



Member Orientation Manual Supported Community Living (SCL) Program

Section 1: Introduction

Mainstream Living, Inc., is a nonprofit corporation that operates under the guidance of a volunteer Board of Directors, composed of community members from a variety of occupations. Mainstream Living has administrative offices in both Ames and Des Moines.

Mainstream Living provides mental health support services to individuals who are referred through a Managed Care Organization (MCO) or Integrated health Home agency (IHH).

We expect members to be responsible. You will be treated as such and we expect you to assume responsibility for yourself and your home/apartment. Specific responsibilities regarding the program are explained in the following sections.

Section 2: Program Objectives

The Supported Community Living Program aims to provide individualized services. Staff will work with you and your support team to provide and arrange other services and supports essential for your recovery. Services that we offer may include:

Medication Support

We will assist you in taking medications as prescribed and communicate with your physician if you are having difficulty with your medications. Please see the section entitled "Medication" for more details.

Nutrition

Staff will assist with meal planning, preparing a shopping list, grocery shopping and meal preparation as described in your plan.

Budgeting

We can assist you with preparing a budget or spending plan. If you have financial trouble as a result of spending, staff can educate you on available resources. We offer payee services to program participants for a fee of \$41 per month.

Transportation

These will be outlined on an individual basis in the Individual Service Plan as related to goals. Staff can assist you in learning the bus system or arranging other transportation as needed. The goal is to increase independence in transportation needs.

Entitlements

We offer assistance with applying for entitlements such as Social Security benefits, Title XIX or other benefits. Mainstream staff can also assist with the paperwork necessary to maintain these benefits.

Member Name: _____
Date of Birth: _____
Medicaid Number: _____

Crisis Management

Staff is available during regular business hours 8am-4pm. There is an “after hours” cell phone number (515-974-9868) that will connect you with a program staff. This after hours call does not include emergency services or needs. This may include assistance in arranging or accessing transportation to the hospital or your doctor’s office or accessing professional community resources.

Socialization and Leisure

Finding, planning and attending social activities in the community is a service offered to members. Mainstream strongly encourages each member to participate in at least three community inclusion activities per year.

Safety Planning

We offer safety planning and safety training to assist you in case of an emergency such as a fire or tornado.

Advocacy

We may advocate with you or for you in the area of housing, medical care, consumer problems or other areas as related in your Individual Service Plan. Mainstream Living staff will assist you in obtaining advocacy in legal matters as necessary. We will also assist with referral to other agencies, such as Victim Services.

Development of Natural Supports

We encourage you to develop friendships and resources in the community. We can assist you in exploring various resources that can enhance your support system.

Academic Skills Planning

We can assist you in exploring educational opportunities. This may include applying for school or a GED program.

Obtaining and Retaining Housing

We will help you with finding a new apartment or helping you keep your apartment, and exercising your rights and responsibilities as a tenant. We do not provide moving services, but can help you arrange for them.

Other Services

We are able to provide or refer you for other services. This will be discussed at your interview and on an ongoing basis at your annual staffing.

Section 3: Staff Availability

Staff will work with you to schedule days and times to work on the goals in your treatment plan. This may include evenings and weekends. Staff is available Monday – Friday ,8:00am-4:00pm, during normal business hours. If something arises at other times, you may call the after hours number 515-974-9868.

Section 4: Your Individual Program

We will work together to develop an Individual Service Plan. This plan acts as a “road map” for your goal-directed activities while you are working with us.

Member Name: _____
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We can assist you in meeting your goals, working together with your care coordinator, family and support team. However, you are the most important person on the team. You make the final decision about what goals will be in your plan.

One of your rights is the right to refuse services. You may refuse to work on certain programs even if they are included in your plan. If you choose to refuse certain services, we may make modifications to your service plan that more accurately reflect your goals or preferences. Continual lack of participation may result in discharge from our services.

Goals defined in your plan are written so that progress can be measured. We document your progress as part of our agreement with your care coordinator or other service provider, and to accurately assess when you are ready to move on to another goal, or higher skill level of the same program.

Section 5: Medication Support

If medication support is part of your service plan, we will assess your needs, and work with your physician to get the paperwork we need.

Mainstream Staff will be available to provide transportation to the pharmacy to pick up medications under the following conditions: you are in the vehicle, and there is a goal or support in your plan. You may choose to have the pharmacy deliver medications to your home in bubble packs to help you take your medications as prescribed.

We can provide a lock box for your bulk supply medication. This will be documented in your plan as a rights restriction. Staff will schedule days and times to set up your medications as identified in the Individual Service Plan. If the team feels that your housing is unsafe (people who live with you engage in substance abuse activities, illegal activities, or live in a shelter), we may ask you to come to the main office to receive your medications.

It is very important that you tell Mainstream Living staff about any medications you are taking. This includes both prescribed and over-the-counter medications – medications for both your physical and mental health. It is also very important that you tell staff if you are using alcohol or street drugs. This information is important in protecting your health and safety.

We will gladly help you with any questions or concerns you might have about any medication that have been prescribed. Staff can consult with the agency nurse or you may call yourself. You may also ask your pharmacist or your doctor about your medications.

Mainstream Living staff can assist with medication concerns by accompanying you to medication reviews and advocating for you as indicated in your Individual Service Plan. Staff may go with you on other occasions as well. If you are having problems, Mainstream Living's nurse can consult with your doctor on your behalf.

It is very important for you to meet with your staff for scheduled medication visits. If you need to cancel, please call staff ahead of time to reschedule.

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Section 6: Mental Health/Psychiatric Appointments

Regular visits with your mental health professionals are essential for your recovery. Staff may be available for advocacy. You are encouraged to schedule your appointments during your regular visit time with staff if you require assistance in advocating.

Section 7: Member Rights

Your rights will be discussed with you when you move in and reviewed with you on a regular basis. A staff person will go over each item with you, and if at any time you have questions, please ask for clarification. These rights also will be reviewed with you on a regular basis. We encourage you to read these rights, ask questions, and make recommendations concerning policies and procedures at any time during your stay at Mainstream.

The following are considered basic rights of members. They are similar to civil/human rights of all of us:

- The basic fundamental rights of all individuals. These rights include, but are not limited to: the right to vote; freedom of speech; freedom of religion; freedom of sexual expression; protection from the denial of life, liberty and property without due process; and freedom from discrimination because of race, color, creed, citizenship, national origin, sex, age, religion, sexual preference, disability or illness.
- The right of members to participate in the identification of service needs, planning and choices on how to meet those needs.
- The process for the solution of disagreements between the provider and the member related to issues concerning the provision of services.
- Freedom to communicate by letter, telephone, in person or other means and to visit and receive visitors.
- Freedom of choice in activities of daily living and where a person lives, works and spends leisure time.
- The right to refuse services.
- The right to manage one's own finances and possessions.
- The right to privacy, including the right to private conversations and to confidentiality.
- The right to be treated with respect and to be addressed in a manner which is appropriate to the member's chronological age.
- The right to appeal any staff or provider action.
- The right to enter into contracts.
- The right to due process.

If you have questions about any of the following topics, feel free to ask a staff member for more information and clarification:

- Voluntary, involuntary, emergency and non-emergency discharge
- Sexual harassment (as defined – an individual makes unwelcome advances or requests for sexual relations or other types of unwelcome verbal or physical behaviors of a sexual nature; solicitation or requesting sexual relations with an implied or offered payments. One party forcing another party to have non consensual (forced) sexual relations).
- Retaliation or harassment by staff
- Grievance procedure (mediation)

You always have the right to request mediation if you have a conflict with a Mainstream staff that you are unable to resolve. You may also file a formal grievance if you feel you have been treated unfairly. Please talk with your assigned staff or the Program Supervisor if you need information about informal mediation or a formal grievance.

Member Name: _____
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Medicaid Number: _____

Member Orientation Manual
Verification of Receipt and Comprehension: Supported Community Living Program

I have been given a copy of the Member Orientation Manual. I have had an opportunity to review this information with staff and to ask questions. I understand how this information applies to residing at Mainstream Living, Inc.

Member/Guardian Signature

Date

Member/Guardian Printed Name

Mainstream Living Staff Signature

Date

Mainstream Living Staff Printed Name