

Consumer Handbook

Welcome to Black Hills Workshop

This handbook was compiled to give you important information about your rights, benefits and responsibilities at the Black Hills Workshop and Training Center.

Philosophy

Individuals served by the Black Hills Workshop and Training Center are first and foremost individuals with abilities. It is our philosophy that all individuals are capable of change when provided services appropriate to their needs. We believe that each individual has the right to proceed toward increased levels of independence and responsibility within his or her community.

Mission

The Black Hills Workshop will provide and obtain quality services for individuals with disabilities and assist them in maximizing their abilities. Our business is to develop opportunities for persons with disabilities to participate in their communities as good neighbors, productive workers and valued friends.

Each individual may choose the appropriate programs and services based on their assessed needs and participate in developing their goals. Family members will be involved in this process to the extent appropriate or desired by the individual.

Values

People with disabilities have the same legal and civil rights under federal and state laws as any citizen. These rights will not be limited or restricted without due process. We will educate and assist each individual in affirming and fully exercising his or her citizenship rights which will be protected in all aspects of his or her daily life. Each person will be assisted in making personal choices in regard to where he or she wants to live and work, his or her individual lifestyle and what services he or she needs. The advantages and disadvantages or options will be explained so each individual may make informed decisions. When he or she does not understand the full consequences of the decision making process, a personal advocate, guardian, parent or surrogate decision maker may need to work with him or her in making choices. We encourage family support throughout each facet of each person's life.

Admission

The following list of factors will be considered in determining whether to accept for admission any individual with disabilities.

1. Sex: Both males and females will be accepted. However, some selections may be delayed dependent on the openings in some residential units or selection of program options availability.
2. Residency: Although referrals from all geographic areas may be considered, priority will be given to individuals living in the West River Region of South Dakota.

3. Age: Persons over 16 years of age will be given priority.
4. Disability: a condition attributed to a mental or physical impairment(s) that results in substantial functional limitations and requires services or supports which are required for an extended duration. However, current program and facility limitations will determine the number of individuals to be admitted.
5. Ability to Pay; All individuals must have either public and/or private funds to meet the purchase of service fee schedule.
6. An individual of any race, color, creed or national origin will be eligible for admission.
7. The Black Hills Workshop will obtain from the applicant, applicant's family and other sources, information needed to determine the agency's ability to provide the services or supports needed by the individual.
8. Admission will be approved for a period of 30 days depending on the assessment findings by the interdisciplinary team.
9. Admission will be based on the needs of the individual as to whether these needs can be met in a mutually agreed upon manner.

Referrals

Those persons not admitted to service as well as those who no longer requires services currently provided by the Black Hills Workshop and Training Center will be referred to and/or given information on other specialized and/or generic service agencies.

Discharge

Individuals served by the Black Hills Workshop and Training Center will be discharged upon successful completion of their program objectives, upon their request, or when they have serious medical, psychosocial or other problems not able to be met by the Center. Proper notification of discharge will be given to all relevant parties at least five days before discharge occurs. Plans for follow-up services will be developed when circumstances require. A discharge summary will be prepared for each individual leaving the agency and entered in the individual's file within 30 calendar days.

Readmissions

Individuals discharged from the agency for less than one year may be readmitted following receipt of a current application and receipt of necessary assessment information. In the event of a waiting list, readmissions will be given preference.

Individuals discharged from the agency for one year or more are required to follow normal admissions procedures.

Transfer

Transfer of an individual within the agency (from one facility or program to another) shall occur with participation of the interdisciplinary team, individual served, and when appropriate, the individual's family, guardian, or advocate.

Temporary transfers to facilities outside of the agency will occur when needs of the individual necessitate care which more adequately may be provided elsewhere.

Request to change Service Coordinator

Each individual has the right to request a different Service Coordinator. This request may be made to the present Service Coordinator or to his or her immediate supervisor.

Assessment Services

The Black Hills Workshop and Training Center's interdisciplinary assessment process addresses, but is not necessarily limited to, the following areas:

1. Physical development and health
2. Sensorimotor development
3. Communicative development
4. Social development
5. Affective development
6. Cognitive development
7. Vocational skills
8. Independent living skills

This assessment process attempts to identify the presenting problems and disabilities and, when possible, their causes. The process reviews the individual's capabilities, expressed needs and desires and the services necessary to address the individual's needs without regard to the actual availability of these services.

Other assessments as determined appropriate by the individual's interdisciplinary team may include self-advocacy, decision-making, social and interpersonal responsibility, including sexuality, and the exercise of rights and corresponding responsibilities, etc. This information may be obtained by interview or self report.

Further assessment may be provided and/or obtained at times of crisis or when behavioral responses indicate the need.

Annual assessments, unless assessment or reassessment by the team is determined to be unnecessary, may include a physical examination and health assessment, dental exam, an evaluation of cognitive and emotional function of adaptive behavior or independent living skills, and a developmental, education or vocational evaluation.

The individual's current living, working and social environments will be assessed in terms of appropriateness and possible changes that would assist the person in reaching identified life goals.

The assessment process, as necessary, will be adapted to cultural background, language and ethnic origin, and conducted in the least restrictive setting available. Assessment findings will be interpreted to the individual and all significant others.

All assessment data will be analyzed, prioritized, and put into behavioral terms, by those administering the evaluations, and presented to the interdisciplinary team by the evaluator, or by someone who is competent to do so. This presentation of assessment data

will be interpreted to the individual, and/or parents, guardian or advocate in terms of strengths, needs, and recommended goals and objectives.

Individual habilitation program (IHP)

Within 30 days and annually thereafter, a meeting will be held to plan each individual's program. Those present will include the individual, Service Coordinator, a team of relevant professionals, and family members or friends as appropriate. The assessments will be reviewed and the IHP will be written.

The goal

The goal of an individual habilitation plan is a description of the future position planned for the individual to attain. It must, therefore, be relevant to the individual's preferences and ambitions. The goal is developed by team consideration, discussion and consensus following evaluation and analysis of the individual's history, present position, desires and potential.

The goal is written in behavioral terms that describe future work, living and/or social outcomes. It has an expected accomplishment date which can be from 1 to 5 years depending on the difficulty or scope of the outcome and your abilities.

If new conditions or information arise following the writing of the goal it can be revised to meet the new situation. Again, the revision is made by team discussion and consensus.

The objective

Once the goal is set, the team must plan the incremental steps to be completed to attain the goal position. These are the objectives that describe the learning and/or support events that must occur. Each objective must be a direct and active step necessary in accomplishing the goal by the shortest route possible. Each objective must also measure only one behavior and include a description of the behavior in behavioral terms, a performance criteria, and a measure of stability over time (or how long will the person need to successfully complete the behavior to be sure they have learned it.)

Residential facilities in Rapid City

1. Centennial Apartments Parkview – 4051 Parkview
2. Centennial Apartments Wisconsin – 4049 Wisconsin
3. Edwards Manor – Black Fox Drive
4. Foster homes – throughout Rapid City
5. Hainesway Apartments – 1201 Atlas
6. Indiana Home – 232 E. Indiana Street
7. LaCrosse Estates – 717 E. Anamosa
8. Prairies Edge Hampton – 3922 Hampton Court
9. Prairies Edge Minnesota – 4000 Minnesota Place
10. Southridge Fir – 1116 Fir Drive
11. Southridge Sitka – 921 Sitka Street
12. St. Cloud Apartments – 1212 E. St. Cloud Street

Transportation

Transportation is available to and from pre-vocational or supported work sites. There is a charge for this service depending on the selected funding source.

Vacations

After twelve months of full time placement at Black Hills Workshop, you will be eligible for ten paid vacation days.

All requests for vacation should be made through your supervisor prior to leaving. Assistance is available to plan these activities.

Sick leave

Days absent for sickness and/or injury must be reported to your supervisor at least 30 minutes before the scheduled work time.

Holidays

Each January a list of all observed holidays is posted for your information.

Paycheck direct deposit

A direct deposit for payroll has been developed for all Black Hills Workshop and Training Center employees. Direct deposit is a system that allows for the automatic transfer of an employee's net check to their personal checking or savings account. Individuals who are here for a temporary time or evaluation will be issued a check. The amount of the check will be transmitted to the individual's personal bank on each payday. The amount transmitted is the net pay (gross pay less all usual deductions). A Payroll Deposit Notice (earnings record) will be given to the individual by mail or through the supervisor. The deposit will be made into savings or checking accounts at the individual's choice of banking institutions.

Confidentiality of Records

The concept of confidentiality has two elements: that of trust, and that of sharing information with the feeling of security that it will remain with the other person. Professionals, generally, cannot be required to disclose information confided by an individual served.

Laws have established that the record developed by any professional or agency is the property of the individual. Also, under the concept of the right to know, records must be available to the individuals served upon demand. Records should always reflect objective data and observable behaviors, rather than inferences, assumptions and interpretations.

This guarantee of privacy to an individual served is intended to free him or her from the fear of exploitation or embarrassment. Information concerning an applicant or recipient is considered privileged and confidential and may be used only by the Black Hills Workshop and Training Center.

Record keeping is necessary for effective planning, management, and evaluation of the delivery of individual services, as well as the operation of the agency as a whole. Records help insure outside agencies that we are accountable, and that the individual services are being delivered in an effective and coordinated fashion. A functional record keeping system is an essential part of the agency.

Trust Accounts

An individual's funds can be kept in an interest-bearing group checking account. An individual ledger is maintained for each person. Social Security and SSI benefit checks are recorded in each individual's ledger and deposited into the bank. Standard deductions consisting of room, board, personal spending and other expenses incurred are withdrawn from the accounts on a monthly basis from approved plans and invoices. In order to issue a check from the account for items other than standard deductions, the Service Coordinator fills out a check request form with an explanation. The bookkeeping department checks the individual's balance to ensure there are funds. The Business Manager then approves the check request and a check is issued. The check is then recorded in the individual's ledger. Receipts are required for all expenditures, other than standard deductions, for over \$25.00.

All agency funds are kept separate from the trust account. Checks for the account are labeled Client Fund. Statements are sent to Service Coordinators on a monthly basis. Accounts are reconciled on a monthly basis. When a person is discharged, a check is issued to the individual's guardian for the remaining balance.

Grievance Procedure

A grievance means a complaint which has been filed by an individual served or by a parent, guardian or advocate.

Normal channels of communications, from individual served, to Instructor, or Service Coordinator, to Administrator, shall be used whenever feasible, in seeking clarification of questions or concern to the individual, before the grievance procedures are utilized.

The primary purpose of the procedure is to secure, at the earliest level possible, equitable solutions to a complaint, if the claim is justified. The proceedings shall be kept confidential at each level of the procedure. Those filing a grievance will be protected from intimidation and reprisal so that individuals and families are not fearful in filing a grievance. The levels of the grievance procedure are listed in the agency's policy and procedure manual.

Declaration of Rights

The Black Hills Workshop and Training Center actively pursues and protects the rights of all individuals served. Each person has the same rights and choices as any other citizen.

A person with mental retardation or other developmental disabilities:

- Has the same inherent rights as other human beings, with those rights protected to the maximum degree;
- Has the right to professional services for assessment, diagnosis, medical treatment, housing, advocacy, training, habilitation, and education as determined by informed consent with such evaluations, determinations, and services, subject to self determination, appropriate review and the rights of appeal;
- Has the right to the most appropriate services, in the least restrictive setting, that will promote the development of a person's potential to the highest degree possible while assuring the highest level of self dependence;
- Has the right to economic security and the highest possible standard of living;
- Has the right to seek and obtain meaningful and productive work in an integrated work setting, and to be reimbursed equitably;
- Has the right to live in the community, and to be provided with the greatest opportunities for developing bonds with family, friends, and neighbors;
- Has the right to qualified and responsible guardianship to ensure individual rights, personal interests and well-being, if necessary;
- Has the right to protection from exploitation, abuse, neglect, mistreatment, and/or degradation of any kind, and has the right to due process of law with full recognition of individual rights and needs;
- Has the right to exercise entitlements in the most meaningful and appropriate manner and to be provided safeguards to prevent any form of abuse through legal and/or human resources, through due process and/or through professional support;
- Has the right to all other entitlements including, but not limited to, privacy, confidentiality, communications, voting and sexual relationships.

If an individual feels that he or she has a question regarding rights, that person or a representative for that person is encouraged to discuss the situation with another person, such as an attorney, whom they feel would advocate for them.