



Reach For Your Potential, Inc.

Services Handbook



Reach For Your Potential, Inc.

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www.RFYP.org

Together We Can Make It
Happen



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Introduction

Reach For Your Potential, Inc. has been serving Iowa City and the surrounding area since 1990. While we are steadily growing, we still maintain a small agency feel. Reach For Your Potential strives to enhance the lives of those we serve by providing services that are meaningful and help individuals work towards having greater choice, independence, and control over their lives. RFYP respects and promotes the dignity of the members.

Individualized, person-centered services and measurable goals are uniquely designed from the results of the identified preferences and assessment data which are driven by the individual. The service team works together to support the member's desires. If RFYP does not provide a specific service that a member desires, a referral will be made to the appropriate agency. Otherwise, services are provided directly by RFYP staff. If requested by members or guardians, the Executive Director, Program Directors, and Service Coordinators are available to provide assistance, information, and/or referrals about resources available to assist the persons served and guardians in making financial, legal, residential, health care, or other major life decisions.

Supported Community Living and Home Based Habilitation programs serve two populations: Intellectual Disabilities (ID) or Brain Injury (BI). Day Habilitation services serve individuals with Intellectual Disabilities. Individuals must first be approved for the ID or BI Waiver services. Fees for all programs are paid through Medicaid for individuals on the ID or BI Waiver or individuals can choose to private pay if they are not approved for the Medical Waiver. Referrals are accepted through various Regional Case Management Services, managed care agencies, and personal referrals.

Service Handbook

Mission Statement

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

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.

Services

Hourly Supported Community Living:

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

24 Hour Supported Community Living:

RFYP provides 24 Hour Supported Community Living (SCL) services to adults on the ID or BI Medicaid Waiver. 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. Placement of roommates depends on the individuals' personalities and preferences. All of the homes are safe, affordable, and accessible. One of the goals of SCL is to increase independence and involvement in the community by giving members greater choices and control over their lives. The services 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.

RFYP Services (Cont.)

Day Habilitation Services:

Day Habilitation services assist individuals achieve satisfying and rewarding connections and relationships within their communities. 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 the needs of the persons served. Services provided combine medical monitoring, daily living skills training, and active community involvement to support the persons served development of interpersonal relationships, pre-employment skills, and/or educational development. Natural supports and staff support assist the persons served to have more choices and control over their daily and leisure time activities. Participants have the opportunity to explore new areas of interest; become more involved within their communities; develop communication and interpersonal skills; and set and pursue personal goals. Day Habilitation Services are available to enhance and support the persons' social development, interpersonal relationships, self-help, and community living skills. These rich experiences and supports can increase self-advocacy, active lifestyles, and slow the decline associated with aging. Day Habilitation activities and individual service plans are established based on the member's preferences and identified needs to help persons served advance their skills and pursue their goals, interests, and passions.

Home Based Habilitation:

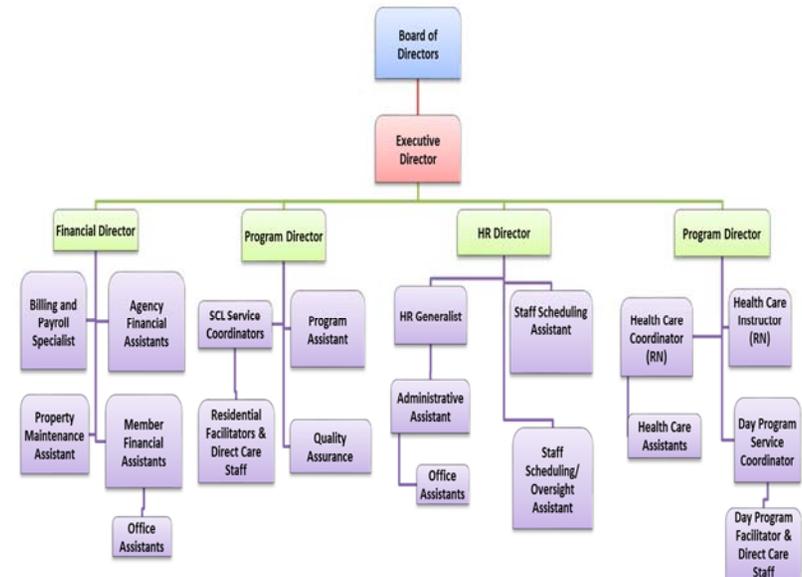
Home Based Habilitation Services are designed to assist adults with disabilities with in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in residential and community-based settings. Services provided in the person's home and community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

RFYP Member Rights

Members have the same basic and fundamental rights of non-disabled persons. RFYP ensures the rights of members are honored both at home and in the community. Some of these rights may be restricted for health and safety reasons. Prior to restricting these rights due process must be utilized. As a member of Reach For Your Potential, Inc. members can expect to receive the following rights:

- * Enter and use all areas of my home
- * Use the telephone when I want
- * Have visitors at my house
- * Check and review my mail
- * Privacy in my home
- * Choose who to share my information with
- * Have my personal items
- * Manage my money
- * Choose who to share my information with
- * Have my personal items
- * Manage 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
- * I have the right vote
- * I am able to speak my thoughts anytime
- * 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 use objects that restrict my choices
- * To be free from people hitting me, hurting me, yelling at me
- * People will respect my privacy and dignity at all times
- * Participate in meaningful daily activities of my choice
- * Seek employment and have a job I like
- * Look at my files and ask questions anytime
- * Have access to all information about investigations that are about me
- * All legal rights that all people have

Table of Organization



Contact Information

To make a referral for admission to the SCL, Home Based Habilitation, or Day Habilitation programs or would like additional information on RFYP services, you can contact:

Diana Jones, Program Director
Reach For Your Potential, Inc.
 1705 S. First Ave, Suite I
 Iowa City, IA 52240
 319-354-2983
djones@reachforyourpotential.org

If you would like information on employment, you can contact:

Human Resources
Reach For Your Potential, Inc.
 1705 S. First Ave, Suite I
 Iowa City, IA 52240
 319-354-2983

If you would like to review forms, handbooks, or need additional information, please review our website at www.RFYP.org.



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 any person involved in the care of an individual. Most individuals are approved for services from the ID or BI Waiver, however some individuals choose to privately pay for services. After a referral is made, the Program Director will give the referral source forms to complete and requests certain documents so RFYP can get an accurate picture of the needs, desires, and strengths of the individual. Depending on the information gathered, the individual's desires, and the openings within the agency, RFYP will move at the pace the individual is comfortable with for a move in and/or start date. A person centered assessment is completed prior to writing the Initial ISP to gather data on the person's desired outcomes, strengths, abilities, personal preferences, necessary accommodations, and/or any other important factors in the member's life. This assessment will assist the member and his or her team to develop individualized goals.

Transition Criteria and Procedures

If a current member would like to transfer to a new location, program, and/or service, the member or guardian needs to communicate this to the RFYP Service Coordinator or Administrative staff. RFYP will do its best to honor that request and support the member in making the transition as smooth as possible. RFYP respects the individual preferences and accommodates the changing needs and desires of the clients.

Discharge Criteria and Procedures

If an individual would like to discharge from RFYP services and begin pursuing other residential or day programs in the area, RFYP will work together with the individual, 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 the individual and remain supportive to the client throughout the process. RFYP requires a 30 day notice if an individual decides to pursue another provider and discharge from the agency. RFYP will also provide a 30 day notice of any involuntary discharge.

RFYP Staff

Reach For Your Potential employs over 230 people. A majority of our employees are Direct Care staff. However, there are other staff working to implement and develop top notch services. All services are provided directly by RFYP staff.

Direct Care Staff

Direct Care staff are responsible for the day-to-day delivery of services, ranging from ongoing support services like cooking and self-cares to working on specific goals. Direct Care staff responsibilities vary greatly in connection with which individuals they work with. Some individuals require constant supervision and complete personal care assistance and some only require verbal reminders to complete their daily tasks. Staff are expected to be dependable and care for the individuals with patience and attention to their individual needs and wants. Staff are assigned based on the needs and the preferences of the members, their work availability, and personality to ensure a good fit. Day Habilitation Direct Care staff directly deliver services as described in an individual's service plan. Each staff member is responsible for all of their assigned groups' needs, assistance with activities of daily living, and in house activities, goal work, and community outings.

Facilitator

Facilitators are responsible for ensuring that the day-to-day routines of the location are running smoothly. They often work with individuals to develop individualized menus and grocery lists, community outings, activities, shop for supplies and groceries, assist with bill paying and banking, track necessary documentation of services, and provide oversight to Direct Care staff. The Facilitator is in regular contact with the Service Coordinator with updates on the roommates and the status of the location. The Day Habilitation Facilitators provide Direct Care support, schedule and plan in-house activities and community outings for every member, implement individual service plans and goal work, supervise the staff, provide training to new and current staff, filing of paperwork, and completing daily documentation.

Individualized Service Plans

The service plan, referred to by RFYP as an Individual Service Plan (ISP), is a statement of the member's personal goals they wish to achieve and the supports needed to be as independent as possible in their home, community, work setting, and/or Day Habilitation. The IDT and member become partners in the design and implementation of the goals identified by the member. The IDT can remain fluid and flexible based on the desires of the member, family/support systems, and/or the team members' willingness to participate in this ongoing and dynamic process. The service plan is developed from components identified in the person-centered assessment process and input from the family/support system, guardians, case managers, RFYP, other providers, and/or other stakeholders.

Through this process the member, their guardian(s), their natural supports and the IDT determine goals and objectives that honor the member's preferences, needs, strengths, desired outcomes, choices and abilities. In addition, the service delivery process must consider the members and family/support systems' coping and problem solving skills, health care needs and status, financial and educational needs, communication styles and frequency preferences, social/cultural factors, and/or lifestyle choices. The development of the person centered service plan takes into consideration the persons health care needs, stage of disease progression, anticipated needs, and end of life decisions and plans. The process involves input and observations of the natural supports and IDT members the member desires or requires as a part of their IDT. The member is actively involved in every step of developing the service plan. Service plan meetings are scheduled at the most convenient time for all IDT members and can be reviewed/revisited at any time. The components of the meeting are documented in a report form in an understandable format and the Service Coordinator is available at all times to clarify any components as needed.

Activities and Community Integration

- **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 Reese**
- **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**



RFYP Staff (Cont.)

Service Coordinators

Service Coordinators (SC) are responsible for the overall coordination of RFYP services for each individual on their caseload. They are responsible for overseeing the implementation of the individual's service plan, communication with family and/or guardians other providers, and medical team, scheduling of Direct Care staff, and supervision of Direct Care staff and Facilitators.

The Service Coordinator (SC) acts as a catalyst for the service delivery team to remain knowledgeable about the preferences, choices, and personal interests of the person served, family, guardian, and team and ensures the person served is an active participant in the service planning at all times. If requested by the member, guardian, and/or service team, the SC, Program Directors, and Executive Director are available to provide assistance, information, and/or referrals about resources available to assist with making financial, legal, residential, health care, or other major life decisions. RFYP comprehensive knowledge of resources available to the member and the family/guardians. RFYP will make arrangements with external resources to provide care options and settings that meet the needs of the persons served.

The SC receives input and feedback from the staff directly working with the member, other providers, and team members. The SC remains available to the member and IDT team for regular updates, interaction, and communication starting with the orientation to services through the entire duration of the service plan, including implementing referrals to other providers, transition plans and/or termination planning if needed. The SC will work cooperatively to reduce any disruption in the services for a member who is admitted temporarily to another setting outside of RFYP. Any service needed that RFYP cannot provide, a referral will be made to the appropriate agency or medical provider ensure needed services are received for the member and/or guardian/family including medical and services.

RFYP Financial & Administrative Staff

Member Financial Assistants

Our Member Financial Assistants work with individuals to manage their money, balance their checkbooks, and assure that they are meeting the requirements of Social Security, Medicaid, Iowa City Housing Authority, and other benefits. They assist with securing and maintaining benefits for which they are eligible.

Administration

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 Human Resources Director oversees the employment and training of all RFYP personnel. In addition, the HR Director ensures that RFYP employment policies and procedures are in compliance with all accreditors.

There are two Program Directors. One Program Director supervises the medical team and oversees the operations of the Day Habilitation program, and staff. The other Program Director oversees the operations and communication regarding the SCL program to ensure quality services for the persons served, supervises the SCL program, SCL Service Coordinators, and Quality Assurance team.

The Financial Director oversees the agency finances, payroll, and payee services. Member Financial Assistants are supervised by the Financial Director.

Activities and Community Integration

- **Friday Night Concert Series**
- **Bookmobile**
- **Iowa City Arts Festival**
- **Pet-land**
- **Old Capitol Mall**
- **Iowa City Public Library**
- **Hawkeye Model Railroad Club**
- **Sycamore Mall Movie Theatre**
- **Robert E. Lee Recreation Center**
- **Iowa Children's Museum**
- **Terry Trueblood Park**
- **Religious and Cultural Events**
- **Coralville Dam**
- **Combined Efforts Theater**
- **BINGO**

Communication

Communication among families, guardians, Case Managers, other providers, individuals, and Reach For Your Potential staff is crucial to providing quality services, assistance, and to ensure that the member is receiving the assistance necessary to meet their needs and desires. If RFYP cannot provide a specific services, a referral will be made to meet the needs of the member. It is important to recognize the different levels of communication with Direct Care staff, Facilitators, Service Coordinators, Medical Staff, and Administrative Staff.

The vast majority of communication is with the Service Coordinator. Any questions about the functioning of the location, service provision, access to other services, or staff issues should be directed to them. 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.

Guardians, parents, members, stakeholders, etc. are welcome to contact Administrative Staff any time, especially if there are significant concerns, questions, feedback, or 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 personnel that are on call after office hours and on weekends are the Service Coordinators, medical staff, maintenance, and administrative staff to best meet the needs of the members in the most efficient manner.

RFYP strives to maintain exceptional communication, assistance, and follow through. We rely on you to help us by outlining your needs in regards to communication and relaying concerns and questions to the appropriate individuals.

Additional information, forms, handbooks, and Performance Summaries can be found on the RFYP website at www.RFYP.org.

RFYP Medical Staff

Medical Team

The Medical Team schedules and accompanies individuals to their medical appointments, works with all staff in all programs to deliver appropriate health care treatment and training. The medical team is involved in on-going medical care to the extent required by the individual and service planning team. This involvement ranges from monitoring only medication distribution to attending and tracking all medical appointments. They oversee medication distribution, use of medical equipment, and communication with medical service providers and families/guardians to ensure the highest quality services.

The Medical Team is available to members, guardians, and families for training and advocacy on health care related issues, medications, local physicians, specialty clinics, health care resources, insurance issues, 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 Registered Nurse

Members, guardians, and families 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, make recommendations on any health related concerns, assist with cares of the members, and oversee the administration of medications. The nurse supervises the Medical Team staff and collaborates with all RFYP staff to ensure the highest quality medically related services for the members. Additional individualized direct services and/or referrals that are available to members, guardians, and families are:

- Education on end of life support services including Hospice services
- Supports to deal with grief and loss
- Provision of medical supports to promote continuous care across all programming and environments to ensure community involvement
- Support for families including those who may themselves have special needs related to aging
- Advocacy for physical and psychological needs
- Health care funding needs and resources

CARF Accreditation

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

This is the highest level of accreditation that can be awarded to an organization. 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 than centers on enhancing the lives of the persons served.

The RFYP Annual Management Report is available for review upon request. A modified version of the Annual Management Report is available for review on the RFYP website.



Hiring & Training

Hiring

Reach For Your Potential follows a formal hiring process. Prospective employees complete an application and schedule an interview if appropriate. The application process involves State of Iowa criminal background checks, dependent adult/child abuse registry checks, OIG and SAMS background checks. These checks are completed upon hire and annually. The HR department collects information on applicants by performing reference checks on all potential employees. This helps to ensure RFYP hires quality employees. All new hires must complete an agency orientation class, medication manager class, and a specific training process. If current employees wish to transfer to a new position within the agency, a letter of interest should be submitted to the Human Resources Department. The Human Resources Department will reply to the letter of interest in a timely manner to discuss the qualifications and responsibilities of the position of interest.

Training

Direct Care staff are trained at orientation and with the individuals with whom they will be working. They are trained by the Service Coordinator or Residential Facilitator on member-specific needs. New staff work at least 3 training shifts before working on their own. All staff trainings are documented and tracked to ensure staff have been appropriately and efficiently trained on the needs of the members.

Reach For Your Potential offers monthly trainings included but not limited to First Aid/CPR, Blood Borne Pathogens, Mandatory Reporting of Child and Dependent Adult Abuse, Lifting and Repositioning, using a Lift Van properly, Confidentiality, Individual Rights/Restrictions, Positive Behavior Supports, Crisis Prevention Intervention, Insulin and Medication Administration Certification, Dental Hygiene, Dementia and Age Related Decline, a history of disability, and traumatic brain injury. Training on individualized cares are implemented as needed based on the needs of the members.

Day-to-Day Living

Schedule

The day-to day schedule of the individual depends on their personal schedules including school, work, Home Based Hab, ADC, and/or Day Hab. Every RFYP member has a different schedule and RFYP will provide staff to meet the needs of the individual. We strive to provide individuals maximum choice opportunities in determining the flow of their 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 life-style with respect their individual schedules and staffing needs.

Activities of Daily Living

Individuals are responsible for all activities of daily living to the best of their ability. RFYP staff members assist individuals in completing cooking, cleaning, laundry, personal cares, etc. without losing sight of the goal of greater independence.

Medication

Many of the individuals we serve take regular medications. The majority of staff are certified medication managers and assist individuals in taking their medications. All medications (including OTC, vitamins, and supplements) must be ordered by a doctor if RFYP staff will be assisting with medication administration. Some individuals administer their own medications and that is identified in their ISP. Reach For Your Potential provides whatever level of support is necessary in ensuring individuals maintain healthy lifestyles.

Transportation

We encourage individuals to be as independent as possible in meeting their transportation needs. Some individuals arrange transportation through 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.

Aktion Club



Aktion Club is a community service club created specifically to assist adults with disabilities get involved in their community. The RFYP Aktion Club is lead by our own members. In addition, to community service projects, Aktion Club also host a variety of social events on the weekends to provide opportunities for their members to enjoy their community together. The Aktion Club is formed, structured, and run locally, but is supported by the Kiwanis International Office.

Reach For Your Potential founded the **Reach For The Stars Aktion Club** in May of 2008. The club's meetings, fund raisers, and social events are coordinated by the individuals who participate in the club with the assistance of an RFYP advisor.

Aktion Club believes that through its service to the community it will also teach the community more about adults with disabilities in order to bring our community closer together.

Reach For The Stars Aktion Club Anthem:

Together we can Reach For the Stars,
Together we can open minds and hearts!

We serve others in our community,
Development has no disability!

United we can never fail,
Together we are one,
United we can change the world!

Community Living

Life Choices/Responsibilities

As a provider of services to adults with disabilities, our first obligation is to the individual whom we serve and to respect their freedom of choice. RFYP strives to offer the member greater choices, control of life decisions, and development of skills for successful community living skills. RFYP has a responsibility to implement the individual's ISP, respect the individual's rights and restrictions, and advocate as needed. ISPs are reviewed at least twice per year to ensure the best individualized services are being administered, as well as providing multiple opportunities for the members to understand and articulate their needs.

If necessary, a Behavior Intervention Plan can be developed to provide RFYP staff with specific guidelines outlining their interventions to address appropriate responses to maladaptive behavior. RFYP trains staff of positive interventions and being proactive to prevent any behavioral issues.

Rent/Utilities

Individuals are responsible for paying their own rent and utilities. RFYP offers payee services to assist with this task. Individuals can make choices about phone, internet, and cable services. Some people receive rental assistance through Section VIII Housing, HCBS Rent Subsidy, or other various assistance programs.

Food/Food Assistance

Individuals are responsible for purchasing their own groceries. Most individuals shop with some degree of staff support. Individuals can decide to develop individualized weekly menus and grocery lists to aid in budgeting and healthy eating. Upon admission, Reach For Your Potential will provide assistance in applying for Food Assistance through the Iowa Department of Human Services. This monthly disbursement varies depending on the individual's monthly income.

Community Living

Recreational Activities

Reach For Your Potential schedules activities and provides staff support for individuals to participate activities of their choice. Individuals are responsible for paying for any activities they attend. There are many individuals we serve that are involved in organized activities through the 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.

Furnishings

Individuals are responsible for furnishing their home. If they are not able to obtain sufficient furnishings, Medicaid Waiver services may be able to provide assistance. This is a process that RFYP and the individual's case manager would assist with. Individuals can decorate their homes and rooms to their liking. Room mates can work together to make sure individual preferences are taken into consideration.

Visits/Time Away

Reach For Your Potential maintains no restrictions on visits or time away from a individual's home. If restrictions are placed on visitors, that will be done upon agreement by the service planning team and implemented by RFYP staff. RFYP does request that the Service Coordinator be given advanced notice so that RFYP can adjust activity schedules, pack medications, and make staffing arrangements.

