



# Public Intellectual Disabilities Services for Chester County

*Published by*

Chester County Department of  
Mental Health/Intellectual and Developmental Disabilities  
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<http://dsf.chesco.org/mhidd>



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Monday through Friday, 8:30 a.m. – 5:00 p.m.

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*As you read this publication, please keep in mind that new services, changes in services, or changes in the locations of services may occur. Contact the Chester County Department of Mental Health/ Intellectual and Developmental Disabilities for the most current information on programs and services.*

## County Complaint Process

When things are not going right, we want to make it easy for people to make a complaint and get an answer. We want things to work out as simply as possible. When you have a problem with a service or an agency, people will listen to your concerns. They will talk it over with you and try to find a solution that works for everyone.

The County has written a policy on *Solving Problems and Making Complaints* and a handbook to assist you in filing a complaint about county-funded services. Both publications are available from the Chester County Dept. of MH/IDD.

**The steps outlined in the policy and handbook can help you resolve problems with services funded by the Chester County Dept. of MH/IDD.**

Chester County Dept. of MH/IDD also oversees services that are paid for by state, county, or Medical Assistance Waiver funds. There are specific due process procedures available to you in the event you are dissatisfied with services funded by the waiver program. Complaints about medical assistance funded services, Medicaid waiver services, or plaintiff class services will be referred to the complaint procedures for these particular programs.

### Other Important Web Site Information:

**Chester County Department of Mental Health/Intellectual and Developmental Disabilities:**

<http://dsf.chesco.org/mhidd>

**Pennsylvania Office of Developmental Disabilities:**

<http://www.dpw.state.pa.us/Disable/MentalRetardationServices>

**Chester County Department of Human Services:**

<http://dsf.chesco.org/human>

**HCSIS\*:**

<https://www.humanservices.state.pa.us/hcsis-ad/>

**\* Home & Community Services Information System (HCSIS):**

The Commonwealth of Pennsylvania has developed and supported a statewide, secure data web base called HCSIS. All consumers with intellectual disabilities are registered in this web base and information contained is secure. HCSIS also has a site for families and consumers to visit for information regarding service and providers.

# Self Help & Advocacy

Local, regional, and national organizations may be valuable resources to people who have mental retardation and their families. These organizations provide information, support, and links to other individuals and families.

<p><b>The Arc of Chester County</b>            900 Lawrence Drive            West Chester, Pa 19380            610-696-8090            Website:  <a href="http://www.arcofchestercounty.org">http://www.arcofchestercounty.org</a>            E-Mail: <a href="mailto:info@arcofchestercounty.org">info@arcofchestercounty.org</a></p>	<p><b>The Arc of Pennsylvania</b>            Suite 8 – Executive House            101 South Second Street            Harrisburg, PA 17101            1-717-234-2621            Toll Free 1-800-692-7258</p>
<p><b>Transition Council</b>            Chester County Intermediate Unit            (transition of children age 14-21            from school to adult services)            455 S. Boot Road            Downingtown, PA 19335            484-237-5000            Website: <a href="http://www.cciu.org">http://www.cciu.org</a></p>	<p><b>PA Self Determination            Contract Consultants, Inc.</b>            608 Market Street, Suite 1            New Cumberland, PA 17070            717-731-6770            Toll Free 1-800-459-1835            Website: <a href="http://www.everydaylives.net">www.everydaylives.net</a>            E-mail: <a href="mailto:ccgeneraloffice@aol.com">ccgeneraloffice@aol.com</a></p>
<p><b>Residential Living Options</b>            Downingtown Professional Plaza            797 E. Lancaster Avenue,            Suite 13            Downingtown, PA 19335            610-518-6242            Website:  <a href="http://www.residentiallivingoptions.org">http://www.residentiallivingoptions.org</a>            E-Mail: <a href="mailto:rloinc@aol.com">rloinc@aol.com</a></p>	<p><b>Office of Vision for            Equality</b>            Cast Iron Building            718 Arch Street, 6 North            Philadelphia, PA 19106            215-923-3349            TTY 215-923-8898 ext. 133            Toll Free 1-800-692-7443            Website: <a href="http://www.visionforequality.org">www.visionforequality.org</a></p>
<p><b>Disability Rights Network            of PA</b>            The Philadelphia Building            1315 Walnut St., Suite 400            Philadelphia, PA 19107-4798            (215) 238-8070 (Voice)            (215) 789-2498 (TDD)            (215) 772-3126 (Fax)            Website: <a href="mailto:drnpa-phila@drnpa.org">drnpa-phila@drnpa.org</a></p>	<p><b>Speaking for Ourselves</b>            100 West Main Street            Suite 510            Lansdale, PA 19446            1-800-867-3330            610-361-3100            Website: <a href="http://www.speaking.org">http://www.speaking.org</a>            E-Mail: <a href="mailto:info@speaking.org">info@speaking.org</a></p>

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# Introduction

This booklet is to help Chester County residents find and use local public Mental Retardation services.

Mental Retardation services are guided by the belief that people should have everyday lives that include physical well-being, productivity, social relationships, and control over how they live.

Using federal, state, and some county funds the Department authorizes area agencies to provide a variety of services to individuals with intellectual disabilities.

## Department of Human Services:

The Intellectual Disabilities Unit is part of the Chester County Department of Mental Health/Intellectual and Developmental Disabilities (MH/IDD) within the Department of Human Services. Our offices are guided by the Department of Human Services' Vision Statement:

### **VISION STATEMENT**

*We, the Chester County Human Services Department, are dedicated to improving the quality of lives of our diverse residents. We provide easily accessible, individualized, and efficient services. Our ability to function as a team ensures that each part of our system works in unison.*

### **Chester County Department of Mental Health/ Intellectual and Developmental Disabilities MISSION STATEMENT**

*The Chester County Department of Mental Health/Intellectual and Developmental Disabilities administers publicly funded services in the areas of Mental Health and Intellectual and Developmental Disabilities. Guided by compassion, respect, and a commitment to consumer choice, we are dedicated to providing services and supports which help people lead quality lives.*

### **Chester County Department of Mental Health/Intellectual and Developmental Disabilities VISION STATEMENT**

*Leading and innovating to create a community where all people are valued and enjoy fulfilling lives.*

# Training/Educational Opportunities

The Intellectual Disabilities Unit works closely with other community agencies active in the mental retardation field to assist in Educational opportunities. They include:

**The Arc of Chester County** ..... 610-696-8090  
*(training programs, advocacy, parent groups)*

**Residential Living Options** ..... 610-518-6242  
*(housing opportunities and assistance)*

**Independent Monitoring Corporation**.... 610-518-6240  
*(Independent Monitoring for Quality)*

**Philadelphia Coordinated  
Health Care**..... 215-546-0300  
*(consultation/technical assistance on health care issues)*

**Networks for Training &  
Development, Inc.**..... 610-935-6624  
*(training, consultation and technical assistance)*

**The Training Partnership**..... 1-866-865-6170  
*(training)*

**College of Direct Supports** ..... 610-344-6265  
*(training opportunities)* (ask for ID Delegate)

## Funding Options

### Waiver:

Mental retardation services are funded by County, State, and Federal dollars. Over the years Pennsylvania has applied to waive certain Federal regulations in order to provide services to more people and to provide more services under the Medicaid Waiver. The County currently manages two Medicaid Waiver programs for persons with mental retardation; the **Consolidated Waiver** and the **Person/Family Directed Support Waiver (PFDSW)**. (Waiver funds are part federal funds and part state funds.)

Unfortunately, funding limitations have resulted in the creation of Waiting Lists for both Waiver programs. Chester County utilizes the PUNS information to determine whose needs are most critical for the Waiver funds as vacancies arise or new funds become available.

### Base (State) Funds/Family Driven/Family Support:

For those individuals not enrolled in the Waiver programs there is a limited amount of state dollars that the County distributes as equitably as possible. These funds are referred to as Base funds or Family Driven/Family Support Services funds. Individuals and families can make requests for needed supports to their supports Coordinator.

\* The Intake Officer will review all funding, feasible alternatives and Service Preference for those eligible for Medical Assistance with you at time of registration.

## Self Determination Action Team

The Self Determination Action Team fosters volunteer and staff efforts to educate the public about mental illness and mental retardation and the services and supports available in Chester County. Activities include participation in public forums, community health and wellness fairs, maintaining communications with other community organization, distributing education literature, legislative activities, trainings, partnership with the PA Office of Developmental Programs and other projects as identified by the committee.

### To contact the Self Determination Action Team:

Chester County Department of  
Mental Health/ Intellectual and Developmental Disabilities  
601 Westtown Road, Suite 340, P.O. Box 2747  
West Chester, PA 19380-0990  
**610-344-6265 • TTY 610-344-5942**  
**Toll Free 1-800-692-1100, ext. 6265 (in PA)**

## Getting Services

To get information or to inquire about enrollment in Mental Retardation services, contact the Chester County Intake Office at 610-344-6265. Any current Chester County resident with mental retardation is eligible for services.

See the section in this booklet entitled, "How to Register for Mental Retardation Services", for a detailed description of the documents required to establish eligibility.

## How to Register for Mental Retardation (MR) Services

Contact the ID Intake Officer at 610-344-6265 (Toll Free 1-800-692-1100, ext. 6265 in PA) or fax to 610-344-5997 to register for services using the following steps:

1. The family mails, faxes, or provides record of mental retardation diagnosis to the Intake Officer. The documentation must include the following information:
  - A complete standardized intelligence test conducted by a licensed clinician or certified school psychologist with full-scale IQ results of approximately 70 or below.
  - A completed adaptive skill assessment showing deficits in two or more areas of adaptive functioning (Vineland III).
  - A mental retardation diagnosis, documented and signed by a licensed clinician or certified school psychologist, prior to age 22. (Evaluations are typically obtained from a school or school district.
  - The Intake Officer will advise the family on how to obtain the required documentation on an individual basis.)
2. After the family submits all available records, the Intake Officer reviews them within one week to determine eligibility for mental retardation services.

## Types of Services (continued)

### Transportation

- Mileage
- Public Transportation
- Per Diem Transportation

### Administrative Services

- Financial Management Services (FMS)
  - FMS – Fiscal Vendor
  - AWC – Agency with Choice

### Family Driven/Family Support Services

- Respite Care/Family Aide
- Recreation/Leisure Time Activities and Camp
- Homemaker Services
- Family Education & Training
- Therapy Services (OT, PT, Speech)
- Home and Vehicle Accessibility Adaptations
- Assistive Technology

\* Many of the outlined services require that the individual exhaust other funding sources prior to accessing Mental Retardation funding. Your Supports Coordinator can inform you on which services you must pursue through other funding sources prior to our office funding. Some examples are school, Chester County Department of Children, Youth and Families, behavioral health insurance, physical health insurance, etc. Additionally, not everyone who is eligible for MR services will be able to receive funding due to limited resources. If funds are not available for your needs, a PUNS Form will be completed. (See Page 6 for information on PUNS.)

# Types of Services

## Supports Coordination

## Community Habilitation

- Community Habilitation (Chapter 2380)
- Older Adult Services (Adult Daily Living Centers)

## Pre-Vocational Services

- Pre-Vocational (Chapter 2390)

## Employment Services

- Employment Supports
- Transitional Work

## Community Residential Services

- Community Homes for Individuals with MR (Chapter 6400)
- Family Living (Chapter 6500)
- Residential Home & Community Habilitation (Unlicensed)

## Home and Community Services

- Home & Community Habilitation
- Behavioral Supports
- Assistive Technology
- Education Support
- Companion
- Home and Vehicle Accessibility Adaptations

## Respite Services

- Respite 24 hours
- Respite Overnight Camp
- Respite – less than 24 hours
- Respite Day Camp

## Specialized Supports

- Physical Therapy (PT)
- Occupational Therapy (OT)
- Speech and Language Therapy
- Nursing Services
- Behavior Therapy
- Visual/Mobility Therapy

# How to Register for Mental Retardation (MR) Services (continued)

3. The Intake Officer provides written notice of eligibility to the family.

- *If the individual is eligible:*

The Intake Officer contacts the family to schedule an Intake meeting, provides the family with an eligibility letter and ensures that a Supports Coordinator is assigned to begin service planning within two weeks.

- *If the individual is not eligible:*

The Intake Officer sends the family a written report of the decision and information on the appeals process. The Intake Officer also provides families with information on other available and appropriate services.

There are other methods to contact our office to begin the registration process in addition to contacting the Intake Officer directly. They are as follows:

- Utilizing the Internet website, <http://dsf.chesco.org/mhidd>
- <https://www.humanservices.state.pa.us/compass>

However, once you use the above internet contacts you are connected with the County Intake Officer to complete the Intake process.

# Supports Coordination

Every person registered for Mental Retardation (MR) services is provided Supports Coordination. The Supports Coordinator (or case manager) is an information source and link with all services and resources available in the county and region. The Supports Coordinator works closely with the family and individual to connect them with schools, the County Intermediate Unit, parent support groups, advocates, service providers, and other services as needed.

The Supports Coordinator meets with the person and team (and others supporting the person) to discuss strengths, needs, outcomes, and to write an Individual Support Plan (ISP). The Supports Coordinator monitors the health and safety of the person, and any authorized services to be sure the services meet the needs and outcomes described in the plan.

The Supports Coordinator does the following to help the person and the family:

- Assesses needs
- Explains choices
- Writes an Individual Support Plan (ISP)
- Completes Waiting List registration (PUNS)
- Locates services
- Coordinates services
- Monitors services
- Advocates
- Monitors health and safety
- Reviews funding options/ Waiver application

- \* Supports Coordination is provided at no cost to the individual/family and is not included as part of the service budget total capitation when applicable.
- \* Individuals have the right to their choice of supports coordination provider when they are eligible for Medical Assistance.
- \* Information on Supports Coordination agencies will be provided by the Intake Officer at 610-344-6265.

# Prioritization of Urgency of Need for Services PUNS

## New Registrants:

Once documentation is submitted, the Intake Officer will determine eligibility. If the individual is eligible, the Supports Coordinator will work with the individual to complete a Prioritization of Urgency of Need for Services (PUNS) and develop an Individual Support Plan (ISP) appropriate for their needs. If funding is available, the Supports Coordinator will work with the individual and their family to help coordinate their services. If funding is not available, a Waiting List registration (PUNS) must be completed.

## Individuals Already Enrolled with MR:

At any time a PUNS form may be completed, updated or changed. This may occur as the needs of the individual changes. Your Supports Coordinator will assist you in determining your needs and will complete the PUNS form based on the outcome of your identified needs. If unmet needs exist, the Supports Coordinator will review and update the PUNS at least annually.

## PUNS Categories:

- Emergency – In need of services within 6 months.
- Critical – In need of services within 2 years of completion of the PUNS.
- Planning – In need of services within 2-5 years of completion of the PUNS.

The Prioritization of Urgency of Need for Services (PUNS) system to document and prioritize needed services has been in use for several years. Each year the County office completes a needs-based plan utilizing the PUNS data for budget requests to the Governor's office.