

THE LIFE ENRICHMENT CENTER, INC.

PARTICIPANT HANDBOOK

(Revised 02/22)

THE LIFE ENRICHMENT CENTER

OUR HISTORY

Segregation or institutionalization was the buzzword of the 60's for parents of children with mental retardation. Whenever they sought support and guidance from medical and psychological professionals, they were told that it was in the best interest of all involved if they put their child in an institution. Sadly, a large number of parents followed this advice, committed their child to a state institution and walked away with mixed emotions and uncertainties.

In 1967, a group of parents residing in the Baldwin County area chose not to heed this advice, but rather make the best out of the given situation. After all, these were their children and they wanted very much to be a part of their nurturing and development. These parents began to organize meetings with other parents and citizens who shared the same interest and beliefs. Their mission was to find a place where children with mental retardation would "fit in". Soon they began to realize such a place did not exist and it would be up to them to create one; that's just what they did. With a big heart, a tiny budget and a local church basement, these individuals would create a piece of history that would set the pace for others to follow.

Word quickly spread about this program and captured the interest of other parents and family members. It soon became evident that this was the wave of the future and it was time to expand. Grants were sought, buildings were looked at and papers of incorporation were obtained. At last, the Baldwin Association for Retarded Citizens, Inc. would open the Baldwin County Training Center in the winter of 1971.

Many years have passed and times have changed, but one thing has remained the same, the Baldwin Association for Retarded Citizens, Inc. (now known as The Life Enrichment Center) is still comprised of parents and concerned citizens wanting to make a difference in the lives of all individuals with developmental disabilities. The Baldwin Service Center has been renamed The Life Enrichment Center.

OUR MISSION

Our mission is to support and maximize the quality of life for adults with Intellectual Developmental Disabilities (I/DD) through a person-centered, community-based programs and services.

OUR PURPOSE

To provide adults with (I/DD) the opportunity to engage in meaningful life experiences within their community that embraces personal dreams and desires.

OUR VISION

We envision a day when the community embraces individuals with developmental disabilities for their commonalities, not differences.

VALUES & CORE COMPETENCIES

- Commitment to excellence of service
- High standard of integrity
- Display a positive and encouraging attitude through your actions
- Be open minded, creative and not afraid to try something new
- Inspire and motivate co-workers and volunteers
- Understand the importance of change and embrace it
- Dedicate to the health, safety and wellness of those we serve
- Be professional at all times

- Take responsibility and accountability for your actions
- Encourage open and honest communication
- There is no I in TEAM (Together Everyone Achieves More)
- Create positive team dynamics

OUR SERVICES PROMOTE

- Safety, Health & Wellness
- Person-centeredness
- Desired goals and outcomes
- Focused on quality of life
- In compliance with federal and state regulations
- In compliance with Medicaid waiver guidelines
- In compliance with accrediting organization

PHILOSOPHY

The organization prides itself in having a person-centered; community-based approach toward providing the supports necessary for each individual to enjoy a meaningful life within their community.

The guiding principles are:

- The Individual’s choice
- The Individual’s input
- Family input
- Person-centered planning
- Community involvement and cooperation with community sites
- Quality Improvement
- Communication
- Flexibility

LEGAL STATUS

The Life Enrichment Center is a private, non-profit organization and a contract agency with the Georgia Department of Behavioral Health and Developmental Disabilities. The governing body of The Life Enrichment Center is a Board of Directors who delegate administrative responsibilities to the Director. The Life Enrichment Center Board contracts annually with the Regional DBHDD Board to offer services to residents of Middle Georgia that have a developmental disabilities diagnosis. Contract compliance is monitored by the Regional Board and by an audit conducted annually by an independent auditor.

NON-DISCRIMINATION

It is the policy of The Life Enrichment Center that no person is denied services because of culture, age (except minimum requirement of 18), gender, sexual orientation, spiritual beliefs, socioeconomic status, language, disability, or ability to pay. (References: Title VI of the Civil Rights Act of 1964, as amended 45CFR, Part 80, Sub-Title a (10-1-85), 7CFR, Part 15.)

SECTION 504 OF THE REHABILITATION ACT OF 1973

The Life Enrichment Center may not ask applicants the extent to which they are handicapped unless the Center is taking corrective or affirmative action. An applicant’s disclosure about a handicap is strictly voluntary, and

refusal to respond cannot result in adverse treatment. In addition to compliance with the above act, The Life Enrichment Center does not discriminate against handicapped persons. Your 504 Coordinator at the Center is the Executive Director, Barbara A. Coleman, telephone number (478) 445-4040.

SAFETY

The Life Enrichment Center believes that if you practice being safe you can prevent a lot of unnecessary accidents and injuries, therefore the Center does not allow rowdy play. Other safety measures we take include emergency procedures such as fire, power outage, and severe weather drills. We practice drills on a routine basis so that you will not forget what you need to do in the event of a fire, tornado or other emergency condition. At the time of the drill, staff is responsible for making sure you follow all the rules and regulations. Everyone is covered by our General Liability plan. So, if you get hurt at the Center or at any activity we sponsor/support, it is your responsibility to report to a staff member, immediately. We will get medical attention for you. We have staff members trained to do that. We will need to know what happened so we can fill out the paperwork. We will try to find out what caused the accident so that we can take necessary precautions and/or procedures.

CENTER CLOSINGS

The Life Enrichment Center operates twelve (12) months out of the year and only closes for the following reasons:

- Administrative closings (i.e. in-service training, hazardous environmental conditions)
- Holidays approved by the Board of Directors.

- The week of Christmas if approved by the Board of Directors (Any holidays approved to be moved to Christmas week will be posted at the beginning of every calendar year and notification of closure dates will be sent out to all homes.)

We will notify you in advance of all scheduled closings. In the event that we are closed due to dangerous driving conditions, a disaster, or unsafe building, we will contact the local radio and television stations and have them broadcast the information for us. Remember that if the Baldwin County School System announces that it is closing due to severe weather, the Center will also be closed or delayed in opening. You should listen for radio or television announcements.

Center Closures

HOLIDAY

NEW YEAR'S DAY	Closed
MLK, JR.'S BIRTHDAY	Third Monday of January-OPEN
WASHINGTON'S BIRTHDAY	Open
NATIONAL MEMORIAL DAY	Closed (last Monday in May)
INDEPENDENCE DAY	Closed
LABOR DAY	Closed
COLUMBUS DAY	Open
VETERANS' DAY	Open
THANKSGIVING DAY	Closed Thanksgiving Day and the following Friday
CHRISTMAS/NEW YEARS	Closed the last week of the year from Christmas through New Years

SERVICES AND PROGRAMS

Quality Assurance Coordinator / DDP

Coordinates services and implementation of Individual Support Plan (ISP) and provides written reviews and goals at ISP staffing and makes recommendations for follow-up services and referrals.

Community Access Services

These services are designed to assist the persons served in acquiring, retaining or improving self-help, socialization, and adaptive skills required for active community participation and independent functioning outside the individual's home. Services are individually planned to meet the individual's needs and preferences. Services include activity and environment designs required for active community participation and independent functioning as indicated in the Individual Service Plan.

These services allow you to participate in a variety of community life experiences that may include, but are not limited to:

- Leisure/Recreational Activities
- Religious Activities
- Cultural Activities
- Vocational Pursuits
- Entertainment
- Community Activities
- Educational Activities
- Development of Independent Living Skills
- Volunteerism
- Sensory Relaxation

Creative Arts Program

This program offers the opportunity to enhance the artistic development of individuals. This program includes, but is not limited to:

- Painting
- Jewelry Making
- Photography
- Music Therapy
- Music in Motion
- Handbell Choir
- Drumming Group
- Horticulture

Psychological Services

Provided through the Individual Support Plan and other assessments as deemed by the Assessment Team assigned by the Regional Board.

Transportation

Provides or assists in arranging transportation necessary to meet ISP goals for community participation and to attend community activities or other essential appointments.

INTAKE AND ORIENTATION

An application to the Regional Board Planning List is required to schedule assessments to determine eligibility for services. Providers shall collaborate with the Regional Office Intake and Evaluation and Planning List Administrator and Support Coordination Agencies to implement assessments prior to service placement.

Prior to intake, a team meeting will be held to create an Individual Support Plan. All Medicaid Waiver eligible individuals will be given a copy of the pamphlet, "The Now and Comp Waiver".

INDIVIDUAL SUPPORT PLAN

You will assist us in developing a comprehensive Individual Support Plan that describes in measurable terms the expected outcomes of all services to be provided. These services shall be directed toward achieving self-sufficiency and community integration. The ISP shall be developed by a team which shall include the direct care and professional staff involved in your program, Region Service Coordinators, yourself and other members that you may desire to attend. The ISP shall be outcome oriented and reflect a balanced approach to planning for present and future needs. The ISP shall be kept in your personal record and shall be available to you or your designee for review and interpretation.

CONTINUITY OF CARE

All services of the program shall be available to all persons served. When an individual in one service element is served by another element, the records of that individual shall be made available to the service providing the program. When an individual is being served by two or more services, one service shall be designated as the primary and the Support Plan Coordinator will be responsible for the total services of the person served.

CONFLICT RESOLUTION

The management and staff at the Life Enrichment Center is committed to keeping conflicts between the Center and you, your family or caregiver, to an absolute minimum. If you have a problem, we encourage you to talk to your instructor or the Program Coordinator. If they cannot help you, you may always talk to the Rights Representative or the Executive Director. If we cannot resolve the conflict, you may always use the Complaints and Grievances Process, which is addressed later in this handbook.

PROGRAM SCHEDULE

MONDAY THROUGH FRIDAY (WITH SOME WEEKEND/AFTER HOURS ACTIVITIES)

Community Access and Personal/Social Activities are provided to all individuals to meet contract criteria for community participation.

ACTIVITIES OFFERED FOR PARTICIPATION INCLUDE:

- Community Outings
- Leisure Activities
- Recreational Activities
- Volunteer Services
- Horticulture
- Group Activities
- Personal Care
- Creative Arts

Community outings are scheduled based on the Individual Support Plan, individual interest, need and community events and PA approved hours of service. Schedules may be rearranged at any time due to transportation availability, weather conditions, staff shortages, other contracts or unforeseeable circumstances. You will be notified in advance of any out-of-town trips.

NOTE: You have a scheduled morning break and lunch break each day. You may stop for restroom breaks at your discretion. Just let your supervisor know.

EXPECTATIONS IN THE CENTER

1. Fighting, teasing and rough play are not allowed.
2. Refrain from use of profanity.
3. You are expected to remain at the Center or community sites as scheduled.
4. You are expected to participate in scheduled activities and adhere to reasonable instructions from staff.
5. Everyone is responsible for cleaning his/her own break or work area before and after lunch and at the end of the working day. (Example: supplies, lunch bags, cups, drink cans, candy wrappers, uneaten food, etc.)
6. Smoking is not allowed at the Center.
7. Everyone is expected to follow the Center dress policy and practice good grooming habits.

EXPECTATIONS IN THE COMMUNITY

1. Everyone is expected to conduct themselves in a manner that will both protect and promote the Center through self-advocacy.
2. Fighting, teasing and rough play are not allowed.
3. Individuals are expected to remain at the designated community site and with designated staff, unless otherwise noted, as scheduled.
4. Everyone is expected to participate in scheduled activities and adhere to reasonable instructions from the staff.
5. Smoking is not allowed while in Center vehicles.
6. Everyone is expected to follow the Center dress policy and practice good grooming habits.
7. Everyone is expected to respect the facilities and fixed and/or removable properties while in the community.

8. Everyone is expected to follow the rules and regulations of facilities they visit. These rules will be explained clearly by attending Life Enrichment Center staff and/or onsite facility staff.

INPUT ABOUT OUR SERVICES

Your input to our services is very important to us. We encourage you to talk to any staff member about practices, concerns, or complaints.

ADVOCACY FOR YOUR RIGHTS

Advocacy refers to the process whereby your civil and human rights are assured, and are protected. If you desire to exercise any of the rights that all citizens are assured, our staff will always work to see that this is accomplished in the most dignified manner to meet your wishes. If we cannot assist you in accessing your civil and human rights, we will work with you to find other organizations that can provide you with the expertise needed.

DRESS CODE

You and our staff should always wear clothes that are neat, clean, and appropriate to the job performed. Remember, how we look is important in getting and keeping a job and being accepted as part of the community.

Clothes you can wear:

- Skirts or slacks with blouses
- Dresses
- Suits
- Shorts (no hot pants or short shorts)
- Blue jeans
- Sandals (depending where you work)
- Athletic shoes (in good condition)

Clothes you should not wear:

- Tank tops
- Strapless dresses without jacket
- Bicycle shorts or other exercise wear
- Tight, revealing clothing
- Short tops that show your stomach (midriff tops)
- Bedroom shoes
- Dirty clothes
- Wrinkled clothes
- Clothes that are extremely ill-fitting
- Blue jeans with excessive holes revealing skin.

COVID-19 HEALTH AND SAFETY OPERATIONAL PROCEDURES

At this time the Center is operating under special COVID-19 Health and Safety Protocols and Procedures in accordance with recommendations from the CDC to prevent the spread of COVID-19. You must accept and comply with these protocols and procedures in order to attend the Center.

OPERATIONAL POLICIES AND PROCEDURES

Bad Weather Policy:

During winter months if the Baldwin County Schools close due to the weather, the Center normally closes. Weather permitting, the Center may open later in the morning and allow families/caregivers the opportunity to bring you to the Center. If there is bad weather forecast or if snow or ice begins during the day, guardians/caregivers may be requested to pick you up from the Center early. Listen to the local radio or watch the community television channel for closure notices. We will notify you when the Center will be closed for holidays.

Personal Belongings:

Staff cannot be responsible for your personal belongings. However, with sufficient identification and assistance, they will do their best to help keep up with them. Each individual can have a personal locker assigned where his or her personal belongings may be stored while at the Center. Personal entertainment items such as electronic devices, toys, etc., are discouraged. The Center has an Activity Center available where you may play video and arcade games, watch movies, and use a computer in the media room.

Lunch/Snacks:

Lunches are not provided. You are expected to bring your lunch daily. Do not bring glass containers to the Center. Do not pack any cutlery in your lunch bag (no metal or plastic forks, spoons, knives). Plastic utensils will be provided by LEC for your use. On occasion you may be allowed to order lunches at the Center. You will be made known of these occasions in advance, and will need to bring enough money to cover the cost.

Medications:

Parents, providers or caregivers are requested to seek doctor assistance in adjusting times of needed medications to non-program hours. If the medication can not be adjusted, the provider or caretaker has permission to administer medications onsite.

Illness/Injury:

Individuals with a known illness or contagious condition, such as head lice or flu, cannot attend the Center. Individuals with a suspected illness are encouraged to stay home. Individuals with an injury must have a doctor's statement listing their programmatic and/or work limitations. If the program cannot be modified to meet those limitations, the individual is expected, for his/her own well-being and safety, to remain home until released by the attending physician's written statement. A statement from the health care professional is required after ten (10) consecutive days of illness or diagnosis to validate the reason for absence.

Drug Free Workplace:


It is the policy of the Center to prohibit the use, sale, dispensing, possession or manufacture of illegal drugs and narcotics, alcohol, or other controlled substances on its' premises or vehicles.



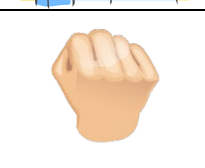


Use and Sale of Smoking Products:

It is the policy of the Center

Chanan Foundation, Inc.
My Rights and Responsibilities

no products is not allowed

<p>You have the RIGHT to choose and wear your own clothes.</p>		<p>You have the RESPONSIBILITY to choose and wear clothes that fit and are appropriate to the weather and activity.</p>
<p>You have the RIGHT to keep your belongings in a private place you can get to when you want.</p>		<p>You have the RESPONSIBILITY to store and display your belongings neatly and not keep things that could harm others.</p>
<p>You have the RIGHT to meet people and take part in community activities.</p>		<p>You have the RESPONSIBILITY to follow the rule, participate in the activities you have chosen, and behave as expected by the community in which you live.</p>
<p>You have the RIGHT to socialize, to have visitors and see your friends, family, girlfriend or boyfriend every day.</p>		<p>You have the RESPONSIBILITY to limit visits to regular visiting hours and respect the same rights of others in your home/group.</p>
<p>You have the RIGHT to choose how and with whom you spend your free time: alone or with a friend.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others in your home/group and take turns choosing, when appropriate.</p>
<p>You have the RIGHT to exercise and have fun.</p>		<p>You have the RESPONSIBILITY to follow directions to avoid injury.</p>
<p>You have the RIGHT to send and receive mail that is not opened.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others in your home and to give bills and such to the person who helps you pay them.</p>
<p>You have the RIGHT to services that help you live, work, and play in the most normal way possible.</p>		<p>You have the RESPONSIBILITY to help plan your services and fully participate in them on a regular basis or tell someone if you have changed your mind.</p>
<p>You have the RIGHT to worship and be involved in the religion you choose, or to choose not to go to church.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others in your home and express your choices in whatever way is effective for you.</p>
<p>You have the RIGHT to training and education.</p>		<p>You have the RESPONSIBILITY to fully participate in the training and education opportunities you have chosen.</p>
<p>You have the RIGHT to vote.</p>		<p>You have the RESPONSIBILITY to make your own decisions and express your desire to vote.</p>
<p>You have the RIGHT to be treated well and with respect.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others and treat them well and with respect.</p>

<p>You have the RIGHT to only take medicine prescribed by a doctor for your benefit, not as punishment or for someone else's convenience.</p>		<p>You have the RESPONSIBILITY to learn about your medications, take them as prescribed, and report side effects.</p>
<p>You have the RIGHT to refuse consent for experimental research.</p>		<p>You have the RESPONSIBILITY to understand any proposed research prior to giving consent.</p>
<p>You have the RIGHT to see a doctor as soon as you need and to receive adequate care.</p>		<p>You have the RESPONSIBILITY to report feeling ill or hurt as soon as possible in whatever way is effective for you.</p>
<p>You have the RIGHT to expect your records to be confidential.</p>		<p>You have the RESPONSIBILITY to maintain that confidentiality for yourself and your peers.</p>
<p>You have the RIGHT to be free from physical restraints (being held down or forced to be alone) unless it is to protect you or someone else.</p>		<p>You have the RESPONSIBILITY to manage your own behaviors and follow directions to keep yourself and others safe.</p>
<p>You have the RIGHT to be present or given good reason if your things are searched.</p>		<p>You have the RESPONSIBILITY to keep only things that belong to you and are not potentially harmful.</p>
<p>You have the RIGHT to say NO to anyone trying to hurt, scare or upset you to change the way you act.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others, control your own actions, and report anyone who tries to hurt, scare, or upset you.</p>
<p>You have the RIGHT to make and receive private phone calls.</p>		<p>You have the RESPONSIBILITY to respect the same rights of others by limiting calls to the time limit specified in the rules for your home.</p>
<p>You have the RIGHT to make choices about where and with whom you live and how and with whom you spend your time.</p>		<p>You have the RESPONSIBILITY to express your choices in ways that are effective for you and respect the choices of others.</p>
<p>You have the RIGHT to work in the community (if an appropriate job is available).</p>		<p>You have the RESPONSIBILITY to:</p> <ul style="list-style-type: none"> • Express your desire to work and choices of jobs. • Demonstrate expected and appropriate work behaviors/habits • Fully participate in job development and training

The Life Enrichment Center reserves the right to decline services to individuals whose needs we have determined we cannot adequately meet.

To have your rights explained or to complain if you feel that your rights or the rights of someone else have been violated, contact your Individual Rights Representative.

INDIVIDUAL RIGHTS REPRESENTATIVE

Marcella McCormick

478-445-0505

SUMMARY OF GRIEVANCE AND COMPLAINT PROCESS

Any person served, or his/her guardian or parent, or his/her representative, or any staff member may file a complaint alleging that an individual's rights have been violated. A simplified outline of the process is provided below. This policy was set forth in accordance to the DBHDD Policy 19-101 Complaints and Grievances Regarding Community Services.

Step 1: File your complaint with your Rights Representative, Marcilla McCormick. A form for complaints is available upon request, though you may also make your complaint by telephone, in person, in writing, by referral, fax, on-line intake form, or email. The Rights Representative will act on your complaint within seven (7) working days.

Step 2: If your complaint is not resolved to your satisfaction, you can file a written request to the Chairman of the Board for a review. This request must be filed within fifteen (15) working days after you receive your response from the Individual Rights Representative. The review will be completed within ten (10) working days from the date of your request and you will be informed of the outcome.

Step 3: If you are not satisfied with the outcome given to you by the Chairman of the Board, you have ten (10) working days to file a written request for review with the Regional DBHDD (Department of Behavioral Health and Developmental Disabilities) Board. The Regional Director will inform you of the outcome no later than ten (10) working days from the date of the request.

Step 4: If you are still not satisfied with the results you have received thus far, you can file a written request for a review with the Director of the Division of DBHDD no later than ten (10) working days after you receive your response.

FAIR HEARINGS

YOU MAY REQUEST A FAIR HEARING FOR THE FOLLOWING REASONS:

1. Denial of service(s)- a service may be denied for the following reasons:
 - a. The requested service is not provided in a particular geographic area.
 - b. Provision of this service is limited to certain eligible categories.
 - c. You do not give information needed to determine eligibility.
2. Reduction or termination of a service(s)- services may be reduced due to:
 - a. Lack of funding to continue service.
 - b. Not enough staff to provide the service.
3. Termination of a service(s)- service may be terminated for the following:
 - a. You are no longer eligible for the service through Medicaid or Grant in Aid.
 - b. The Center loses contact with you.
 - c. You no longer need services, or the services provided are not right for you.
 - d. You become disruptive to the program, such as physical or verbal abuse of others
 - e. Termination of a purchase of a service.
 - f. You ask for services to stop.
 - g. Lack of funding to continue service(s).
 - h. Not enough staff to provide service(s).

Action Steps

The Center must take prompt action in resolving all complaints. If you are dissatisfied, the Center will assist you in processing a request for a fair hearing.

You may make a verbal request to the Director for a hearing; however, you must follow up with a written request within fifteen (15) working days. The Center will provide the necessary form(s) and assist you in processing and submitting the request. The request for a hearing may be submitted to the Center Director. You have the right to representation by an authorized representative, e.g. legal counsel, family, friend, advocate, or yourself.

DISCHARGE PROCEDURES

You may be discharged for one of the following reasons:

1. Medicaid Waiver eligibility is denied by the Region.
2. You have reached your goals and no longer benefit from the services provided.
You and your family/guardian/advocate, along with a team of individuals will make the decision from the Center. We will all meet to determine what supports and follow-up will be put in place before you leave the Center.
3. You choose to discontinue services or wish to be transferred to another agency. If you would like assistance with finding other services, we will gladly help you.
Service Coordinators will schedule a meeting to help with finding services.
4. Behaviors that threaten the welfare and safety of others may result in immediate discharge.
5. Possession of weapons, illegal drugs, or abuse of drugs and alcohol on the premises.

VISITORS

Due to Covid restrictions please see our protocols on visitation.

ACRONYMS AND ABBREVIATIONS

The following is a list of acronyms or initials often used by The Life Enrichment Center and other agencies. You may often see or hear these initials used and not understand them; therefore, we have provided you with this guide to assist you. If you have any questions or need further assistance please contact your supervisor or any Leadership Staff.

A&D	Alcohol and Drugs
AFDC	Aid to Families with Dependent Children
Beh. Spec.	Behavior Specialist
CA	Chronological Age
C&A	Child and Adolescent Program
CM	Case Manager
CNA	Certified Nursing Assistance
CSB	Community Service Board
CSH	Central State Hospital
Ctr.	Center
DBHDD	Department of Behavioral Health and Developmental Disabilities
D.D.	Development Disabilities
DFACS	Department of Family and Children Services
DHR	Department of Human Resources
Dir.	Executive Director
DMA	Department of Medical Assistance
ENT	Ear, Nose, and Throat Specialist (Otolaryngologist)
ESP	Employment Support Plan
GLRS	Georgia Learning Resources System
HIPAA	Health Insurance, Portability and Accountability Act
Hosp.	Hospital
HST	Human Services Technician
HV	Home Visit
IFSP	Individualized Family Support Plan
IQ	Intelligence Quotient
ISP	Individual Support Plan
IRWE	Impairment Related Work Expenses
IWRP	Individualized Written Rehabilitation Plan
JTPA	Job Training Partnership Act
LD	Learning Disabled
MA	Mental Age
MHID #	Same as APS/MHMRIS- Mental Health/Mental Retardation Information System
MRP	Mental Retardation Professional
OT	Occupational Therapist
PASS	Plan to Achieve Self Support
PCA	Personal Care Assistance
P&S	Personal & Social Program
PT	Physical Therapist
SE or SEP	Supported Employment Program
SSI	Supplemental Security Income
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
VR	Vocational Rehabilitation
WA	Work Activity

GLOSSARY

Admission Certification: The process by which professional staff determines an individual's need for service and thus assures appropriate services are delivered.

Assessment: Process of determining an individual's strengths, needs, abilities, and preferences through interviews, observations, and testing.

Behavior Specialist: Trained professional who evaluates individuals in order to isolate psychological problems, needed services, and ability of the program to supply appropriate services. Selects and administers appropriate psychometric devices in order to accurately qualify cognitive, perceptual, affective, or psychomotor problems for the individual.

Support Plan Coordinator: A person assigned to provide direct contact with the individual and his/her family. This individual is responsible for implementation and follow-up of his/her goals and services.

Confidentiality: A general term that encompasses all matters related to the responsibility for safeguarding the right of the individual to have any information related to his/her identity, diagnosis, prognosis, service, or any protected health information withheld from disclosure to unauthorized parties.

Person served / Individual: The person receiving service.

Developmental Delay: A deficit or lag in the areas of physical development (including vision, hearing and health status), cognitive development, language and speech development, psychosocial development and self-help skills.

Diagnosis: An identification of a categorical condition or conditions based on formal evaluation and symptoms.

Disabled: Any person, or persons, who has a disability.

Evaluation: A systematic assessment process by which service or program outcomes are assessed in light of identified goals and objectives.

Facility Based Services: The individual is enrolled in a program located at the Center and is aimed at the development, acquisition, enhancement and maintenance of skills that further the individual's ability to function independently in the home and the community.

Follow-up: The pre-determined collection of information about the individual, similar or identical to that obtained at or following admission that will allow for assessment of an individual's response to service.

Goal: What the individual wants to achieve, to attain, or to demonstrate. Goals can be long term and should relate to the individual's needs and preferences.

Grievance: A complaint concerning unfair treatment or treatment perceived to be unfair.

Home Provider: An individual with whom an agency contracts to provide residential services in his/her own home.

Individual Support Plan (ISP) : An individualized, person centered plan developed by the individual, family members, and Center staff that states his/her goals in a measurable form and ties back to the assessment of his/her strengths, needs, abilities, and preferences.

Screening: The process for determining whether an individual is appropriate for admission or readmission to the Center is based on program criteria and the individual's present needs. Enrollment is based on evaluation of his/her needs and available support systems. Planning lists, referral, nursing and social assessment are all handled through the Regional Support Coordinators.

Interventions: The services and/or supports that will be put in place to help the individual achieve his/her objective. Who is responsible for these services and supports and how long they will be provided.

Medically Fragile: An individual who has a chronic or recurrent physical or psychiatric disorder, which requires medical services to be closely available or constantly present.

APS Knowledge Base: An information gathering system that accumulates service information about the individual.

Objective: A measurable, time limited step towards meeting the individual's goal.

Parent Responsibility: Parents have the responsibility to participate in the assessment process, the development of the individual's ISP, and be periodically informed of his/her progress and/or lack of.

Personal Restraint: The act of inhibiting physical movement to prevent self-injury or injury to others by a trained staff member using various holds to prevent physical movement.

Policy: A written statement, which describes the principles and guides and governs the activities, procedures and operations of the agency.

Progress Notes: A chronological record that reflects the direct contact, other direct and indirect services rendered to attain the goals specified in the individual's ISP.

Psychological: A formal assessment of an individual's level of functioning as compared to the norm.

Review: A collection of information gathered as other goals are met that describes the individual's progress or lack thereof on each goal and objective stated in the ISP.

Service Termination: To discontinue services.

Staff: Employees of The Life Enrichment Center.

Staffing: A team meeting called by either The Center, Regional Support Coordination Team, or the individual for the purpose of identifying and/or discussing issues concerning him/her and/or his/her family. The ISP is developed and/or revised during this time.

Supported Employment: Paid work in integrated setting for people whom competitive employment has not traditionally occurred and who, because of their disabilities, need intensive, ongoing support (i.e. job coaching) to maintain employment.

Volunteer: A person who, without financial remuneration, provides services to the program or agency.

SUPPORT SERVICES

The agencies listed below are other resources you may be interested in looking into for additional information and services. The Center can provide you with assistance in contacting another agency if desired.

Baldwin County Dept. of Family and Children Services

154 Roberson Mill Rd., Milledgeville, Ga. 31061

(478) 445-4135

Population Served: Baldwin County residents

Key Services: Child and Adult Protective Services, Adult Medicaid, Food Stamps

Fee: None

Baldwin County Health Dept.

935 Barrows Ferry Rd. N.E., Milledgeville, Ga. 31061

(478) 445-4274

Population Served: All

Key Services: Prenatal, STD, hypertension, immunization, family planning, and WIC.

Fee: A sliding scale that is based on your income and your ability to pay.

Georgia Dept. of Labor

156 Roberson Mill Rd., Milledgeville, Ga. 31061

(478) 445-5465

Population: All applicants and employers

Key Services: Referral to job openings, unemployment insurance, job counseling and testing.

Fee: None

Vocational Rehabilitation Services

2930 Heritage Place, Suite 102, Milledgeville, Ga. 31061

(478) 445-4781

Population: Eligible individuals with disabilities (i.e. mental retardation, mental health, substance abuse, and physical disabilities).

Key Services: Vocational Counseling, Job Skills Training, Job Placement, Assistive Technology, and more.

Fee: None

River Edge Behavioral Health

Blandy Way Office Park

Georgia Highway 22, Milledgeville, Ga. 31061

(478) 451-2700

Population: Baldwin and surrounding counties

Key Services: Inpatient detox and outpatient treatment program

Fee: Based on income.

Salvation Army

461 E. Hancock Street, Milledgeville, Ga. 31061

(478) 452-6940

Population: All

Key Services: Counseling, emergency food, shelter, utilities, clothing, etc.

Fee: None

Social Security Administration

109 Cypress Corners, Milledgeville, Ga. 31061

1-866-348-5817

Population: Must meet the required factors for eligibility for Social Security, SSI or Medicare (various requirements).

Key Services: Administer the retirement, survivors, disability and Medicare programs under the Social Security Act, including taking and processing applications for these benefits and processing changes to the records once benefits are started.

Fee: None

AREA CRISIS PHONE NUMBERS

This list is provided if you or someone you know may be in need of assistance.

Georgia Crisis & Access Line	1-800-715-4225
National Suicide Prevention Lifeline	1-800-273-8255
Alcohol Anonymous	(478) 553-1577
Domestic Violence	(478) 445-4445
Oconee Center Mental Health Service	(478) 445-5322
Oconee Center Addictive Disease Services	(478) 445-5518