



Residential Programs

Client Handbook 2026

Director of Northeast Arkansas: Sherry Russell

Residential Manager: Ken Cofield

3110 Gillis Drive

Jonesboro, Arkansas 72404

870-931-5504

PATHFINDER, INC.

Mission Statement

Pathfinder, Inc. is dedicated to the development and implementation of individually designed strategies that enable people with developmental disabilities to pursue total access to community life.

Philosophy

A basic concept of Pathfinder, Inc. is that all people, regardless of individual differences and intellectual abilities, have an inalienable right to programs and services, which are consistent with their needs, and helps them to achieve their maximum potential.

Pathfinder, Inc. seeks to provide the best possible programs and services for individuals we serve with developmental disabilities to expand their growth opportunities. Pathfinder, Inc.'s focus always remains on helping to enrich the quality of life for the people we serve.

Underlying these concepts are the beliefs that: all human beings have intrinsic worth regardless of intellectual ability; that all human beings have potential for development; and that, with few exceptions, every human being has both the ability and the duty to contribute something of value to his fellow man.

Service Goals

The service goals developed in light of this philosophy are:

- To help the individual with developmental disabilities become or remain self-sufficient by seeking to develop personal, social, academic and problem solving skills necessary to function independently in society.
- To protect children and adults who cannot protect themselves from abuse, neglect and exploitation and to help families stay together by providing an array of services for the individual with developmental disabilities.
- To arrange for appropriate placement and services that provide the least restrictive environment and which is in the individual's best interest.

Governing Board of Directors

NAME	OFFICE	ELECTION DATE	TERMS
Jan Baker 127 Wellington Plantation Lane, Little Rock, AR 72211 Phone: 703-677-6287	Chair	November 2025	3 years
Meredith Taylor 998 Apple Blossom Lane, Tontitown, AR 72762 479-283-6952	Vice-Chair	July 2024	3 years
Lisa Bamburg (Consumer Representative) 180 Maplewood Dr. Cabot, AR 72023 Phone: 501-658-5613	Secretary	November 2025	3 years
Randy Lann (Consumer Representative) 9 Gander Pointe, Vilonia, AR 72173 Phone: 501-835-8829	Member	December 2025	3 years
Baxter Drennon 500 President Clinton Ave, Ste RL20, Little Rock, AR 72201 Phone: 501-265-9927	Member	December 2023	3 years
John Burkhalter 26 Collins Industrial Place, North Little Rock, AR 72113 Phone: 501-539-3003 Office: 501-753-6400	Member	December 2023	3 years
Barbara McCreight 4020 Elizabeth Court, Benton, AR 72019 Phone: 501-944-0398	Member	November 2025	3 years
Andrew Branch 5738 S. Chanberry Lane, Rogers, AR 72758 501-722-8784	Member	May 2023	3 years
Matt McClendon (Consumer Representative) 26 Edgehill Rd, Little Rock, AR 72207 501-240-5600	Member	August 2023	3 years
Tymothe L. Wooldridge 1313 Fox Point Cove, Paragould, AR 72450 870-926-8758	Member	April 2025	3 years

Locations

Jonesboro Group Home

210 County Road 620

Jonesboro, Arkansas 72404

870-604-1753

Jonesboro Group Home

705 Shadow Ridge Drive

Jonesboro, Arkansas 72404

870-604-1601

Residential Services

Program Description

It is the purpose of the Residential Program to provide a carefully balanced framework of home environment, special professional services, and a gradual decrease of supervision to encourage self-respect, responsible judgment, and practical life experience.

Funding Sources

The funding sources of Pathfinder, Inc. include: Title XX, Title XIX, Title XIX Therapy, State, State-Therapy, Local Funds, Joint Training Partnership Act Fund, Workshop, Individual Fee, Contract Services, PASSE, and State Medicaid.

Supervised Apartments

In the adult living apartments, staff is on-call twenty-four (24) hours per day and provides supervision and training in basic life skills focusing upon normalization and independent living skills of residents. Progress is monitored with the development of a program plan and through measurable outcomes that teach self-development, decision making, and home management skills.

Group Homes

In the group homes, professional staff provide twenty-four (24) hour supervision and training in activities of daily living, focusing upon normalization and independent living skills of residents. Progress is monitored with the development of a program plan through measurable outcomes that teach self-development, decision making, home management, and community safety skills.

Waiver Homes

Pathfinder, Inc. Waiver Homes meet the special needs of residents within the normal framework of a home-like experience. The program provides twenty-four (24) hour supervision and an intensive training program which utilizes treatment encompassing the social, emotional, cognitive, and physical living. Individualized training is made available in all areas of daily living to assist residents toward independent living.

Admission and Discharge

Application for Medicaid Waiver

To apply for Waiver services please call DDS Intake and Referral [\(501\) 683-5687](tel:5016835687). There is a waiting list for Medicaid Waiver services so the sooner an application is placed on file the sooner an individual will be able to receive these valuable services.

Eligibility for Medicaid Waiver

In order for an individual to be eligible to receive Waiver Services, they will be required to complete the intake and assessment process of the Developmental Disability Services Waiver Program. This includes:

determination of categorical eligibility, institution level-of care determination, comprehensive diagnosis and evaluation (including an independent assessment), development of a person-centered service plan (PCSP), cost comparison to determine cost effectiveness, and notification of a choice between home and community based services and institutional services.

Eligibility for Pathfinder, Inc. Residential Program

To be eligible for program acceptance, an individual must meet the following criteria:

- The individual must be aware that Pathfinder, Inc. Residential Program is a voluntary program.
- The individual must be diagnosed as developmentally disabled and be twenty-two (22) years of age or eighteen (18) years of age with a certificate of completion.
- The condition of the individual's health must permit him/her to engage in at least a half day of activities leading to a full day.
- The individual must be willing to learn to be responsible for his/her own personal needs.
- The individual's behavior must not endanger the welfare or health of another resident and/or staff member.
- The individual should assume responsibilities of medication as needed. The Pathfinder, Inc. Residential Program does not administer medication. For individuals requiring medication, there is a locked cabinet/box for storage of medication within the facility. It is necessary for the resident to receive a physician's statement for prescription drugs and a medication management plan.
- The individual should assume apartment rental costs and financially be able to meet personal needs such as food, utilities, personal items, etc.
- Individuals MUST be approved for the Arkansas Medicaid Waiver Program.

Referral

All referrals must be approved for the Arkansas Medicaid Waiver Program. Referral can be made by individuals, parents, guardians, PASSE, physicians and other agencies.

Evaluation

Comprehensive evaluation should be completed prior to admission including:

- Social evaluation
- Medical evaluation
- Psychological evaluation report current and up to date

Application

Additional information on individual is required to determine eligibility including:

- Cover letter from source of referral
- Copy of survey interview including social security number, birth date and similar information
- Copy of any past rehabilitation, day treatment, residential, or related program

- General medical information to include: diagnosis of disability, medication and physician. (Within one year.)
- Social history
- Psychological information
- Current assessment
- Any additional information or material which may be appropriate

Admission

When an individual is considered for program admission, the referring agent, parent, or guardian and the individual are notified of the transition date, admission, and the Money Follows the Person Process. (Individual for consideration must be approved by DDS for Arkansas Medicaid Waiver.)

Upon acceptance for the program admission, the individual attends a transition meeting intended to allow staff to gain information regarding the individual's strengths, weaknesses, and needed skills acquisition.

The Individual Habilitation Program Plan (IHP) is developed during the transition meeting.

A functional assessment will be completed on the individual.

The individual will begin a thirty (30) day probationary period for assessment of appropriate placement into the program.

Orientation

After an individual is admitted and reports to the center on the pre-arranged date, the house manager/designee will give him/her a detailed orientation of the program.

The orientation will cover the following:

- Full explanation of the program
- Documentation of developmental disability
- Completion of necessary releases including the emergency medical release
- Completion of record face sheet
- Statement of legal status
- Review and explanation of Individual/Guardian Rights
- Review and explanation of rules and regulations including safety rules and precautions
- Purpose and procedures of money management system
- Self-preservation certificate within thirty (30) days
- Overall services provided by Pathfinder, Inc.

Discharge

Discharges may be made for the following reasons:

- Pathfinder, Inc.'s inability to ensure the health and safety of the resident
- Voluntary withdraw by the individual or legal guardian

- Inappropriate behavior or violation of rules

If an individual is dismissed due to inappropriate behavior or violation of rules, documentation will be made of the incidents and the attempts to assist the individual through recommendations provided by the interdisciplinary team, counseling, and training methods. Documentation should indicate that such efforts failed to improve the severity of the infractions.

Referral/Follow-Up

Upon discharge, the individual will be assisted, if needed, with referrals to services most appropriate to meet his/her needs and wants.

Follow-up services provided through Pathfinder, Inc. will be made to assure adequate adjustment of the individual. The services include telephone calls and/or visits within at least thirty (30) days, sixty (60) days, and ninety (90) days post discharge.

Readmission

Upon request, individuals wanting readmission into the program must complete all admissions criteria as previously established.

Person-Centered Service Plan (PCSP)

Purpose

The PCSP Plan is a treatment plan that determines the services that an individual receives in order to enhance and maintain community living, support the person's major life activities, determine the individual's personal choices and preferences about their life, assist the individual in executing these choices, accessing employment services, and assisting the person with integrating into the community. The PCSP is a team process and the product of interdisciplinary team input. The team includes: the individual, family members (if applicable), guardian (if applicable), advocate (as requested by the individual), PASSE case manager, all relevant staff members including support staff, staff of other appropriate service agencies, and the Managing Director of Residential Services.

The plan should reflect the individual circumstances and potential of the individual. The plan should assure that the beneficiary's rights are safeguarded and that the beneficiary and community's health and safety are assured. Furthermore, the plan must be designed to assure that the plan is changed in response to changing needs or circumstances. The plan should be developed while considering what options are the most cost-efficient.

Key Components

- The PCSP documents the individual's strengths, needs, and plan development based upon their needs assessment.
- The PCSP includes documentation of the necessary adaptations or modifications within the environment to assist him/her in achieving the maximum functional development possible.
- Service objectives to be implemented will be specified.

- Positive interventions and supports used prior to any modifications and less intrusive methods of meeting the client's needs that were not effective will be documented in the client's person centered service plan.
- A clear description of the condition that is directly related to the specific need identified in the assessment will be documented in the PCSP.

Documentation

Written documentation is made on each service an individual receives. Employees are required to maintain documentation to support each service for which billing is made. This documentation includes: the services rendered, date of service, time of service, name of individual providing service, updates about progress or lack thereof, and any other pertinent information relating to the consumer or the services provided.

Measuring Progress

Measurable objectives are completed at the end of each thirty (30) day period and will reflect daily progress notes. Objectives and outcomes are viewed on a quarterly basis to evaluate effectiveness and updated as necessary.

Annual Review

Each year an Annual Review Conference is held. The consumer chooses who he/she wants to attend the meeting. During this meeting, the individual's PCSP is reviewed to determine any necessary changes or additions.

Services

Training Skills

Individuals who are served in the Adult Living component receive training in the following skills: personal appearance skills, socialization skills, communication skills, cognitive development skills, sensory motor skills, recreational skills, home management skills, homemaking skills, community living skills, money management skills, and health related skills.

Supportive Living

Supportive Living is an array of individually tailored services that allow the individual served to reside in the community. All Supportive Living Services are provided in an integrated community setting. The focus of this service is to assist individuals in acquiring, retaining, and improving self-help, socialization, and adaptive skills that are required for an individual to successfully live in a community based setting. Services are flexible to allow for unforeseen changes needed in schedules and times of service delivery.

Supported Employment

The Supported Employment component provides support to individuals with disabilities in reaching their goal of working in competitive, integrated work settings, receiving compensation of at least minimum

wage. This service typically helps individuals who have not traditionally been able to secure or retain competitive employment. The Supported Employment Service Array includes:

- *Discovery Career Planning:* This portion involves the gathering of information about a consumer including interests, strengths, skills, most effective types of supports, and best fitting environment and activities. This information results in an Individual Career Profile which provides an individualized guide making recommendations regarding employment support.
- *Employment Path:* Through this portion of the array, individuals are given the support and assistance necessary to achieve the employment goals included in their person centered service plan (PCSP). Activities conducted include those that will develop and teach soft skills that the individual needs in order to maintain integrated employment.
- *Employment Supports:* The Job Development component functions to provide services specific in nature to obtaining a certain employment opportunity. Job Coaching is a support provided on-site to the individual once employment is obtained. Extended Services are provided to provide continued support to promote long-term employment for the individual.

Adaptive Equipment

Adaptive Equipment Services are available to individuals who require an item or piece of equipment to increase, maintain, or improve functional capabilities in order to perform daily life tasks. This provides the purchase, leasing, and necessary repair of adaptive, therapeutic, and augmentative equipment.

Specialized Medical Supplies

Specialized Medical Supplies are available with an order from a physician. Specialized Medical Supplies are included in the plan and may include:

- Items necessary for life support or to address physical conditions with ancillary supplies
- Durable and non-durable medical equipment that addresses beneficiaries functional limitations but is not available through Arkansas Medicaid State Plan
- Necessary medical supplies not available through Arkansas Medicaid State Plan to include nutritional supplements, non-prescription medications and out-of-pocket co-pays for prescription drugs.

Supplemental Support Services

Individuals are able to access supplemental supports in response to a crisis, emergency or life threatening situation. The situation, without the remedy provided through this support, must result in institutionalization.

Consultation

Consultation services are available and are clinical and therapeutic in nature. They are designed to help waiver beneficiaries, parents, guardians, legally responsible individuals, and service providers in fulfilling the requirements of the PCSP. Consultation activities may be provided by individuals licensed as: psychologists, psychological examiners, mastered social workers, professional counselors, speech pathologists, occupational therapists, physical therapists, registered nurses, certified parent educators or provider trainers, certified communication and environmental control specialists, dieticians, rehabilitation counselors, recreational therapists, qualified developmental disabilities professionals, positive behavioral supports specialists, and behavior analysts.

Community Transition Services

This service is a non-recurring support that assists an individual with set-up expenses to transition to a living arrangement in a private residence. This service may provide assistance in paying for: security deposits required to obtain a lease, essential household furnishings and moving expenses, set up fees or deposits for utility or service access, services necessary for beneficiary's health and safety, and moving expenses.

Medication Monitoring and Administration

Pathfinder, Inc.'s Supportive Living Apartments and Group Homes do not manage medications, but will monitor the consumers' self-administration of medications, if necessary. Persons served in this program must be capable of self-administering medications or authorizing their direct care employee under the *Consumer Directed Care Act* to monitor the administration of medications. All prescribed medications must have the name of the medication, date, consumer name, prescribing physician and pharmacy including contact information, instructions for use, and dosage including strength and frequency. A copy of side effects and drug interactions will be kept in the consumer file. All medications will be secured and locked to ensure the consumer safety. Medications requiring refrigeration and/or protection from light will be secured and stored appropriately. If necessary, the employee will upon prompt provide the medication to the person served.

Residents must be willing and able to follow their prescribed medication regimen. Residents may choose to maintain and coordinate their own medication regimen without assistance or monitoring. Residential employees will monitor medications as necessary for those residents requesting assistance.

Ancillary Services

As well as training in the above areas, Pathfinder, Inc.'s Residential Services offers the following ancillary services to residents: transportation (to work, recreational activities, and medical appointments), food services/GSA custodial services, diagnostic and evaluation, health services, information, referral, and follow-up, learning skills (reading, writing math), protective and socio-legal services, counseling services, planned recreational and social activities, advocacy.

Emergency Respite

Plaza Group Home has one (1) respite bed available for a male or female. Services are provided for one (1) day or up to two (2) weeks, if space is available and the needs of the person requesting respite can be met.

Reservations for placement can be made by contacting the Managing Director of Residential Services (501-982-0528). Once a date has been arranged, the respite individual will need to provide clothing, personal items, spending money, medication and a written schedule of dosage, time for self-administrating medicines, a copy of his/her Medicaid card or other form of medical insurance, and the name, address, and phone number of a contact person. During the respite period, all meals, transportation, and a variety of activities will be provided. Pathfinder, Inc. reserves the right to end the respite period before the scheduled time if the health and safety cannot be insured for the guest, residents, or staff.

Money Management

In accordance with our policy, Pathfinder, Inc. will assume the following responsibilities and provide the following services at the time of moving:

- Pathfinder, Inc. will request to become the payee of SSI/SS benefits
- Consumers will be given an informed consent to sign when they move into a facility. The consent will explain that Pathfinder will serve as Representative Payee and it will address the expenditure of funds.
- A bank account will be opened for the consumer which will be entitled “(Name) by Pathfinder, Inc. Representative Payee”.
- The funding source will be deposited directly into this bank account.
- Only Residential Manager’s and Residential Services Specialist in Residential Services will sign checks on the account (only one signature will be required).
- The Residential Manager and Client Bookkeeper will assist with writing checks for bills (i.e. rent, phone, cable, groceries, co-pay for medical expenses, or personal spending, etc.).
- The client will receive personal spending (fun money) once a week to enjoy as he/she pleases. The amount will be determined in accordance with the individual’s budget.
- Receipts will be maintained and the Money Management Books will be readily available for resident/guardian(s) review. In addition, consumers will review their account reconciliation monthly and they will keep a copy after it has been reviewed.
- The bank statement will be sent directly to Pathfinder, Inc. accounting for monthly inspection of proper money management. Upon completion of Pathfinder, Inc. accounting reconciling accounts, the Money Management book will be retained in the Accounting Office at Pathfinder, Inc.’s Administration Building.
- Pathfinder, Inc. will be responsible for all Social Security audits.

Facility Rules

Supervised Apartment Living Rules

1. *Rent:* Clients residing in Supervised Living Apartments are responsible for their own bills, to include: rent (ten [10] percent of their income—HUD), food, utilities, personal items, medications, medical bills, etc.).
2. *General Conduct:* Good conduct is expected at all times. Residents should respect community laws and the rights of others.
3. *Infractions on Other's Rights:* All residents are expected to behave as responsible, law abiding citizens. The following infractions on other's resident's rights will not be tolerated: fighting, verbal abuse, stealing, any behaviors endangering the health/safety/welfare of others, bringing illegal substances or weapons onto Pathfinder, Inc.'s property, and lack of respect for the Residential Manager's privacy when off duty. (However, if an emergency occurs, the Residential Manager should always be notified.)
4. *Overnight Guests:* Guests may be allowed to stay overnight with proper notification to the manager. Visitors must follow rules of conduct. Overnight guests must meet HUD and DHS regulations for visits.
5. *Client Out of Home Visit:* Clients may visit friends and/or relatives for an overnight, weekend, or vacation. To ensure medications and financial needs are provided timely, the Residential Manager should be informed of client's out of home visits at least twenty-four (24) hours prior. This will assist in making arrangements for when Pathfinder, Inc. transportation is requested. On the "Sign Out Form", the individual should give the planned destination, emergency telephone number, and an estimated time of return in case of emergency.
6. *HUD Guidelines:* Pathfinder, Inc. will follow HUD guidelines in all residential settings. All guests will be required to adhere to regulations and rules. Failure to do so could result in visitation restrictions by HUD.
7. *Apartment Upkeep:* Residents are responsible for keeping their apartment and living areas neat and clean. The Residential Manager will conduct periodic unit inspections.
8. *Household Furnishings:* Residents should take proper care of household furnishings. Costs of damages are to be reimbursed by the resident. Furnishings cannot be removed from the apartment if they are Pathfinder, Inc. property.
9. *Electricity and Appliances:* Residents should be safe and conservative with electricity and appliances.
10. *Smoking:* Due to HUD regulations, smoking is prohibited inside apartments and common areas. Smoking areas are designated.
11. *General Areas:* General areas including laundry rooms, recreation areas, court yards, etc. should be kept clean and well maintained after use by residents.

Group Home Rules

1. *Housekeeping Duties:* Everyone is expected to share in the housekeeping duties of the facility. Tasks have been divided into these areas: preparation and cooking of food, table setting, clearing and washing dishes, sweeping and mopping, cleaning of all appliances and garbage removal, vacuuming,

and cleaning outside area including the patio. Each resident will be assigned to periods starting on Monday mornings. Each resident is to familiarize themselves with the list of duties.

2. *Responsibilities:* Each resident is expected to be responsible for making his/her own bed daily, washing his/her dirty garments and linens at least weekly, hanging his/her clothing daily, organizing his/her room daily, and taking care of his/her bathing and personal hygiene daily.
3. *Overnight Guests:* Each resident must schedule overnight visitors with the Residential Manager using the designated form due to limited space.
4. *Finances:* Each resident will assume his or her percentage of cost of room and board.
 - Plaza Group Home: rent based on income (HUD facility)
5. *Maintenance:* Each resident will be responsible for maintaining himself/herself in his/her environment; however, if a resident is unable to independently function in this capacity, the agency will assist and/or assess needs for additional training, services, or alternate placement. If a resident is terminated for inappropriate behavior, documentation and evidence will be kept of efforts to assist residents and/or referrals to acquire help or alternate placement.

General Rules

1. Dumpsters are available and should be used regularly to dispose garbage and trash. Trash should not be piled in living quarters.
2. Improper items shall not be flushed down the toilet.
3. Cigarettes, trash, or other items shall not be thrown from patios or onto court yards.

Transportation Rules

1. Transportation will be provided to and from work, recreational activities, shopping trips, and to doctor and dentist appointments. Individuals are responsible for getting themselves up and to the van.
2. Van passengers must use safety belts at all times.
3. Mannerly conduct is required during transport.
4. All residents who own and operate a vehicle shall comply with applicable laws of the Arkansas State Department of Revenue, the Motor Vehicle Department, and Licensure Bureau.

Safety Drill Rules

Managers will hold fire, tornado, and other drills to insure protection of individuals in case of an emergency. Clients are responsible to participate in these drills for their health and safety.

Health and Medical Rules

1. Residents must be willing and able to follow prescribed medication regimens. Residential staff can monitor medications as necessary to those who need assistance.
2. Residents should notify Residential Managers when they are unable to attend work due to illness. Staff will assist to secure medical care, as needed.
3. Residents should learn and apply first aid for minor accidents.
4. All injuries should be reported to the Residential Manager.

5. If a resident's health becomes a major problem, or if a terminal illness develops, a staffing will be held to decide the action to be taken with the client's best interest in mind.

Health and Safety Inspections

Health and safety inspections are conducted once a week by Pathfinder, Inc. staff to check for cleanliness (health) and proper operations of household and safety equipment. A record is kept of health and safety performance. HUD regulations require that residents in HUD assisted programs keep their apartment clean, safe, and in the same condition that the apartment was originally found.

Facility Phone Rules

1. Telephone calls made from the facility phone should be limited to 10 minutes.
2. With permission, long distance calls may be made and charged to the facility phone. The resident will be required to reimburse Pathfinder, Inc. for such calls.

Pet Policy

No animals shall be kept on the premises without Pathfinder, Inc.'s prior, written approval. After the client receives approval from the Managing Director of Residential Services to keep the animal on the premises, the client will pay Pathfinder, Inc. three hundred (300) dollars per pet. This will be held by Pathfinder, Inc. and used against any damage done to the premises by the client's pet(s). The client agrees to pay, when billed, the full amount of any damage in order that the deposit will remain at three hundred (300) dollars. The security deposit shall be returned to the client, without interest and less any deductions, upon the termination of their lease and completion of an inspection revealing no damages.

Overnight Guests

Overnight guests may be allowed after scheduling through the Residential Manager/designee and a guardian, if applicable. All overnight guests must complete and submit a visitation schedule request to the Residential Manager/designee.

Pathfinder, Inc. will follow HUD guidelines in all residential settings regarding overnight visitors. All guests will be required to adhere to regulations and rules. Failure to do so could result in visitation restrictions by HUD.

Any person visiting a Pathfinder, Inc. Residential Facility will be responsible for his/her own medication administration. Pathfinder, Inc. employees will not be responsible for any medication monitoring, medication documentation, or securing any medication for visitors.

Pathfinder, Inc. employees will not provide supervision to any visitors, except in ensuring the health and safety of all residents and staff present. Visitors assume responsibility for their own finances, medication, personal belongings, personal hygiene, and/or medical health needs.

Behavior Modification

Behavior Modification

To develop appropriate behaviors, forms of positive behavior modification and intervention are applied using basic concepts of socialization. Individuals served may have a positive programming behavior management plan used to reinforce methods as a means of promoting positive behavior. Employees will receive appropriate training in the management of the behavior management plan.

Positive Behavior Support (PBS)

Positive Behavior Support (PBS) Training is offered to employees to assist in developing and implementing positive behavior plans. The form of behavior modification employed by Pathfinder, Inc.'s professional employees and aides is one of positive reinforcement. Desired behaviors are consistently reinforced. The use of seclusion or restraints in any Pathfinder, Inc. program is strictly prohibited.

Evaluation of Personal Stressors and Environment

In order to ensure the most positive environment to prevent episodes of inappropriate behavior, staff should recognize personal stressors of the individual and work on promoting an environment free of those stressors. Socially acceptable behavior should be modeled and identified to the consumer. Consumers should be encouraged to focus on appropriate behaviors by use of positive intervention techniques.

Crisis Prevention Intervention (CPI)

Identified Pathfinder, Inc. personnel receive training in Non-Violent Crisis Prevention Intervention (CPI), an authorized national certification in non-seclusion or restraint emergency hold intervention procedures. CPI is used only to protect consumers and employees from injury. This emergency intervention is used only:

- In the least restrictive manner and minimal time frame to ensure the safety of all present
- Only by trained individuals
- Is assessed by the program director for trends

If an individual needs more than two (2) emergency holds per month their plan of care will be assessed by their team to determine any environmental causes, past trauma indicators, and appropriateness of placement.

Individual/Parent/Guardian Rights

Rights

- Individual/parent/guardian will have input into the program plan and should sign the plan.
- Individual/parent/guardian is aware that the program is voluntary as evidenced by documentation signed upon admission.
- Individual/parent/guardian participation in campaigns for publicity efforts to raise funds for the organization is on a voluntary basis (i.e., signed release for each occurrence).

- Individual/parent/guardian has input into the rules of conduct utilized by the facility.
- Individual/parent/guardian is informed of the grievance procedure developed by the facility.
- Individual/parent/guardian is informed of the rights of majority and HUD rights and responsibilities.
- Individual/parent/guardian has the right to refuse any experimental or non-standard form of treatment, including restraint.
- Individual/parent/guardian is informed of the confidential nature of all resident's information and the right to approve or deny the release of identifiable information.
- Employment of individuals will be in compliance with Federal Wage and Hour Regulations. No resident shall work as a substitute for any paid employee of Pathfinder, Inc. Supervised Living.
- Organization will provide upon request a summary of any monitoring or evaluation reports of their facility prepared by and received from federal, state, or local authorities.
- Individual/parent/guardian has been informed as to the discharge/exit procedure developed by the facility.
- Individual/parent/guardian has been informed of their right to the least restrictive setting.
- Individuals have been informed of their right to be free from abuse, financial, or other exploitation, retaliation, humiliation, neglect and coercion.
- Individuals who are their own guardian have the right to decide whether or not their family is involved in the planning and implementation of their annual plan.
- Individuals have the right and opportunity to use generic services and resources in the community.
- Individuals have the right to obtain and retain personal property.
- Individuals have the right to receive a current list of Pathfinder, Inc.'s Board Members and a list of current state funding sources.
- Client's apartment is not show to visitors in Supervised Living Facilities without written consent.
- Client/parent/guardian is informed of legal responsibilities.
- Client has the right to communicate, which includes sending or receiving mail and conducting private conversations and/or visits with family and friends.
- Privacy is made available to clients in their units with a lockable door that only the client and appropriate staff have key access to. All clients have privacy for personal hygiene. Mirrors are available for use as a grooming aid.
- Client/parent/guardian is given an orientation at the facility and the program provided by Pathfinder, Inc. Client/parent/guardian has the opportunity to observe the organization and to discuss needs, including employment, before enrollment.
- The organization will allow and nurture a home environment which will provide frequent opportunities for social interaction and family-like relationships. The clients have the support to control their own schedules and activities and have access to food, unless choosing to follow physician orders requiring special diets or control of food intake.
- The organization will provide opportunities for recreational activities on a regular basis both inside the facility and in the community.
- The organization will provide or assist in the provision of transportation for planned leisure time and recreational activities, back and forth to job/daily programming, special events, medical and dental appointments, etc.

- The organization group homes will have in attendance twenty-four (24) hours a day a responsible mature person to provide for the client's needs. This includes the ability to deal with medical emergencies and provide care for medically determined minor illnesses that are appropriate to be cared for in the facility. Clients in apartments will have access to an on-call staff twenty-four (24) hours a day.
- All staff are provided with orientation for procedures regarding emergencies, appropriate community services, and reporting requirements to state agencies.
- The organization will facilitate adequate medical/dental care as needed by residents and will provide necessary supervision by trained staff for the monitoring of prescribed medication(s). Accurate records will be kept on medications taken and documentation will be kept of unusual symptoms.
- The organization will make available to the client/parent/guardian, upon request, a summary of any assessing, planning, coordination, monitoring, or updating of reports of services prepared by the designated authorities.
- Individuals over the age of twenty-one (21) have the right to consume alcohol if they are their own legal guardian but must do so responsibly.
- Client/parent/guardian has been informed of all of his/her rights.

Summary of Rights

Persons who have developmental disabilities have the same rights as all other citizens; these rights cannot be limited or taken away without due process. Individuals are entitled to individual considerations in the respect that they cannot be deprived of rights or denied them because of their disability alone; each case must be considered individual.

In addition to the rights all citizens have, individuals with developmental disabilities whom agencies serve have specific rights to be safe, secure, and not to be subjected to punishment. Specific procedures to safeguard rights have been established.

United States Constitutional Rights

- The right of freedom of speech and expression
- The right of freedom to religion
- The right to association
- The right to marry, procreate, and raise children
- The right to vote
- The right to meaningful and fair access to courts, including legal representation
- The right to contract and the right to own and dispose of property
- The right to privacy
- The right to be free from cruel and unusual punishment
- The right to equal protection and due process of law
- The right to fair and equal treatment by public agencies
- The right to an equal educational opportunity

- The right to have residential and educational services provided in a humane and least restrictive environment
- The right to meet civil and legal responsibilities

Rights of Individuals with AIDS, HIV, or Hepatitis B

Individuals with AIDS or an HIV related condition (or those who may be perceived as having AIDS or AIDS related condition) are not discriminated against in accordance with 29 U.S.C. 706(8), 784(b); U.S.C. 121010 et. Seq. Each individual/parent/guardian shall be provided a copy of this procedure.

Pathfinder, Inc. will protect the confidentiality of records or computer data which is maintained related to Hepatitis B, HIV, or Aids.

Confidentiality of Individual Records

Policy

Pathfinder, Inc. recognizes the confidentiality of all individual records and information and will implement safeguards possible to maintain confidentiality.

Procedure

- All records will be maintained in a secure location for protection against unauthorized use and stored under lock with protection against fire, water, and other hazards.
- Information in records will not be released, duplicated, or disseminated without proper authorization.
- *"Release of Information"* must be signed by the individual or by the guardian of an incompetent or minor individual.
- In conformance with common procedures as maintained in public and private agencies, requests from doctors, hospitals, social agencies, and institutions concerned with the care of a specific individual, may be honored by completing a *"Consent to Release Information Form"*.
- Any information released to the press, radio, television or other news agencies, which could result in invasion of the resident or individual's right to privacy, must be approved by the individual, his/her guardian, and the Director and/or Designee.
- The Director and Supervisors are authorized to review master files. The Director may designate other employees who may be authorized to review master files; however, the Director must authorize, in writing, those designated individuals.
- The individual or guardian has a right to review the contents of the record but only at a scheduled time and with an employee present.
- Confidential information must be respected at all times by all employees. Cases should not be discussed in the presence of other individuals and inappropriate staff.
- An access sheet will be located in the front of each file to maintain confidentiality, according to the Privacy Act of 1974.
- The individual has the right to be informed of the confidential nature of all individual information and has the right to approve or deny the release of identifiable information.

Release of Individual Information

Policy

The purpose of this policy is to establish safeguards to preserve the privacy and confidentiality of consumer information. Pathfinder, Inc. will follow the combined requirements of the Health Information Portability and Accountability Act (HIPAA) and other regulatory agencies standards in order to release information from consumer's records.

Procedure

- Any requests for information must not be responded to by an employee of Pathfinder, Inc. except as permitted in accordance with regulatory agencies standards.
- Employees need to consult with the Director of Quality Assurance concerning release of information of a legal nature.
- Original records shall not be taken outside of program except upon receipt of a subpoena duces tecum, court order, or statute. When consumer's records have been subpoenaed, every effort will be made to have the court accept a certified copy of the record. Where the judge orders that the original records be held, a receipt must be procured from the Clerk of the Court and filed in the folder until return of the records.
- Consumers, parent/guardians have a right to request the restriction of the use and disclosure of information. Such restrictions must be submitted on the "Release of Information Form" and do not affect disclosures that have already taken place in good faith. The form will be filed in the consumer's records.
- Written authorization must be obtained for the release of consumer's records.

Guidelines

Any release of confidential information must include the following:

- The release of information has been authorized by the person served and/or his or her legal representative using a "Release of Information Form".
- The "Release of Information" conforms to applicable laws and regulations and indicates what specific information can be released, to whom, how the information will be shared, and the purpose of requesting the information.

Individual Record Control

Policy

The control, access, and use of all individual records (master file) are a very serious matter and will be strictly adhered to as set out herein.

Procedure

- Each time a Master File is removed from the filing drawer, the individual who is reviewing the records completes the Records Review Log located in each Master File, noting the individual name and title, date of review, and specific purpose of review (name, title, date, purpose).
- Only appropriate personnel will retrieve master files from the filing drawer.
- Those individuals who have access to the individual's records are listed below and will be updated as needed. This list will be kept posted in the Records Room. Records access is allowed to those individuals on the Access List as follows: appropriate directors, vocational counselors, individual service coordinator, placement procurement officers, instructors, individual/parent/guardian, and appropriate representatives of funding sources.

Solving Consumer Issues

Supervisors, administrators and employees at all levels shall receive, and act promptly and fairly, upon consumer issues. Pathfinder, Inc. recognizes the importance of bringing to light and resolving grievances and/or complaints promptly. If you need further assistance at any time with bringing an issue, grievance, and/or complaint please contact the main office at [\(501\)982-0528](tel:501982-0528), an employee will be designated to assist you in any way possible with your issue, including information on external options.

Individual/Parent/Guardian Grievance Procedures

The following procedure is hereby established to handle individual/parent/guardian grievances:

- Any individual/parent/guardian expressing a grievance of any nature shall first present the grievance in writing to the program director of the facility within five (5) business days of knowledge of the incident. The consumer and/or the guardian/custodial parent, may present his/her grievance in good faith, without fear of any reprisal, retaliation or barrier to services.
- Within five (5) business days of the filing, the individual shall meet with the program director. Written notification and actions taken as a result of this meeting will be provided within five (5) business days of said meeting to the consumer or his/her representative.
- If the individual is not satisfied with the results of the meeting listed in B, they may contact the Director of Compliance within five (5) business days.
- The Director of Quality Assurance will review all pertinent grievance information submitted and investigate the situation. The Director of Quality Assurance will arrange a meeting with all parties involved within five (5) business days of the appeal and render a final decision within five (5) business days of the meeting. The decision will include appropriate resource information for an external appeal and assistance.

An annual written report of all formal complaints and grievances will be conducted to determine trends, performance improvement and appropriate actions to be taken.

NOTE: Dismissal and Grievance Procedures are to be outlined in the Individual Policies and Procedures Manual.

Individual Oriented Concerns Procedures

Policy

Pathfinder, Inc. provides an administrative procedure to assure that individuals, who believe that the rights of the program's individuals are not protected or observed, may file a formal grievance against the program or individual employees of the program. The administrative procedure shall assure a fair and thorough hearing for both the accuser(s) and the accused, with the right of legal representation and/or counsel, at one's own expense, throughout the process and shall be directed toward arriving at administrative actions that properly address the complaint. Utilization of the administrative procedure shall not result in any adverse management action against individuals filing complaints but shall be viewed by management as an amicable and constructive method for identifying and solving problems.

Nothing herein prohibits an individual's right to seek guidance and/or assistance from:

Governor's Council on Developmental Disabilities 1515 W. 7th Street, Suite 320-330 Little Rock, AR 72201 Phone: 501-682-2897 ddcstaff@dfa.arkansas.gov www.gcdd.arkansas.gov	OR	Adult Protective Services Hotline 1-800-482-8049 Child Abuse Hotline 1-800-482-5964
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Procedure

Concerned individuals shall report directly to the supervisor in charge of the program. Initial report may be verbal, but must be followed with a written, signed report within one (1) working day. Individual/resident statements may be taped in lieu of written report, or written report witnessed by third party component.

Investigation

A preliminary investigation is immediately initiated by the Director of Quality Assurance resulting in a written report of findings to the director. The investigation should be completed within five (5) working days unless extenuating circumstances exist that require additional time. If, at the end of the preliminary investigation, the Director of Quality Assurance determine the allegation is unfounded, the process is ended unless the charging party desires appeal. The findings of the investigation will be documented and maintained in the Administration Office. The entire process must be completed within ten (10) working days unless extenuating circumstances exist that require additional time.

Notify and forward documentation to the appropriate overseeing authority.

External Support Services

- Advocacy Services: 1-800-482-1174
- DDS Licensure and Standards: 1-501-682-8697
- Adult Protective Services: 1-800-482-8049

- Emergency Services: 911
- DD Advocate, Governor's Office: 1-501-667-2589
- Protective Services Division, Arkansas Social Services: 1-800-482-8049

Policies

Developmental Disability Services (DDS) Policy 1091

- A. "Solicitation" means the use of a method described in Section 10.B of this policy to attempt to unduly influence an individual served by a certified provider or his or her family or guardian to transfer from one provider to another provider. Solicitation is prohibited by the all of the following:
1. A certified provider or any individual acting on behalf of the certified provider,
 2. Any staff member of a certified provider or any individual acting on behalf of the staff member, and
 3. Any individual who provides or has provided professional or direct care services for a certified provider or any individual acting on his or her behalf.
- B. The following methods of solicitation are prohibited:
1. With the intent of soliciting consumers, hiring an individual who has been previously employed by or contracted with another certified provider who subsequently contacts consumers on the individual's caseload with the previous provider with the intent of inducing the consumer to transfer to the certified provider with which the individual is currently employed or contracted. Protected Health Information, such as consumer addresses and telephone numbers, are considered confidential and the property of the certified provider with which the individual was or is employed or contracted. An individual formerly employed or contracted with a certified provider may not disclose Protected Health Information without a signed release from the consumer according to HIPAA. If DDS finds that an individual has released Protected Health Information in a manner contrary to HIPAA, DDS will notify the appropriate licensing or certification entity and the Office of Inspector General of the U.S. Department of Health and Human Services. When a consumer transitions between two (2) certified providers, the receiving provider shall indicate on the transition plan if the receiving provider has hired or contracted or intends to hire or contract an individual who previously served the transferring individual through the sending provider. If five (5) or more individuals transfer under the circumstances described in this paragraph, DDS contacts the individuals or their family members of guardians to determine if solicitation occurred.
 2. Offering cash or gift incentives to an individual served or his or family or guardian to induce the individual served or his or her family or guardian to change providers,
 3. Offering an individual served or his or her family or guardian free goods or services that are not available to other similarly stationed consumers to induce the individual served or his or her family or guardian to change providers,
 4. Refusing to provide an individual served access to entitlement services for which the individual is eligible if the individual served or his or her family or guardian selects another certified provider to provide waiver services to the individual,

5. Making negative comments to a potential individual served, his or her family or guardian, or an advocate regarding the quality of services provided by another certified provider other than for the purpose of monitoring or official advocacy,
 6. Promising to provide services in excess of those necessary to induce an individual served or his or her family or guardian to change programs,
 7. Directly or indirectly giving an individual served or his or her family or guardian the false impression that the certified provider is the only agency that can provide the services desired by the individual served or his or her family or guardian, and
 8. Engaging in any activity that DDS determines was intended to be solicitation as defined in Section 10.A of this policy.
- C. Only an authorized DDS representative or the PASSE Care Coordinator may offer an individual or his or her family or guardian provider choice.
- D. DDS investigates claims of solicitation that appear to be consistent with the definition of solicitation in Section 10.A of this policy. If DDS makes a finding of prohibited solicitation, DDS imposes enforcement remedies under Section 9 consistent with the scope and severity of the solicitation. If a pattern of solicitation occurs, DDS may impose Licensure Revocation.
- E. Marketing is distinguishable from solicitation and is considered an allowable practice. Examples of acceptable marketing practices include without limitation:
1. General advertisement using traditional media,
 2. Distribution of brochures and other informational materials regarding the services provided by a certified provider if the brochures and materials are factual and honestly presented,
 3. Providing tours of a certified provider to interested individuals,
 4. Mentioning other services provided by the certified provider in which a consumer might have an interest, and
 5. Hosting informational gatherings during which the services provided by a certified provider are honestly described.

Developmental Services Administrative Appeals Policy 1076

- A. *Purpose:* This policy is provided to allow for appealing decisions made by Developmental Disabilities Services (DDS) regarding the following programs:
1. Human Development Centers (HDCs)
 2. Community Programs and Services
 3. Medicaid Home and Community Based Waiver Services
 4. Licensure of Community Programs/Services and Certification of Providers of Waiver Services, Providers of Early Intervention Voucher Services and Independent (Self-Employed) Care Coordinators
 5. Nursing Facility, PASSAR determinations. These determinations are made, as required, by the 1987 Omnibus Budget Reconciliation Act (OBRA) for persons with a ID/DD diagnosis who seek admission or for whom admission is sought to a Nursing Facility. It includes annual reviews for continued stay.
- B. *Scope:* This policy applies to recipients of services, their parents/guardians, Community Programs, Service Providers, Care Coordinators, other interested parties and all DDS employees. The Board of

Developmental Disabilities Services, according to DDS Board Policy 1003, has delegated its authority to hear appeals to the DDS Director. The DDS Director hereby adopts this Appeal Policy to apply to *all* appeals of DDS services.

- C. *General Provisions:* All reconsiderations and appeals of DDS decisions shall be made in accordance with the Administrative Procedures Act, Ark. Code Ann. § 25-15-201 et seq.; the Medicaid Fairness Act, Ark. Code Ann. § 20-77-1701 et seq.; and the Medicaid Provider Manual §§ 160.000, 190.000, and 191.000. Reconsiderations will be heard by the DDS Director or their designee, and must be filed within fifteen (15) business days of receipt of the denial notice. Reconsideration Requests should be mailed to:

DDS Director's Office
P.O. Box 1437, Slot N501
Little Rock, AR 72201-1437

References: DDS Board Policy #1003; Ark. Code Ann. § 25-15-201 et seq.; Ark. Code Ann. § 20-77-1701 et seq.; Medicaid Provider Manual §§ 160.000, 190.000, 191.000

Administrative Rules & Regulations Sub Committee of the Arkansas Legislative Council