

# GUIDE TO

## Receiving Services From The Resource Exchange

PARTICIPANT HANDBOOK  
AUGUST, 2018



Thank you for choosing The Resource Exchange (TRE) to help you navigate options available to you/ your family. This handbook is yours to keep and will guide you through your TRE experience. We encourage you to read it often and refer to it when needed. Some of the information included is a list of contacts, your rights, resources and a description of the services that are available to you.



*If you have any questions, please feel free to ask any TRE staff person. They will be happy to assist you.*

6385 Corporate Drive, Suite 301, Colorado Springs, CO 80919  
(719) 380-1100 [www.tre.org](http://www.tre.org)

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# What is TRE?

## **AS ONE OF THE LARGEST LOCAL NON-PROFIT ORGANIZATIONS,**

TRE has been a part of the Pikes Peak region since 1964. It is our honor and privilege to serve nearly 4,500 children and adults with intellectual and developmental disabilities, and their families, through a range of fully-customizable service lines. Our mission is to build independence for people with intellectual and developmental disabilities... and their remarkable abilities. We seek to innovate and to create contemporary services through social entrepreneurship and an unwavering commitment to the people we serve.

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## **TO ACCOMPLISH THIS MISSION, TRE HAS THE FOLLOWING CORE VALUES:**

### **RESPECT**

We respect and honor the inherent value of people with developmental disabilities and the unique contributions they bring to our community. Equally, we respect and value every employee and volunteer.

### **INTEGRITY**

We conduct our business transparently, honestly and ethically.

### **PARTNERSHIP**

We build reciprocal relationships with community partners that increase opportunities and high quality services.

### **EXCELLENCE**

We dedicate ourselves to excellence through innovation because good enough is JUST NOT good enough!

### **ACCOUNTABILITY**

Everyone is accountable.

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Among a growing range of services, TRE is the designated Community Centered Board (CCB) for El Paso, Park and Teller counties in Colorado. We also have the option of providing services outside of our catchment area, at the request of families, and currently serve many families in the Pueblo region. By designation, our role is to serve people throughout the lifespan who happen to have an intellectual or developmental disability.

There are certain eligibility requirements for many of the services we provide so the first step to receive information and services is to contact TRE's Navigation Department at (719) 380-1100. Experienced staff will guide you through this process and give you the required information regarding confidential releases, privacy notices, psychological evaluations and other information we will need to help you. Alongside our staff, you will decide what program is best for you and your family. Some services may have a waiting list and our staff will help you understand all available options.

# TRE is

## **FUNDED AND ACCREDITED BY:**

The Colorado Department Health Care Policy and Financing (HCPF) is authorized by Colorado law to oversee services for persons with intellectual and developmental disabilities. The Division for Intellectual and Developmental Disabilities (DIDD) provides that oversight. The majority of services provided in Colorado are community-based (meaning, services are provided in local, home communities where people live, work, learn and play).

The majority of funds for Colorado services is provided from the Colorado legislature and administered through HCPF. A large portion of funding for adult services comes from Medicaid. The state uses money that has been set aside for developmental disabilities services by the legislature (general fund) and receives a matching amount of money from Federal Medicaid funds. Since most adults with developmental disabilities are eligible for Medicaid, having Medicaid match these funds is an effective way for the state to get the most dollars possible to provide adult services.

Most of the funding for child and family services comes from the state's general fund, with the exception of the Children's Extensive Services and Children's Home and Community Based Services, which are funded through Medicaid. Early Intervention also receives Federal Part C funding under the Individuals with Disabilities Education Improvement Act (Part C funding and Medicaid funding are not the same).

TRE also raises money from private sources such as individuals, foundations, and corporations. To learn more about our fundraising efforts, please contact our Development Director at 719-785-6440 or visit [tre.org](http://tre.org).

## **SUPPORTED BY:**

A Citizen-led Volunteer Board of Directors; many other volunteers, individual philanthropists, foundations, community partners and corporate sponsors who augment the government funding. TRE's major private contributors include: The Colorado Springs Health Foundation, The Gazette/El Pomar Foundation's Empty Stocking Fund, Pikes Peak United Way, The Temple Hoyne Buell Foundation, Integrity Bank & Trust and Larry H. Miller Toyota.

## **COMMITTED TO:**

Providing services to qualified individuals regardless of their race, color, religion, national origin, sex, sexual orientation, gender expression, age, height, weight, disability status, veteran status, military obligations and marital status. Unlawful harassment includes verbal or physical conduct, which has the purpose or effect of substantially interfering with service delivery or creating an intimidating, hostile or offensive work environment. TRE strongly opposes any form of unlawful harassment.

# TRE Opportunities

## TRE STRIVES TO PROVIDE YOU AND YOUR FAMILY SERVICES

throughout a lifetime. We have several options for you that include the following:

**EARLY INTERVENTION/PART C (EI):** Early Intervention provides developmental supports and services to children birth to three years of age, who have special developmental needs. It can help improve a child's ability to develop and learn. It can also help parents and family members learn ways to support and promote a child's development, within the family's activities and community life. Early Intervention provides supports and services based upon the identified needs of the child and the priorities of the family. Services are identified through the evaluation and Individualized Family Service Plan processes.

Anyone can refer a child under the age of three for whom they have a concern about the child's development. Once a child is referred for Early Intervention, a Service Coordinator will be assigned for the family. The Service Coordinator will assist the family in learning more about Early Intervention, completing necessary paperwork to determine if the child is eligible for early intervention and accessing other needed community resources.

## PEDIATRIC INTERVENTION:

- Early Intervention services end on a child's third birthday. TRE has launched a pediatric program for children ages three to eight, whose needs are not met within an existing educational or community program. Pediatric Intervention services include specialized physical, occupational, speech and behavioral services for children with challenges with their gross and fine motor, speech, language and communications skills, feeding and activities of daily living, and/or behavior that impacts their development.
- The Pediatric Intervention program is designed to offer family-focused one-on-one patient treatment sessions that target routines, daily function and independence. Our vision is to provide high-quality intervention in natural settings, conducive to each child's progress. We use a multidisciplinary approach to include family input and strong relationships with healthcare providers, schools and the community. Services are provided with a strong focus on coaching and supporting parents and caregivers.
- Children who are enrolled in the pediatric program may be graduates from TRE's Early Intervention (EI) program and/or may be receiving services from the Family Support Services Program (FSSP), navigation services or Service Coordination (SC). Funding for the services may be provided by Medicaid, Tricare or private insurance. A physician referral form or prescription is required for any service provided.



# TRE Opportunities



**BREAK TIME:** Respite is vital for the health and wellbeing of families of children dealing with disability. We schedule Break Time respite sessions on various Friday nights and Saturday afternoons throughout the year. All the children are under direct supervision of a registered nurse, experienced behavior specialist and other professional staff. Each child receives one-on-one care from trained volunteers. All participation must be confirmed prior to the sessions by Break Time Staff. There is no capability for unscheduled drop-offs or crisis respite. This program is grant-funded and independent of all other TRE programs and waivers. Most Break Time participants are not receiving other services from TRE. We exist to fill respite gaps

for children and young adults from age three months through 21 years with all manner of cognitive, physical, emotional and social delays and disabilities. In Colorado Springs, a total fee of \$10 covers all the children in the family and nobody is turned away for lack of ability to pay.

**DEVELOPMENTAL DISABILITIES HEALTH CENTER (DDHC):** The Developmental Disabilities Health Center (DDHC) is dedicated to providing exceptional healthcare that is customized to the needs and experiences of people with intellectual and developmental disabilities (IDD) and their families. DDHC offers multidisciplinary, integrated primary care and features extensive bilateral referral agreements for allied and specialty healthcare. Care coordination is provided on-site and links care provided at DDHC with long-term service and support providers, families and social/developmental supports, creating a full continuum of health supports. The model has been recognized for excellence locally and internationally.

The website is <http://www.peakvista.org/locations/ddhc> and appointments can be made by calling (719) 344-6156.



**RESEARCH:** The TRE Research Center informs approaches to improving health, health care, services and supports that build independence for people with intellectual and developmental disabilities. Through community-led research, our TRE team looks to people with IDD to lead the discussion in prioritizing the health-related issues that directly affect them.



TRE's Research Center works closely with El Paso, Teller and Park County communities to prioritize issues for each their unique areas. Their research projects focus on:

- Demonstrating efficacy of interventions for health promotion and wellness and medical or behavioral conditions
- Identifying ways that will help improve existing services or reveal the need for new services
- Vetting new healthcare, care coordination or service models
- Analyzing education of health service providers, families, caregivers or the broader community



# TRE Opportunities

## SERVICE COORDINATION:



Service Coordination is an individual-centered, family and community-focused service in which programs and resources are coordinated to enhance people's lives.

All participants in TRE services will have a Service Coordinator. It is our goal for all participants to have a coordinator with whom they have a trusting relationship and on whom they can rely to meet their needs through resources or services.

Service Coordination is designed to offer individualized supports that are customized for and directed by each person we serve. Service Coordinators at TRE work in a mobile environment with technology that allows them time with the people they serve in environments of their choosing and the availability to provide answers in real time for those in need. We strive to ensure that all care providers working with a person and the family work together effectively to meet the person and family's needs. This coordination occurs across TRE program services, community supports and services, as well as within the social and family interests of the person. The result is that each person is supported in the personal growth areas identified as priorities.

What sets TRE Service Coordination apart? Our commitment to the culture and implementation of person-centered thinking and planning. No single relationship looks like any other; you define your quality of life.

We want to help *you* reach *your* goals and aspirations by focusing on ways to meet your needs through the community in which you live, work and play. Service Coordinators strive to build on your strengths and abilities, develop and navigate resources specific to your needs, provide excellent customer service and monitor services delivered to ensure your complete satisfaction.

TRE assists in coordinating services and will introduce you to provider options throughout our community. Most providers are called Program Approved Service Agencies (PASAs) that are overseen and credentialed directly by HCPF. TRE works alongside hundreds of providers who all offer services according to their visions and business models. It is important for you to choose an agency that works for you. For a list of all PASAs click [here](#).

Your TRE Coordinator will need to communicate with you frequently to get services in place, to check in about how services are going, to make any needed changes to your service plan, to arrange meetings and to request annual documentation needs. We will also need to be in your home throughout the year for various reasons and will work alongside you as to when this will be most convenient. It is important for you to communicate and respond to your coordinator as soon as possible to ensure continuity in your services. You can expect the same from us. Refusing to participate in required meetings or submit needed paperwork when they are due may jeopardize continuity of services. To ensure efficient communication, please let your coordinator know any preferences you have regarding communication, such as whether you prefer e-mail, telephone or text message. When you call us, you can expect a returned phone call or email in no more than 48 business hours. If your matter is urgent, or you do not get a returned call, please call a supervisor or director for assistance.

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**Check our website ([tre.org](http://tre.org)) for additional options, available resources  
and community partners!**  
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# TRE Meetings for HCBS recipients

**IF YOU ARE ENROLLED IN ANY HCBS SERVICE,** you will have a series of meetings through the year with your Service Coordinator. The most common types of meetings are described below.

What the meeting is called	When it is held	Why we have it	Who attends
<b>ULTC 100.2</b>	During the eligibility process and then annually thereafter.	This assessment assists in establishing eligibility requirements and identifying individualized support needs for services. It is important to note that this assessment must occur in the individual's receiving services place of residence and prior to Continued Stay review (see below).	The person receiving services. The guardian or other legal representatives if applicable.  The TRE Service Coordinator.  Others, as applicable, which may include family members, service providers, friends, advocates, a school coordinator, etc.
<b>Continued Stay Review (CSR) or Annual meeting</b>	During enrollment, then once a year every year afterward.  CSRs for ongoing services are held three months prior to the start of the new service plan year for all HCBS programs.	This meeting is held in the home of the individual receiving services. The purpose is to complete the 100.2 assessment and determine the person's eligibility.  Once eligibility is determined, the meeting is also to plan next year's services.	The person receiving services.  The guardian or other legal representatives if applicable.  The TRE Service Coordinator.  Others, as applicable, which may include family members, service providers, friends, advocates, a school coordinator, etc.
<b>6-Month Review</b>	6 months into the service plan year	This is a formal check in about how the individual's services are going and if anything needs to be changed at that time, including their program and personal goals. This meeting may be in person or over the phone.	The person receiving services.  The guardian or other legal representatives if applicable.  The TRE Service Coordinator.  Others, as applicable, which may include family members, service providers, friends, advocates, a school coordinator, etc.
<b>Inter-Disciplinary Team Meetings (IDTs)</b>	IDTs are held on an as-needed basis depending on the needs of the individual.	IDTs can be held to resolve conflicts, discuss changes in support needs, plan travel with the individual, review safety control procedures, or address any other questions/concerns that are helpful to discuss as a team but do not otherwise require changes to the Service Plan.	

What the meeting is called	When it is held	Why we have it	Who attends
<b>Monitoring</b>	At least quarterly, in a place where services are received.	<p>Monitoring is part of TRE's responsibility to ensure that services are being delivered as written in the individual's service plan and that the services are meeting the individual's needs and overall satisfaction.</p> <p>During a monitoring, the service coordinator observes the service, speaks with the provider, individual, and/or guardian and reviews relevant documentation for the service.</p> <p>Monitoring may be scheduled in advance or completed during an unannounced visit.</p>	<p>The person receiving services.</p> <p>The guardian or other legal representatives if applicable.</p> <p>The TRE Service Coordinator.</p> <p>Others, as applicable, which may include family members, service providers, friends, advocates, a school coordinator, etc.</p>
<b>Supports Intensity Scale (SIS) Interview</b>	During enrollment and as-needed if the individual's needs change in a way that impacts the intensity of the support they need.	<p>The SIS examines many aspects of the person's life and the support needs they have in those areas. The SIS describes whether they need verbal prompting or full physical support for specific areas and how frequently the individual needs that support.</p>	<p>The person receiving services.</p> <p>The guardian or other legal representatives if applicable.</p> <p>TRE SIS Coordinator.</p> <p>Caregivers, both paid and unpaid, who have known the person in services for at least 90 days.</p>

**THE FAMILY CAREGIVER ACT**, Senate Bill 08-002, creates more options for services and supports for persons with IDD. This Act provides the opportunity for services to be delivered in the family home and/or for family members to be paid to deliver specified services wherever the person in service lives. Families can be paid for the delivery of many types of services (but not all). The model was created to increase flexibility and choice and to allow the individual receiving services to remain in the family home when desired. Please note that for children, it is only in rare circumstances that the legally responsible adult can be a paid provider. If you are getting paid to provide services to your family member through the family caregiver act, remember that you have responsibilities both as a family member and as a paid provider. This means you will need to provide documentation and participate during service monitoring. Please keep in mind that monitoring visits can be scheduled ahead of time or they can also be unannounced from both TRE and oversight agency. This includes monitoring visits for services provided in your home.

**Some considerations when thinking about being a Family Care provider:**

- Do I want to be employed by an agency to care for my family member?
- Am I willing to follow rules outlined by HCPF as well as the PASA who employs me, to take care of my family member?
- Do I want to complete training on how to document care requirements?
- Am I prepared for agency and overseeing agencies, to be in my home without notice to do a monitoring?
- Have I found a PASA who I believe will support me and my family in times of need?
- Am I able to meet the requirements set forth by the PASA of my choosing?
- Does the PASA's mission and values align with mine and my expectations?

# Rights of Persons Receiving Services

You have the right to:



INDIVIDUALIZED  
PLAN (IP)



NOTIFICATION/INFORMATION  
YOU UNDERSTAND



MEDICAL CARE  
AND TREATMENT



HUMANE CARE (*NOT TO BE HURT*)



RELIGION/WORSHIP



TECHNOLOGY



COMMUNICATION  
AND VISITORS



REPRODUCTION



FAIR EMPLOYMENT



NOT BE  
DISCRIMINATED AGAINST



VOTE



INFLUENCE POLICY



PERSONAL PROPERTY



CONFIDENTIALITY

# Explanation of Rights

## **RIGHT TO INDIVIDUALIZED PLAN (IP) ALSO CALLED THE SERVICE PLAN (SP)**

Each person receiving services shall have an SP developed by the person's Interdisciplinary Team (IDT). Each SP shall be reviewed at least annually and modified as necessary or appropriate. A review shall consist of, but is not limited to, the determination as to whether the needs of the person receiving services are accurately reflected in the plan, whether the services and supports provided pursuant to the plan are appropriate to meet the person's needs and what actions are necessary for the plan to be achieved.

## **RIGHT TO MEDICAL CARE AND TREATMENT**

Each person receiving services shall have access to appropriate dental and medical care and treatment for any physical ailments and for the prevention of any illness or disability. No medication for which a prescription is required shall be administered without the written order of a physician. A physician shall conduct a review of all prescriptions and other orders for medications in order to determine the appropriateness of the person's medication regimen at least annually. Persons receiving services shall have a right to be free from unnecessary or excessive medication. Medication shall not be used for the convenience of the staff, for punishment, as a substitute for a treatment program or in quantities that interfere with the treatment program of the person receiving services.

## **RIGHT TO HUMANE CARE AND FREE FROM DISCRIMINATION**

Each person in services has the right to receive services free from discrimination and in a humane physical environment. Each person receiving services shall be attended to by qualified staff in numbers sufficient to provide appropriate services and supports. Corporal punishment of persons with a developmental disability shall not be permitted. Seclusion, defined as the placement of a person receiving services alone in a closed room for the purpose of punishment, is prohibited. Prone restraints are strictly prohibited. Prone restraints are prohibited. All service agencies and providers shall prohibit mistreatment, exploitation, neglect or abuse in any form of any person receiving services.

## **RIGHT TO RELIGIOUS BELIEF, PRACTICE AND WORSHIP**

No person receiving services shall be required to perform any act or be subject to any procedure whatsoever which is contrary to the person's religious belief, and each such person shall have the right to practice such religious belief and be accorded the opportunity for religious worship. No such person shall be coerced into engaging in or refraining from any religious activity, practice or belief.

## **RIGHTS TO COMMUNICATIONS AND VISITS**

Each person receiving services has the right to communicate freely and privately with others of the person's own choosing. Each person receiving services has the right to receive and send sealed, unopened correspondence. Each person receiving services shall have reasonable access to telephones, both to make and to receive calls in privacy, and shall be afforded reasonable and frequent opportunities to meet with visitors. All service agencies shall ensure that persons receiving services have suitable opportunities for interaction with persons of their choice.

# Explanation of Rights



## **RIGHT TO VOTE**

Each person receiving services who is eligible to vote according to law, has the right to vote in all primary and general elections.

## **RIGHT TO FAIR EMPLOYMENT PRACTICES**

No person receiving services shall be required to perform labor, unless voluntarily and if the labor is compensated in accordance with applicable minimum wage laws. No person receiving services shall be involved in the physical care, care and treatment, training or supervision of other persons

receiving services unless such person has volunteered, has been specifically trained in the necessary skills, and has the judgment required for such activities, is adequately supervised and is reimbursed in accordance with the applicable minimum wage laws.

## **RIGHT TO PERSONAL PROPERTY**

Each person receiving services has the right to the possession and use of such person's own clothing and personal effects.

## **RIGHT TO NOTIFICATION**

Each person receiving services shall have the right to read or have explained, in each person's or families native language, any rules or regulations adopted by the PASA and pertaining to such person's activities.

## **STERILIZATION RIGHTS**

There are procedures in place by the general assembly that when sterilization is being considered for the primary purpose of rendering the individual incapable of reproduction, certain procedure must be followed. Please ask your coordinator about these in the event sterilization is being considered.

## **RECORDS AND CONFIDENTIALITY OF INFORMATION**

There are processes and laws that TRE follows to keep information private. Additionally, TRE believes that people with IDD have the right to technology and information access. While not yet recognized in Colorado law as a civil right, TRE will assist people in access to technology and information in ways that are personalized and assist them to live more independent lives.

## **RIGHT TO INFLUENCE POLICY**

Each person receiving services has the right to communicate and is encouraged to get involved and express opinions. This can be on a local, statewide, national or international basis based on interest. For opportunities to do this, please contact your Service Coordinator.

# How to Exercise Your Rights

**YOU HAVE THE SAME HUMAN AND CIVIL RIGHTS** as any other citizen. These rights should be limited or modified only to the extent necessary to be beneficial to you, and then only with due process. If you want assistance in exercising your rights, you can select a friend, family member, a staff person, a SC/Case Manager, The Arc or any other persons to advocate for you.

TRE is HIPAA compliant.

Additional information on rights and procedural safeguards for families participating in early intervention services can be obtained by going to [http://www.eicolorado.org/Files/EI%20Colorado%20Family%20Rights%20Brochure\\_FINAL.pdf?CFID=14656191&CFTOKEN=19220271](http://www.eicolorado.org/Files/EI%20Colorado%20Family%20Rights%20Brochure_FINAL.pdf?CFID=14656191&CFTOKEN=19220271).

## WHO CAN HELP PROTECT YOUR RIGHTS?

Colorado has a strong advocacy network; any or all of the following resources can be used to assist you.

**INTERNAL TO TRE:** Early Intervention Specialist/SC/Family Support Coordinator/Community Coordinator – Your coordinator is there to work on your behalf and to protect your rights and interests. Anytime you have a question or a concern about the developmental disabilities system or alternative systems, you can ask your coordinator for help.

Human Rights Committee (HRC) – The purpose of the HRC is to safeguard the rights of persons receiving services. The HRC is an advisory committee that reports to TRE’s Board of Directors and is comprised of professionals not employed by TRE.

**EXTERNAL TO TRE:** The Legal Center for People with Disabilities and Older People – The Legal Center protects and promotes the rights of persons with disabilities in Colorado. This is accomplished by the effective use of legal expertise through direct representation, education and legislative analysis. The Legal Center was designated by the governor in 1977 to serve as Colorado’s protection and advocacy system for persons with developmental disabilities, as provided by federal law. You can reach The Legal Center at 1-800-722-0300 or 455 Sherman Street, Suite 130, Denver, CO 80203.

**ADVOCACY GROUPS:** Advocacy groups are different from support groups. They are there not only for information and referral to appropriate supports, but also exist to assist you through system issues, rights violations or appeals which may be necessary to get a system to respond to your needs. Many advocacy groups also work on policy issues as they relate to disability, but may not always have direct contact with people who receive services.

**THE ARC PIKES PEAK REGION:** advocates for people with developmental disabilities. You can reach The Arc Pikes Peak Region at (719) 471-4800 or 12 North Meade Avenue, Colorado Springs, CO 80909.

## COMPLAINTS AND GRIEVANCES

TRE and PASAs have procedures for resolving any conflicts. We encourage you to talk directly with the person/entity with whom you are experiencing difficulty and try to come to a solution that works for everyone. These conflict resolution procedures are stated in writing with each organization and should be given to you upon enrollment and request.

# Mistreatment and Mandatory Reporting

*Mistreatment against any person with IDD includes Abuse, Caretaker Neglect and Exploitation, and must be reported to law enforcement according to Colorado law.*

**REPORTS TO LAW ENFORCEMENT MUST BE MADE** to the agency where the alleged mistreatment occurred. Additionally, all allegations of mistreatment against any person receiving services must be reported to TRE. PASA and TRE employees and contractors, families, guardians and any other reporting parties may submit Incident Reports via email ([ir@tre.org](mailto:ir@tre.org)) or telephone (719) 380-1100. Additionally, allegations may be reported after business hours at (719) 439-9664. All allegations of mistreatment will be investigated by law enforcement agencies, county protective services agencies and/or TRE as applicable. Following initial reports of mistreatment, PASAs and TRE are responsible for ensuring any immediate health and safety needs are met and victims' supports are provided as applicable to the allegation.

PASAs and TRE shall engage in monitoring of services and all incident reports to detect potential mistreatment. Some common signs of potential mistreatment may include (but are not limited to), isolation, unexplained injuries or bruising, missing money or other items of value, fearfulness and/or avoidance or unusual behavior or affect. The definitions noted below may also aid in recognizing when to report suspected or known mistreatment.

The following are statutory definitions, found at §25.5-10-202:

## **MISTREATED OR MISTREATMENT MEANS:**

- Abuse
- Caretaker Neglect
- Exploitation
- An act or omission which threatens the health, safety or welfare of a person with an intellectual and developmental disability; or
- An act or omission that exposes a person with an intellectual and developmental disability to a situation or condition that poses an imminent risk of bodily injury to the person with an intellectual and developmental disability.

**ABUSE MEANS** any of the following acts or omissions committed against a person with an intellectual and developmental disability:

- The nonaccidental infliction of physical pain or injury, as demonstrated by, but not limited to, substantial or multiple skin bruising, bleeding, malnutrition, dehydration, burns, bone fractures, poisoning, subdural hematoma, soft tissue swelling or suffocation;
- Confinement or restraint that is unreasonable under generally accepted caretaking standards; or
- Subjection to sexual conduct or contact classified as a crime under the "Colorado Criminal Code", title 18, C.R.S.

# Mistreatment and Mandatory Reporting

**CARETAKER NEGLECT** means neglect that occurs when adequate food, clothing, shelter, psychological care, physical care, medical care, habilitation, supervision or other treatment necessary for the health and safety of a person with an intellectual and developmental disability is not secured for a person with an intellectual and developmental disability or is not provided by a caretaker in a timely manner and with the degree of care that a reasonable person in the same situation would exercise, or a caretaker knowingly uses harassment, undue influence or intimidation to create a hostile or fearful environment for an at-risk adult with an intellectual and developmental disability.

Notwithstanding the provisions of paragraph (a) of this subsection (1.8), the withholding, withdrawing or refusing of any medication, any medical procedure or device, or any treatment, including but not limited to resuscitation, cardiac pacing, mechanical ventilation, dialysis, artificial nutrition and hydration, any medication or medical procedure or device, in accordance with any valid medical directive or order, or as described in a palliative plan of care, shall not be deemed caretaker neglect.

As used in this subsection (1.8), “medical directive or order” includes a medical durable power of attorney, a declaration as to medical treatment executed pursuant to [section 15-18-104, C.R.S.](#), a medical order for scope of treatment form executed pursuant to article 18.7 of title 15, C.R.S., and a CPR directive executed pursuant to article 18.6 of title 15, C.R.S.

- **Caretaker** means a person who:
  - Is responsible for the care of a person with an intellectual and developmental disability as a result of a family or legal relationship;
  - Has assumed responsibility for the care of a person with an intellectual and developmental disability; or
  - Is paid to provide care, services or oversight of services to a person with an intellectual and developmental disability.

**EXPLOITATION** means an act or omission committed by a person who:

- Uses deception, harassment, intimidation or undue influence to permanently or temporarily deprive a person with an intellectual and developmental disability of the use, benefit or possession of any thing of value;
- Employs the services of a third party for the profit or advantage of the person or another person to the detriment of the person with an intellectual and developmental disability;
- Forces, compels, coerces or entices a person with an intellectual and developmental disability to perform services for the profit or advantage of the person or another person against the will of the person with an intellectual and developmental disability; or
- Misuses the property of a person with an intellectual and developmental disability in a manner that adversely affects the person with an intellectual and developmental disability’s ability to receive health care or health care benefits or to pay bills for basic needs or obligations.

**UNDUE INFLUENCE** means the use of influence to take advantage of a person with an intellectual and developmental disability’s vulnerable state of mind, neediness, pain or emotional distress.

# Other Helpful Resources

- TRE Website:  
[tre.org](http://tre.org)
- Health First Colorado Member Handbook (Medicaid):  
<https://www.healthfirstcolorado.com/benefits-services/#member-handbook>
- The Colorado Department of Health Care Policy and Financing:  
<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197364127331>
- Centers for Medicare and Medicaid Services:  
<http://www.cms.gov/>
- Colorado Revised Statute:  
<http://www.lexisnexis.com/hottopics/colorado/>
- Early Intervention Colorado:  
<http://www.eicolorado.org>
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for Health First Colorado (Colorado's Medicaid Program) members age 20 and under and must be accessed prior to HCBS services.  
<https://www.colorado.gov/hcpf/early-and-periodic-screening-diagnostic-and-treatment-epsdt>
- Division of Vocational Rehab (719) 635-3585.
- Department of Human Services (719) 444-5532.

**To get involved call us or follow us on  
Facebook, Twitter, LinkedIn or YouTube!**

# Developmental Disabilities Waiver (DD)



***A waiver is an extra set of Health First Colorado (Colorado's Medicaid Program) benefits that you could qualify for in certain cases. These benefits can help you remain in your home and community. Waivers have extra program rules and some programs may have waitlists.***

The Home and Community-Based Services Waiver For Persons With Developmental Disabilities (DD) provides access to 24-hour, seven days a week supervision through Residential Habilitation and Day Habilitation Services and Supports. The service provider is responsible to support individuals, in services, to find living arrangements. Living arrangements can range from host homes settings with 1-2 persons, individualized settings of 1-3 persons, and group settings of 4-8 persons, as well as residential supports for participants who live in their own home or who live with and/or are provided services by members of their family.

[Full text of the waiver](#) - December 2017

## WHO QUALIFIES?

To enroll in the DD waiver, you must meet financial and program criteria:

### Level of Care

- Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) level of care as determined by the functional needs assessment (as defined in 42 CFR 440.150).

### Eligibility Group

- You must be determined to have a developmental disability.
- You must be 18 years or older.
- You must require access to services and supports 24 hours a day.

### Financial

- Your income must be less than three times the current Federal Supplemental Security Income (SSI) limit per month. (See [SSI website](#) for current information)
- For a single person, countable resources must be less than \$2,000.
- For a couple, countable resources must be less than \$3,000.

## BENEFITS AND SERVICES

If you are enrolled in the DD waiver, you may receive the following services to address needs:

- Behavioral Services
- Colorado Choice Transitions (CCT)
- Day Habilitation Services (Specialized Habilitation, Supported Community Connections)
- Dental (note: limited access only)
- Non-Medical Transportation
- Prevocational Services
- Residential Habilitation Services and Supports (24-hour individual or group)
- Specialized Medical Equipment and Supplies
- Supported Employment
- Vision (note: limited access only to hardware)

Source 5/3/2018: <https://www.colorado.gov/hcpf/developmental-disabilities-waiver-dd>

# Supported Living Services Waiver (SLS)



***The Home and Community-Based Supported Living Services (HCBS-SLS) waiver serves adults with intellectual or developmental disabilities.***

The HCBS-SLS waiver provides necessary services and supports for individuals with adults with intellectual or developmental disabilities so they can remain in their homes and communities with minimal impact to individuals' community and social supports. The HCBS-SLS waiver promotes individual choice and decision-making through the individualized planning process and the tailoring of services and supports to address prioritized, unmet needs. In addition, this waiver is designed to supplement existing natural supports and traditional community resources with targeted and cost-effective services and supports. The person receiving services is responsible for his or her living arrangements which can include living with family or in their own home. Up to three persons receiving services can live together. Participants on this waiver do not require twenty-four (24) hour supervision on a continuous basis for services and supports offered on this waiver.

[Full text of the waiver](#) - December 2017

## WHO QUALIFIES?

To enroll in the HCBS-SLS waiver the individual must meet financial and program criteria:

### Level of Care

- Individuals must meet Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) level of care as determined by the functional needs assessment (as defined in 42 CFR §440.150)

### Eligibility Group

- Individuals must be determined by a [Community Centered Board \(CCB\)](#) to have a developmental disability
- Individuals must be 18 years or older

### Financial

- Your income must be less than three times the current Federal Supplemental Security Income (SSI) limit per month. (See [SSI website](#) for current information)
- For a single person, their countable resources must be less than \$2,000 and for a couple it must be less than \$3,000.
- If you do not meet these financial requirements, you may be eligible through the [Health First Colorado Buy-In Program for Working Adults with Disabilities](#).

## SLS WAIVER SERVICES

If you are enrolled in the DD waiver, you may receive the following services to address needs:

- |   |                              |   |   |
|---|------------------------------|---|---|
| • Assistive Technology                        | • Home Modifications         | • Personal Emergency Response System (PERS) | • Supported Employment                                    |
| • Behavioral Services                         | • Homemaker Services         | • Pre-vocational Services                   | • Vehicle Modifications                                   |
| • Colorado Choice Transitions (CCT)           | • Mentorship                 | • Professional Services                     | • Vision Services (note: limited access only to hardware) |
| • Day Habilitation Services                   | • Non-Medical Transportation | • Respite Services                          |   |
| • Dental Services (note: limited access only) | • Personal Care Services     | • Specialized Medical Equipment & Supplies  |   |

Source 5/3/2018: <https://www.colorado.gov/hcpf/supported-living-services-waiver-sls>

# Children's Extensive Support Waiver (CES)



*A waiver is an extra set of Health First Colorado (Colorado's Medicaid Program) benefits that you could qualify for in certain cases. These benefits can help you remain in your home and community. Waivers have extra program rules and some programs may have waitlists.*

The Children's Extensive Support Waiver helps children and families by providing services and supports that will help children establish a long-term foundation for community inclusion as they grow into adulthood.

[Full text of the waiver](#) - July 2017

## WHO QUALIFIES?

### Level of Care

- Children must meet Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) level of care which is determined by the Functional Needs Assessment (ICF/IID services are defined in the Code of Federal Regulations: [42 CFR §440.150](#))

### Eligibility Group

Children in this program:

- Are less than eighteen years of age
- Have been determined to have a developmental disability which includes developmental delay if under five (5) years of age
- Live in the family home
- Demonstrate a medical or behavioral condition that is so intense that almost constant line of sight supervision is required to keep the child and others safe
- Are determined to meet the Federal Social Security Administration's definition of disability

### Financial

- Children must meet the Health First Colorado financial determination for Long-Term Services and Supports eligibility. Financial determination requirements are outlined in the Colorado Code of Regulations: [10 CCR 2505-10, Section 8.100](#)

## BENEFITS AND SERVICES

- Adaptive Therapeutic Recreational Equipment and Fees
- Assistive Technology
- Community Connector
- Home Accessibility Adaptations
- Homemaker Services
- Parent Education
- Professional Services
- Respite Services
- Specialized Medical Equipment & Supplies
- Vehicle Adaptations

Source 5/3/2018: <https://www.colorado.gov/hcpf/supported-living-services-waiver-sls>

# Children's Home and Community-Based Services Waiver (CHCBS)



*A waiver is an extra set of Health First Colorado (Colorado's Medicaid Program) benefits that your child could qualify for in certain cases. These benefits can help you remain in your home and community. Waivers have extra program rules and some programs may have waitlists.*

The Children's Home and Community-Based Services Waiver (CHCBS) is available for children with significant medical needs and who are at risk for institutional care in an acute hospital or skilled nursing facility.

Services work with or add to the services that are available to your child through the Health First Colorado State plan and other federal, state, and local public programs.

CHCBS also works with the supports that families and communities provide.

If your child receives services through the CHCBS waiver, your child is also eligible for all [Health First Colorado covered services](#).

## WHO QUALIFIES?

Your child must meet the following financial and program criteria to access services under this program. To use waiver benefits, your child must also be willing to receive services in your home or community.

### Level of Care

- Your child must need long-term support services at a level comparable to services typically provided in a skilled nursing facility and/or an acute hospital.
- Your child must meet the Social Security Administration (SSA) definition of disability.

### Eligibility Group

- Your child must not have reached his/her 18th birthday.
- Your child requires medical care that would typically be provided in either a skilled nursing facility and/or an acute hospital.

### Financial

- Your child's income must be less than three times the current Federal Supplemental Security Income (SSI) limit per month (See [SSI website](#) for current information) and his or her countable resources must be less than \$2,000.
- Due to your income and/or resources, your child would not be otherwise eligible for Health First Colorado.

## BENEFITS AND SERVICES

- [Case Management Services](#)
- [In-Home Support Services](#)

Source 5/3/2018: <https://www.colorado.gov/hcpf/childrens-home-and-community-based-services-waiver-chcbs>

# Abbreviations and Acronyms

In talking with TRE staff they may use acronyms. Below is a list of a few you may hear. Never hesitate to ask staff to explain an acronym you may not understand. PASA acronyms are on the PASA Directory.

- 100.2**.....ULTC 100.2 (functional assessment)
- 485**.....HCFA-485/Plan of Care
- 803**.....Notice of Action (appeal)
- AAIDD**.....American Association on Intellectual and Developmental Disabilities
- ABS**.....Adaptive Behavior Scale
- ACLD**.....Association for Children with Learning Disabilities
- ACF**.....Alternative Care Facility
- ADA**.....Americans with Disabilities Act
- ADC**.....Aid to Dependent Children
- ADD**.....Attention Deficit Disorder
- ADHD**.....Attention Deficit Hyperactivity Disorder
- ADL**.....Activities of Daily Living
- AND**.....State Aid to Needy and Disabled
- ASHA**.....American Speech and Hearing Association
- AwDC**.....Adult without Dependent Children
- BI**.....Brain Injury
- BISSP**.....Behavioral Individual Service and Support Plan
- BOCES**.....Board of Cooperative Educational Services
- BTTI**.....Bijou Treatment and Training Institute
- BUS**.....Benefits Utilization System (HCPF data base)
- CARF**.....Commission on Accreditation of Rehabilitation Facilities
- CAPRA**.....Colorado Association of Private Resources Agencies
- CCB**.....Community Centered Board
- CCMS**.....Community Contract and Management System
- CCT**.....Colorado Choice Transitions
- CDASS**.....Consumer Directed Attendant Support Services
- CDE**.....Colorado Department of Education
- CDHS**.....Colorado Department of Human Services
- CDPHE**.....Colorado Department of Public Health and Environment
- CEC**.....Council for Exceptional Children
- CES**.....Children's Extensive Support Waiver
- CFR**.....Code of Federal Regulations
- C-HCBS**.....Children's Home and Community Based Services (Model 200; CMW)
- CHRS**.....Children's Health and Rehabilitation Services
- CICP**.....Colorado Indigent Care Program
- CIRS**.....Critical Incident Reporting System
- CMA**.....Case Management Agency
- CMBC**.....Colorado Medicaid Benefits Collaborative
- CMD**.....Case Management Director

# Abbreviations and Acronyms

- CMS**••••Centers for Medicare and Medicaid Services
- CNA**••••Certified Nursing Assistant
- CNS**••••Central Nervous System
- COPAR**••••Colorado Progress Assessment Review
  - CP**••••Cerebral Palsy
- CPCD**••••Community Partnership for Child Development Programs
  - CRS**••••Colorado Revised Statute
  - CSR**••••Continued Stay Review
- CTAT**••••Colorado Technical Assistance and Training
- DIDD**••••Division for Intellectual and Developmental Disabilities
- DDHC**••••Developmental Disability Health Care Collaboration
  - DME**••••Disposable/Medical Equipment
  - DHS**••••Department of Human Services
- DHSS**••••Day Habilitation Services and Supports
  - DVR**••••Division of Vocational Rehabilitation
- EBD**••••Emotional Behavioral Disabilities
- EBD**••••Elderly Blind and Disabled (Medicaid Waiver)
  - EC**••••Enrollment Coordinator
  - ES**••••Enrollment Specialist
- ECC**••••Early Childhood Connections
- ECP**••••Emergency Control Procedure
- EDC**••••Eligibility Determination Committee
  - EI**••••Early Intervention
  - EIS**••••Early Intervention Specialist
- EPSDT**••••Early and Periodic Screening; Diagnosis and Treatment
- FAPE**••••Free Appropriate Public Education
  - FCA**••••Family Caregiver Act
  - FS**••••Family Support
  - FSC**••••Family Support Coordinator
  - FSSP**••••Family Service and Support Program
- GJRC**••••Grand Junction Regional Center
- GRSS**••••Group Residential Services and Supports
- HCB-DD**••••Home and Community Based Services for the Developmentally Disabled
  - HCBS**••••Home and Community Based Services
  - HCFA**••••Health Care Financing Administration
  - HCP**••••Health Care Program
  - HCPF**••••Health Care Policy and Finance
  - HHP**••••Host Home Provider
  - HI**••••Hearing Impaired
- HIPAA**••••Health Insurance Portability and Accountability Act
  - HRC**••••Human Rights Committee
- HUD**••••Housing and Urban Development

# Abbreviations and Acronyms

- IC••••Independent Contractor
- IC••••Informed Consent
- ICF/DD••••Intermediate Care Facility for the Developmentally Disabled
- IDD••••Intellectual and Developmental Disability
- IDEA••••Individuals with Disabilities Education Act
- IDT••••Interdisciplinary Team
- IEP••••Individualized Education Program
- IFSP••••Individual Family Service Plan
- IP••••Individualized Plan (previous wording-now known as Service Plan or SP)
- IPCS••••Individual Plan Cover Sheet
- IQ••••Intelligence Quotient
- IR••••Incident Report
- IRSS••••Individual Residential Services and Supports
- IRWE••••Impairment Related Work Expense
- ISSP••••Individual Service and Support Plan
- JBC••••Joint Budget Committee
- JTPA••••Job Training and Partnership Act
- LCSW••••Licensed Clinical Social Worker
- LD••••Learning Disabled
- LPN••••Licensed Practical Nurse
- LRE••••Least Restrictive Environment
- LTC••••Long Term Care
- LTHH••••Long Term Home Health
- MANE••••Mistreatment, Abuse, Neglect, Exploitation Allegations
- MCD••••Medicaid
- MCR••••Medicare
- MH/MI••••Mental Health / Mental Illness
- MSO••••Managed Service Organization
- MSW••••Master of Social Work
- N&Q••••Navigation and Quality
- NQD••••Navigation and Quality Director
- Nav••••Navigation
- NFARR••••Nursing Facility Annual Resident Review
- NKA••••No Known Allergies
- OAC••••Office of Administrative Court
- OBRA••••Omnibus Budget Reconciliation Act
- OBSS••••OBRA Specialized Services
- OHCDSD••••Organized Health Care Delivery System
- OSC••••Office Support Coordinator
- OT••••Occupational Therapy / Therapist
- PAR••••Prior Authorization Request
- PASA••••Provider Approved Service Agency
- PASARR••••Preadmission Screening and Annual Resident Review

# Abbreviations and Acronyms

- PASS**•••• Plans for Achieving Self- Support
- PC**•••• Perceptual Communicative Disorder
- PC**•••• Personal Care
- PCP**•••• Person Centered Planning
- PCP**•••• Primary Care Physician
- PDN**•••• Private Duty Nursing
- PEAK**•••• Parent Education and Assistance for Kids
- PERS**•••• Personal Emergency Response System
- PETI**•••• Post Eligibility Treatment of Income
- PIQ**•••• Performance Intelligence Quotient
- PMIP**•••• Professional Medical Information Page
- PPS**•••• Program Plan Specialist
- PRC**•••• Pueblo Regional Center
- PRS**•••• Person Receiving Services
- PT**•••• Physical Therapy / Therapist
- QEC**•••• Quality Enhancement Coordinator
- QES**•••• Quality Enhancement Specialist
- QET**•••• Quality Enhancement Team
- RC**•••• Resource Coordination
- RFP**•••• Referral Profile
- RMOLTC**•••• Rocky Mountain Options for Long Term Care
- ROM**•••• Range of Motion
- RN**•••• Registered Nurse
- RRR**•••• Redetermination (Annual Medicaid Eligibility)
- SANE**•••• Sexual Assault Nurse Exam (Forensic Rape Kit)
- SC**•••• Service Coordinator
- SSC**•••• Senior Service Coordinator
- SCS**•••• Service Coordination Supervisor
- SCC**•••• Supported Community Connections (Day Habilitation)
- SCP**•••• Safety Control Procedure
- SE**•••• Supported Employment
- SEP**•••• Single Entry Point
- SEM**•••• Standard Error of Measure
- SIED**•••• Significant Identifiable Emotional Disorder
- SIS**•••• Supports Intensity Scale
- SLIC**•••• Significantly Limited Intellectual Capacity
- SLP**•••• Speech and Language Pathologist
- SLS**•••• Supported Living Services
- SN**•••• Skilled Nursing
- SP**•••• Service Plan
- Spec Hab**•••• Specialized Habilitation
- SP-HCA**•••• Special Populations Home Care Allowance (sunsets 6/30/2017)

# Abbreviations and Acronyms

- SSA**•••• Social Security Administration
- SSDI**•••• Social Security Disability Income
- SSI**•••• Supplemental Security Income
- ST**•••• Speech Therapy
- TBI**•••• Traumatic Brain Injury
- TCM**•••• Targeted Case Management
- TDD**•••• Telecommunications Devices for the Deaf
- TRE**•••• The Resource Exchange
- TTY**•••• Telephone Typewriter (for the hearing impaired)
- VI**•••• Visually Impaired
- VIQ**•••• Verbal Intelligence Quotient
- VOC**•••• Vocational Training or Program
- VRC**•••• Vocational Rehabilitation Counselor
- WAIS-R**•••• Wechsler Adult Intelligence Scale – Revised
- WISC**•••• Wechsler Intelligence Scale for Children
- WRC**•••• Wheatridge Regional Center
- WS**•••• Work Services
- Bx**•••• Behavior
- BID**•••• Twice a day
- TID**•••• Three times a day
- QID**•••• Four times a day
- QOD**•••• Every other day
- Q**•••• Every
- QD**•••• Every day
- PRN**•••• As needed
- bc**•••• Before meals
- ac**•••• After meals
- po**•••• By mouth
- NKDA**•••• No known drug allergies
- Mo**•••• Monthly
- Wk**•••• Weekly
- Hr**•••• Hourly
- Hrly**•••• Hourly
- Mon**•••• From SIS definitions: Monitoring - Checking in & observing, Asking questions to prompt but not telling the person the steps
- Prompt**•••• From SIS definitions: Verbal/Gestural Prompting - Giving a verbal direction, Giving a gestural direction, visual prompts, modeling
- Physical Assist**•••• From SIS definitions: Partial Physical Assistance - Some steps need to be done for the person, Some but not all steps require hand over hand, some steps require speaking for the person
- Full Support**•••• From SIS definitions: Full Physical Support - All, or nearly all, steps need to be done for the person, All speaking needs to be done for the person
- Trans**•••• Transportation

# Receipt of Service User Handbook

Person Receiving Services:

I have received a copy of the “Guide to Receiving Services from The Resource Exchange” including the following documents, had a chance to ask questions and have been able to see source documents as listed upon enrollments or as requested. I am aware of whom to contact should I have any concerns.

**Initial each of the below:**

..... Available services in the waiver/program (Fact Sheets from HCPF)

..... HIPAA

..... Qualified Service Providers (local and statewide)

..... Complaints, disputes, grievances

*Full copies of the P&P are given at initial enrollment, with changes and available upon request.*

..... Mistreatment and Mandatory Reporting

..... Rights

..... Case Management Agency options

..... Contacts available at TRE

**Person in Services**

.....  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Guardian (if applicable)**

.....  
Signature \_\_\_\_\_ Date \_\_\_\_\_

**Witness**

.....  
Signature \_\_\_\_\_ Date \_\_\_\_\_