



GUIDE TO PROGRAM SERVICES

WELCOME

H.O.P.E. is a private, non-profit organization, with the mission of *"honoring opportunities for personal empowerment."* These guidelines are meant to provide persons interested in receiving services with information on admission criteria, intake process, admission process, and discharge criteria.

GENERAL ADMISSION CRITERIA

General criteria for eligibility for any H.O.P.E. Program are:

- ❑ The person chooses to participate. A person will not be required to receive services. Options and alternatives are presented and discussed. If a person desires services that are not available, they are referred to others who may help them.
- ❑ The person has one or more developmental disabilities that impact his/her ability to live or work independently. This has been documented through school records, psychological evaluations, and medical records.
- ❑ The person does not have a physical disability or medical condition that places him or her in danger if he or she participates in an H.O.P.E. program. An application is required for H.O.P.E. to determine if services can be provided for the potential participant.
- ❑ The person has financial sponsorship (i.e., Medicaid Waiver, County, Private Pay, etc...). In the state of Iowa, payment for services provided to persons with developmental disabilities begins with the ability to obtain Medicaid. Medicaid may be applied for through your local Department of Human Services (the contact information is: 1-800-972-2017; 1305 E Walnut St., DSM 50309). Private pay options are available for all services. (If you are eligible to receive Waiver funding, you will also be required to have a Case Manager/DHS Worker).
- ❑ The person is not a threat to self or others. Persons who are emotionally disturbed, physically or verbally aggressive or unable to control maladaptive behaviors can be excluded from our program.
- ❑ The person does not need more care or services than H.O.P.E. can provide through reasonable accommodation. H.O.P.E.'s philosophy is that of a



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partnership for the individual receiving services and their providers. We refer to the individual as a “participant” indicating that they are vested in working towards their goals of skill building for increased independence.

INTAKE

Persons desiring H.O.P.E. services will participate in the Intake Process. Upon request, an application packet is sent to any interested person. A person may apply for supported community living (SCL), supported employment (SE), Respite, or consumer directed attendant care (CDAC). (See At-a-Glance Services and additional brochures for details regarding each area.)

Application and additional information may be obtained via our website: www.hope-agency.org or calling our office (515)277-4673.

Once the application is completed it should be returned to:

H.O.P.E.
Attn: Intake
P.O. Box 13374
Des Moines, IA 50310

H.O.P.E. has an Intake Committee whose function is to determine eligibility for services. It is a team of individuals representing the various program areas of H.O.P.E. The Intake Committee meets a minimum of bi-monthly and more often when needed to meet the needs of our participants. H.O.P.E. can begin the process of determining (informally) if we can provide services for an individual based on a referral, however, we cannot formally determine if a participant’s needs can be met until the application packet is received and funding is in place (typically, the Case Manager/DHS Worker makes this determination).

The person submitting the application will be notified of the results of the Intake Meeting after the Committee’s review. A participant contract needs to be signed by the participant and/or their legal representative in order for H.O.P.E. to begin providing services. An acceptance letter can be provided upon request.



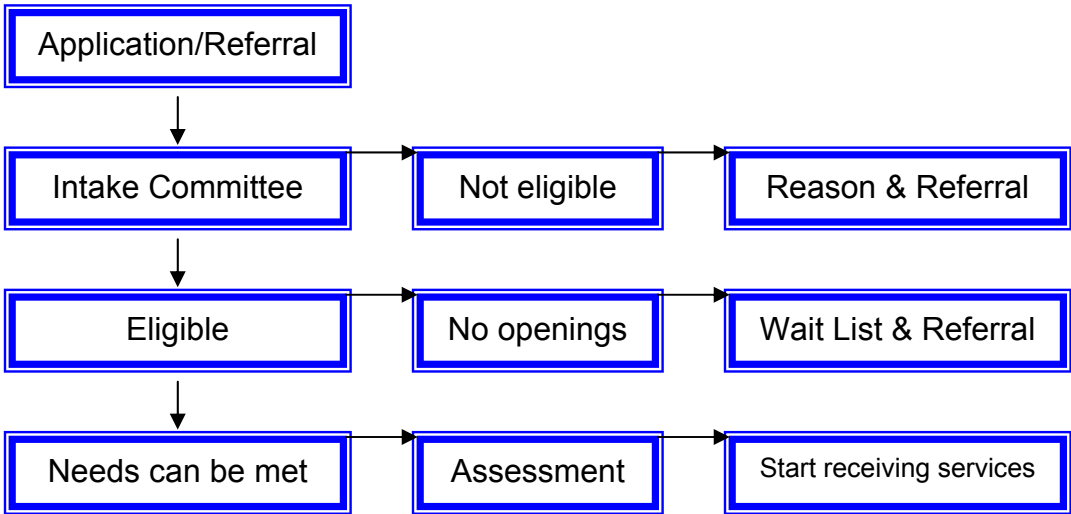
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If H.O.P.E. is able to meet the person’s interests and service needs and the desired program is currently at capacity, the person will be notified of placement on the appropriate wait list as well as alternate services within or outside of H.O.P.E.

If it is determined that H.O.P.E. will not be able to meet the person’s interests and service needs, the person will be notified of reasons as well as appropriate referrals for additional services.

A letter of appeal can be written, and will be presented at the next Intake Committee Meeting.

OVERVIEW OF PROCESS



When a person receives services from **H.O.P.E.**, we use a team approach with outcome-based services for designing supports and goals. A team leader, known as a mentor may be assigned in some instances.

The team, which will help develop an annual plan, known as a Customized Participant Plan, or CPP, will consist of the person served (participant), family and friends, and representatives from all service areas in which the person is involved.

After approximately 30 days from the start of receiving services, a meeting will be held to develop the CPP. This will be updated annually, or at the team’s request.



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DISCHARGE CRITERIA

A person served may be discharged from H.O.P.E. when one or more of the following occurs:

- The participant and his or her legal guardian choose to no longer receive services from H.O.P.E. A 30-day notice is requested.
- The medical needs of the participant cannot be met in the program area.
- The participant no longer has financial sponsorship.
- The participant is a threat to self or others.
- The participant will no longer benefit from services provided through H.O.P.E.

In the event of discharge, it shall be understood that the individual is entitled to the same rights, privileges and treatment as any other participant, regardless of special needs, and will be provided services until the discharge process has been completed.

If it is determined that H.O.P.E. is not able to adequately meet the person's needs, H.O.P.E. will continue services while assisting the participant with an alternate placement.

Thank-you for your interest in H.O.P.E.