

Madison Area Rehabilitation Centers, Inc.



Participant and Family Handbook

MARC Participant and Family Handbook

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Executive Director's Welcome

Welcome to the MARC Family!

MARC was founded in 1952 to provide educational services to children with developmental and intellectual disabilities. At the time, public schools were unable to meet their special needs and parents of these children were “encouraged” to put their children in institutions.

As schools began educating children with disabilities, MARC adapted to meet the needs of adults. This evolution became all the more important as the nation moved away from the institutionalization of adults with developmental and intellectual disabilities.

Today, MARC’s holistic approach is essential to the lives of more than 300 adults with developmental and intellectual disabilities and the families and friends who love them.

For dreams to come true they need hope, opportunity and sometimes, a helping hand. This is what MARC provides to adults with developmental and intellectual disabilities.

Our staff will work with you to establish goals and developmental opportunities that are specific to each person.

Our five locations in Dane County, along with our newest addition in Sauk County, stand ready to assist you!

Again, Welcome to the MARC Family!

Suzanne Hanson
Executive Director (Interim)

MARC Corporate & RES/RAC 901 Post Road Madison 608-223-9110	MARC-South 901 Post Road Madison 608-288-8088	MARC-East 66 Buttonwood Court, Madison 608-241-2929	MARC-Mt. Horeb 225 Blue Mounds Street Mt. Horeb 608-437-5998	MARC-Stoughton 932 N. Page Street Stoughton 608-873-521	MARC -West 805 Forward Drive Madison 608-273-3630	MARC-Sauk County 124 Second Street, Ste 39 Baraboo 608-355-6272
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MARC Purpose Statement

The purpose of MARC is to enhance the quality of life for individuals with developmental disabilities.

MARC Values

- Respect for Individual Dignity
- Respect for Individual Rights
- Community
- Cooperation
- Integrity
- Professionalism
- Creativity
- Flexibility The right to know your rights

MARC achieves its purpose by:

1. Advocating for the full inclusion of individuals with disabilities in the life of the community.
2. Fostering opportunities for individuals with disabilities to develop a sense of self-worth and dignity, to acquire new skills, attitudes, experiences and to make choices among options for employment, recreation and social interaction.
3. Providing an array of support services tailored to individual strengths, preferences and needs, including employment, adult education, training, personal care and case management.
4. Promoting communication, cooperation and collaboration among individuals with disabilities, their families and friends and community agencies.

The MARC Bill of Rights

The MARC Board of Directors has adopted the following rights of individuals with developmental disabilities.

Personal and Program Rights

1. The right to confidential services and privacy
2. The right to respect and dignity
3. The right to make informed choices
4. The right to an Individual Support Plan (ISP)
5. The right to help create the ISP
6. The right to prompt attention to individual needs
7. The right to program continuity and stability

Legal and Social Rights

1. The right to equal opportunity
2. The right to Wage and Hour Law protection
3. Freedom from all forms of neglect and abuse
4. The right to a grievance procedure

Your rights are important and form the framework for your Individual Support Plan (ISP). MARC creates an atmosphere of respect, dignity and safety. Some of the above rights are MARC policy and some are provided by statute. Simply contact a MARC staff person, board member or the Executive Director if you have any questions about your rights.

A Message about Choices

Welcome to MARC. We make every effort to help you identify and achieve your personal goals. Good choices lead you toward your goals, whether it's a job, a residence, social activities, independence, volunteering, taking a vacation, meeting new friends or feeling a sense of accomplishment.

Your choices will define the program and services you receive. MARC programs offer a full range of flexible and innovative supports.

Please set up a tour at a MARC center and meet our wonderful staff. It will also give you a chance to meet other people who have achieved success through MARC.

Through our combined efforts, we will help you find opportunities and become successful.



Public Funding-Contract

Most people rely upon public funding to purchase and maintain services throughout their lifetime. Public funding may come from Federal, State and County governments in Wisconsin. The government determines your level of public funding. MARC can help you decide how much public funding to ask for and help make the request for you. If you feel you need more funding, you are allowed to ask for it. Funding levels determine the amount of staff time available to meet your needs. The available staff time impacts the type and amount of services you can receive.

Public funding is subject to an annual budget process. Annual public funding increases generally do not keep up with annual inflation. Vigilance is required to assure adequate funding to meet your needs.

Public Funding-Self Directed Services

MARC accepts public funding by means of Dane County individual Self Directed Services (SDS) contracts. SDS is public funding that provides you information about the cost of individual services and is intended to provide flexibility.

MARC computes the cost of your services based on the number of staff hours you will need to achieve those services. The cost per staff hour is recomputed annually. If your staff hour use should change significantly, your SDS contract can be rewritten to reflect the changes. MARC cannot guarantee uninterrupted services if public funding does not keep up with your needs or with inflation. MARC can assist you asking for adequate funding.

Private Funding

MARC accepts private funding from individuals, families and trusts to purchase services. An agreement is written that states what services are to be provided for what cost. The billing procedure may be based on an hourly attendance rate, a fixed rate with variable attendance or on the cost per hour of scheduled staff time.

Fundraising

Donations to MARC, which is a 501(c)(3) organization, are tax deductible. MARC centers and volunteers conduct many fundraising events and drives. These include casino nights, raffles, golf tournaments, bake sales, dances, meals, concession booths, local events, memorial brick garden and silent auctions.

Most MARC donations are used to purchase specific items, special events and activities that everyone can enjoy. Fundraising is not targeted to benefit specific individuals.

The MARC Foundation does most of the capital fundraising for MARC. The Foundation purchases buildings, equipment and vehicles and leases them to MARC at favorable rates. The MARC Foundation owns most of the buildings and vans used by MARC. The arrangement is very beneficial for MARC.

The MARC Foundation has an endowment fund at the Madison Community Foundation. The endowment fund produces annual earnings. We are hopeful that the endowment fund will grow to benefit every person we serve.

Please contact the MARC Foundation if you would like information about current needs, capital projects and the endowment fund or if you wish to consult about deferred giving.

Donations are a very important part of the MARC budget. Every donation is appreciated.



MARC Programs and Services

MARC locations offer paid work and supported employment, vocational evaluation, job training, personal care, individual support, behavior programming, field trips, social, leisure, art and music appreciation and community integration.

Center-Based Services

Daily center-based services average 6.25 hours, from 8:30 a.m. to 2:45 p.m. Part-time service is also available. The Specialized Transportation System (STS) typically provides transportation. MARC does not provide STS services and only provides transportation under very specific conditions.

Center-based services include paid work, art and music appreciation, social activities, communication and choice making and personal care. Work is paid on a piece-rate basis. This allows your earnings to be reflective of your productivity. Therefore, you can work at your own pace.



Job Development and Placement

Job Development and Placement services help individuals connect with the job that meets their knowledge, skills and abilities. Our job developers assist with putting together a resume, preparing for a job interview, finding job leads, submitting job applications, setting up and attending interviews and providing as much help as needed to attain the desired job. Our goal is to assist people with disabilities in finding the jobs they want in a timely manner. Upon job placement, we ensure employment stability by providing ongoing services and continued training.



Supported Employment



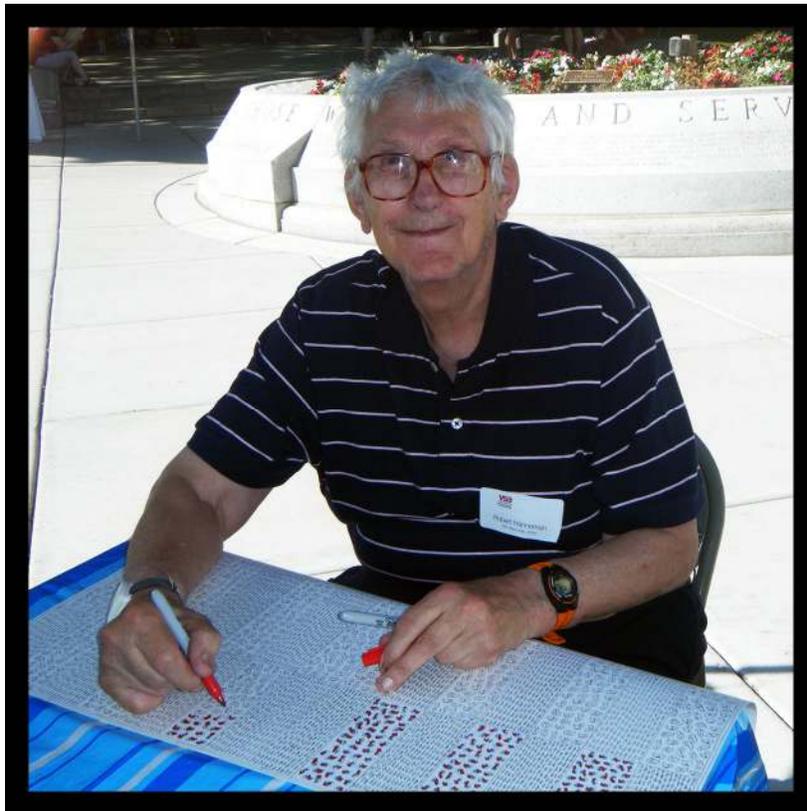
Supported Employment (SE) entails working at a community-based job. This is a flexible, career-oriented service with continuing opportunities to improve your job duties, schedule and benefits. SE may include an individual functional assessment, job development, job placement and job coaching. Your work location, hours, rate of pay, fringe benefits and type of work will depend upon the job and your employer's policies. MARC offers SE during normal workweek business hours.

All MARC centers offer SE. MARC is one of the largest Supported Employment providers in Dane County. We work with over 100 area employers that offer a great variety of jobs. Many people have found success in supported employment. MARC area community employers are very supportive of hiring people with disabilities. Many Dane County employers have won awards for their providing jobs for SE.

Most SE jobs are for one or two individuals, but MARC also has some enclave job sites. An enclave is a group of individuals with disabilities working in an integrated manner with people without disabilities. The enclave sites have been very successful. You are free to choose the type of work that interests you. Supported employment gives you the chance to build a career.

Micro Enterprising

With funding from Wisconsin Division of Vocational Rehabilitation and Dane County Department of Human Services, MARC can assist people with disabilities in establishing and operating their own microenterprise or self-employment situation. This is a great alternative for individuals who do not want to work in rigid work environments or need more flexibility. Microenterprise presents people with a disability business networking avenues into the community.



Youth in Transition

MARC Centers work with high school students with disabilities who will be leaving the public school system and entering the adult system. While working with school systems, MARC assists students with service and career planning. MARC offers assistance with work experience, on the job training, job shadowing and other activities involved in job development. MARC offers ongoing support for students in their later years of high school to ensure a smooth transition from school to work.

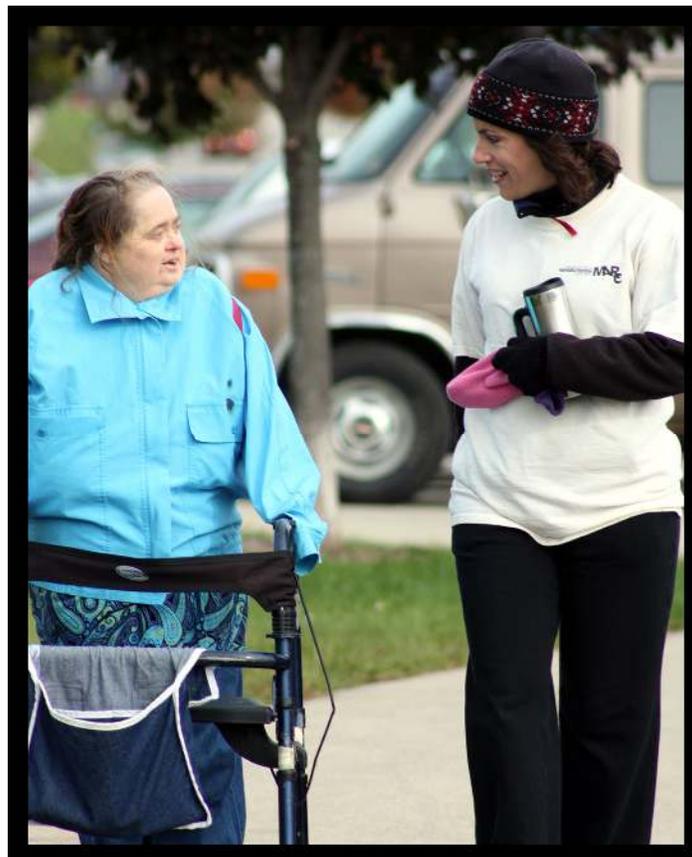
Social Activities

Our goal is to meet each individual's need for flexible and customized services. Arts and enrichment services are designed for each individual's abilities and to maximize his or her participation. Activities can include areas such as: Arts and crafts; music and karaoke; cooking and baking; gardening; grooming; fishing; games and puzzles; movies; coffee and social time; community outings; music; and time with animals.

Memory loss, Alzheimer's and Dementia-specific programming is offered for individuals with disabilities. Services are designed to meet the progressing needs of individuals as they move through the different stages. Participation in art classes is designed to offer a wide variety of expressive opportunities, through a variety of media. Each individual's participation is celebrated.

Community Involvement and Outings

MARC Day Services help individuals to participate in social activities with the community. Having community involvement helps establish the development of a community support network.



Adult Education

MARC's adult-based education is designed to enhance the quality of life by providing a broad array of opportunities to help maintain existing skills and learn new skills. This allows individuals to develop and maintain a sense of self-worth and dignity. Classes and activities are tailored to individual strengths and needs.



Individual Planning

All MARC services are based upon an Individual Support Plan (ISP). Your ISP contains all the goals and objectives you want to achieve. You can schedule a meeting to discuss your services or ISP at any time.

The ISP can include goals and objectives from other plans including person centered-planning and Planning Alternative Tomorrows with Hope (PATH).

Even though someone else may be your official case manager or broker, a MARC staff person will be assigned as your MARC case manager to help you plan services provided by MARC. You can talk with your MARC case manager about any questions you may have.

Your personal file with your ISP is confidential. Your records are available to you and your advocate. A Release of Information form is required to give copies, information, photos or reports to people outside of MARC. MARC needs to release emergency medical information and a photo for emergency identification when necessary.



Equal Access

All participants receive equal access to MARC employment, human services and board membership regardless of age, race, gender, religion, handicap, physical appearance, sexual preference, marital status, national origin, or any other protected classes as defined by law.

Personal Wellness

Please arrive at the MARC center or your community worksite in good health. Bring a lunch or have money to purchase one if necessary. Always wear weather-appropriate clothing and bring all consumable personal care supplies, including spare clothing, wheelchair pads, Depends or Attends, sanitary napkins and all other items you might need. These are personal items and are not available from MARC. MARC staff is trained in the use of personal supplies and MARC equipment. MARC does have wheelchairs, lifts, gait belts, beds and other equipment necessary for health and safety.

MARC requires a copy of the Physicians Order form for any self-administered medications and medication that is administered by MARC staff. Medication containers should be clearly marked as to type of drug, dosage and time of required administration. MARC staff monitors self-administration of medication and administers medications. If possible, all medications should be taken at home.

MARC staff will provide first aid for anyone injured or suffering symptoms of illness. Staff is trained in first aid and CPR, but this does not substitute for proper medical treatment. MARC will call 911 during an emergency if required and transportation to an emergency room or urgent care clinic will be secured if you need it. MARC staff will accompany you until relatives or residential staff arrives. Workers Compensation procedures are followed if you are injured during paid work.

MARC staff observes Do Not Resuscitate (DNR) orders. Comfort care can be provided as described by your Hospice or Medical provider. As necessary, MARC will transfer care to EMS, doctor(s) or your medical provider. Each DNR situation is unique. Discuss your needs with the specific MARC location to ensure that resources are available to meet your support levels.

Health and Safety

If you are recovering from an illness or injury, keep the program location up to date with your anticipated return date. If you work in Supported Employment, you must provide an excuse to your community employer. Please recover at home. You may return to work when the doctor approves your return. Please do not return too soon, as you may reinjure yourself or be contagious to others. You may return when you are safely able to resume planned activities. Community employers will have their own policies about returning to work.

Your health and behavior must allow a safe and secure environment for all. You must return home or seek treatment if you have illness symptoms such as vomiting, a temperature over 100 degrees, draining body fluids, bleeding wounds, a contagious infection, if adequate clothing is not available for personal care needs or if your behavior is dangerous to yourself or others. Before you go home, staff will assure that someone is there to receive you.

Please note that MARC makes every effort to know where you are, to carefully schedule staff support, transportation and work and to keep health information current and available. Photos of each person are kept on file in case of an emergency. MARC will release information or photos only to emergency personnel or to those who have your authorization.

Please keep your personal property, cash, paychecks, jewelry and keepsakes secure. Staff can secure these things for you. Please note that we have direct deposit for your MARC paycheck, which is strongly recommended. If you receive a paycheck and you let it expire, you will not be able to cash it. Please note that community employers may have their own policies about personal property and safety.

Time Off

You can schedule time off from any MARC program. Please tell MARC staff as soon as you know you want some time off in order to provide adequate notice to your program, whether in the centers or in the community. If you will not be in attendance, we need to know that you are safe.

Time off can be requested for vacation, illness, holidays, camp, family functions, medical appointments, funerals, weddings and other activities. MARC time off is not paid. Community employers will have their own time off procedures. Please check with them if you work in the community.

If you are under MARC care and there is an immediate request for time off, MARC staff may confirm the nature of your request, especially if you are to be entrusted to people MARC does not know.

Emergency Evacuation

Each MARC center has an emergency evacuation plan. Such emergencies might be due to fire, flood, utility service failure, storm damage or other causes. You can have a copy of the plan, but it is continually updated. You will practice building evacuation or fire drills several times throughout the year. MARC will make every effort to maintain services if building repairs are necessary.

In-service Training

There are five training days each year for MARC staff to learn new skills and receive updated information to provide you with the best service and care. You will receive advanced notice of the dates.

Program Closure

MARC programs are closed if the school district in which the MARC Center is located is closed for the entire day due to weather related concerns. MARC-West, MARC-East, MARC-RAC/RES and MARC-South will close if Madison Public Schools close. MARC-Mt. Horeb will close if Mt. Horeb Public Schools close, MARC-Stoughton will close if Stoughton Public Schools close and MARC-Sauk Prairie will close if the Baraboo Public Schools close.

Grievance Procedure

If you have a concern about MARC services, you may go to any MARC manager to discuss it. Most problems can be solved this way. You and your advocate may also follow the steps below to discuss a grievance.

1. Make an appointment with the MARC Center Director within 30 days. Describe your concern in clear terms. It is best to provide a written statement of concern.
2. Expect a response from the MARC Center Director at the meeting or within 10 work days after the meeting.
3. If you are not satisfied with the MARC Center Director's response to your grievance, you may make an appointment with the MARC Executive Director. This should be done within 10 working days after receiving the Center Director's response.
4. The MARC Executive Director will meet with you and your advocate to hear your concerns. The Executive Director will respond within 10 days of your request.
5. If you are not satisfied with the MARC Executive Director's response, you may appeal to the MARC Board of Directors. The Board will hear your concerns at the next regularly scheduled Board meeting and will respond within 10 days after the meeting.
6. If concerns remain after the Board response, you may continue with the State of Wisconsin grievance procedure.

If you believe you or someone you are advocating for has been discriminated against, please contact the MARC Human Resources Manager/Equal Opportunity Coordinator at MARC Administration as soon as possible after the incident occurs. You will be provided more information about the process for filing a service delivery discrimination complaint.

Holiday and Training Calendar

The MARC holiday and staff training calendar below is subject to change, but historically it has been very consistent. The holiday portion of the calendar is intended to meet the national holiday, family and religious needs of MARC staff and consumers. If you have a specific need for time off not included in the calendar below, please contact us.

Center-based programs are closed on the days listed below. They are open all other weekdays. Supported employment programs follow the employer's schedule, which often coincide with the holiday portion of the MARC calendar.

MARC newsletters will include annual holiday and training calendar listings or you may contact your nearest MARC center to determine the actual day MARC is closed in a given year.

New Year's Day		Jan
In-service	MLK Jr Day	Jan
In-service	2 nd Friday	Mar
Good Friday		Mar/Apr
Memorial Day		May
In-service	2 nd Friday	Jun
Independence Day		Jul
In-service	2 nd Friday	Aug
Labor Day		Sep
In-service	2 nd Friday	Oct
Thanksgiving Holiday	Thursday	Nov
Thanksgiving Holiday	Friday	Nov
Christmas Eve Day		Dec
Christmas Day		Dec
New Year's Eve Day		Dec

Glossary of Terms

AAA-Area Agencies on Aging: A state planning and coordinating agency authorized by federal Older Americans Act; there are three in Wisconsin.

AbilityOne: The AbilityOne Program is a federal initiative to help people who are blind or have other significant disabilities find employment by working within a national network of over 600 nonprofit agencies that sell products and services to the US government.

ADA: Americans with Disabilities Act of 1990 (P.L. 101-336)-Guarantees equal opportunity for individuals with disabilities in employment, public accommodation, transportation, state and local government services and telecommunications.

ADL: Activities of daily living refers to daily self-care personal activities that include bathing, dressing and undressing, eating or feeding, toileting, continence, transferring in and out of a bed or chair, or on and off the toilet; and mobility inside the home.

ADRC-Aging and Disability Resource Center: Known as a “one-stop shop” for individuals who seek information or other assistance related to aging, physical or developmental disabilities, mental health issues or substance abuse concerns, the ADRC also serves as the “front door” to Family Care due to the Resource Center’s role in eligibility determination for and enrollment in the program.

AFH-Adult family home: A home for three to four developmentally disabled adults who receive care and maintenance above the level of board and room, but not nursing care, from the person whose home it is and who for the most part lived in the home when they were younger and it was regulated as a foster home for children. Certified under ch. HSS 82 rules.

APS-Adult Protective Services: Services for aged, mentally ill or developmentally disabled individuals in danger of abuse, neglect, self-neglect or financial exploitation.

APSE: Association for People in Supported Employment.

ARC: The national organization for parents of children with intellectual and developmental disabilities.

ARC of Dane County: The ARC of Dane County was created to ensure that all children and adults with developmental disabilities and their families are offered the same opportunities, choices, rights and respect due all people in our community through example, education, advocacy, support and legislation.

ARC-Wisconsin: The Arc-Wisconsin provides assistance to people with developmental and related disabilities and their families. It is a member of the Arc of the United States and has 25 local chapters. The Arc-Wisconsin provides quality of life opportunities for people with developmental and related disabilities and their families.

Assessment: A collecting and bringing together of information about a person's treatment, training, educational and support needs, which may include social, psychological, medical, vocational and educational evaluations used to determine appropriate programs or services.

Assisted Living: Previously used to refer to Residential Care Apartment Complexes, assisted living now commonly refers to the entire spectrum of community-based living arrangements, including Adult Family Homes and Community Based Residential Facilities.

Assistive Technology: The systematic application of technology, engineering methodologies, or scientific principles to meet the needs of and address the barriers confronted by, people with disabilities in areas including education, employment, support employment, transportation, independent living and other community living arrangements. This term includes assistive technology devices and assistive technology services.

ASD-Autism Spectrum Disorder: Disorders of communication and behavior. ASDs are brain dysfunctions that affect a person's ability to understand what he/she sees, hears and otherwise senses.

Autism: A complex developmental disability that typically appears during the first three years of life and is a result of a neurological disorder that affects the functioning of the brain. Autism impacts the normal development of the brain in the areas of social interaction and communication skills. Children and adults with autism typically have difficulties in verbal and non-verbal communication, social interactions and leisure or play activities. Autism is the most common of five disorders coming under the umbrella of Pervasive Developmental Disorders (PDD).

Benefits (financial): Any of a number of financial public assistance programs from federal, state or local sources that may be available to provide funding for eligible applicants who have intellectual disabilities. Some types of benefits are Supplemental Security Income, Social Security Disability Insurance, Medicaid, Community Alternatives Programs/ Developmental Disability, Community Alternatives Program/Disabled Adult, Specialized Nursing Facility, Intermediate Care Facility.

Broker: An individual or agency that provides assistance needed for a person to plan, organize and manage community resources. Some specific functions include assistance in identifying and sustaining a personal support network of family, friends and associates for the person, assistance in arranging for and effectively managing community resources and informal

supports, assistance at meetings to ensure the person's access to quality community resources and assistance in identifying and developing community resources to preserve the person's well-being in the home and community. This waiver service is available to participants directing their own supports.

Capitation: A method of payment to a managed care organization (MCO) from the state, based on a fixed monthly amount for each person enrolled in the MCO.

CBA-Collective bargaining agreement: The contract between an employer and a union.

CBRF-Community Based Residential Facility: Place where five or more unrelated adults live and receive care, treatment or services in addition to room and board but no more than three hours of intermediate level nursing care per week. CBRFs are licensed by DHS under ch. HFS 83 rules.

CCS-Comprehensive Community Services: Program that helps individuals with mental health concerns live independently in the community through the aid of a comprehensive service plan.

Chapter 51: The section of Wisconsin law that addresses mental health commitments, as well as services for individuals with a mental illness, developmental disability or alcohol or other drug dependency.

Chapter 55: The section of Wisconsin law that address protective services for adults, as well as for certain youth with developmental disabilities.

CMO-Care Management Organization: Previous term for a managed care organization (MCO).

CMS-Centers for Medicare and Medicaid Services: The federal agency in the Department of Health and Human Services that oversees the Medicaid, Medicare and State Children's Health Insurance programs.

Community Integration: Arrangements that enable individuals to live, work, learn and play side by side in the community with people who do not have disabilities.

Community TIES: A program of the Waisman Center providing behavioral training and support strategies for individuals with ID living in the community.

Comprehensive assessment: The initial and ongoing process employed by the interdisciplinary team (IDT) to identify the member's needs and strengths, preferences, informal supports and long-term care outcomes and to identify any ongoing conditions that require a course of treatment or regular care monitoring.

Community residential facility: A licensed personal care home, domiciliary care home or community home for people with mental retardation, or other related conditions.

Community resources: Educational, recreational, civic and other public services, buildings and agencies available to the general public.

Consumer: A person with developmental disabilities who may use or need services or supports. Other commonly used terms are “participants” and “clients.”

CRP: community rehabilitation programs

CSP-Community support program: A program that coordinates care and treatment services provided to individuals with severe and persistent mental illness.

CWC-Central Wisconsin Center: A state residential facility in Madison for people with developmental disabilities.

Day Services: Non-vocational day services offer training in life skills (such as meal preparation and basic literacy), center-based activities (such as crafts, games and music) and external activities (such as day trips). Some more progressive day centers, like MARC’s, also support people with access to occupational therapy, vocational training opportunities, individualized outreach services (planning and undertaking activities with the individual, with support offered one-to-one or in small groups) and respite for family members caring for their loved ones with disabilities.

DBS-Disability benefit specialist: A person employed by an ADRC who provides free, confidential assistance to people aged 18-59 with physical, mental or developmental disabilities who seek help accessing public benefits.

DDC: The Developmental Disabilities Coalition of Dane County represents more than 40 advocacy and provider organizations serving children and adults with developmental disabilities in Dane County.

DD-Developmental disability: A disability that manifested before the age of 22 and expected to continue indefinitely due to mental retardation, cerebral palsy, epilepsy, autism, brain injury or another condition that results in substantial functional limitations.

DDB-Disability Determination Bureau: The DDB is responsible for making the medical decision for Wisconsin residents applying for Social Security Administration’s various disability benefit programs as well as several benefit programs offered by the Wisconsin.

Developmental disability: A disability of a person manifested before the age of 22 and expected to continue indefinitely, attributable to mental retardation, cerebral palsy, epilepsy, autism, brain injury, or another neurological condition closely related to mental retardation or

requiring treatment similar to that required for mental retardation and that results in substantial functional limitations in three or more major areas of life activity

DHS-Department of Health Services (formerly Department of Health and Family Services, or DHFS): The state agency that oversees health-related programs, including Family Care, in Wisconsin.

DNR-Do not resuscitate: Orders of physicians to withhold restorative treatment.

DOL: Department of Labor

DRW-Disability Rights Wisconsin: DRW is a private nonprofit organization founded in 1977. DRW helps people across Wisconsin gain access to services and opportunity through its advocacy and legal expertise. They regularly challenge systems and society to create positive change and improve the lives of people with disabilities.

DVR: Department of Vocational Rehabilitation, under DWD.

DWD: Department of Workforce Development.

Fading: A term used following initial training on a job site as the transition is made to natural supports and the greatest level of independence.

Family Care: The state program in Wisconsin involving the delivery of long-term care services covered under the Medicaid State Plan, including home-and community based waiver programs, to eligible residents through an MCO operating under a risk-based contract with DHS.

FLSA14c Section 14(c) of the Fair Labor Standards Act (FLSA): FLSA authorizes employers, after receiving a certificate from the U.S. Department of Labor (DOL) Wage and Hour Division (WHD), to pay special minimum wages—wages less than the federal minimum wage—to workers who have disabilities for the work being performed. The certificate also allows the payment of wages that are less than the prevailing wage to workers who have disabilities for the work being performed on contracts subject to the McNamara-O’Hara Service Contract Act (SCA) and the Walsh-Healey Public Contracts Act (PCA). The Regulations applicable to FLSA Section 14(c) are contained at 29 CFR Part 525.

Functional screen: The state system that uses information about ADLs, IADLs and other conditions to determine an individual’s Level of Care and functional eligibility for programs such as Family Care.

Guardian: A person or organization appointed by the court for the purpose of performing duties related to the care, custody, or control of an individual and which may include, but is not

limited to, consenting for medical/surgical or treatment procedures and handling of business and legal affairs. In the case of a minor, it is a parent or someone standing in “loco parentis.”

HCFA: Healthcare Finance Administration (federal).

Home and Community Based Services: Services and supports provided in a home or community location to help people live as independently as possible. These services include in-home supports, community group homes, transportation, etc.

IADL-Instrumental Activity of Daily Living: Includes activities such as meal preparation and medical and money management that serve as indicators of a person’s ability to live independently.

ICF/MR Intermediate Care Facilities for individuals with Mental Retardation (ICF/MR): An optional Medicaid benefit that enables States to provide comprehensive and individualized health care and rehabilitation services to individuals to promote their functional status and independence. Although it is an optional benefit, all states offer it, if only as an alternative to home and community-based services waivers for individuals at the ICF/MR level of care. Note: Federal law and regulations use the term "intermediate care facilities for the mentally retarded." MARC prefers to use the accepted term "individuals with intellectual disability" (ID) instead of "mental retardation."

ID: Intellectual disability.

IDT-Interdisciplinary Team: Individuals identified by the MCO to provide care management to the member. An IDT includes at minimum the member (or his or her guardian), a case manager and registered nurse.

IEP: Individual education plan (school).

Inclusion: The use of the same community resources that are used by and available to other citizens, participation in the same community activities, living in homes, apartments or other home-like environments, working in community employment, developing friendships/relationships.

IPE: Individual plan for employment (DVR).

ISP-Individual service plan: A document that lists services and supports, paid or unpaid, provided or arranged by the MCO to address all needs identified in the comprehensive assessment and consistent with the member-centered plan. The ISP identifies the types of services or supports authorized by the interdisciplinary team, the amount, the frequency, the duration of each service and the providers of those services.

LOC-Level of care: Refers to the level of functionality of an individual who needs long-term care.

Long-term care: A range of services provided to a person with an irreversible or long-term condition that prevents him or her from engaging in adequate self-care.

MA: Medical Assistance (federal) also known as Medicaid.

Managed care: An approach to health care intended to streamline services and provide quality and cost-effective care through the supervision, monitoring and advice of a third party.

MAPP: Medical Assistance Purchase Plan (Social Security).

MAPC: Medical Assistance personal care.

MARC-Madison Area Rehabilitation Centers: The premier provider of vocational and day services to adults with developmental and intellectual disabilities in Dane and Sauk counties.

MA waiver: An exemption from a requirement of federal Medical Assistance (Medicaid) law, granted to the Department by the Secretary of the U.S. Department of Health and Human Services under the authority of 42 USC 1396n (b), (c) or (d). Currently the Department has a waiver under which it requires MA recipients in Milwaukee County to participate in HMOs that are under contract to the Department for this purpose and waivers that enable the Department to provide MA-funded home and community-based services under CIP I-A, CIP I-B, CIP II and COP to MA-eligible elderly and disabled people who would otherwise need SNF or ICF level of care in nursing homes.

MCO-Managed Care Organization: Previously referred to as a care management organization (CMO). Entity that manages care for older people and adults with physical or developmental disabilities and receives a set amount of money per member per month (capitation payment) to provide care that helps keep those individuals as healthy and independent as possible.

Medicaid: A federal/state funded program authorized by Title XIX of the Social Security Act to provide medical assistance for certain people and families with low incomes and resources who fall into five broad coverage groups: children, pregnant women, adults in families with dependent children, people with disabilities and people over age 65.

Medical Assistance: Health and long-term care services established under the Social Security Act, which a state adopts through its stated Medical Assistance (MA) plan or under an approved Medicaid Waiver.

Medicare: A federal government insurance program that provides medical expense coverage to people over age 65 or if the person is eligible for Social Security benefits. It is comprised of two parts: Hospital Insurance (Part A) and Medical Insurance (Part B).

Most integrated setting: An environment that includes the full range of service and support options that reflect the desires and goals of the person and that address the needs of the person and which promotes

Natural support: People who provide supports and are not paid to do so the full participation in daily life and activities.

NLRA-National Labor Relations Act: A law passed in 1935 to protect the rights of employees and employers, to encourage collective bargaining and to curtail certain private sector labor and management practices, which can harm the general welfare of workers, businesses and the U.S. economy.

NLRB-National Labor Relations Board: The NLRB is an independent agency of the United States government charged with conducting elections for labor union representation and with investigating and remedying unfair labor practices.

NWC-Northern Wisconsin Center: A DHS residential facility for developmentally disabled people near Chippewa Falls.

Participant-directed services: The individual receiving services has the number one role in determining the supports, outcomes, services and decisions that affect him/her. A person living in his/her own home or family's home can choose to arrange and manage his/her own services and use Financial Management Services for payroll. He/she may also utilize a Supports Broker for assistance or designate a surrogate to act on their behalf

PD-Physical disability: Physical condition that results from injury, disease or disorder and significantly interferes with a major life activity, such as self-care, walking or working.

Personal care: Assistance with activities of daily living (ADLs).

Person-centered planning: An approach to planning for the future based on the client and family's wishes.

Person-centered supports: A type of service planning that allows the person to develop their own services and supports package to meet their needs and select their own services and providers.

Piece work: Work paid for according to the amount produced

Project SEARCH: Project SEARCH is a 12-month, high school transition program for students with disabilities, ages 18-21. This program is based at VA Hospital and UW Hospital & Clinics and provides vocational training and education with a goal of obtaining community employment. All applicants must have an open DVR file to be considered.

RAD-Resource Allocation Decision: Standardized decision-making process for MCOs that balances a variety of factors, including outcomes and costs, in creating an Individual Service Plan.

RCAC-Residential Care Apartment Complex: Previously referred to as Assisted Living. Place where five or more adults reside in independent apartments and receive up to 28 hours of personal, nursing and supportive services per week.

RFW-Rehabilitation for Wisconsin: The RFW is an association that represents the interests of community rehabilitation programs and related organizations that provide care management, center-based and supported employment, day habilitation, early intervention, job training and placement, residential and other services that enable people with disabilities and economic disadvantages to live and work in their local communities.

QIDP-Qualified intellectual disabilities professional: Each client's active treatment program must be integrated, coordinated and monitored by a qualified intellectual disabilities professional who meets certain specific qualifications established by law.

QUEST card: Medicaid recipients present this card to doctors and health care professionals to verify their eligibility for medical services covered by Medicaid.

Self-determination: The right of people with disabilities to make choices about their own lives, to have the same rights and responsibilities as everyone else and to speak and advocate for themselves.

SEPC-Supported Employment Providers Coalition: A sub-committee of the DD Coalition.

SDS: Self-directed services.

SNF: Skilled nursing facility, often pronounced "sniff." This residential facility aids individuals with considerable medical needs.

Source America: Formerly the National Institute for the Severely Handicapped (NISH).

SSD-Social Security Disability Income: Program financed by Social Security taxes paid by workers, employers and self-employed people. Disability benefits are payable to workers with disabilities, widow(er)s or adults with disabilities since childhood who are otherwise eligible.

The monthly disability benefit payment is based on the Social Security earnings record of the insured worker on whose Social Security the disability claim is filed.

SSI-Supplemental Security Income: These government funds are available to many people with a disability and limited financial resources

SSI Resource Limit: The amount of money or savings a person can have and still be eligible for services under the Waiver. The resource limit is \$2,000 for a person and \$3,000 for a couple.

Sub-minimum wage: The Fair Labor Standards Act (FLSA) provides for the employment of certain individuals at wage rates below the minimum wage. These individuals include student-learners (vocational education students), as well as full-time students employed by retail or service establishments, agriculture, or institutions of higher education. Also included are individuals whose earning or productive capacity is impaired by a physical or mental disability, including those related to age or injury, for the work to be performed. Employment at less than the minimum wage is designed to prevent the loss of employment opportunities for these individuals. Certificates issued by the Department of Labor's Wage & Hour Division are required for this type of employment.

Supported Employment: Paid employment for people who need intensive, ongoing support to perform in a work setting, which is not covered under the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act.

Supports: The resources and individual strategies necessary to promote the development, education, interests and personal well-being of a person with mental retardation and other disabilities. Supports can be provided by a parent, friend, teacher, psychologist, doctor, or by another appropriate person or agency.

Support plan: An individualized plan that coordinates supports and services to assist the person in reaching his desired outcomes and reflects the vision, personal preferences, life goals and diverse formal and informal support needs of the person. The plan is developed by the person and his support team. People with developmental disabilities, family members and others chosen by the person or the family and those legally empowered to make decisions for the person, are the primary decision makers regarding services and supports such people receive, including the choice of available living options.

TBI: Traumatic brain injury.

Vocational rehabilitation: Counseling, training, education, medical, transportation and other support services for people with physical or mental disabilities to help them become independent or job-ready.

Waisman Center: The Waisman Center is dedicated to the advancement of knowledge about human development, developmental disabilities and neurodegenerative diseases. It is headquartered in Madison and affiliated with the University of Wisconsin.

WBPDD Wisconsin Board for People with Developmental Disabilities: The WBPDD was established to advocate on behalf of individuals with developmental disabilities, foster welcoming and inclusive communities and improve the disability service system.

Work center: A work center is where MARC participants may take advantage of specific employment opportunities, performing business services such as mailing and packaging, assembling and disassembling, cleaning, gardening and landscaping, timberwork, metal fabrication, farming and sewing.

MARC Centers

Website: www.marc-inc.org

MARC Corporate Office & Marc Foundation

901 Post Road, Madison, WI 53713

P: 608-223-9110 F: 608-223-9112

MARC-Responsive Employment Services/RAC

901 Post Road, Madison, WI 53713

P: 608-223-9110 F: 608-223-9112

MARC-South

901 Post Road, Madison, WI 53713

P: 608-288-8088 F: 608-288-8111

MARC-East

66 Buttonwood Court, Madison, WI 53718

P: 608-241-2929 F: 608-241-1762

MARC-Mt. Horeb

225 Blue Mounds Street, Mt. Horeb, WI 53572

P: 608-437-5998 F: 608-437-4998

MARC-Stoughton

932 N. Page Street, Stoughton, WI 53589

P: 608-873-5217 F: 608-873-5574

MARC-West

805 Forward Drive, Madison, WI 53711

P: 608-273-3630 F: 608-273-4638

MARC-Sauk County

124 Second Street, Suite 39, Baraboo WI 53913

P: 608-355-6272

Handbook Acknowledgement:

Name

Phone

I have received the MARC handbook and understand that it is a shortened version of the MARC Board adopted policies and procedures. I understand that MARC policies and procedures are designed to provide the best possible services while wisely using limited resources.

MARC welcomes comments about policies and procedures. Please contact any MARC Center Director, Board member or the Executive Director to provide comments. Thank you.

Client Signature

Phone

Parent/Family Signature

Phone

Guardian Signature

Phone

Revised - May 2015

