feels they were denied free choice of provider
- Respond within 30 days if the individual files a complaint about the free choice of provider process. The department will review the complaint, the county board's response, and take action to ensure free choice or provider is properly managed
- Notify the department if the CB becomes aware that a provider of waiver services is requiring individuals to select more than one service from the same provider as a condition of providing any services to that individual

#### **Responsibilities of the County Board when it provides Home and Community Based Services (HCBS)**

- Ensure that county board employees responsible for service plans and assessments differ from those providing direct services
- Set annual goals for recruitment of providers of Adult Day Support, Integrated Employment, Non-medical Transportation, Supported Community Employment and Enclaves, and Vocational Habilitation
- Set goals for reducing the number of individuals the county provides services for i.e. Adult Day Support, Integrated Employment, Non-medical Transportation, Supported Community Employment and Enclaves, and Vocational Habilitation

#### **Due Process Rights**

- Any individual receiving or applying for HCBS has appeal rights and is afforded due process
- The county board will inform the individual in writing and in a manner of the individuals understanding of the right to request a hearing
- The county board will immediately implement the final decision from a state hearing regarding free choice of providers for HCBS issued by the Ohio Department of Medicaid