



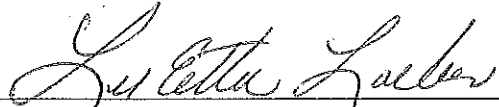
Chapter: Targeted Case Management
Policy: Service Plan Development
Policy Number: 5.2
Effective Date: 4-11-2018
C.R.S. References: 27-10.5-106 and 25.5-10-211
10 CCR 2505-10 8.600.4 definitions
10 CCR 2505-10 8.607.4
10 CCR 2505-10 8.608
25.5-10-211 b
Replaces Policy: V. H.
Prior Policy Date: 8-29-1990

Policy

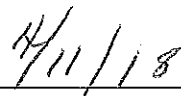
Each person receiving services shall have an Individualized Service Plan capturing their preferences, needs and strengths, and identifying services available to assist in supporting that individual. Person centered philosophies and assessments will be used when possible.

1. Under the coordination and direction of Horizons, the Interdisciplinary Team (IDT) shall develop Individualized Plans (IP) for individuals who are eligible to receive services and supports through the Long Term Care Home and Community Based Services Developmental Disability (LTC-HCBS-DD), Supported Living Service (LTC-HCBS-SLS) and Children's Extensive Support Services (LTC-HCBS-CES) Waivers.
2. Every effort shall be made to convene the IP meeting at a time and place convenient to the person receiving services, their guardian, their authorized representative, parent(s) of a minor, and other members of the individual's team.
3. Horizons and Program Approved Service Agencies (PASA's) involved with the individual shall make available to the IDT such information as is necessary to develop the IP based on identified needs. Subject to available appropriations pursuant to section 25.5-10-206 and to the capacity of an individual service agency, the person with an intellectual developmental disability must be provided options for services and supports within the designated service area that can appropriately meet the person's identified needs, and may select the service agency from which to receive services or supports.

Board of Directors Approval:



LuEtta Loeber, Secretary



Date



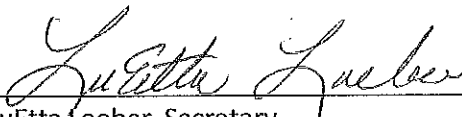
Chapter: Targeted Case Management
Policy: Physical and Mechanical Restraints
Policy Number: 5.8
Effective Date: 4-11-2018
References: 10 CCR 2505-10 8.600.4 definitions
10 CCR 2505-10 8.608.3
Replaces Policy: n/a
Prior Policy Date: n/a

Policy

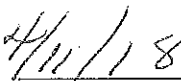
Horizons believes in the use of positive reinforcement, redirection and other resources prior to using any type of physical or mechanical restraint.

Physical or mechanical restraint shall only be used by employees who are trained in its use, in an emergency situation, when alternatives have failed, and when necessary to protect the individual or others from injury.

Board of Directors Approval:



LuEtta Loeber, Secretary



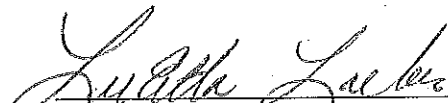
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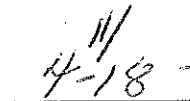
f:/Shared/Policies & Procedures/New Case Management 2017/CM - Policy 5.8 Physical and Mechanical Restraint

Horizons' multiple contractual roles with the Department of Health Care Policy and Financing have the potential to create a conflict of interest, or an appearance of conflict of interest. Horizons strives to mitigate that potential conflict in the following ways:

1. Case Management services are a direct responsibility of the executive level of Horizons and are separate from the delivery of services and supports (10 CCR 2505-10 8.607.1 D.).
2. Determination of Developmental Disability is conducted through the Service Coordination arm of Horizons following HCPF defined criteria (10 CCR 2505-10 8.607.2).
3. Choice of service agencies for support services for an individual are provided as much as possible to ensure the highest benefit to the individuals in services. Individuals/guardians are given a letter at their Individual Plan meeting informing them of Horizons' multiple roles and the potential conflict of interest as well as providing them access to the names of all Program Approved Service Providers (PASA's) in the state of Colorado.
4. Service Coordinators shall regularly meet with individuals in program to monitor and ensure services are adequately addressing their needs and goals, and will address any concerns with the provider(s).
5. Individuals in program shall be informed of advocacy resources through Horizons' Grievance and Dispute Resolution procedures, and be provided assistance from a Service Coordinator, if requested.
6. Horizons' Leadership Team shall review all grievances and complaints quarterly to identify any trends and corrective actions related to potential conflicts of interest.
7. Horizons shall survey individuals and their families a minimum of every three years to determine their satisfaction with Case Management and program services. Horizons' Leadership Team shall review the survey results and respond to any concerns raised regarding conflict of interest.
8. All allegations that meet the statutory definition of mistreatment, abuse, caretaker neglect or exploitation (MANE) are reported to law enforcement and county Adult Protective Services. Depending on their response, Horizons may conduct a joint or separate investigation.

Board of Directors Approval:


LyEtta Loeber, Secretary


Date

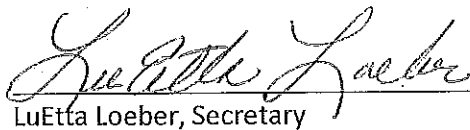


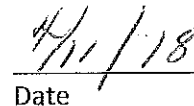
Chapter: General Case Management
Policy: Mistreatment, Abuse, Neglect and Exploitation (MANE)
Policy Number: 4.3
Effective Date: 4-11-2018
References: 10 CCR 2505-10 8-608.8
Replaces Policy: V. H.
Prior Policy Date: 8-29-1990

Policy

1. Horizons shall prohibit abuse, mistreatment, caretaker neglect or exploitation of any person receiving services.
2. Horizons' policies and procedures, and Memorandums of Understanding for handling cases of alleged or suspected mistreatment, abuse, caretaker neglect or exploitation of any person receiving services shall be consistent with state law.
3. Horizons' internal policies shall include elements to detect, report and review instances of mistreatment, abuse, caretaker neglect or exploitation of any person receiving services.
4. All alleged incidents of abuse, mistreatment, caretaker neglect or exploitation by agency employees or contractors shall be thoroughly investigated.
5. Horizons shall ensure that appropriate actions are taken when an allegation against an employee or contractor is substantiated. Appropriate disciplinary actions, up to and including termination, and appropriate legal recourse shall be taken against employees and contractors who have engaged in abuse, mistreatment, caretaker neglect or exploitation.
6. Every effort shall be made to ensure that no individual is coerced, intimidated, threatened or retaliated against because the individual, in good faith, makes a report of suspected abuse, mistreatment, caretaker neglect or exploitation, or assists or participates in any manner in an investigation of such allegations in accordance with section 8.608.8.D.

Board of Directors Approval:


LuEtta Loeber, Secretary


Date



Chapter: Administrative Services
Policy: Separation of Case Management Services and Delivery of Services
Policy Number: 2.3
Effective Date: 4-11-2018
References: 25.5-10-209, C.R.S.
25.5-510, C.R.S.
10 CCR 2505-10 8.602, 8.603, 8.607.1 D and 8.761
HCPF Contract
Replaces Policy: n/a
Prior Policy Date: n/a

Policy

The purpose of this policy is to delineate the separation of case management and delivery of services to ensure choice is provided whenever possible and that service planning is of the highest benefit to the individuals in services.

Since Horizons Specialized Services (Horizons) was incorporated in 1975, the state of Colorado has contracted with Horizons a Community Centered Board (CCB) for a variety of services: Organized Health Care Delivery System (OHCDS), Program Approved Service Agency (PASA), Medicaid administrative unit, Support Coordinating Agency, management and general administrative functions of the CCB, as well as both state case management and targeted case management. The intent of this policy is to delineate how those roles are separated at Horizons to prevent conflicts of interest.

1. Per Horizons' contract with Colorado Health Care Policy and Financing (HCPF), Horizons is contracted to fulfill the following roles:
 - A. **Community Centered Board (CCB)** = "a private corporation, for profit or not for profit, which, when designated pursuant to section 25.5-10-209, C.R.S., provides case management services to persons with developmental disabilities, is authorized to determine eligibility of such persons within a specified geographical area, serves as the single point of entry for persons to receive services and supports under section 25.5-510, C.R.S., and provides authorized services and supports to such persons either directly or by purchasing such services and supports from service agencies."
 - B. **Case Management Agency (CMA)** = "a CCB within a designated service area where an applicant or client can obtain case management services."
 - C. **Program Approved Service Agency (PASA)** = "a developmental disabilities service agency or typical community service agency as defined in section 8.602, which has received program approval by HCPF pursuant to section 8.603."
 - D. **Support Coordinating Agency** = "a CCB which has been designated as the agency responsible for the coordination of support services (SLS and CES) within its service area."