



**Target Community & Educational Services, Inc.**

*...Targeting Dreams, Fostering Opportunities*

## ***Client Handbook***

***Important Information for  
Clients & Family Members***

***Target Community & Educational Services, Inc.  
is dedicated to enhancing the lives of children  
and adults with disabilities through quality,  
community-based residential, educational,  
vocational, recreational, and  
family support services.***

**[www.targetcommunity.org](http://www.targetcommunity.org)**



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*...Targeting Dreams, Fostering Opportunities*

Welcome to Target Community & Educational Services, Inc.

You are free to choose any service provider  
and you may change service providers at anytime.

We are glad that you chose Target!

This Client Handbook is for all clients of Target Community & Educational Services, Inc. It includes important information about how we may work together.

This handbook does not explain all circumstances, procedures, or policies. We are committed to working with you to improve our services. We value your input and feedback in this process. If you have a suggestion to share regarding the improvement of this handbook, please forward it to **[jdixon@targetcommunity.org](mailto:jdixon@targetcommunity.org)**.

## **What is Target?**

Since 1983, Target Community & Educational Services, Inc. (Target) has been dedicated to working diligently in our mission to enhance the lives of children and adults with intellectual and developmental disabilities through quality, community-based residential, educational, vocational, recreational, and family support services.

Target is a 501 (c)(3) nonprofit organization. Our goal is to provide the vital services necessary to ensure that individuals with disabilities are active and productive participants in our community and live as independently as possible.

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*Target's Emergency Operation Plan  
is available to view on our website at  
[www.targetcommunity.org](http://www.targetcommunity.org)*

## **Target's Value Statements**

We value programs and employees that provide a safe, normalized and high quality of life for all clients.

We value effective communication among employees, families, clients and the community.

We value well educated and trained employees who model appropriate instructional strategies.

We value an educated community, well informed about current services and issues for people with disabilities.

We value employees who empower clients to take initiative and have high expectations for themselves and those we support.

We value effective partnerships with other service providers.

We value an environment that reflects a shared responsibility for the well-being of our clients.

## **Target Community & Educational Services, Inc. Services Provided**

The **Community Living Program** includes eight homes. Each home is integrated within the community and is occupied by three adults with intellectual and other disabilities who are supervised by two live-in managers.

The **Apartment Program** creates an independent, private living environment for people with intellectual and other disabilities who can live more independently. It provides 24 hours a day, seven days a week on-site supervision. The majority of these individuals have jobs in the community and engage in community activities, but require assistance with transportation, financial needs, and other daily living skills.

The **Community Personal Supports Program** services are designed for individuals living in the community. Participants live with family or independently in their own home. Community Personal Supports services are designed to promote independence in the community. Staff are available to assist participants with most daily needs and development of skills relating to increased independence at home and in their community. Typical staff duties include assistance with chores, cooking, groceries, money management, transportation to and from activities, and increased community involvement.

The **Vocational Programs** focus on individualized job training, job placement, and job coaching for both work internships and competitive employment in the community. Target's Vocational Education Center supplements each client's occupational progression with vocational skills training classes, daily living skills practice, and academic.

Target conducts Quality Enhancement reviews within a broad range of residential and vocational programs. These reviews involve teams of individuals from the programs that include parents and/or advocates. They are designed to evaluate program compliance as well as the quality of services being provided to individuals.

For more information please visit our website at [www.targetcommunity.org](http://www.targetcommunity.org).

## Eligibility Criteria

In order to receive services provided by Target, you must be at least 18 years old and your primary or secondary disability must be an intellectual disability or similar condition.

- ◇ You must have an interview with the director of the Target program(s) you have an interest in attending.
- ◇ All necessary identification forms **MUST** be completed before you begin to participate or receive services.
- ◇ Some services have supplemental eligibility criteria. Please ask questions during the application process.
- ◇ You must attend your designated Target program(s) as outlined in your Person-Centered Plan (PCP).
- ◇ You must have a Health Risk Screening Tool (HRST) form completed prior to starting the designated program.
- ◇ If there is a waiting list, you will be notified of the estimated time you may have to wait for services to begin.
- ◇ Each service provided by Target promotes individualized planning. Your annual meeting will be reviewed with you prior to the meeting date and time.
- ◇ You must demonstrate a desire to participate in the services. Target will try to accommodate your needs so that you may participate in the services you want.
- ◇ You must have a Social Security number and a completed U.S. I-9 Form for paid employment.

## **Things to Know**

Target Community & Educational Services, Inc.'s main office is located at 111 Stoner Avenue in Westminster, Maryland and is open for business from 8:00am to 4:00pm, Monday through Friday. **Phone:** 410-848-9090

The Montgomery County Office is located at 438 N. Frederick Ave., Suite 325 in Gaithersburg, Maryland and is open for business from 8:00am to 4:00pm, Monday through Friday. **Phone:** 240-632-1434

**For after-hours emergencies only, please call 443-536-8808.**

### **Smoke and Tobacco Free Workplace:**

Target Community & Educational Services, Inc. is proud to be a smoke and tobacco-free agency. In accordance with the mission of our agency, any individual who uses tobacco products will not be considered for employment by Target.

### **Absences:**

Clients must provide notice if they will not attend their residential program and/or vocational program as scheduled. Clients must call if they will be absent or late. They must provide advance notice when possible about vacations, planned surgeries, etc. If you are sick or need to be away for an extended period, talk to your support staff, provide a doctor's note, if applicable, and make a plan for returning to Target. After three days absent for a medical reason, we require a doctor's note.

## **Funding:**

Target Community & Educational Services, Inc. is funded primarily by the Maryland Developmental Disabilities Administration (DDA) and county funding. There is no cost to clients who are referred by DDA. A fee for service will be charged for clients not eligible for this funding. We will help you determine if you are eligible to apply for DDA assistance.

## **Dress Code:**

Appropriate dress and hygiene habits are expected of all Target clients and employees. A clean personal appearance and appropriate dress for the occasion/activity are necessary. Clients should discuss appropriate dress for the occasion/activity with their assigned supervisor. Client and support staff should adhere to the dress code required by an activity, work site, or employer.

## **HIPAA Confidentiality and Privacy Notice:**

This notice describes how protected health information (PHI) about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

Target Community & Educational Services, Inc. (Target) is required to adhere to COMAR 10.22.02.13 E (b), which indicates that the licensee shall comply with HIPAA privacy and security rules pertaining to personal health information (PHI).

The collection, use, and disclosure of client information is protected by law. We maintain physical, electronic, and procedural safeguards that comply with federal standards to protect client information.

Target discloses client information for the purposes of treatment, payment, health care operations, and when required to do so by law or regulation. Client information is disclosed to Dimensional Health Care Associates, a nurse owned/operated company serving Target.

Clients have the right to access their records.

Clients have the right to know to whom their protected health information is disclosed.

Clients have the right to permit or disallow the sharing of their information.



## **The Role of Managers and Directors:**

The Managers/Directors are employed by Target. The supervisor is responsible for:

- ◇ Staff performance
- ◇ Assessment of client services
- ◇ Collaborating with direct care staff, managers, and CEO
- ◇ Assisting in the evaluation and planning of the services as indicated in the Person-Centered Plan
- ◇ Assisting with budgeting of client funds

## **The Person-Centered Plan**

Every individual has an annual team meeting. At the Person-Centered Plan (PCP) meeting, the team reviews previous achievements and develops a Target service agreement. The service agreement describes the individuals strengths, interests, and choices that will help you meet your goals. Target will help you make decisions concerning your services.

Following the first 30 days after beginning a new service, Target will collaborate with your team and determine your Target services.

Your support staff, manager, or supervisor should offer you a range of services designed to meet your choices. If you approve, these are incorporated into your service agreement plan outlining what services you will receive. Semi-annual reviews are conducted every six months to measure your success. Target will review and update your achievements with you and your family every year during your annual PCP meeting. This is a time to discuss your choices and a time to make goals for your future. You can ask to revise your service agreement at any time.

**Person-Centered Plan (PCP):** This is the meeting that is held 60 days prior to the clients beginning of funding start of services. CCS, client, and agencies should attend this meeting. This meeting will determine what services (outcomes, goals) an individual would like and an outline of services/client profile will be established.

**Anniversary/Implementation Date:** This is the date that services start. New program specific goals are implemented on this date, funding is in place on this date, and this date is FIXED. It will not change.

## What to Do if You Have a Concern or Grievance

We aim to provide high quality services and would like you to know how to express any concerns you may have. **Your service will not be stopped if you make a complaint.**

Resolving conflicts means working on a problem with someone (staff/roommate/other). It means solving arguments and accepting differences in ideas and opinions. Your support staff can help assist you with conflict resolution. **Foremost – keep calm, take a deep breath and count to ten.**

If you do not feel comfortable with the Target staff member who provides your service, please inform his/her supervisor or director. A change of staff can sometimes be arranged if necessary and if resources exist.

If you feel your rights are not being respected, or if you have any other complaints or concerns about the service you are receiving, you may try any of the following:

- ◇ If you feel comfortable, you may discuss the situation with the staff member concerned. This may lead to a swift resolution.
- ◇ If the above suggestion is not appropriate or fails to sort out the problem, you may speak to the manager or director. Each site has a different manager. Please clarify at your annual meeting who you should contact if you have a concern.
- ◇ If the problem has not been resolved after you have spoken with your direct care staff manager or director, you may then contact Jessica Dixon, Vice President of Programs & Quality Enhancement, at 410-848-9090, ext. 20.
- ◇ If the problem has not been solved after trying the above steps, you may call your service coordinator. If you do not have a service coordinator, you may contact the Developmental Disabilities Administration to place a complaint. Contact Information is listed on page 12.

## **Your Rights**

You have many rights, including rights that are not listed in this policy. We will review your rights with you and help you to enforce them. Having rights also means having responsibilities. Your rights may conflict with someone else's rights. Your rights may be different than others, depending on the scenario.

### **You Have the Right:**

- ◇ To be treated with courtesy and respect and to be protected from humiliation and exploitation.
- ◇ To be informed about what services are available from this agency and other agencies.
- ◇ To choose what services you will receive, depending on eligibility and availability.
- ◇ To be assessed and to receive services without any personal judgment.
- ◇ To refuse service.
- ◇ To privacy and confidentiality. You can expect that no information about you will be provided to anyone outside of Target without your consent, except when you or someone else is at risk if information is not shared.
- ◇ To complain or express your concerns about a service without fear of losing service or suffering from any discrimination.
- ◇ To have any complaints dealt with fairly and promptly.
- ◇ To be represented by the advocate of your choice.
- ◇ To appeal any decision that has been made.
- ◇ To have services provided in a safe manner, protecting your dignity and independence and that is responsive to your social, cultural and physical needs.

## **You Have the Right:** (continued)

- ◇ To receive quality services.
- ◇ To be treated and accepted as an individual and to have your individual preferences and lifestyle choices taken into account.
- ◇ To remain and be encouraged to remain as independent as possible.
- ◇ To accept responsibility for your own actions.
- ◇ To maintain control over, and to continue to make decisions about, the aspects of your daily care.
- ◇ To have freedom of speech.

### **Client Rights For U.S. Americans with Disabilities Act (ADA)**

ADA is a Federal law that provides civil rights and protections for persons with disabilities. This law helps protect you in all areas of work, play, travel, communications, and more.

ADA ensures that people with disabilities cannot be refused services or work solely due to their disability. Employers and public places are required to provide equal opportunities and make reasonable accommodations for you.

Target Community & Educational Services, Inc. is committed to upholding all state and federal ADA requirements, as well as advocating for access in the general community.

***You may contact any Target staff member by email. All Target staff emails are created with the first name initial, the last name and @targetcommunity.org.***

## Contact Information

Your first point of contact for questions should be your supervisor or manager. If you still have questions, please call the appropriate office at the number listed below and ask for the department listed to the left as noted below. For questions relating to items not listed, please contact your supervisor or manager or call the main office and the receptionist will direct you to the appropriate person.

**After Hour Emergencies ONLY: 443-536-8808**

**Carroll County Office**  
111 Stoner Avenue  
Westminster, MD 21157  
410-848-9090  
410-848-7409 (fax)  
410-848-6567 (HR fax)

**Montgomery County Office**  
438 N. Frederick Ave., Suite 325  
Gaithersburg, MD 20877  
240-632-1434  
240-632-1189 (fax)

### Contacts:

Payroll/Paychecks....Allison Terfehr & Morgan Nickoles (CC),  
Keturah Buchanan (MC)  
Hours of Service.....Program Director  
Scheduling.....Supervisor  
Staff concerns.....Support Staff/Manager/Supervisor/HR  
Quality Enhancement...Jessica Dixon, Vice President  
of Programs & QA

### Developmental Disabilities Administration (DDA) Western Regional Office (Carroll County)

1360 Marshall Street Telephone: 301-791-4670  
Hagerstown, MD 21740 Toll Free: 1-888-791-0193  
Fax: 301-791-4019

### Developmental Disabilities Administration (DDA) Southern Regional Office (Montgomery County)

312 Marshall Ave., 7th Floor Telephone: 301-362-5100  
Laurel, MD 20707 Toll Free: 1-888-207-2479  
Fax: 301-362-5130

**Website: [dda.dhmh.maryland.gov](http://dda.dhmh.maryland.gov)**

# Phone Directory

**Carroll County: 410-848-9090**

## **Administration**

Dr. Tom Zirpoli, President and CEO.....	ext. 12
Amy Murphey, Vice President & Chief Financial Officer.....	ext. 33
Jessica Dixon, Vice President of Programs & QA.....	ext. 20
Kathleen McCormac, Vice President of Human Resources....	ext. 31
Gail Slater, Vice President of Development.....	ext. 14
Laura Bankard, Executive Assistant.....	ext. 13

## **Autism Waiver Program**

Kelli Kemp, Director of Social Services.....	ext. 17
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## **Residential Programs**

Jon Joseph, Community Living Director .....	ext. 16
Kate Hoffman, Community Living Director.....	ext. 24
Danielle Davis, Community Living Director.....	ext. 43

## **Community Personal Supports (CPS)**

Lisa Daigle, Communigy Personal Supports Director.....	ext. 28
Kelsey McKenney, CPS Case Manager.....	ext. 18
Kaitlyn Nickey, CPS Case Manager.....	ext. 32

## **Vocational/Supported Employment Departments**

Allison Terfehr, Director of Employment Services.....	ext. 42
Morgan Nickoles, Director of Day Services.....	ext. 29
Vocational Service Manager (DH).....	ext. 47
Megan Harrison, Vocational Services Manager (ES).....	ext. 23
Deb Vana, Transition Services Manager.....	ext. 22
Angela Bond, Schedule/Transportation Manager.....	ext. 51
Melissa Davis, Manager of Employment Services.....	ext. 25
Vanessa Apea, Employment Specialist.....	ext. 50
Rachael Fox, Employment Specialist.....	ext. 49
Employment Consultants.....	ext.21
Hannah Pruett, Ed. & Community Instructor.....	ext.48
Brandi Riley, Ed. & Community Instructor.....	ext. 48

**Transportation: 443-789-7382**

**Dimensional Health Care: 410-654-1010**

# Phone Directory

**Montgomery County: 240-632-1434**

## **Residential/Apartment Programs**

- Liz Berriman, Community Living Director.....ext. 25  
Lauren Gunnison, Community Living Assistant Director .....ext. 27

## **Community Personal Supports (CPS)**

- Bernice Addo, Community Personal Supports Director.....ext. 11  
Dodzi Obobi, CPS Case Manager.....ext. 16  
Emeraude Mongbo, CPS Case Manager.....ext. 19  
Jamila Whitt, CPS Case Manager.....ext. 12

## **Vocational/Supported Employment Departments**

- Keturah Buchannan, Director.....ext. 14  
Andrew Brewster-McCarthy, Emp. Development Manager.....ext. 17  
Nichelle Sumner, Supported Employment Manager.....ext. 15  
Rosemary Restaine-Davids, Vocational Manager.....ext.21  
Kaitlyn Mason, Employment Specialist.....ext. 18  
Tracy Moore, Employment Specialist.....ext. 29  
Tammy Zimmerman, Employment Specialist.....ext. 30  
Terrence Shields, Education & Community Instructor.....ext. 24

## **Nursing**

**Dimensional Health Care: 410-654-1010**

