

West-Central Independent Living Solutions

PROGRAM POLICIES & PROCEDURES

WILS services are for the purpose of empowering individuals with disabilities to establish, maintain or enhance independent living and provide a better understanding of disability related issues and resources. The policies and procedures outlined in this document are intended to meet the compliance requirements or standards set forth by specific sections found in: *MO Revised Statutes, MO Code of State Regulations, Independent Living (IL) Grant Assurances, The Rehabilitation Act of 1973, State Plan for Independent Living (SPIL) and, for CDS only, DHSS Participation Agreement, Vendor Memos and the MO Health Net Provider Manual.*

Independent Living Philosophy

The Independent Living concept is based on the philosophy that people with disabilities should have the same rights as those without disabilities. They have the right to control their lives based on informed choices that maximize their level of personal autonomy.

[Encyclopedia of Public Health:](#)

The core idea of personal autonomy is to have personal rule of the self while remaining free from controlling interference by others. The autonomous person acts in accordance with a freely self-chosen and informed plan. A person of diminished autonomy, by contrast, is in at least some respects controlled by others or is incapable of deliberating or acting on the basis of his or her own plans.

The *Independent Living (IL) Philosophy* guides WILS' policies and procedures.

- **Choice:** WILS educates consumers about options that might allow them to live more independently. They can choose to use what they have learned to set new goals. Through community advocacy, WILS works to expand the available range of choices.
- **Control:** Once consumers have chosen the goals they wish to pursue, WILS assists them in accomplishing their goals. In this way, the consumers are in control, deciding what needs to be done and how to achieve it. WILS policies are strongly influenced by consumer needs and interests. Advocacy activities are consumer-controlled as well.
- **Change:** By learning to make informed choices and by maintaining control of their own decisions, consumers, with WILS' support and assistance, move away from unnecessary dependency. WILS itself, through community education and advocacy, works to encourage removal of institutional and attitudinal barriers to full inclusion of people with disabilities in community life.

Statutory Definition -- With respect to an individual, the term "disability" means

- (A) A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- (B) A record of such an impairment; or
- (C) Being regarded as having such impairment.

42 U.S.C. § 12102(2); see also 29 C.F.R. § 1630.2(g). A person must meet the requirements of at least **one of these three criteria to be an individual with a disability** under the Act.

The first part of the definition covers persons who actually have physical or mental impairments that substantially limit one or more major life activities. The focus under the first part is on the individual, to determine if (s)he has a substantially limiting impairment. To fall under the first part of the definition, a person must establish three elements:

- (1) the individual has a physical or mental impairment
- (2) which substantially limits
- (3) one or more major life activities.

The second and third parts of the definition cover persons who may not have an impairment that substantially limits a major life activity but who have a history of, or have been misclassified as having, such a substantially limiting impairment, or who are perceived as having such a substantially limiting impairment. The focus under the second and third parts is on the reactions of other persons to a history of impairment or to a perceived impairment. A history or perception of an impairment that substantially limits a major life activity is a "disability." These parts of the definition reflect a recognition by Congress that stereotyped assumptions about what constitutes a disability and unfounded concerns about the limitations of individuals with disabilities form major discriminatory barriers, not only to those persons presently disabled, but also to those persons either previously disabled, misclassified as previously disabled, or mistakenly perceived to be disabled. To combat the effects of these prevalent misperceptions, the definition of an individual with a disability precludes discrimination against persons who are treated as if they have a substantially limiting impairment, even if in fact they have no such current incapacity.

INFORMATION AND REFERRAL (I&R CONSUMERS)* :

Any individual who contacts WILS requesting information or resources pertaining to disability related issues is eligible for I & R services. All staff members can provide I & R services. WILS staff may also set up an I & R Consumer Service Record (CSR) for that consumer (or categorized as anonymous) in the WILS consumer database management software and enters a narrative that summarizes the service provided. Limited information is requested from I & R consumers in an effort to promote a friendly, non-intrusive exchange that encourages consumers to utilize WILS as an on-going resource. They are asked to follow up with WILS to report the outcome of I & R services provided.

*To access the additional services outlined below, the consumer must complete an Intake, must meet eligibility criteria, must complete a Social History, develop an Independent Living Plan (ILP- Appendix B) (The consumer may waive their participation), and be informed of their rights via the Client Assistance Program (CAP). This is completed by an Independent Living Case Manager at the Initial Visit (IV) with the consumer. At that time the consumer will be re-classified as an Independent Living (IL) consumer with an Active CSR in the WILS consumer database management software. All IL consumers receive at least monthly contact until all

goals are met or dropped and consumer is closed. Consumers are also sent consumer satisfaction surveys, when the case is closed, to provide WILS with feedback on services they have received.

FIVE CORE SERVICES:

Eligibility

1. Must have a significant disability, excluding Information and Referral.

ADVOCACY: WILS strives to enable people with disabilities to effectively exercise their rights to obtain services and benefits. WILS provides advocacy for consumers on an on-going basis. WILS staff works closely with the consumer to instill skills that allow the consumer to become a self-advocate. Advocacy may also center around systems advocacy at a local, regional, state and national level.

INDEPENDENT LIVING SKILLS TRAINING: With WILS staff training and support assistance, consumers learn individualized skills that can help them do what they want to do on their own. Independent Living Skills Training may include managing a household, financial literacy, safety at home and in the community, employment, self-advocacy skills, leisure skills, and social skills.

PEER SUPPORT: With 51% of our staff having a disability, staff can share their own lived experience and practical guidance to mentor and help consumers develop their own goals, create strategies for self-empowerment, and take the needed steps towards building a fulfilling, self-determined life for themselves.

INFORMATION AND REFERRAL: WILS provides information about and referrals to community resources and disability services. Any available resource directories for counties served will be available— in the event a resource directory is unavailable for a specific county, all staff have access to internet to search for available resources and information.

TRANSITION: WILS facilitates the transition of individuals with significant disabilities from nursing homes to home and community-based residences, with the requisite supports and services; WILS provides assistance to individuals with significant disabilities who are at risk of entering institutions so that the individuals may remain in the community. WILS facilitates the transition of youth (including students) who are individuals with significant disabilities, who were eligible for individualized education programs under section 614(d) of the Individuals with Disabilities Education Act (20 U.S.C. 1414(d)), and who are enrolled in secondary education or otherwise left school, to postsecondary life, including employment.

Consumer Purchases Procedure

When a purchase is made on the consumer's behalf, the following is required to be documented in SALESFORCE:

- Who made the purchase
- Date of the purchase
- What item was purchased for the consumer
- What company the purchase was made through
- Ramps: who built the ramp, from what store were the materials purchased

All consumer purchase information below must be saved in the consumer file in Document Locator:

- Ramp Applications, Home Owner Approval, Sliding Fee Application

- Receipts for the ramp materials
- If applicable; Midwest Trust Grant application along with approval or denial for the funds requested
- If the consumer has to pay co-pay, documentation that the consumer made the payment – copy of WILS receipt that was generated and given to the consumer.
- Before and after pictures of the ramp/home modification
- AT purchase/loan/gift agreements, with the corresponding documentation of invoices from the purchase for the consumer
- Transportation: trip ticket and receipts for payment

Once finance is done entering invoices, credit card receipts, payment receipts, etc. the documentation is then scanned in to the consumer file.

ASSISTIVE TECHNOLOGY (AT):

1. Must have a significant disability.
2. Must live in our service area.
3. Must meet income guidelines for gift option.
4. Need for AT must be directly related to disability to increase independence.
5. Does not have other resources for needed AT, or claim is pending and need is short-term.

Availability of AT to gift or loan is based on items received through donations as well as budgetary consideration.

GIFT: AT is given, as is, to low-income consumers with a long-term need. This option is designed for individuals with a permanent disability that have no other resources for equipment. The following would be used to determine income eligibility.

Income Guidelines = 150% Federal Poverty Level (FPL) for 2024:

Household Size	150%	Monthly
1	\$22,590	\$1,883
2	30,660	2,555
3	38,730	3,228
4	46,800	3,900
5	54,870	4,573
6	62,940	5,245
7	71,010	5,918
8	79,080	6,590
For each additional person, add	\$8,070	\$673

Situational deductions to income will be determined on a case by case basis.

LOAN: AT is loaned to consumers, who agree to the terms of the Loan Agreement, for up to 3 months. This agreement can be renewed once for an additional 3 months if needed. This option is designed for individuals who have a short-term disability or who are waiting for an approval for AT through another resource.

DONATION: When AT equipment is donated to WILS, the IL Program Coordinator submits the completed paperwork to Finance and Finance uploads the information to the accountant to record the donation.

TRANSPORTATION:

WILS Transportation program offers a wheelchair accessible van with a lift and a conversion van. Consumers must meet the following criteria to use the WILS transportation.

1. Must have a significant disability.
2. Must reside in our service area.
3. Must be 18 years or older.

Transportation Policies

- 1 Reservations are scheduled on a first come first serve basis.
- 2 Recreational scheduling may be bumped for a medical appointment, up to time of pick up.
- 3 There is a fee for using WILS transportation and the fee for each trip is on the Transportation Fee Schedule. The consumer will be informed of what the fee is when they schedule transportation.
- 4 All transportation must be scheduled through the Data and Transportation Specialist, not with the driver.
- 5 WILS hours of operation are anytime within reason. The vehicle is not generally available on evenings, weekends or holidays, and inclement weather.
- 6 WILS reserves the right to refuse transportation or cancel a ride at any time.
- 7 Abusive or rude behavior towards the driver or other passengers will not be tolerated.
- 8 WILS will not schedule transportation to the Emergency Room nor under emergency circumstances. We do not have medically trained staff to deal with medical situations and the consumer should call an ambulance under those circumstances.
- 9 Emergency contact information will be on file in the office and on the vehicle for anyone, including the driver, aboard the WILS transportation vehicles during every trip.
- 10 WILS will allow the consumer along with their personal care attendant to ride.
- 11 Fire extinguishers, first aid kits and extreme weather kits (when appropriate) will be on all WILS transportation vehicles.
- 12 WILS will bill consumers- not to exceed \$100.00. Transportation will be suspended until the total balance due (including an upcoming trip) is under \$100.00.
- 13 In the event of non-payment after the first invoice, the second invoice will include a note/letter from the Transportation Specialist, asking to call and make payment arrangements. Prior to the 3rd invoice being sent, the Transportation Specialist will call the consumer to attempt to resolve the problem of

non-payment. If there is no payment made after 90 days, services will be suspended until further notice. Services will be reinstated once payment is made towards consumer account.

- 14 In case of hardship, WILS has a Transportation Fee Reduction/Waiver application. The consumer may fill out an application prior to their transportation. Applications will be reviewed on a weekly basis unless extenuating circumstances require an immediate response, then the application will be reviewed by at least 2 members of the transportation committee.

TRANSITION PROGRAM:

Participants must meet the following criteria for Show Me Home:

1. Have lived in a state habilitation center or nursing facility for a period of at least 60 days.
2. Be MO Health Net eligible in the care facility for at least one month.
3. Transition to an apartment or house that is leased by the participant.

People who qualify will participate in the demonstration for a year. At the end of the demonstration period, they will continue to receive home and community based services and supports through the regular MO Health Net program as long as they continue to be eligible for those services.

The demonstration will support state efforts to:

- a) Provide people the choice of where they live and receive services;
- b) Allow qualified people living in nursing facilities or habilitation centers to move to the community; and
- c) Promote a system that is person centered, based on needs, and ensures high-quality services in the community.

Through Money Follows the Person (MFP) Missouri plans to transition qualified individuals from nursing facilities or habilitation centers to the community. People who want to move into the community will receive help with the planning from transition coordinators including finding housing, applying for community supports and setting up their new household.

Youth Transition- WILS supplies an annual scholarship to youth within our service areas. WILS works with school districts to assist youth in school.

WILS Empowerment Scholarship- This \$500 scholarship recognizes the strengths and accomplishments of individuals with disabilities who would like to continue their education and learn marketable skills. It will be awarded to a student who has demonstrated initiative, talent and determination, resulting in a notable accomplishment in any field. The Empowerment scholarship packets will be sent to each High School in our 6 county area. Application opens September 1 with a deadline of March 31. The winner will be announced April 30.

Applications are completed via google forms. Supporting documentation can be submitted by: Please right click on the image, save, print, and ask your School Administrator or School Counselor to fill out the portion shown below.

Please ensure applications are returned by March 31st : If you return by email, please send to: Samantha Jarvis at sjarvis@w-ils.org. If you return by fax, please send to: Attn of: Samantha Jarvis at 660-422-7895.

RAMP/HOME MODIFICATION PROGRAM:

1. Must have a physical disability.
2. Must reside in our service area.
3. Must meet our income guidelines.
4. Need for Ramp must be directly related to disability to increase independence.
5. Does not have other resources for needed Ramp or ramp is short-term (For portable ramps).
6. Need for ramp/home modification must directly relate to a physical disability.

Income Guidelines = 150% Federal Poverty Level (FPL) for 2024:

Household Size	150%	Monthly
1	\$22,590	\$1,883
2	30,660	2,555
3	38,730	3,228
4	46,800	3,900
5	54,870	4,573
6	62,940	5,245
7	71,010	5,918
8	79,080	6,590
For each additional person, add	\$8,070	\$673

Situational deductions to income will be determined on a case by case basis.

Ramp Program

It is the desire of West-Central Independent Living Solutions to provide services to help persons with disabilities maximize their opportunities to live more independently. Therefore, WILS will assist with ADA compliant modifications to the entrance of a home, so it is accessible to a person with a disability who meets income guideline requirements. To be eligible for WILS' Ramp Program the consumer MUST live in our organization's service area, which includes Benton, Lafayette, Henry, Johnson, Saline, and Pettis Counties. The consumer must be within WILS income guidelines. The consumer is required to sign a contract that specifies his or her obligations and responsibilities. If the home is rental property, then the landlord must also sign an agreement stating that an ADA compliant ramp may be built on the property. Once the ramp is built, West-Central Independent Living Solutions will want to take pictures of the completed project. West-Central Independent Living Solutions will be the vendor for any agencies or funding sources that donate money for the ramp project. WILS will make arrangements for payment of the material for the ramp project. This is generally a one-time service. West-Central Independent Living Solutions will not be responsible for any damages (personal or property) that arise because of the ramp modifications. Per the Landlord/ Owner agreement, the ramp is not the property of WILS. Also, repair and upkeep of the ramp is not the duty of WILS. Those who move after they have received a ramp should think about how they will be getting in and out of the new home. WILS' budget

is limited and need is high in this area. Requests for a ramp being built at a new home may not be granted. Ramp requests within 5 years of the first ramp will need a written reason from the consumer and Independent Living Case Manager. The decision for a new ramp will be made by the ramp coordinator. It will be based on budget, volunteers, and if it could be finished within a year. West-Central Independent Living Solutions reserves the right to refuse any Ramp Program request. WILS will be able to assist only those requests made while funds for the program are available. The Ramp Coordinator and Independent Living Case Manager will work together to prioritize completed ramp applications from 1 to 3. With (1) being deemed a critical and (3) being lowest priority meaning the ramp is not necessary to safely enter and exit the home. Other than the high priority, ramp work orders are assigned to volunteers in their requested areas. If priority does not take precedence, the ramp applications will be processed by date.

WILS established a waitlist for the ramp program. The Ramp Coordinator and Ramp Builder will review all requests for ramp construction. Those consumers with a level of 2 or 3 will be placed on a waitlist and dated. If fiscal budget allows for those placed on waitlist to be assigned, the waitlist will be prioritized based on date and need level. Waitlist consumers are reviewed every month and if extenuating circumstances arise, the Ramp Coordinator will meet with the Executive Director to review these situations.

West-Central Independent Living Solutions reserves the right to change, modify or delete any of the guidelines stated above with regard to any unusual circumstances which may indicate that a ramp is a necessary adaptation to the entrance of a consumer's home.

WILS Sliding Fee Discount Program

It is the goal of West-Central Independent Living Solutions (WILS) to provide essential services and equipment which allows individuals to live independently. This program is designed to provide these essential services and equipment at a discounted rate, up to no cost to consumers who have no means to pay. WILS will base program eligibility on a person's ability to pay and will not discriminate on the basis of age, gender, race, creed, disability or national origin. The Federal Poverty Guidelines, which can be found at www.aspe.hhs.gov/poverty, were used in creating and annually updating the sliding fee schedule to determine eligibility. Discounts on services and equipment are offered based on household size and annual income.

Procedure:

1. Notification: WILS will notify consumers of the Sliding Fee Discount Program by:
 - ☐ Notification of the Sliding Fee Discount Program will be offered to each consumer at the initial intake for programs other than CDS.
 - ☐ Sliding Fee Discount Program Application will be included in the consumer training packet.

- ☐ An explanation of our Sliding Fee Discount Program and application form are available on the WILS website at www.w-ils.org.
 - ☐ WILS information on our Sliding Fee Discount Program is available upon request.
2. Completion of Application: The consumer must complete the program application in its entirety. By signing the Sliding Fee Discount Program application, consumers authorize WILS access in confirming income as disclosed on the application form. Providing false information on a Sliding Fee Discount Program application will result in a Sliding Fee Discount Program discounts being revoked and the full balance of the account restored and payable immediately.
- If an application is unable to be processed due to the need for additional information, the applicant has two weeks from the date of notification to supply the necessary information without having the date on their application adjusted. If the consumer does not provide the requested information within the two-week time period, their application will be re-dated to the date on which they supply the requested information.
3. Eligibility: Discounts will be based on income and household size only. WILS uses the following definitions of each.
- ☐ Household is defined as: a group of two people or more (one of who is the household) related by birth, marriage, or adoption and residing together; all such people (including related sub household members) are considered as members of one household.
 - ☐ Income includes: earning, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pensions or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous.
4. Discounts: Those with incomes at or below 150% of poverty will receive a full 100% discount. Those with incomes above 150% will be charged according to the attached sliding fee schedule. The sliding fee schedule will be updated during the first quarter of every calendar year with the latest federal poverty guidelines, www.aspe.hhs.gov/poverty
5. Administration: The Sliding Fee Discount Program procedure will be administered through the Administration office. Information about the Sliding Fee Discount Program policy and procedure will be provided and assistance offered for completion of the application. Dignity and confidentiality will be respected for all who seek and/or are provided reduced or no charge services or equipment.
6. WILS Procedure:
- Required information to be turned into immediate Supervisor includes Ramp application (if applicable), WILS Sliding Fee Discount Application, ramp cost estimate and/or assistive technology cost estimate.
 - After the immediate supervisor reviews and insures all required information has been obtained the supervisor will forward the forms to the designated program coordinator.
 - The forms will be reviewed by the designated WILS Team, a determination will be made, and the immediate supervisor will be notified. The immediate supervisor will notify the consumer's Independent Living (IL) Case Manager and the Independent Living (IL) Case Manager will notify the consumer of the decision in writing within five (5) days of notification from supervisor.

- If the determination is made that the applicant must pay a portion for the ramp or assistive technology the consumer must pay their monetary portion by check or money order to the Independent Living (IL) Case Manager or the Independent Living (IL) Case Manager's immediate supervisor.
 - o If the payment is made by personal check the check will be deposited in WILS designated bank account. No supplies or materials will be ordered for a period of five (5) business days to ensure the check clears WILS bank.
 - o Once the check clears the bank the immediate supervisor will be notified and materials or assistive technology will be ordered.
7. Application notification: The Sliding Fee Discount Program determination will be provided to the consumer in writing and will include the percentage of Sliding Fee Discount Program they qualify for, or if applicable, the reason for denial.
8. Policy and procedure review: Annually, the amount of Sliding Fee Discount Program provided will be reviewed by the designated staff member. The Sliding Fee Discount Scale will be updated based on the current Federal Poverty Guidelines. Pertinent information comparing amount budgeted and actual community care provided shall serve as a guideline for future planning.
9. Budget: During the annual budget process, an estimated amount of Sliding Fee Discount Program service will be placed into the budget as a deduction from revenue. Approval for Sliding Fee Discount Program will be sought as an integral part of the annual budgeting process.

WILS Sliding Fee Schedule							
Annual 2024							
Income Thresholds by Sliding Fee Discount Pay Class and Percent Poverty							
Poverty Level *	At or Below 100%	125%	150%	175%	200%	250%	Above 250%
Household Size	No Co-Pay			30% Co-Pay	50% Co-Pay	80% Co-Pay	100% Co-Pay
1	0 - \$15,060	\$15,061 - \$18,825	\$18,826 - \$22,590	\$22,591 - \$26,355	\$26,356 - \$30,120	\$30,121 - \$37,650	\$37,651+
2	0 - \$20,440	\$20,441 - \$25,550	\$25,551 - \$30,660	\$30,661 - \$35,770	\$35,771 - \$40,880	\$40,881 - \$51,100	\$51,101+
3	0 - \$25,820	\$25,821 - \$32,275	\$32,276 - \$38,730	\$38,731 - \$45,185	\$45,186 - \$51,640	\$51,641 - \$64,550	\$64,551+
4	0 - \$31,200	\$31,201 - \$39,000	\$39,001 - \$46,800	\$46,801 - \$54,600	\$54,601 - \$62,400	\$62,401 - \$78,000	\$78,001+
5	0 - \$36,580	\$36,581 - \$45,725	\$45,726 - \$54,870	\$54,871 - \$64,015	\$64,016 - \$73,160	\$73,161 - \$91,450	\$91,451+
6	0 - \$41,960	\$41,961 - \$52,450	\$52,451 - \$62,940	\$62,941 - \$73,430	\$73,431 - \$83,920	\$83,921 - \$104,900	\$104,901+

7	0 - \$47,340	\$47,341 - \$59,175	\$59,176 - \$71,010	\$71,011 - \$82,845	\$82,846 - \$94,680	\$94,681 - \$118,350	\$118,351+
8	0 - \$52,720	\$52,721 - \$65,900	\$65,901 - \$79,080	\$79,081 - \$92,260	\$92,261 - \$105,440	\$105,441 - \$131,800	\$131,801+
9	0 - \$58,100	\$58,101 - \$72,625	\$72,626 - \$87,150	\$87,151 - \$101,675	\$101,676 - \$116,200	\$116,201 - \$145,250	\$145,251+
10	0 - \$63,480	\$63,481 - \$79,350	\$79,351 - \$95,220	\$95,221 - \$111,090	\$111,091 - \$126,960	\$126,961 - \$158,700	\$158,701+

*Based on 2024 Federal Poverty Guidelines

TELECOMMUNICATIONS ACCESS PROGRAM-TELEPHONE (TAP-T):

Missouri Telecommunications Access Program

The Telecommunications Access Program includes the Telecommunications Access Program for Telephone (TAP-T) and Telecommunications Access Program for Internet (TAP-I). The Missouri Assistive Technology Advisory Council administers both programs. While both programs have many similarities in their administration, they are intended to provide different types of equipment.

Services

The Telecommunications Access Program for Telephone (TAP-T) provides access to basic voice telephone calling (both sending and receiving) for individuals with all types of disabilities through the delivery of adaptive telephone equipment. The program provides such equipment as text telephones, voice carry over phones, phone for hearing carry over, amplified phones, Braille phones, hands-free phones and photo phones.

The TAP-T program is not designed to provide access to other types of telecommunications, such as two-way radio, alphanumeric paging, etc. The program is also not designed to assist individuals to resolve face-to-face communication disabilities; thus the program does not provide devices such as hearing aids and augmentative communication devices.

What are the Eligibility Requirements?

- You must be a Missouri resident
- You must have telephone service in your home
- You must have a disability that prevents you from accessing or effectively using basic telephone services with standard telephone equipment

- Your annual adjusted income cannot exceed \$60,000 for an individual or an individual plus a second exemption, spouse or dependent. For each additional dependent claimed, \$5,000 can be added to the \$60,000 base level.
- There are additional requirements to obtain the CapTel captioning phone. To qualify for the CapTel, the consumer must be unable to use an amplified phone, have intelligible speech, and provide an audiogram (hearing test). The audiogram must indicate a severe to profound hearing loss with a speech discrimination rate of less than 50% in both ears.

How Do I Apply for Equipment and Select Equipment to Meet My Needs?

WILS provides demonstration services in Lafayette, Johnson, Henry, Benton, Pettis and Saline counties. Please contact the WILS demo center to try out phones and find the most appropriate match for your disability.

Who Owns the Equipment after it is purchased?

You own the equipment! There will be a sticker on the phone equipment that includes the name of the vendor who distributed the equipment and the phone contact. If you need your phone repaired during the four years after you receive the phone, you need to contact the vendor who distributed the equipment. Miscellaneous supplies such as TTY paper, headsets and regular batteries are your responsibility.

How Often Can I Apply for Equipment?

You can reapply for equipment every four years. If your disability changes to the point that different equipment is necessary, you may reapply based on your new needs.

What Type of Equipment is Available on the TAP for Telephone Program?

A full range of adaptive equipment is provided at no cost to meet the needs of individuals with all types of disabilities. We have phones available for all disabilities. Phones available through the TAP for Telephone program for the following disabilities:

- Deaf/Hard of Hearing
- Blind/Low Vision
- Mobility
- Cognitive
- Speech

To ensure that the best equipment is ordered to meet the consumer needs, applications must be completed in person. For more information about the program, call Missouri Assistive Technology at (800) 647-8557 (voice) or (800) 647-8558 (TTY).

WILS is a demonstration center and certifying authority for the TAP-T program, which is regulated by Missouri Assistive Technology. There are phones available that compensate for hearing and vision loss, limited mobility, stuttering, and low voice output.

The TAP-T Coordinator will make contact with the consumer within 2 days of referral to set up a demonstration. TAP-T Coordinator will then select a few phones to demonstrate to the consumer to determine which one meets the consumer's needs the best. The TAP-T Coordinator will complete a TAP-T application with the consumer and submit it to MOAT.

The TAP-T Coordinator will do a follow up call in 30 days to make sure the goal is met.

LOW-VISION RESOURCE CENTER:

In order to access equipment provided by Rehabilitation services for the Blind the consumer must meet the following criteria:

1. Must be 55 years old
2. Must have difficulty reading standard print (12 pt. font).

Rehabilitation Services for the Blind (RSB) has provided WILS with a CCTV, magnifiers and other low-vision assistive devices for individuals that meet the guidelines set by RSB. Magnifiers can be borrowed for 7 days, for individuals to try in their own living environment, and then a referral can be made to RSB for placement of a permanent magnifier. RSB also provides additional services to qualified individuals. The Low-Vision Resource Center is available during business hours.

If a consumer is in need of vision resources and does not qualify for RSB equipment, the consumer may contact their Independent Living Case Manager to complete an AT form and WILS may be able to gift or loan said equipment to the consumer.

PROJECT ELDERCOOL: In partnership with Bishop Sullivan center of Kansas City

1. Must have a significant disability.
2. Must reside in our service area.
3. Must be over 62 years old or have a respiratory related disability.
4. Must meet income guidelines set forth by the Bishop Sullivan Center.
5. Must not have another air conditioner in the home, even if it does not work.

Bishop Sullivan Center in Kansas City graciously allocates air conditioners to WILS for placement to qualified individuals.

WILS COOL

An air conditioner will be provided to consumers based on the eligibility requirements listed below:

- No age limits
- Have a disability
- Income limits –Household less than 150% of federal poverty level.
- Must not have another air conditioner in the home, even if it does not work.
- Medical verification that A/C is needed with a corresponding diagnosis.

CONSUMER DIRECTED SERVICES (CDS):

1. Must have a substantial physical disability that restricts them from any Activities of Daily Living. We currently have consumers who may have a mental illness that have received a Plan of Care (POC) from Department of Health and Senior Services (DHSS).
2. Must live in our service area unless approved by the Executive Director.
3. Must have active Missouri Medicaid and meet spend down monthly, if applicable.
4. Must be 18 years old.
5. Must be able to direct their own care, meaning they have to be able to make decisions to direct their own care, be aware of their own needs and provide supervision to their attendants.
6. Any assessments and/or evaluations shall be conducted by DHSS and the plan of care is based on the assessment that determines the appropriateness and adequacy of service and consistent with the nature and severity of the consumer's disability.
7. Demonstrate on-going compliance with program regulations as determined and interpreted by DHSS and the Center for Independent Living (WILS).
8. Consumers are responsible for designating someone as their back up PCA, in the event the primary PCA is unable to meet the consumer's needs for whatever reason. Please identify an individual that you can truly count on in an emergency to meet your needs as outlined in your POC.

The CDS program is designed to keep individuals with disabilities in their own home, through Personal Care Services. CDS consumers shall be responsible for the hiring, firing, training and supervision of their personal care attendants. The consumer must follow their Plan of Care (POC), follow EVV guidelines, and comply with the program's policies and procedures. WILS Independent Living Case Manager will adhere to the DHSS monitoring requirements of this program by providing at least monthly phone contact and annual home visits. WILS is also responsible for acting as the fiscal payroll processing agent for CDS consumers by processing time records and PCA applications, issuing payroll checks, and insuring the appropriate taxes are paid at the state and federal level.

WILS completes a quarterly CDS Satisfaction survey to comply with regulations. This survey contains five True/False questions. Question 1: Since having an attendant, my quality of life has improved. Question 2: My attendant observes changes in my health condition that assists me in reporting them. Question 3: My attendant knows what my emergency plan is. Question 4: Since getting my attendant, I feel more hopeful/ optimistic about my future. Question 5: WILS staff is helpful to me if I have any concerns/problems with my attendant.

WILS completes CDS Satisfaction surveys when a CDS consumer file is closed. The survey can be found in Document Locator under WILS Forms.

Consumer Emergency Assistance

Consumer Emergency Assistance (CEA) may be given to low-income consumers with critical need once all other local, state and federal resources have been exhausted such as Low Income Home Energy Assistance

Program (LIHEAP), Low Income Household Water Assistance Program (LIHWAP), Supplemental Nutrition Assistance Program (SNAP), Every Energy Assistance, etc. The CEA program provides consumers with a permanent disability who are homeless or at-risk of being homeless with emergency financial assistance that is aimed towards preventing homelessness or aiding those that are in transition. Examples of covered CEA items are rent, past due rent, first month's rent, mortgage, utility security deposits, home utilities, past utility debts in addition to necessary furnishings or nutritional assistance.

Rationale or background to policy:

Families must be experiencing or vulnerable to one or more of the following:

- ☐ Homelessness;
- ☐ Termination of a utility; or
- ☐ Lack of heat, hot water, etc.
- ☐ Lack of adequate food or necessary furnishings (bed, mattress etc.)

Availability of CEA payments is limited by the following:

- ☐ Funding for CEA payments is capped. Applications received after available funds are depleted must be denied.
- ☐ Recipients of CEA payments are generally allowed to have a vendor paid with CEA funds only once in a 12-month period.

There are exceptions to the "once in a twelve-month period" rule. It does not apply to requests for:

- ☐ Home heating fuel deliveries - these deliveries may be authorized up to \$500 in a twelve-month period.
- ☐ CEA funds for permanent housing and associated utility expenses can be authorized for the reasons/ payment amounts cited below.
 - o Security Deposit and/or First Month's Rent for Rental Housing-Maximum Payment: \$500 for security deposit, or first month's rent, or both if the total is not more than \$500
 - o Back Rent - Maximum Payment: total is not more than \$500
 - o Back Mortgage -Maximum Payment: total is not more than \$500
 - o Utility Deposits to Get Gas, Electricity, Water/Sewer or Heat - Maximum Payment: Amount charged by the utility provider per utility, not to exceed \$500 combined total for all utilities
 - o Back Utility to Stop Termination of Gas, Electricity, Water/Sewer or Heat - Maximum Payment: not to exceed \$500 combined total for all utilities
 - o Home Heating Fuel to Provide Heat, Hot Water, or Cooking Fuel, including home heating fuel arrearages (but not the cost of electricity to heat the home)-Maximum Payment: \$500
 - o Furnishings-Maximum amount of assistance \$200
 - o Food-Maximum amount of assistance \$200

General CEA Eligibility Rules: Consumer household must not exceed the maximum income guidelines below.

CEA Specific Rules: CEA funds are meant to help a consumer fix an emergency situation. However, the consumer must first apply their own resources towards the situation and exhaust other available resources. A

consumer applying for CEA must be without resources to meet an emergency situation, or the situation must require more resources than a consumer has available to fix it.

Income Guidelines = 150% Federal Poverty Level (FPL) for 2024:

Number of Individuals	Annual Income	Monthly Income
1	\$22,590.00	\$1,882.50
2	\$30,660.00	\$2,555.00
3	\$38,730.00	\$3,227.50
4	\$46,800.00	\$3,900.00
5	\$54,870.00	\$4,572.50
6	\$62,940.00	\$5,245.00
7	\$71,010.00	\$5,917.50
8	\$79,080.00	\$6,590.00

For families with more than 8 persons, add \$8,070.00 for each additional person.

Procedures:

If you feel you meet the criteria and income guidelines, you may apply for CEA by:

- ☐ Completing Consumer Emergency Assistance Application.
- ☐ Send in the completed, signed application. Include proof of the emergency and the amount of money you need to fix it. Proof may be in the form of an invoice, statement, or utility bill and a written explanation of why you are in need of CEA.
- ☐ Contact your Independent Living (IL) Case Manager if you have questions about completing the application
- ☐ Once your application is submitted, it could take up to 5 business days to be processed. Consumers will be notified of the status of their application by the 5th business day after application.

OTHER SERVICES

ACCESSIBILITY SURVEYS:

WILS is available upon request to conduct accessibility surveys to businesses, agencies and housing resources in our service area and provide suggestions for compliance with applicable laws, such as the *Americans with Disabilities Act (ADA)-1990, Section 504 of the Rehabilitation Act of 1973, the Architectural Barriers Act (ABA) of 1968 and the Fair Housing Amendments Act (FHAA) of 1988.*

Contact Person: ADA Coordinator at 660-422-7883.

PRESENTATIONS:

WILS has a Speaker's Bureau available to anyone in our service area who is interested in a presentation about our services. WILS utilizes a PowerPoint as a presentation tool.

VOLUNTEER PROGRAM:

1. Must be 18 years old or supervised by an adult volunteer.
2. Must be a resident or student in our service area.
3. Must pass a background check with FCSR.

WILS offers volunteer opportunities to qualified applicants through general office duties, assisting with consumer events, WILS Works, home modifications, ramps, and all other outreach efforts. Volunteers review a confidentiality statement and are asked to sign a confidentiality agreement. Volunteers do not provide any case management services. All volunteers for WILS will have a background check completed on the Family Care Safety Registry (FCSR). If negative findings are noted, a waiver may be requested following a review by the administrative team and approved by the WILS Board of Directors. When granted the decision will include the amount of supervision and oversight needed. When the functions of the volunteer are outside the office, WILS reserves the right to request a valid driver's license, copy of insurance and vehicle registration will be obtained and on file.

OUTREACH:

WILS has Outreach efforts that cover WILS' 6 county service area responsible for placing brochures in businesses and agencies that target underserved individuals with disabilities, especially minority groups and rural populations. Each office will have a designee that attends inter-agency meetings and is responsible for knowing the available resources in the county.

PAINTING CLASS: This is an on-going painting class for WILS consumers. Supplies are provided.

CONSUMER PARTIES: WILS hosts special occasion parties for active consumers such as the Holiday party. Food, transportation, and entertainment are provided.

ADA CELEBRATION: WILS hosts a social gathering in recognition of the ADA. This event is open to anyone with a disability that wants to attend. Food, transportation, and entertainment are provided.

ORGANIZED OUTINGS: WILS organizes "field trips" for Active consumers. Based on consumer input, trips may be to go fishing, to the zoo or to a ball game. WILS utilizes volunteers and staff members to ensure needs are met and everyone can participate.

OUTDOORS WITHOUT LIMITS: Open to anyone in the community with a disability in partnership with the Warrensburg Parks and Recreation Department and the State of Missouri Department of Parks and Recreation, this is an outing that consists of fishing, gun shooting, bow and arrow practice. Lunch, transportation and supplies are provided.

NEWSLETTER: WILS offers a newsletter that can be mailed to anyone who is interested in receiving it. The newsletter includes a variety of articles from staff, current and upcoming events, statistics, program overviews, photos, poems, etc.

West-Central Independent Living Solutions, WILS Consumer Rights

WILS guarantees that all consumers shall have the following rights:

1. All consumers have the right to access all services and benefits of WILS without regard to race, color, creed, religion, national origin, gender, sexual orientation, Veteran status, age or type of disability.
2. No plan shall be made or action taken without the opportunity for full participation and informed consent of the consumer.
3. If the consumer has a legal guardian, all effort will be made to protect the rights and interest of the consumer. If an adult and legally competent consumer feels that their rights are being violated by a legal guardian or other individual, then WILS may serve as a consumer advocate.
4. Consumers have the right to review their case folder with all plans, letters, and records originating with WILS. The consumer, in writing, must make a request and the record must be reviewed in the presence of a staff person. Copies of WILS materials in the file may be provided to the consumer only with the approval of the Executive Director. Confidential materials from other agencies shall not be open to review to the consumer by WILS.
5. Consumers are guaranteed confidentiality. Consumer files, records, materials and information shall not be shared with other agencies or persons without the written consent of the consumer. Discussion of the confidential consumer information outside of the agency shall be grounds for dismissal of staff or volunteer.
6. WILS will not engage in any experimental research or participate in such projects where some services are given and others are withheld in accordance with a research design. If any research involving WILS services is engaged in, the consumer shall be informed and must provide written consent prior to the research being conducted.

CONSUMER APPEAL PROCEDURE:

IL CONSUMERS FIRST STEP:

1. Complaints may be verbal or in writing and should be made to the Assistant Director of HCBS Services or the Executive Director within 15 working days of the date service was denied or unsatisfactory services were delivered.
2. When the complaint is received, an informal conference may be scheduled to discuss the problem and attempt to satisfactorily resolve the problem. The Assistant Director of HCBS Services and the Executive Director will conduct an internal investigation (if necessary) and document on an event report finding within 5 working days.

SECOND STEP:

1. If the consumer disagrees with the decision that is made, a written appeal may be made to the Executive Director within 15 working days of receiving the decision. The grievance should specify the reason for the grievance and what additional resolution is being sought.
2. The consumer shall be notified of a decision in writing from the Executive Director within 15 working days of receiving the complaint and will be provided with information on filing a complaint with the CAP program if they are still dissatisfied

ADDRESS GRIEVANCES TO: West-Central Independent Living Solutions
Attn: Consumer Appeals
612 N. Ridgeview DR
Warrensburg MO 64093

CDS CONSUMERS ONLY:

The following procedure is outlined in 19 CSR 15-8.500 Hearing Rights.

- (1) When an applicant or consumer is determined ineligible for consumer-directed services (CDS) or when a dispute arises concerning the provision of CDS, after preparation of the CDS plan (plan of care), or termination of CDS, the applicant or consumer may request, in writing, a hearing with the Department of Social Services (DSS).
- (2) An applicant or consumer may request a hearing by contacting Department of Health and Senior Services (DHSS) in writing with ninety (90) days of denial of eligibility, denial of financial assistance, the determination of financial assistance, discontinuation, suspension or reduction of CDS.
- (3) If the consumer appeals in writing within ten (10) days of the mailing of the notice regarding denial, suspension, reduction or termination of CDS, DHSS will not suspend, reduce or terminate services provided to a consumer under an existing plan of care pending a decision from a hearing, unless the consumer requests in writing that services be suspended, reduced, or terminated.
 - A. The consumer shall be responsible for repayment of any federal or state funds expended for services while the appeal is pending, if DHSS' decision is upheld and the state requests repayment of such funds.