

How do I contact my team?

Compass Health Network office hours are M-F 8 a.m. to 5 p.m. However, Developmental Disabilities services are available at any time of the day and may be scheduled outside of the office hours. During office hours, call your support coordinator at _____. If they are not available please leave a message. You can expect a return call within 24 business hours. If what you need can't wait that long, please ask to speak to another team member. Our Toll Free number is below:

1-888-403-1071

24-Hour Crisis Hotline Services:

Compass Health Network offers a 24 hours a day/ 7 days a week crisis hotline serving those experiencing a mental health and/or substance abuse crisis. They will contact the manager of the Support Coordination team.

Our hotline number is

1-888-237-4567



compasshealthnetwork.org

Compass Health Network has adopted a corporate code of ethics which provides guidelines for individual and corporate behavior in regard to client services. The cornerstone of this code is a belief that all individuals are to be treated in a kind, respectful and humane manner. The code addresses professional conduct, business practices, marketing practices, clinical practices and measures taken to avoid fraud and abuse. A location and a copy may be made available upon request by simply asking your treatment provider. As an organization, Compass Health Network encourages questions or concerns related to the code of ethics to be raised to treatment providers or supervisory staff.



DEVELOPMENTAL DISABILITIES SUPPORT COORDINATION



Welcome!

Our focus is providing the best support coordination to help you and your family make choices about the things you want to do, the help you may need and the kind of services that can help you.

What can I expect?

Our support coordinators have both the education and experience working with people who have Developmental Disabilities.

He or she will assist you in setting goals and help as you work toward them. These will be individually identified goals related to community participation, employment, income and savings, health and wellness, education, and any other goal you may have. Support coordinators will lend support as you decide who might be able to best help you meet those goals. Care discussions will focus on where you might like to live, or what kind of living arrangements you need and who can then assist you to obtain those supports and services.

Your support coordinator will help you form an interdisciplinary team, which might include family members and other people you choose to be present. The team will meet, and together you will decide how everyone can work toward the goals you have established. These goals and responsibilities are written in a document called the Person Centered Plan and everyone involved will sign the plan.

Who is your treatment team?

Your **support coordinator** will identify your needs based on individual basis, and develop an (Individual Service Plan) with you. This person is your primary contact for questions, concerns or help needed from Compass Health.

A **provider** can be part of the team, and provide ongoing services in a variety of formats. Not all individuals is involved with a provider. If you need direct care assistance, your support coordinator will provide you a list of possible providers in your area that you can choose from for services needed.

A **guardian** (if you have one) or a family member or friend can help you make decisions regarding your treatment and Individual Support Plan goals.

The **regional office** is determined based on the county in which you live. They determine eligibility for services and approve budgeted supports and services based on your need.

Other people that may be important in your life should certainly be invited to be part of your treatment. This may include grandparents, neighbors, other family members, friends, or anyone else that you feel would be beneficial to have involved in your life.

If at any time you are unhappy with any service or support you may receive, you should contact your Support Coordinator at _____. **If unable to resolve through your Support Coordinator, you should contact their supervisor at _____.** **If still unable to resolve your complaint please contact the program regional manager at 573-234-2059.** **If no one at Compass Health Network satisfies your concern you should contact the Regional office at _____ or the Department of Behavioral Health Developmental Disabilities Division Consumer Rights department at 1-800-364-9687.** **We want to make sure you receive the very best services and supports for you and your family.**

How long can I receive services?

The length of treatment varies greatly based on things that are unique to you

How will my progress be reviewed?

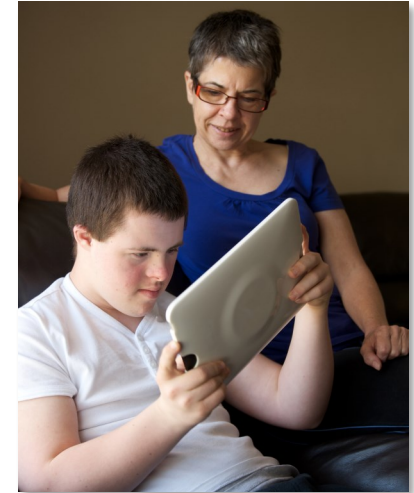
You and your team will be measuring the effectiveness of our efforts at least quarterly, and some services monthly, using such indicators as improvement in quality of life, decrease or relief of symptoms, and/or improved functioning in specific areas of life that you have identified. You can change your goals at any time.

Transition & Discharge Planning

During the course of our work together, your treatment needs will change. Your Individual Support Plan will be ongoing, meaning that we will continually be reviewing and updating it, in order to meet the needs that you and your treatment team identify.

Follow-up Contact

During the period of time you receive services you can expect to receive a yearly participant satisfaction survey. Our management team uses this feedback to see what is working and what might need to change. In addition, after you leave services, you may receive a confidential follow-up contact to give us feedback about our services and how effective they have been for you. Please help by providing us this feedback. This helps us monitor quality and helps us to continuously improve our services. We thank you for this feedback.



Other things you need to know:

Everyone deserves respect. We strive to treat everyone respectfully and request that you treat all staff and consumers respectfully as well. If you ever see anyone being treated disrespectfully, please tell a staff member. If you become disrespectful or aggressive, we may call the police.

Your rights will be protected and your support coordinator will advocate on your behalf or along side you.

Your support coordinator will assist you with an appeal process if you choose to appeal any decision made pertaining to your supports and services.

Your support coordinator may periodically assess and re-assess your supports and services to ensure you are receiving the necessary and needed services to achieve your identified goal.

Our Mission:

