

Hettinger Community Developmental Disabilities Organization Service Information Distribution Plan

PURPOSE:

The purpose of this plan is to provide a plan for distributing Community Service Provider (CSP) information.

PLAN:

Information regarding the services provided by CSPs in the CDDO service area (or affiliated CSPs) will be distributed to new referrals and existing consumers in the CDDO area, in a manner that is impartial and equitable.

PROCEDURE:

1. CSPs will provide brochures and other materials regarding their services to be distributed to new referrals. Brochures and other materials will be provided to existing consumers only upon request.
2. Brochures and other materials will be housed in the office of the Director of CDDO Administration. This will serve as a central location where agencies may call and request items for distribution if needed. It will be the responsibility of each CSP to provide the CDDO with an ample supply of brochures and materials.
3. The BASIS Screener will be responsible for contacting all consumers served to discuss services that are available in the service area. A copy of the CDDO brochure on how to change services will also be handed out annually. This will be done during the birth month.
4. Contact will occur using one of the following methods:
 - a. Face to face contact with the consumer and/or their guardian
 - b. Written contact via the U.S. Postal Service
 - c. Telephone contact followed up by written contact
5. Each consumer and/or their guardian will be asked to sign the Availability of Services Form on an annual basis. This form indicates that they have been made aware of all the service options available in the area as well as their right to choose the provider from whom that they receive services.
6. This form will be kept on file with the BASIS Screener.
 - a. In the event a consumer and/or guardian wishes to make a change to current service a copy of the Availability of Services Form, and a copy of the new CDDO brochure will be forwarded to the existing case manager, new case manager and/or provider, the individual and guardian.
7. CSP's may advertise their services in whatever venue they feel is most appropriate. Recruitment* of potential consumers will be prohibited through any means. Should an individual in service approach a provider about changing services the provider will give a copy of the CDDO brochure on how to change services and refer the individual to the Director of CDDO Administration (Sara Pearson) so that all available options can be presented. Any reports of recruitment will be taken seriously and a report will be made by the CDDO to the Protection Reporting Center for the South Central Region at 1-800-649-7841. The provider will also make contact with the Director of CDDO Administration who can then follow up with the individual about their desire to switch services.

8. The CDDO will address concerns of recruitment with specific CSP's as they arise.

*** Recruit means "to seek to enroll"**

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