



Reach For Your Potential, Inc.

Member Services Handbook



Reach For Your Potential, Inc.
1705 S. 1st Ave., Suite I
Iowa City, Iowa 52240
Main Office & Day Program
(319) 354-2983
www.RFYP.org



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[Thank you!](#)

Thank you for
choosing Reach For
Your Potential.

We are honored to
be working with
you!

Reach For Your Potential, Inc.

1705 S. 1st Ave., Suite I

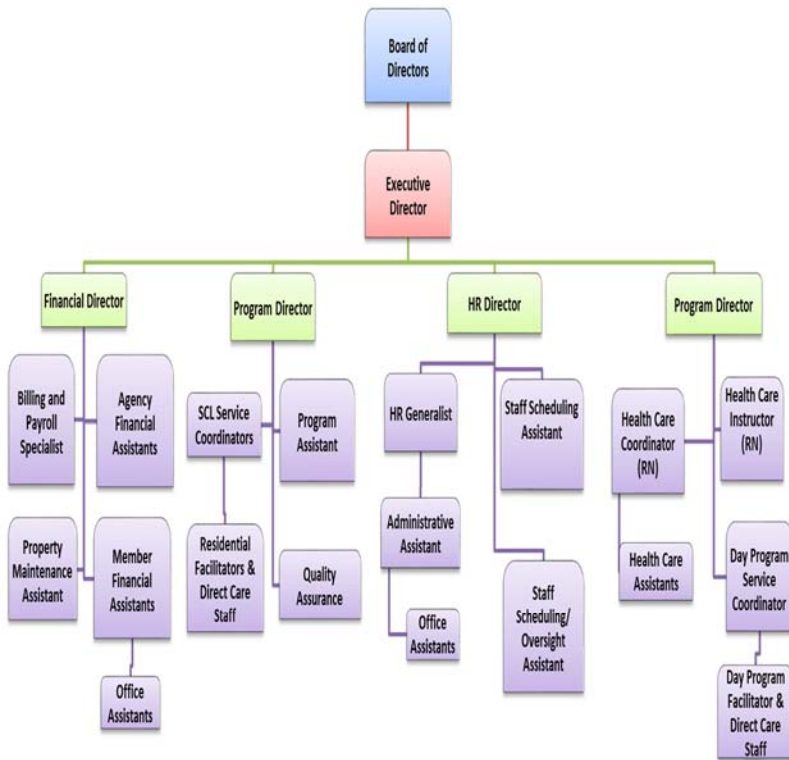
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RFYP Table of Organization



Introduction

Thank you for choosing Reach For Your Potential, Inc. as your service provider. We are proud to be serving you and the people who support you. Your needs, choices and expectations are very important to us and we encourage you to fully participate in expressing your preferences with your team! Your input about who is a member of your team is extremely important.

Reach For Your Potential, Inc. has been serving Iowa City and the surrounding area since 1990. RFYP supports adults with disabilities so they can have more independence, choice, and control over their lives. RFYP is available to help you with any money, legal, residential, health care, or other decisions that you are facing. A Service Coordinator will be working with you to assist you in meeting your needs.

RFYP provides services that are person-centered, which means your lifestyle is based on your desires, strengths, and abilities! A variety of supports including natural supports and staff supports are available to you as you need it! You are the leader of your team and will give your input on what goals you want to work on based on your interests. If RFYP does not offer a service that you need, your Service Coordinator will make a referral to an agency that can help you with that desire. In almost all cases, RFYP staff will be providing you with all of the services.

RFYP Mission Statement

Through personalized care and assistance, Reach For Your Potential, Inc. provides comprehensive residential and day services for adults with disabilities. Our goal is to help you reach your personal best.

RFYP Philosophy

Our fundamental goal is to assist adults with developmental disabilities lead productive and fulfilling lives. We believe in the importance of such human values as trust, fairness, cooperation, responsibility and caring. Staff members need to exhibit these values in their relationships with one another, with members and others.

RFYP Services

RFYP wants you to have the information you need to make informed decisions about your life by working with you, your guardian, your case manager and other members of your team to find out what your needs and goals are. Never be afraid to talk to someone if you have questions about your services. RFYP understands that each person is different and has different desires, and we believe that all people should be treated with dignity and respect in making choices about their lives. All services are provided by RFYP staff and are available to individuals approved under the ID or BI Medicaid Waivers, Home-Based Habilitation, or Money Follows The Person (MFP).



Hourly Supported Community Living:

Hourly services are provided to individuals within their own home and in the community by RFYP staff. RFYP staff are there to support your needs based on your personal schedule. Service hours are available 7 days per week during times that you would like staff support. Staff can assist you with services such as advocacy, self help skills, bill paying, grocery shopping, managing medication, household chores, and other specific goals that you choose.

24 Hour Supported Community Living:

RFYP provides 24 Hour Supported Community Living (SCL) services. RFYP services and staff are available 24 hours per day, 7 days per week. Services take place in residential homes and within the Iowa City community. The number of roommates depends on the size of the home services are provided in. You will have the opportunity to give your input regarding your home, who would be the best roommate for you, the best fit for your staff, and make your home personalized to your liking. Services provided include home skills assistance, advocacy, transportation services, assistance with activities of daily living, personal cares, medication management, and the use of staff supports, natural supports, and a variety of other ongoing supports.

CARF Accreditation

Reach For Your Potential, Inc. is proud to maintain a full, 3-year accreditation award from CARF International for the Day Habilitation and Supported Community Living programs.. CARF recognizes RFYP as an agency that meets and exceeds the standards for quality programming .

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served.



Communication

RFYP wants to maintain open communication with you, your family, guardians, Case Managers, medical providers, other service providers, and Reach For Your Potential staff.

The vast majority of your communication will be with your Service Coordinator (SC). Any questions about your home at RFYP, your services, access to other services, or staff issues should be directed to your SC. Some day-to-day questions can be directed to the Facilitator, such as a need for household items or for informal “status” reports. Medical questions can be directed through the Medical Team or the Service Coordinator.

You and anyone on your team are welcome to contact Administrative Staff any time, especially if there are significant concerns, questions, feedback, or if you have not been able to receive a satisfactory answer from other staff.

In the event of an emergency and after office hours, RFYP maintains an on-call system for Direct Care staff, RFYP members, and guardians. Phone numbers for Administrative Staff can also be made available to you, as needed, during an emergency. RFYP is available 7 days per week, 24 hours per day to assist with any emergency and non-emergency issues that may arise.



RFYP Services (Cont.)

Day Program Services:

The RFYP Day Habilitation program takes place at 1705 S. 1st Ave. in Iowa City and within the greater community. All services are directly provided by RFYP staff. The Day Habilitation operates Monday through Friday, 8am-4pm to meet your needs and desires. Services provided combine medical monitoring, daily living skills development, and active community involvement to support the development of interpersonal relationships, pre-employment skills, and/or educational development for the person served. You can take advantage of the RFYP transportation, SEATS, or any personal transportation options available to you. Funding for services are available through Medicaid or private pay.

Natural supports and staff assist you to have more choices and control over your daily and leisure time activities. You will have the opportunity to explore new areas of interest, become more involved within your communities, develop communication and interpersonal skills, and pursue your personal goals. RFYP supports your overall wellness and wants you to have the highest quality of life!

Home-Based Habilitation:

Home Based Habilitation Services are designed to assist adults with disabilities with acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in residential and community-based settings. Services are provided in the person's home and community, and are available 24 hours per day, 7 days per week. Schedules are based on the needs and schedule of the person served. Typical services provided include but are not limited to assistance with medication management, budgeting, grocery shopping, personal hygiene skills, etc.

Admission, Transition, and Discharge Criteria and Procedures

Admissions Criteria and Procedures

The admission process starts with a referral to RFYP from a Case Manager, family member, friend, guardian, or yourself. After a referral is made, the Program Director will ask for additional information so RFYP can better understand the needs of the individual. You are encouraged to tour open locations, meet RFYP residents, and visit the Day Program to ensure you feel comfortable with RFYP services. If there is a waiting list, you will be notified of any possibly waiting periods.

Transition Criteria and Procedures

If you would like to transition to a new location, program, and/or service, you will need to communicate this to your Service Coordinator. RFYP will do its best to honor that request and support you in making the transition as smooth as possible. RFYP supports your right to choose the best programs and supports available to you.

Discharge Criteria and Procedures

If you would like to leave RFYP services and begin pursuing other residential or day programs in the area, RFYP will work together with you, your guardian, and entire Interdisciplinary Team (IDT) to make the discharge go as smoothly as possible. If needed, RFYP will assist the IDT with finding a new service provider with you and remain supportive to your needs throughout the process. RFYP requires a 30 day notice if you decide to pursue another provider and discharge from the agency.



RFYP supports your rights! YOU HAVE THE RIGHT TO...

- Seek employment and have a job I like



- Look at my files, documents, and ask questions anytime



- Have access to all investigations that are about me



- Have all legal rights that all people have



Your RFYP Service Coordinator, staff, and any member of your support team is available to review your rights with you at anytime.

All persons living in the United States of America have rights that are protected by State and Federal laws. The United States constitution states that all persons are created equal and that all persons have certain rights that cannot be taken away.

People with disabilities have rights that protect them from being treated unfairly or denied their rights.

RFYP supports your rights! YOU HAVE THE RIGHT TO...

- Vote



- Express my thoughts



- Express my sexuality



- Go to my church and practice my religion



- Decide where I live and who lives with me



- Make decisions about my medical care



- Choose healthy and nutritious food



- Avoid medications or objects that restrict my choices



- To be free from people hitting, hurting, ignoring or yelling at me



- Have my privacy and dignity protected at all times



- Participate in meaningful daily activities that I choose



RFYP Staff

Supported Community Living Direct Care Staff

Direct Care staff are responsible for the day-to-day delivery of services. These staff work at your home and assist you with your ongoing support services like cooking, transportation, and self-cares to working on specific goals. Staff are expected to be dependable, patient, and pay close attention to your needs and wants. Staff are assigned based on the needs and the preferences of the members, the staffs' work availability, and personality to ensure a good fit.

Supported Community Living Residential Facilitator

Residential Facilitators are responsible for ensuring that the day-to-day routines of the location are running smoothly. They are the staff leader of your home. They often assist you with planning your weekly menus and grocery lists, shop for supplies and groceries, assist with bill paying and banking, track necessary documentation of services, and provide oversight to Direct Care staff. The Residential Facilitator is in regular contact with the Service Coordinator with updates on the roommates and the status of the location.

Day Habilitation Direct Care & Facilitators

Day Habilitation Direct Care staff support you at the Day Program and in the community. Each staff member is responsible for providing assistance with activities of daily living, in-house activities, your goals, and community outings you choose to attend. The Facilitators provide Direct Care support, schedule in-house and community outings for every person, ensure you are working on your goals, supervise the staff, provide training to new and current staff, file paperwork, and complete daily documentation to keep a record of how you choose to spend your time at the Day Habilitation.

Service Coordinators (SCL and DH)

Service Coordinators (SC) are responsible for the overall coordination of your services and programs you are involved in. They are responsible for overseeing the implementation of your service plan, communication with family and/or guardians and other providers, medical team, scheduling of Direct Care staff, and supervision of Direct Care staff and Facilitators.

RFYP Staff

Medical Team

The Medical Team schedules and accompanies you to your doctor appointments, works with Direct Care staff to make sure your staff are well trained resulting in you receiving the best medical attention. They make sure you have your medications in your home, you and your staff are trained on how to use any medical equipment, and they communicate any health information with you, your doctors, and your team. They are available during the week and on the weekends to assist with answering any questions about your medications.



The Medical Team is available to you, your guardians, and additional supports for training and advocacy on health care related issues, medications, local physicians, specialty clinics, health care resources, insurance issues, hospice care, etc. Guardians are welcome to accompany the Medical Team Assistant to appointments or call with any questions or concerns. A member of the medical team also participates in the after-hours on-call rotation from Friday at 5pm to Monday at 8am.

RFYP Nurse

The RFYP employs a full time Registered Nurse to oversee the RFYP Medical Team. You and your guardian have full access to the nurse, in addition to having access to the RFYP Medical Team. The nurse is responsible for leading all of the medical trainings, continuous follow up on health issues, making recommendations on any health related concerns, assisting with personal care needs, and overseeing the administration of medications. The nurse supervises the Medical Team staff and collaborates with the SCL and DH staff to ensure the highest quality medically related services for the members.

RFYP supports your rights! YOU HAVE THE RIGHT TO...

- Enter and use all areas of my home
- Use the telephone when I want
- Have visitors where I live
- Check and review my mail
- Have privacy in my home
- Choose who to share my information with
- Have my personal items
- Make decisions with my money
- Manage my own medications
- Participate in meetings about me and choose my goals
- Participate in activities in my community
- Be involved with choosing my services



RFYP Staff

Member Financial Assistants

The Member Financial Assistants work with you to manage your money, balance your checkbook, and assure that you are meeting the requirements of Social Security, Medicaid, Iowa City Housing Authority, and other benefits. They assist with securing and maintaining benefits for which you are eligible.

Program Directors

The Program Directors supervise Service Coordinators, oversee all RFYP programming, and other internal departments. The Human Resources Director/Program Director oversees the employment and training of all personnel, supervises the medical team, and oversees the operations of the Day Habilitation program and staff. The Financial Director oversees agency finances, payroll, and payee services. The Executive Director exercises general oversight in the areas of service delivery, strategic planning, communication with the Board of Directors, employment issues, and overall functioning of the agency. The SCL Program Director supervises the SCL Service Coordinators, and Quality Assurance team and oversees the operations and communication regarding the SCL program.



Involvement in Your Community

- **Aktion Club: Car Washes, Park Clean Up, Food Drives, Christmas Parties, Bake Sales, Crafts**
- **Special Olympics Iowa**
- **Iowa City Recreation Department**
- **Camp Courageous—Week long camping and trips**
- **Jazz Fest and Iowa City Art Festival**
- **Camp Reece**
- **RFYP Holiday Parties**
- **RFYP Annual Party for Members and Families**
- **Iowa State Fair and Johnson County Fair**
- **University of Iowa Sporting Events**
- **West Music Music Therapy**
- **Sound Reach Choir**
- **Cedar Rapids Kernels Games**
- **Friday Night Concert Series**
- **Bookmobile**
- **Iowa City Arts Festival**
- **Petland**
- **Old Capitol Mall**
- **Iowa City Public Library**
- **Hawkeye Model Railroad Club**
- **Sycamore Mall Movie Theatre**
- **Robert A. Lee Recreation Center**
- **Iowa Children’s Museum**
- **Terry Trueblood Park**
- **Religious and Cultural Events**
- **Coralville Dam**
- **Combined Efforts Theater**
- **BINGO**
- **Zumba**

Informed Decisions & Privacy

This means you will....

- ◆ Make decisions & choices based on my feelings, beliefs & what is important to me.
- ◆ Understand who can receive information about me such as my guardian, doctor, and programs I attend.
- ◆ Be told enough information to help me make my decision and be given enough time to make an informed choice.
- ◆ Decide what I do on my own time.
- ◆ See any documents that are about me at anytime.
- ◆ Take risks once I know what might happen.
- ◆ Decide what I do with my own things.
- ◆ Decide what I plan for my future (Choose to live on my own or with others).
- ◆ Decide who comes into my home.
- ◆ Choose the services and supports I want to use.
- ◆ Have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, and what doctor I go to.
- ◆ Make mistakes and change my mind.
- ◆ Choose to not participate in activities or services if I do not want to.

Confidentiality means your information cannot be shared without your permission or permission from your guardian.

Information such as....

- ◆ Information written in your file.
- ◆ All medical history and appointments.
- ◆ Discussions that you have with RFYP staff.
- ◆ Discussions that you have in meetings.
- ◆ Activities that you do at your home or at your Day Program.

Day-to-Day Supports

Life Choices/Responsibilities

Our first obligation is to you and to respect your freedom of choice. RFYP strives to offer you greater choices, control of life decisions, and development of skills for successful community living skills. RFYP has a responsibility to implement your ISP, respect your rights and restrictions, and advocate for you as needed. ISPs and your rights restrictions are reviewed quarterly to ensure the best individualized services are being provided to you, as well as providing multiple opportunities for you to ask questions, make revisions, and articulate your thoughts and needs.

If necessary, a Behavior Intervention Plan may be developed to provide RFYP staff with specific guidelines outlining how you prefer to receive assistance with managing your behavior and how you prefer intervention. A variety of training is also available to you to assist you in living as independently as possible while reducing any identified risks.

Rent/Utilities

RFYP offers payee services to assist you with paying your rent and utilities. Some people receive rental assistance through Section VIII Housing, HCBS Rent Subsidy, or other various assistance programs.

Groceries/Food Assistance

You may decide to develop a weekly menu and grocery list. Upon admission, Reach For Your Potential will provide assistance in applying for Food Assistance through the Iowa Department of Human Services.

Furnishings

RFYP wants your home to be a reflection of you! If you are not able to obtain sufficient furnishings, Medicaid Waiver services may be able to provide assistance. This is a process that you, your case manager, and RFYP would assist with. You can decorate your home and room to your liking.

Day-to-Day Supports

Recreational Activities

Reach For Your Potential schedules activities and provides staff support so you can participate in activities of your choice at home and in your community. You are responsible for paying for any activities you attend at home, however Day Habilitation activities are paid for by RFYP. There are many individuals we serve that are involved in organized activities through the Aktion Club, Iowa City Recreation Center, Special Olympics Iowa, and Camp Courageous. Members are encouraged to participate in recreational activities with other RFYP members and community members to increase interpersonal relationships, self advocacy, and communication skills.

Visits/Time Away

Reach For Your Potential maintains no restrictions on visits or time away from your home at RFYP. If restrictions are placed on visitors, that will be done upon agreement by the service planning team, documented in your ISP, and enforced by RFYP staff. RFYP does request that the Service Coordinator be given advanced notice when you will be away so that RFYP can adjust activity schedules, pack medications, and make staffing arrangements.



Grievance Procedure

What Is A Grievance?

A grievance is like a complaint. If you think that at any time you are not being treated fairly or with respect, you have the right to say something about it. We always want you to feel comfortable talking with your staff at anytime. But sometimes you may not be happy with what they are saying and you want to talk with someone besides them. That is your right! You can write the information in a letter form or get the Formal Grievance Form from the Main Office or RFYP website. Any staff member can assist you with communicating the problem. At no time can anyone stop you from this process. You will not get in trouble or experience any type of humiliation or retaliation. You will continue to receive respect and high quality services throughout the process.

Steps to follow for your grievance:

1. Write down your grievance. If you are not comfortable with writing, ask a person that you trust to help you. It could be someone from your home, your Service Coordinator, your guardian, another RFYP staff person, or your case manager. If you prefer, you can call the main office with your grievance as well to get the process started.
2. As clearly as you can, describe what happened; who is involved; the date it happened; where it happened; and what you want done. Include the names of the people you've talked to about this issue and if someone helped you submit the grievance.
3. Send your grievance to Human Resources at the RFYP Main Office.
4. You should hear back from RFYP administration within 10 business days. If you don't receive a response or you do not find the response acceptable, you can send the grievance to the RFYP Board of Directors. You will receive a final answer within no more than 10 business days.

If you do not understand any of the steps or what to do, ask any RFYP staff and they will help you throughout the process.

Person-Centered Individualized Service Planning

Person-Centered Assessment: Person-Centered Planning requires that you are actively involved in the planning of your services and supports and in choosing your goals and objectives. It is an ongoing assessment and planning process that honors your strengths, preferences, choices, desired outcomes, and abilities. The process also reviews any safety concerns or risks that could effect your daily life.

Individualized Service Plan (ISP): The service plan is developed from components identified in the person-centered assessment process. The goals are personal, measurable and time limited. The ISP identifies your goals, your role in implementing the goals, and describes the role of the staff for supporting your goal work. The ISP is reviewed at least twice per year. In addition to goals, ongoing supports covered include but are not limited to:

- Health and Safety
- Intruder
- Illness/Injury
- Fire
- Severe Weather (including evacuation procedures)
- Community Involvement
- Assault
- Crisis and Decision making
- Behavior Intervention Plan (only as needed)
- Anticipated Discharge Plan
- Member Rights and Restrictions

At all times, you are encouraged to fully participate in meetings and share your true feelings, whether positive or negative. Our aim is to plan our services based on your choices and needs. Your input will help us serve you better. Your staff and all persons responsible for supporting you will be trained on the components of your ISP. All documents and plans about you are available to you at all times. A member of your team, Service Coordinator, and/or staff are available to help you fully understand your plan if needed.

Day-to-Day Supports

Schedule

Your daily schedule is based on your activity, school, work, day program, and personal appointments. Every RFYP member has a different schedule and RFYP will provide staff to meet the needs of everyone's schedule. We strive to provide you with maximum choice in opportunities to determine the flow of your home life. We also understand the importance of a structured schedule to many of the individuals we work with, so we aim to maintain a predictable lifestyle with respect to individual schedules and staffing needs.

Activities of Daily Living

You are responsible for all activities of daily living to the best of your ability. RFYP staff members can assist you with completing cooking, cleaning, laundry, personal cares, etc. without losing sight of the goal of greater independence.

Medication

Many people take regular medications. The majority of staff are certified medication managers and can assist you with taking your medications. All medications (including over-the-counter vitamins, and supplements) must be ordered by a doctor if RFYP staff will be assisting with medication administration. Some individuals administer their own medications if appropriate. Reach For Your Potential provides varying levels of supports necessary to ensure individuals maintain healthy and independent lifestyles.

Transportation

We encourage you to be as independent as possible in meeting your own transportation needs. Some individuals arrange transportation through the Iowa City Transit bus system, Johnson County SEATS para transit bus system, or through local taxi services. Reach For Your Potential maintains a fleet of vehicles to meet the members' transportation needs as needed. Most staff are approved to drive the agency vehicles to ensure members are actively participating in events within their community.