



Guide to Receiving Services from The Resource Exchange Participant Handbook 2020

Thank you for choosing The Resource Exchange (TRE).

This handbook is yours to keep and will help guide you through available options. It is a useful tool and includes a list of contacts, your rights, resources, and a description of available services.

**Many of the services we provide have a multi-layered eligibility process. Experienced staff will guide you through this process and help you understand all available options.
ALONGSIDE OUR STAFF, YOU WILL DECIDE WHAT SERVICES ARE BEST FOR YOU.**

Please contact us if you have any questions. We are here to help.

**The Resource Exchange (Main Office)
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Colorado Springs, CO 80919
(719) 380-1100
(877) 611-7808**

**Woodland Park:
509 Scott Avenue Suite 203
Woodland Park, CO 80866
(719) 687-5047**

**Pueblo:
421 N. Main Street Suite 315
Pueblo, CO 81003
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What is The Resource Exchange (TRE)?

TRE HAS BEEN ONE OF THE LARGEST LOCAL NON-PROFIT ORGANIZATIONS since 1964. It is our honor and privilege to serve over 8,800 infants, children, teenagers, adults, and seniors in El Paso, Pueblo, Teller, and Park counties. TRE partners with people who seek support in accessing community resources, assisting them in making informed choices, so they can live the lives they want to live. TRE has relationships with over 300 community partners. Our partners work with TRE to increase opportunities for the people we serve. To accomplish this, TRE has the following core values:

RESPECT

We respect and honor the inherent value of people 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.

What is The Resource Exchange (TRE)?

(cont'd)

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.

WHAT IS A COMMUNITY CENTERED BOARD?

Community Centered Boards (CCBs) are nonprofit organizations statutorily designated as the single entry point for individuals seeking supports. TRE is a state-designated CCB, one of about 20 in Colorado. TRE services include eligibility determination, developmental disability determination, assistance with enrollment into Medicaid or State General Fund programs, service and support coordination, monitoring, any safeguards necessary to prevent conflict of interest between case management and direct service provision, and termination and discharge from services.

Among a growing range of services, as of July 1, 2019, The Resource Exchange assumed Single Entry Point (SEP) responsibilities and now administers all of Colorado's Medicaid waivers. TRE is excited to be the first combined Case Management Agency in Colorado. By bringing all waivers here, we believe we can achieve greater efficiencies, facilitate easier access for the people we serve, and bring the level of quality for which we are known across the state to hundreds more people. As Colorado continues to evolve Medicaid Long Term Care Services, your options for case management opportunities may expand. Feel free to talk to your Service Coordinator about these current options.

WHAT IS A SINGLE ENTRY POINT?

Single Entry Point (SEP) Agencies are the organizations selected to provide intake, screening, referral, functional eligibility, and case management for persons in need of or receiving Long Term Services and Supports (LTSS) with a Single Entry Point District. SEPs provide case management, care planning, and make referrals to other resources for Health First Colorado (Colorado's Medicaid Program) members with targeted qualifying needs.

What is The Resource Exchange (TRE)?

(cont'd)

TRE IS FUNDED AND ACCREDITED BY:

TRE works in close partnership with Health Care Policy and Financing (HCPF). The majority of funds for Colorado services are provided from the Colorado legislature and administered through HCPF. A large portion of funding for adult services comes from Medicaid. TRE also raises money from private sources such as individuals, foundations, and corporations. To learn more about our fundraising efforts, please contact our Donor Relations Manager at 719-785-6459 or visit www.tre.org.

It is important to note that the Home and Community Based Services (HCBS) services that TRE authorizes to be received by qualified providers are not directly paid by TRE. Long Term Care Medicaid services are the payer of last resort. If there is coverage by third party insurance, it must be disclosed as funding is required to come from first from third party insurance, natural/community resources, and the Medicaid State Plan prior to accessing Long Term Medicaid benefits.

TRE IS SUPPORTED BY:

A Citizen-led volunteer Board of Directors, individual volunteers, individual philanthropists, foundations, community partners, and corporate sponsors who leverage government funding. TRE's major contributors include: Colorado Springs Health Foundation, Colorado Health Foundation, Daniels Fund, The Gazette/El Pomar Foundation's Empty Stocking Fund, El Pomar Foundation, Pikes Peak United Way, Buell Foundation, and Integrity Bank & Trust.

TRE IS 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/or marital status. TRE STRONGLY OPPOSES any form of unlawful harassment. 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.

RECORDS AND CONFIDENTIALITY OF INFORMATION:

There are processes and laws that TRE follows to keep information private. TRE is HIPAA compliant. We use health information about you for treatment, to obtain payment for treatment, for administrative purposes and to evaluate the quality of care that you receive. We use health information about you to provide quality services. Every person has the right to request and receive a copy of their records. It is the policy of The Resource Exchange (TRE) to establish protections for privacy and confidentiality of medical information whether oral or recorded in any form or medium. The administrative simplification requirements of the Health Insurance Portability and Accountability Act (HIPAA) are covered in four parts:

- Standardization of electronic health, administrative and financial data
- Creation of unique health identifiers for individuals, employers, health plans and health care providers
- Establishment of security standards to protect the confidentiality and integrity of "individually identifiable health information," past, present or future
- Enactment of protections for the privacy of one's health information

TRE Services: Partnering with You, Every Step of the Way

NAVIGATION AND QUALITY:

Our Navigation and Quality team helps determine if an individual qualifies for Medicaid for waiver services, Long-Term Care, Nursing Facilities, or other services and helps them enroll. This team assists with:

- Delay and Disability Determination
- Intake and documentation
- Community resource referral
- Quality monitoring and review
- Incident investigation
- Program support

TRE Intake Teams consist of Navigation, Nursing Facility, and Single Entry Point services. Navigation assists individuals with intellectual or developmental delays or disabilities seeking waiver supports; Nursing Facility teams assist those seeking Long Term Care supports within a Nursing Facility; and Single Entry Point teams assist individuals who have mental health concerns, those who are elderly, blind, disabled, or have brain injuries, and also children with life-limiting illnesses. These teams have the privilege of being the first line of contact the community has with TRE.

It may take up to six months to be fully enrolled, due to a multi-layered eligibility process. You will meet and work with several members of our team and we are here to ensure the process moves as quickly and smoothly as possible.

SERVICE COORDINATION:

Service Coordination is a customized, individual-centered, family and community-focused service in which programs and resources are coordinated to enhance people's lives. It is our goal for all participants to have a coordinator with whom they have a trusting relationship and on whom they can rely. TRE Service Coordinators (SC) work in a mobile environment that allows them to connect with the people they serve in environments, and times, of your choosing. Our commitment to a person-centered culture sets TRE apart; you define your quality of life.

TRE assists in coordinating services and will introduce you to provider options throughout our community. Most providers are approved through the Medicaid system and TRE works alongside hundreds of them who all offer services according to their organizational missions and business models. It is important for you to choose an agency that works for you. The HCPF website www.colorado.gov/hcpf has resources to find providers and your Service Coordinator can also provide you with these options.

Your Service Coordinator will communicate with you frequently to establish services, ask about how services are going, make any needed changes to your service plan, arrange meetings, and request annual documentation. We will also need to be in your home throughout the year and will work alongside you as to when this is most convenient. It is important for you to communicate and respond to your coordinator as soon as possible. You can expect the same from us. Refusing to participate in required meetings or not submitting needed paperwork when it is due may jeopardize continuity of services.

- To ensure efficient communication, please let your coordinator know your communications preferences, such as whether you prefer e-mail, phone, text messages, or traditional mail service.
- When you call us, you can expect a returned phone call or email in 48 business hours or less.
- If your matter is urgent, or you do not get a returned call, please call the main office and ask to talk to a supervisor or director for assistance.

Rights of Persons Receiving Services

YOU HAVE THE SAME HUMAN AND CIVIL RIGHTS as anyone else. 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, your TRE Service Coordinator, The Arc, or any other persons to advocate for you.

RIGHT TO AN INDIVIDUALIZED PLAN (IP) [ALSO CALLED THE SERVICE PLAN (SP)]



Each person receiving services shall have the right to participate in decisions regarding their services, to obtain available and accessible services to their waiver, and the right to obtain available and accessible services under the Contract. Each SP shall be reviewed at least annually and modified as necessary or appropriate. A review shall consist of, but is not limited to an in home assessment and verification that targeting criteria for HCBS services are met.

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 that is reviewed 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 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.

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 VOTE



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

Rights of Persons Receiving Services

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 HUMANE CARE AND FREE FROM DISCRIMINATION



Each person in services has the right to be treated with respect, due consideration for their dignity and receive services free from discrimination in a humane physical environment. Each person has the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation. Each person receiving services shall be attended to by qualified staff in numbers sufficient to provide appropriate services and supports. Corporal punishment 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. All service agencies and providers shall prohibit mistreatment, exploitation, neglect or abuse in any form.

RIGHT TO NOTIFICATION



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

RIGHT TO TECHNOLOGY



TRE believes that the people we serve have the right to technology and information access. While not yet recognized in Colorado law as a civil right, TRE will assist people in accessing technology and information in ways that are personalized and assist them to live more independent lives.

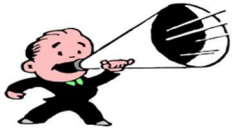
RIGHT TO REPRODUCE



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 Service Coordinator about these in the event sterilization is being considered.

Rights of Persons Receiving Services

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.

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 has the right to file a complaint. Each person receiving services has the right to receive and send sealed, unopened correspondence; have reasonable access to telephones, both to make and to receive calls in privacy; 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.

Complaints, Disputes and Grievances

TRE, Providers 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 arrive at a solution that works for everyone.

Specific Complaint and Grievance procedures are stated in writing with each organization and should be given to you upon enrollment and request.

It is the policy of The Resource Exchange (TRE) to address grievances and complaints, or any other customer satisfaction concern with TRE services in accordance with applicable Colorado regulation and consistent with its own core values. We strive to amicably resolve grievances/complaints through informal negotiations and the Service Planning (SP) process when available. Significant attention shall be focused on creating options and service alternatives that address the best interests of the person receiving services and to provide an opportunity for individuals to come together to find a mutually acceptable solution. Each stage of the process will be treated as an opportunity to include fresh perspectives while achieving collaborative, creative resolutions.

Reporting a grievance or complaint is the first level of interaction for any concern with TRE. In the event an individual reports a complaint, TRE will attempt to resolve that grievance or complaint amicably with both parties. Grievance and complaints may be reported to any TRE staff member and should be reported to the appropriate TRE employee first (this could be the person with whom the issue resides or their supervisor).

How to Exercise Your Rights

Please note that advocacy groups are different from support groups. They exist not only for information and referral to appropriate supports, but also 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. Colorado has a strong advocacy network. Any or all of the following resources are available to assist you.

INTERNAL TO TRE

- Your Coordinator is here to work on your behalf and to protect your rights and interests. Please contact them any time you have a question or a concern.
- 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 Arc Pikes Peak Region: (719) 471-4800
- The Arc of Pueblo: (719) 545-5845
- Disability Law Colorado: (800) 722-0300



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) 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. 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.

ABUSE

Defined as any of the following acts or omissions committed against a person with an intellectual and developmental disability:

- The non-accidental 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.

EXPLOITATION

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 anything 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.

Mistreatment and Mandatory Reporting

CARETAKER NEGLECT

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.

A CARETAKER IS ANY 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.



Home and Community Based Services for Children

Children may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Children's Extensive Support Waiver (CES) Birth-18

This waiver helps children living at home who have extensive behavior or medical needs related to their developmental disability and helps provide funding to purchase specific services not otherwise covered.

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

- 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 using this waiver:

- Are not yet 18 years old and live in the family home
- Have been determined to have a developmental disability; includes developmental delay if under five (5) years old
- 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

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/childrens-extensive-support-waiver-ces>

Home and Community Based Services for Children

Children may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Children's Home and Community-Based Services Waiver (CHCBS) Birth-18

This waiver is available for children with significant medical needs who are at risk for institutional care in an acute hospital or skilled nursing facility. The CHCBS Waiver works with or adds to the services that are available to children through Colorado Medicaid and other public programs.

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

Eligibility Group

Children using this waiver:

- Are not yet 18 years old
- Must meet the Social Security Administration (SSA) definition of disability

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 countable resources must be less than \$2,000
- Due to your income and/or resources, your child would not otherwise be eligible for Health First Colorado

BENEFITS AND SERVICES

- Case Management Services
- In-Home Support Services

Full text of the waiver: <https://www.colorado.gov/hcpf/childrens-home-and-community-based-services-waiver-chcbs>

Home and Community Based Services for Children

Children may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Children's Habilitation Residential Program Waiver (CHRP) Birth-20

This waiver provides services for children and youth who have an intellectual or developmental disability and very high needs that put them at risk of, or in need of, out of home placement. Services help children and youth learn and maintain skills needed to live in their communities.

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 meet Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) definition (ICF/IID services are defined in the Code of Federal Regulations: 42 CFR §440.150)

Eligibility Group

Children using this waiver:

- Are not yet 20 years old
- Have an intellectual or developmental disability or developmental delay if under five (5) years old, and have intensive behavioral or medical support needs that put them at risk or in need of out of home placement

BENEFITS AND SERVICES

- Supported Community Connections
- Habilitation Services
- Cognitive Services*
- Communication Services*
- Emergency Assistance Training*
- Independent Living Training*
- Personal Care Services*
- Self-Advocacy Training*
- Supervision Services*
- Travel Services*
- Professional Services (Hippotherapy, Massage, Movement Therapy)
- Respite Services
- Intensive Support Services
- Transition Support Services

**services are not billed separately but under the habilitation services and are part of residential services*

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/childrens-habilitation-residential-program-waiver-chrp>

Home and Community Based Services for Children

Children may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Children with Life-Limiting Illness Waiver (CLLI) Birth-19

This waiver provides Medicaid benefits in the home for children with a life-limiting, terminal illness and allows treatment to continue while the child is receiving palliative or hospice care.

Services offered with this waiver supplement the services that you already receive through regular Health First Colorado benefits and other federal, state, and local public programs, as well as the support that you get from your community.

Children who receive services through the CLLI waiver are also eligible for all Health First Colorado covered services except nursing facility and long-term hospital care.

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 be at risk of institutionalization in a hospital setting

Eligibility Group

Children using this waiver:

- Are not yet 18 years old
- Must meet the Social Security Administration definition of disability
- Must have a life-limiting illness certified by a physician

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 countable resources must be less than \$2,000
- Parent income is not considered for the child's eligibility

BENEFITS AND SERVICES

- Counseling/Bereavement Services
- Expressive Therapy
- Massage Therapy
- Palliative/Supportive Care
- Respite Care Services

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/children-life-limiting-illness-waiver-clli>

Home and Community Based Services for Adults

Adults may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Supported Living Services Waiver (SLS) Ages 18+

This 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 the individual's community and social supports. The waiver promotes individual choice and decision-making through the individualized planning process. Participants on this waiver do not require twenty-four (24) hour supervision.

WHO QUALIFIES?

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

Level of Care

- Individuals 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 defined in the Code of Federal Regulations: 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, countable resources must be less than \$2,000 and for a couple, less than \$3,000

BENEFITS AND SERVICES

- | | | |
|--|---|--|
| • Assistive Technology | • Home Delivered Meals | • Pre-vocational Services |
| • Behavioral Services | • Home Modifications | • Professional Services |
| • Colorado Choice Transitions (CCT) | • Homemaker Services | • Respite Services |
| • Consumer Directed Attendant Support Services (CDASS) | • Life Skills Training | • Specialized Medical Equipment & Supplies |
| • Day Habilitation Services | • Mentorship | • Supported Employment |
| • Dental Services | • Non-Medical Transportation | • Transition Set Up |
| • Health Maintenance Activities | • Peer Mentorship | • Vehicle Modifications |
| | • Personal Care Services | • Vision Services |
| | • Personal Emergency Response System (PERS) | |

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/supported-living-services-waiver-sls>

Home and Community Based Services for Adults

Adults may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Developmental Disabilities Waiver (DD) Ages 18+

The Home and Community-Based Services Waiver for Persons with Developmental Disabilities (DD) provides access to 24-hour, seven-day-a-week supervision through Residential Habilitation and Day Habilitation Services and Supports. 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 family members.

WHO QUALIFIES?

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

Level of Care

- Individuals 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

- Individuals must be determined to have a developmental disability, be 18 years or older, and 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 and for a couple, less than \$3,000

BENEFITS AND SERVICES

- Behavioral Services
- Colorado Choice Transitions (CCT)
- Day Habilitation Services (Specialized Habilitation, Supported Community Connections)
- Dental
- Home Delivered Meals
- Non-Medical Transportation
- Peer Mentorship
- Prevocational Services
- Residential Habilitation Services and Supports (24-hour individual or group)
- Specialized Medical Equipment and Supplies
- Supported Employment
- Transition Set Up
- Vision Services

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/developmental-disabilities-waiver-dd>

Home and Community Based Services for Adults

Adults may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado’s Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Community Mental Health Supports Waiver (CMHS) Ages 18+

This waiver provides assistance to people with a major mental health condition that require long-term supports and services in order to remain in a community setting requiring assistance with severe and persistent mental health needs.

WHO QUALIFIES?

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

Level of Care

- Individuals require long-term support services comparable to services typically provided in a nursing facility

Eligibility Group

Individuals may be eligible when experiencing a severe and persistent mental health need* that requires assistance with one or more Activities of Daily Living (ADL) and:

- Are at least 18 years old and currently has or at any time during the past year leading up to assessment has a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within the Diagnostic and Statistical Manual of Mental Disorders (DSM-5); and
- Has a disorder that is episodic, recurrent, or has persistent features, but may vary in terms of severity and disabling effects; and
- Has resulted in functional impairment which substantially interferes with or limits one or more major activities
**a severe and persistent mental health need does not include Intellectual or Developmental Disabilities or Substance Use Disorder without a co-occurring diagnosis of a severe and persistent mental health need*

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 and for a couple, less than \$3,000

BENEFITS AND SERVICES

- | | | |
|--|------------------------------|--------------------------------------|
| • Adult Day Services | • Home Delivered Meals | • Personal Care |
| • Alternative Care Facilities | • Homemaker Services | • Personal Emergency Response System |
| • Colorado Choice Transitions (CCT) | • Home Modifications | • Respite Care |
| • Consumer Directed Attendant Support Services | • Non-Medical Transportation | • Specialized Medical Equipment |
| | • Life Skills Training | • Transition Set Up |
| | • Peer Mentorship | |

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/community-mental-health-supports-waiver-cmhs>

Home and Community Based Services for Adults

Adults may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Elderly, Blind, and Disabled (EBD) Ages 18+

This waiver provides assistance to people ages 18-64 with a physical disability, blindness, or a diagnosis of HIV or AIDS, and require long-term supports and services in order to remain in a community setting.

WHO QUALIFIES?

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

Level of Care

- Individuals must require long-term support services at a level comparable to services typically provided in a nursing facility

Eligibility Group

- Individuals must be 18 years or older.
- If you are between the ages of 18 and 64, you must be blind or have a physical disability, or have a diagnosis of HIV or AIDS.
- If you are age 65 and older, you must have been determined to have a significant functional impairment.

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 and for a couple, less than \$3,000

BENEFITS AND SERVICES

- Adult Day Services
- Alternative Care Facilities
- Consumer Directed Attendant Support Services
- Home Delivered Meals
- Homemaker Services
- Home Modifications
- In-Home Support Services
- Life Skills Training
- Medication Reminder
- Non-Medical Transportation
- Peer Mentorship
- Personal Care Services
- Personal Emergency Response System
- Respite Care Services
- Transition Set Up

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/elderly-blind-disabled-waiver-ebd>

Home and Community Based Services for Adults

Adults may qualify for the following waivers in certain cases. These waivers are an extra set of Health First Colorado (Colorado's Medicaid program) benefits and can help individuals remain in their home and community. Waivers have extra program rules and some may have waitlists.

Brain Injury (BI) Ages 16+

This waiver helps people with a Brain Injury who need extra support to live in their communities, as an alternative to long-term services, as in a nursing facility or a hospital. Individuals can receive these extra services along with their regular Health First Colorado benefits.

WHO QUALIFIES?

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

Level of Care

- Individuals must require long-term support services at a level comparable to services typically provided in a nursing facility

Eligibility Group

- You must be 16 years or older
- You must have a brain injury and the injury must have occurred before your 65th birthday
- Your diagnosis must fit within certain categories, of which your Single Entry Point (SEP) can explain

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 and for a couple, less than \$3,000

BENEFITS AND SERVICES

- Adult Day Services
- Behavioral Management
- Buy-In for Working Adults with Disabilities
- Colorado Choice Transitions (CCT)
- Consumer Directed Attendant Support Services (CDASS)
- Day Treatment
- Home Delivered Meals
- Home Modification
- Independent Living Skills Training (ILST)
- Mental Health Counseling
- Non-Medical Transportation
- Peer Mentorship
- Personal Care
- Personal Emergency Response System
- Respite Care
- Specialized Medical Equipment and Supplies/Assistive Devices
- Substance Use Counseling
- Supported Living Program
- Transition Set Up
- Transitional Living Program

Full text of the waiver: <https://www.colorado.gov/pacific/hcpf/brain-injury-waiver-bi>

State Funded Supported Living Services Program

The State Funded Supported Living Services (State-SLS) program is funded through an allocation from the Colorado General Assembly. The State-SLS program is designed to provide supports to individuals with an intellectual or developmental disability to remain in their community. The State-SLS program shall not supplant Home and Community Based services for those who are currently eligible.

WHO QUALIFIES?

You must meet the following financial and program criteria to access services under this program.

Eligibility Group

- You must be 18 years or older and a Colorado resident
- Be determined to have an intellectual or developmental disability pursuant to the procedures set forth in section 8.607.

Eligibility for the State-SLS program does not guarantee the availability of services and supports under this program.

General Provisions

The availability of services offered through the State-SLS program may not be consistent throughout the State of Colorado or among CCBs.

- An individual enrolled in the State-SLS program shall access all benefits available under the Medicaid State Plan, HCBS Waiver or EPSDT, if available, prior to accessing services under the State-SLS program. Services through the State-SLS program may not duplicate services provided through the State Plan when available to the Client.
- When an individual is enrolled only in the State-SLS program the CCB Case Manager shall authorize a Program Approved Service Agency (PASA) to deliver the services, when available.

BENEFITS AND SERVICES

- Supports for individuals awaiting HCBS waiver enrollment
- Supports for individuals experiencing temporary Hardships
- Supporting independence in the community
- On-going State-SLS Support

State-SLS funds may be authorized by the CCB for individuals who have been determined to meet the DD Determination requirements, but do not meet the requirements to be enrolled in HCBS-SLS Waiver section 8.500.93.

All Rules: 10 CCR 2505- section 8.501

Family Support Services Program

The Family Support Services Program (FSSP) provides support for families who have children with developmental disabilities or delays with costs that are beyond those normally experienced by other families. The primary purpose of the FSSP is to support children within their own nurturing family setting and prevent out-of-home placements.

WHO QUALIFIES?

You qualify if your family has eligible children living at home or are interested in having a child return from an out-of-home placement.

BENEFITS AND SERVICES

- Medical and Dental expenses
- Additional insurance expenses
- Respite Care and Sitter services
- Special equipment, clothing, and diets
- Home or Vehicle adaptations and/or repairs
- Home Health Services and Therapies
- Family Counseling and Support Groups
- Recreation and Leisure needs
- Transportation
- Homemaker Services

Full text: <https://www.colorado.gov/pacific/hcpf/family-support-services-program-fssp>

Home Care Allowance

The Home Care Allowance (HCA) program is a non-entitlement program providing cash assistance to older and disabled individuals. The cash is to be used to pay for services provided by a home care provider and helps clients remain in their home while getting services to assist in their daily lives. The State of Colorado monitors and evaluates program performance, performs onsite program evaluations, and provides training, technical assistance, and consultation to county departments and the SEPs. Ongoing monitoring/oversight includes monthly and quarterly reporting and invoicing tools to ensure that all costs are allowable, appropriate, and keep within the contracted budget for the local area contractor.

WHO QUALIFIES?

Level of Care

- Functional capacity is determined by a standard assessment of the client's capacity to complete Activities of Daily living (ADLs) and Instrumental Activities of Daily living (IADLs) and the frequency that assistance is needed in completing those activities.

Eligibility Group

- Eligibility for HCA is based on financial need and functional capacity.

Financial

- Financial eligibility is determined by the client's income and resources.
- To be financially eligible for HCA, an individual must be receiving at least \$1 of SSI; or, meet all eligibility criteria required for Aid to the Needy Disabled – State Only (AND-SO) program; or, have been receiving both Old Age Pension (OAP) benefits and HCA as of December 31, 2013 and remain continuously eligible for both benefits.

BENEFITS AND SERVICES

Cash received may be used for services provided by a home care provider to include:

- Dressing
- Transfers
- Bathing
- Meal preparation
- Laundry
- Money management
- Appointment management
- Shopping



Helpful Resources

- TRE website www.tre.org
- Department of Human Services www.colorado.gov/cdhs or (719) 444-5532 or (303) 866-5700
- Colorado Department of Health Care Policy and Financing www.colorado.gov/hcpf or (303) 866-2993 / (800) 221-3943
- Health First Colorado Member Handbook (Medicaid) - (800) 221-3943
www.healthfirstcolorado.com/benefits-services/#member-handbook
- Centers for Medicare and Medicaid Services www.cms.gov or (800) 772-1213
- Colorado Revised Statute www.lexisnexis.com/hottopics/colorado or contact the Office of Legislative Legal Services at (303) 866-2045
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT): *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.*
www.colorado.gov/pacific/hcpf/early-and-periodic-screening-diagnostic-and-treatment-epsdt
- Division of Vocational Rehab www.colorado.gov/dvr or (719) 635-3585 or (303) 318-8571
- Federal Supplemental Security Income (SSI) website www.ssa.gov/ssi or (800) 772-1213 (TTY 1-800-325-0778).



Stay Connected!

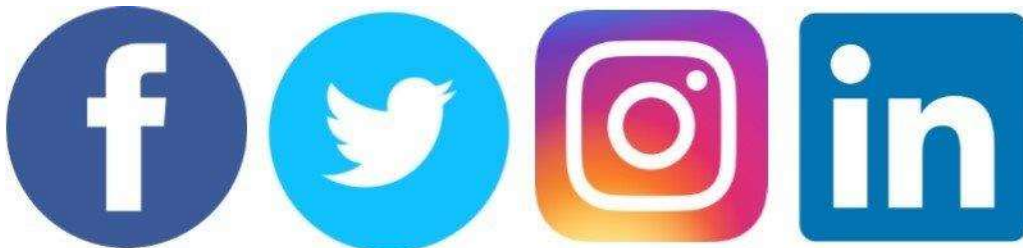
Visit the TRE website, call us, or follow us on social media:

www.facebook.com/tre.org

www.twitter.com/tre_cos

www.instagram.com/the.resource.exchange

www.linkedin.com/company/the-resource-exchange



THE RESOURCE EXCHANGE

6385 Corporate Dr. #301 || Colorado Springs CO 80919 || (719) 380-1100

CONSENT TO RELEASE INFORMATION, PHOTOS/VIDEOS/STATEMENTS

*****Please keep this copy for your records*****

Name:	
Birthdate:	

The Resource Exchange (TRE) is authorized to disclose or release my Protected Health Information as specified below to the following person(s) or organization(s):

Name: _____

Or
Organization: _____

Information requested or released can include, but is not limited to medical records/diagnosis, psychological reports, social histories, educational records, financial information, or vocational assessments/records. If there is other information that needs requested, list it here:

Initial your preference.

<input type="checkbox"/>	TRE may use my full name on marketing and promotions materials.
<input type="checkbox"/>	TRE may only use my first name on marketing and promotions materials.
If you initialed above: Photos, Videos, Statements, printed material. These may be used with or without my name and for any lawful purpose for TRE marketing and promotions both internally with staff and externally with the community via TRE’s website and social media. I understand photos, videos, statements, and printed materials released between the effective date of this authorization and the date of revocation may still be used in the public domain.	
<input type="checkbox"/>	I DO NOT wish for The Resource Exchange to photograph or use my likeness to promote TRE in any marketing and/or promotional materials.

PURPOSE OR NEED FOR INFORMATION BEING REQUESTED: This consent may be used to obtain records to ensure eligibility and targeting criteria for services received from TRE. Add additional purpose as applicable:

CONSENT TERM: This consent will remain in effect for one year from the signature date below unless and until revoked by either party. I certify that this request has been made voluntarily and that the information is accurate.

SIGNATURES: I/we authorize this to be a two-way release and understand that I/we may revoke this authorization at any time, provided that I/we do so in writing to The Resource Exchange. Signatures below certify that this request has been made voluntarily and that the information given is accurate to the best of my knowledge.

Signature of Individual _____ Date _____

Signature of Parent/Guardian _____ Date _____

Signature of TRE Representative _____ Date _____



THE RESOURCE EXCHANGE

6385 Corporate Dr. #301 || Colorado Springs CO 80919 || (719) 380-1100

CONSENT TO RELEASE INFORMATION, PHOTOS/VIDEOS/STATEMENTS

*****TRE COPY*****

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Initial your preference.

<input type="checkbox"/>	TRE may use my full name on marketing and promotions materials.
<input type="checkbox"/>	TRE may only use my first name on marketing and promotions materials.
If you initialed above: Photos, Videos, Statements, printed material. These may be used with or without my name and for any lawful purpose for TRE marketing and promotions both internally with staff and externally with the community via TRE’s website and social media. I understand photos, videos, statements, and printed materials released between the effective date of this authorization and the date of revocation may still be used in the public domain.	
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Signature of Individual _____ Date _____

Signature of Parent/Guardian _____ Date _____

Signature of TRE Representative _____ Date _____



Receipt of Participant Handbook

*****Please keep this copy for your records*****

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 who to contact should I have any concerns.

Initial each of the below:

.....Available services in the waiver/program (Fact Sheets from HCPF) – pages 13-24

.....Confidentiality – page 5

.....Qualified Service Providers (local and statewide) – page 4

.....Complaints, disputes, grievances – page 9

.....Mistreatment and Mandatory Reporting – page 11-12

.....Explanation of Your Rights – pages 7-9

.....Case Management Agency and options – page 6

.....Contacts/Communicating with TRE – page 6

Signature of Individual _____ Date _____

Signature of Parent/Guardian _____ Date _____

Signature of TRE Representative _____ Date _____

Receipt of Participant Handbook

*****TRE copy*****

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Initial each of the below:

.....Available services in the waiver/program (Fact Sheets from HCPF) – pages 13-21

.....Confidentiality – page 5

.....Qualified Service Providers (local and statewide) – page 4

.....Complaints, disputes, grievances – page 9

.....Mistreatment and Mandatory Reporting – page 11-12

.....Explanation of Your Rights – pages 7-9

.....Case Management Agency and options – page 6

.....Contacts/Communicating with TRE – page 6

Signature of Individual _____ Date _____

Signature of Parent/Guardian _____ Date _____

Signature of TRE Representative _____ Date _____