

FCC12 Suggested Recommendations  
for revising APD OP 04-004  
Med-waiver  
Wait-list Maintenance Procedures  
1/3/2009

**INTRODUCTION**– After reviewing the APD procedure for maintenance of the wait-list, it was discovered that the treatment of families is not listed in the document. It is recommended that the following be added to this APD Procedure. Areas to be added include contact with families, family counseling, how APD interacts and supports the local family care councils, provider recommendations, how APD supports transition for families on the wait list and how APD treats new families in town. Details follow:

**CONTACT** – It is recommended that there should be one person from each Area Agency designated as the contact person for families on the wait-list. This person should act similar to that of a Support Coordinator and should focus on the family and not just on the individual with developmental disabilities (DD).

- The contact person should make personal contact with each family on the wait-list at least 2 times per year to find out if their status has changed and if they need any help.
  - ◆ If their status has changed (crisis for example) the contact person should immediately address the issue.
  - ◆ If they need help, the agency should try to obtain help for them.
- This contact person should become expert on local community supports available to families on the wait-list. These supports should include but not be limited to:
  - ◆ Local adult educational opportunities
  - ◆ Local religious opportunities
  - ◆ Local work opportunities including Vocational Rehabilitation Contacts.
  - ◆ Local family support organizations including the Family Support Council
  - ◆ Local day activities including childcare.
  - ◆ Local inclusive club opportunities like the boy/girl scouts
  - ◆ Local recreational opportunities like bowling
- This contact person should plan and hold educational session for families on the wait-list at least quarterly
- This person should maintain a contact list of all families on the wait-list including email and current address and phone number.
- This person should encourage communications among folks on the wait-list including obtaining permission to share contact information with each other if possible.

**FAMILY COUNSELING** – It would be helpful if APD provided some basic level of counseling for families that are on the wait list

- APD should provide basic support counseling for families on the wait-list when asked.
- APD should have contact information and have knowledge about services and benefits provided by other governmental agencies. This includes:
  - ◆ Social security (including SSI and SSDI)
  - ◆ Medicare and Medicaid
  - ◆ Food-stamps

- ◆ Department of Child and Family Services
- ◆ Vocational Rehabilitation
- ◆ Section 8 Housing
- APD should facilitate assistance with IEP's. This should include
  - ◆ Educating parents about IEP's
  - ◆ Development of IEP's
  - ◆ Attending IEP's
  - ◆ advocating for the child at the IEP

#### SUPPORT FOR LOCAL FAMILY CARE COUNCILS

- The wait-list contact person should be the Family Care Council (FCC) liaison or be closely connected with that person
- The wait-list contact person should pro-actively encourage families on the wait-list to attend FCC meetings and also join the FCC.

#### PROVIDER RECOMMENDATIONS

- APD should provide provider recommendations when asked.

#### SUPPORT FOR TRANSITION

- APD should take part in transition from school to post school planning
  - ◆ APD should organize transition fairs bringing together providers, local resources and “transitioners”.
  - ◆ APD should present a “realistic” view of the transitioners' future including pointing out that the transitioners may be transitioning to the wait-list and, therefore, paying for their own provider services.
- APD should develop a transition plan for each family on the wait-list. This plan should address the transition to med-waiver services when they become available. This plan should also address the transition into crisis.

#### NEW FAMILIES

- When a new family registers with APD for waiver services, the intake person should provide an honest estimate of the current state of services available.
- The intake person should connect the family with the wait-list contact person
- The wait-list contact person should follow up with the family 1 month s later to see if they need additional information