



ALIGN SERVICES

Participant Handbook

8.2024

Important Contact Information

Align Services, llc

Headquarters

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Monday – Thursday 8am-4pm

Friday 8am-12pm

Our Values

At Align Services, we support individuals with disabilities, acquired brain injuries, and the elderly to live fulfilling lives. Align Services' supports are tailored to promote independence and self-advocacy.

We are dedicated to a set of core values that guide our actions and decisions. We embrace a systems-based approach, collaborating with individuals and community partners to provide comprehensive support. We empower individuals by ensuring they are aware of the choices available to them, fostering independence and self-determination. Striving for the highest quality in every aspect of our work, we continually seek to improve and deliver exceptional services. Prioritizing the wants and needs of our clients, we use their perspectives to guide our services and ensure their satisfaction. We embrace everyone's differences across all abilities, cultures, religions, and other areas of diversity that make each person who they are. We embrace new ideas and technologies to drive progress and enhance our ability to serve effectively. These core values ensure that we remain focused on our mission to enhance the lives of those we serve.

In addition to supporting individuals and families, we believe in taking action in order to raise public awareness about some of the most pressing issues facing those we support. We are committed to the well-being of the Laramie community and beyond, aiming to foster a sense of connection and support. Align Services employees and leaders are involved in community and provider associations to make a difference at an even greater level.

Collaboration

Align Services is in the business of changing and shaping lives. The work we do is aimed at providing a systems-based approach to supporting individuals around our community. We ensure that our clients are empowered by providing choice, opportunity, respect, and dignity in their daily lives.

Integrity

At Align Services, doing the right thing includes going above and beyond for the individuals we support. Not only do we expect this of all those employed by Align Services, but we also help those we support to learn, understand, and practice the value of integrity.

Opportunity

We believe everyone deserves to be informed of the options available to them in their everyday lives and make their own choices while maintaining health and safety. From whom provides waiver services to the brand of toothpaste they use, Align Services encourages and promotes informed choice for all individuals.

Vision

Inspire a society that embraces diversity, fosters inclusivity, and champions equity for all.

Mission

We empower individuals within our communities to lead fulfilling lives by facilitating their access to a diverse range of valuable resources.

Align Services provides case management services for the State of Wyoming, Department of Health through the Home and Community Based Service Waivers (HCBS). Our case managers support individuals with disabilities and acquired brain injuries to connect with other agencies and local resources so that they can live the life they want to live in their own homes and communities. Some resources your case manager might assist you with include but are not limited to:

- SNAP (food stamps)
- Housing assistance
- Social Security
- Workforce Services

In addition, your case manager will connect you with other HCBS agencies so that you can receive help in your home, in your community, or at your job.

The HCBS agencies who will help you in your day-to-day life get to know what kind of help you need by following your plan of care. You are in charge here! Align Services follows a person-centered philosophy, meaning we are here to help you achieve **YOUR** goals and live the life **YOU** want to live. Your plan of care tells others what kind of help you need in every area of your life. We all need help, and we will all work as a team to help you!

You can also choose who is on your team to help you discuss decisions and choices available to you, weigh the pros and cons, and answer questions before you make your final decision. **You get to choose who is on your team!** Your team includes your case manager, service providers, guardian, and anyone else you would like to be involved in your life. You can also choose to change team members when you'd like.

The help you receive from your case manager and from other HCBS agencies are all paid for by Medicaid, through the HCBS waiver. You are not expected to pay anything out of pocket for your case management services, including any assessments or testing required by the Department of Health to determine your eligibility for the waiver.



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Your Rights, Responsibilities, and Restrictions

Everyone has rights. Rights are the things you are allowed to do and how people should treat you. People with disabilities have the same rights as everyone else, and it's important to protect those rights.

Rights:

1. You have the same rights as everyone else unless a judge, a guardian, or special circumstances take them away.
2. You are allowed to say “no” to anyone.
3. No one is allowed to hurt you, take advantage of you, or ignore your needs.
4. You have the right to be safe from abuse, neglect, and unfair treatment. This includes the right to be free from seclusion and coercion.
5. You should be free to make your own decisions whenever possible and live in a place where you can be as independent as you can be.
6. You have the right to privacy when doing things like using the bathroom or taking a bath; or even having private conversations in person or when on the phone.
7. You have the right to get help that fits what you need and want.
8. You have the right to be part of making your plan of care and to know what’s happening with your care.
9. You can wear the clothes you like and keep your own money.
10. You can get mail and have visitors.
11. You have the right to go to school until you are 21 years old.
12. You can practice your religion.

13. You can say yes or no to medical treatment, and no one can force you to take medicine or use things that restrict you without a good reason.

You also have responsibilities as a participant on the HCBS Waivers.

Responsibilities:

1. You should choose what's best for you and respect the choices others make.
2. You need to follow the rules of the places you get help from.
3. You should help make your plan of care and learn about your rights.
4. You should take care of your things and ask for help if you need it.
5. You should be respectful and follow the laws and rules of your community.

You also have the right to make informed choices. If you have a guardian, they will assist you to make major decisions based on your values, but you can make many choices on your own.

Choices:

1. You can choose who helps you and change your mind if you want someone different.
2. If you make a choice that might be risky, your team will explain the risks and help you understand the consequences.
3. If you make choices that are too risky, your provider might not be able to help you anymore.

Remember, you have rights, but you also have responsibilities to yourself and others. It's important to make good choices and ask for help when you need it.

Right to be Free from Abuse, Neglect, and Exploitation

You have the right to be free from any type abuse, neglect, and exploitation, retaliation and humiliation. If you feel someone is treating you wrong or hurting you, whether it is a staff, family, friend, or anyone else, let your case manager, guardian, or trusted individual know as soon as possible. Wyoming is a mandatory reporting state, meaning the person you report to will contact the police, DFS, Protection and Advocacy, and other appropriate parties after securing your health and safety.

Choice in Service Delivery and Providers

When participating in the waiver program, you also have the choice in who provides your waiver services. You can choose who your case manager is, what agency (or agencies) to receive support from, if you would like to self-direct your waiver services, and the right to choose a new case manager or agency whenever you'd like. In order for you to live your life successfully, do not hesitate to "shop around" to find a good fit.

The following rights will be included in your plan of care. You have the right to:

- Keep and spend money
- Keep and use personal possessions and property
- Have access to food and drinks at any time
- Interact and communicate with others of your choosing
- Privacy in activities of daily living (ADLs)
- Choose with whom and where to live
- Be free from chemical, mechanical, and physical restraints
- Have locks on sleeping and living quarter doors
- Freedom to furnish and decorate your room and home as you like
- Control over your own schedule and activities
- Access your community

RESTRICTING RIGHTS

Sometimes a right may need to be restricted because you have a guardian, you have a representative payee, a legal order, or there is a concern for your health and safety if the right was not restricted. You and your team must meet to discuss the need for the restriction and also include the following criteria in your plan of care, before a right can be restricted:

- There must be an assessed and documented health and safety need, and how the restriction will address this need.
- What less restrictive options and positive supports were tried but were not successful.
- A description of the condition that is directly proportionate to the specific assessed need.
- When and how the provider is expected to restrict the right.

- What information will be collected to monitor the restriction and conduct ongoing assessment.
- Include the informed consent of the participant.
- How often the restriction and data will be reviewed.
- Under what conditions the right will be restored.

If you feel a right is being restricted unnecessarily, notify your case manager immediately so a team meeting can be arranged, and the issue can be resolved.

RESTRAINT FREE

Align Services will not administer restraints of any kind, even if written into plans of care. If an emergency situation arises and the health or safety of the participant or others are at risk, Align shall call 911 for assistance. After assuring that all involved parties are safe, case managers shall contact the parent, legally authorized representative, and the case manager or provider to notify them of the circumstances that resulted in the emergency situation. An incident report shall be filed per HCBS incident reporting process. Your case manager will assure that your team meets to review the incident and ways to prevent future incidents.

SAFETY

Just as we will advocate for your health and safety and will treat you with dignity and respect, we also expect our case managers to be treated with respect. Their safety is a priority. If there are weapons in your home, we expect them to be put away or locked in an appropriate cabinet.

If your case manager feels unsafe in your home, we will alert you and brainstorm how to resolve this or send two case managers for home visits.

PETS

If you have a pet at your home that may not like strangers around, we ask that you put your pet in a kennel or shut in a room during home visits and observations for the safety of your case manager. We expect that you will take care of your pet, feeding, watering, cleaning up after it, and getting it medical attention. We expect you will also follow the guidelines in your lease agreement regarding pets in your home.

PERSONAL RECORDS

Align Services believes in the saying “nothing about you, without you”, meaning we want you involved in all meetings and discussions about you, your life, and your supports. We also believe in you knowing what your case manager documents about in regard to your services, in fact, we prefer if you help us document! All your records are kept confidential and only people who absolutely need to know information about you have access to them, and only the information they need. You and your guardian may have access to your records with a written request. Please allow 14 days to gather the requested information, although in most cases, you’ll receive it sooner.

Unless they are your guardian, your parents and family members do not automatically have access to your records without your consent. If you give consent to share information about you, you can also ask us to stop sharing. This is withdrawing your consent which can happen at any time.

WHAT YOUR CASE MANAGER DOES, CAN DO, AND WILL DO

When you first apply for the waiver, you will receive support from your case manager called Targeted Case Management (TCM) services. This allows your case manager to help you through the waiver eligibility process and check in while on the waiting list. Per the HCBS Section Comprehensive and Supports Waiver Service Index:

“Targeted Case Management Targeted Case Management (TCM) allows a case manager to be paid for the time that they spend working with a new waiver applicant. This service may be used while an applicant is applying for the waiver and after they have been placed on the waiting list. Case managers may provide and bill for the following functions:

- Gathering Information: Completing the level of care screening (LT104) and assisting the individual to gather necessary documentation, such as the ICAP assessment, medical records, psychological or neuropsychological assessment, etc. to enable the Division to determine eligibility. This includes completing your Targeted Case Management Plan of Care (TCM POC).
- Linkage: Working with individuals and service providers to secure access to services. Activities include making telephone calls to agencies to arrange for appointments, or services following the initial referral process, and preparing new applicants and their families for these appointments.
- Monitoring/Follow up: Contacting the individual or others to ensure a new applicant is moving through the eligibility process, is still interested in

pursuing a waiver spot, and that all demographic information is up to date in EMWS on an ongoing basis. It is expected that, while the applicant is on the waiting list, contact is made with some regularity to ensure that the applicant's needs are being met.

- Referral: Arranging initial appointments for individuals with service providers, informing individuals of services available, and providing addresses and telephone numbers of agencies and service providers.
- Advocacy: Providing advocacy for a specific person for the purpose of accessing needed services
- Crisis Intervention: Providing crisis intervention and stabilization in situations requiring immediate attention or resolution for a specific individual.”

Once you have funding, your TCM services change to full case management services. As described in the HCBS Section Comprehensive and Supports Waiver Service Index:

“Case Management is a required service that is intended to assist participants in gaining access to needed waiver and other Medicaid State Plan services, as well as medical, social, educational and other services, regardless of the funding source.

Case managers are responsible for conducting the following functions:

- Assessing and reassessing a participant's need for waiver services;
- Initiating a participant's level of care evaluation and re-evaluation process;
- Linking a participant to other federal, state, and local programs;
- Providing choice of services and providers;
- Developing person centered IPCs in accordance with DHCF policies and procedures;
- Coordinating multiple services and providers;
- Coordinating participant transitions between providers, services, and settings;
- Monitoring the implementation of participant's IPCs in accordance with Chapter 45 and 46 of Wyoming Medicaid Rules;
- Monitoring the participant's IBA to assure that services are provided within the IBA, and addressing identified concerns;
- Verifying with applicable providers that they are in compliance with EVV requirements;
- Monitoring participant health and welfare, and addressing identified concerns;
- Responding to participant crises;

- Conducting semi-annual service observations of each non-habilitative service received;
- Conducting quarterly service observations of each habilitation service received, and
- When a participant chooses the participant-directed service delivery model:
 - Completing referral forms and submit all required information to the Financial Management Services Agent (FMS);
 - Interacting with the FMS to assist participants with enrollment in participant-direction;
 - Assisting the employer of record (EOR) with completing employee paperwork, and addressing questions or issues that arise.
- Each month, the case manager must:
 - Maintain direct contact with the participant and legally authorized representative (if applicable), which may include the visit to the participant's place of residence, service observations, and virtual or in-person interactions.
 - Follow-up on concerns or questions raised by the participant, legally authorized representative, or plan of care team, or identified through incident reports, complaints, or service observations.
 - Review service utilization and documentation of traditional and participant-directed services to assure the amount, frequency, and duration of services is appropriate.
 - Monitor and evaluate the positive behavior support plan, as applicable, and complete follow-up on concerns.
 - Evaluate the use of restraints and complete follow-up on concerns.
 - When a participant chooses the participant-directed service delivery model, use the FMS portal to review provider time sheets, determine budget usage, and provide ongoing monitoring of the participant's budget, and report improper budget usage to the assigned DHCF staff member.

Other regular responsibilities include:

- Plan development;
- Plan monitoring and follow-up;
- Second-line medication monitoring;
- Service observations and interviews;

- Visits to the participant's place of residence;
- Team meetings;
- Participant specific training;
- Face to face meeting with participants, legally authorized representatives, and family;
- Advocacy and referral;
- Crisis intervention and management;
- Coordination of natural supports
- Offering and discussing choice;
- Completing monthly responsibilities;
- DHCF required reporting; and
- Quarterly meetings with the back-up case manager

Case management is available as a 15-minute unit or a monthly unit. If a person is receiving Community Living Services (CLS), they must receive a monthly home visit. You can choose to have a monthly home visit even if you do not use CLS. This includes:

- A monthly visit to the participant's place of residence, with the participant present and awake, is required to monitor the participant's health and welfare, discuss satisfaction with services, and identify needed changes to the IPC.
- At least one hour of person-to-person contact with the participant or legally authorized representative is required.

If you do not use CLS, you have the option to have a home visit every other month, or quarterly instead. Your case manager still must:

- Contact you each month to discuss your satisfaction and address any needs or concerns.
- Quarterly visits to the participant's place of residence are required if a participant does not receive community living services. The participant must be present and awake during the visit.
- A case manager may complete additional visits to the participant's place of residence during times of crisis or when requested by the participant or legally authorized representative."

While your case manager will do a lot to help you, please keep in mind that case management is not a 24-hour service. Your case manager will have their phone on “do not disturb” during non-business hours and they usually do not work weekends, unless there are special situations.

CONFLICT FREE CASE MANAGEMENT

In order for a case manager to have the authority to develop, implement, and monitor IPCs in the best interest of the participant, the case manager must not have a conflict of interest. To address conflicts of interest, DHCF has implemented exclusions for case managers, which are outlined in Chapter 45 of Wyoming Medicaid Rules.

Relatives (defined as biological parents, stepparents, or adoptive parents) and legally authorized representatives, must not provide case management services. Additionally, case managers must not serve participants to whom they are related by blood or marriage within the third degree. Relationships within the third degree include the spouse; mother, father, sister, or brother in-law; children (including step and adoptive); siblings; grand and great grandparents; and aunts, uncles, nieces or nephews.

WHAT YOUR CASE MANAGER CANNOT DO

TRANSPORTATION

Align Services case managers do not provide transportation to participants, however, your case manager can assist you with contacting your provider to arrange transportation assistance, adding a transportation service to your plan of care, or connecting you with public transportation options.

PARTICIPANT FUNDS

Align Services does not manage any participants' funds at this time. Your case manager may assist you with the Social Security process, finding a representative payee to help you manage your Social Security monies, reviewing your budget with you, and connecting you with resources to help pay for things like rent and groceries, but your case manager cannot manage your money or make any financial decisions or give any financial advice.

MEDICATIONS

Case Managers will not assist participants with medications. If you need a medication while with your case manager, they will assist you in contacting your provider or family member so that you can receive medication assistance.

COMPLAINTS & GRIEVANCES

If you have a complaint about services, alert your case manager or Align's Executive Director. Your team will work with you, your provider(s), legally authorized representative, and case manager to address the complaint informally, with a team meeting or smaller conversations; or the Executive Director will meet with your case manager to address the complaint informally.

In the event that the complaint is not resolved through an informal process, you or legally authorized representative may file a formal grievance. Grievances may be submitted to the Executive Director using the contact information at the beginning of this handbook, or in Align's Privacy Practices document. Align's Executive Director shall respond to a formal grievance within seven (7) calendar days. If the issue is still not resolved, a team meeting shall be called to strategize potential solutions, and include other advocates in your life, like Protection and Advocacy. Formal and informal grievances will not result in retaliation or impact your services.

The following agencies can assist with any complaints and grievances as well:

Wyoming Department of Health, Division of Healthcare Financing complaint form

<https://wyoimprov.com/ComplaintSubmission.aspx>

Wyoming Department of Health, Benefits and Eligibility Unit Manager

307-335-6923

Protection and Advocacy

(307) 632-3496, wypanda@wypanda.com

Department of Family Services
307-777-7564, Toll Free 1-800-457-3659

DISCHARGE

If you move to an area of the state your case manager does not service, no longer need services, or decide you'd like a different case manager, you will be discharged from Align Services. Align Services can also discharge you from services by giving a 30 day notice to find a new case manager, along with a list of others to interview and choose from. Your case manager can assist with this if you'd like. You may be discharged from services if you are not participating in waiver services, if Align cannot meet your needs, or if you become a danger to yourself and others.

Once you've decided on a new case manager, your current case manager will set up a transition meeting with you, your team, and your new case manager to train them, update them, and ensure as smooth a transition as possible.

Align will ask you to complete a discharge survey so we can get a better idea of the services you received and what we can do to improve.

Notice of Privacy Practices

Align Services, LLC is committed to maintaining the privacy and security of personal data. All personal data will be processed in accordance with applicable privacy and data protection laws.

Personal data will be used solely for the purpose it was collected and will not be shared with third parties without the individual's explicit consent, unless required by law.

Align Services, LLC will implement appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing and against accidental loss, destruction or damage.

Definitions

- **Personal data:** Any data that can be used to identify an individual. This includes but is not limited to names, addresses, personal identification numbers, photos, email addresses and bank details.
- **Processing:** Any activity involving personal data. This includes collecting, recording, organizing, structuring, storing, adapting or altering, retrieving, consulting, using, disclosing, disseminating or otherwise making available, aligning or combining and erasing or destroying it.

Your Information. Your Rights. Our Responsibilities.

This notice describes how information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

You have the right to:

- Get a copy of your paper or electronic care record
- Correct your paper or electronic care record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition and services
- Look for community resources to supplement waiver support
- Include you in Align Services, LLC marketing materials and social media
- Connect you with medical and mental health care
- Raise funds

We will never market or sell your personal information.

Our Uses and Disclosures

We may use and share your information as we:

- Support you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research, case consultations/studies
- Comply with the law
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your personal information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your personal record

- You can ask to see or get an electronic or paper copy of your record and other information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your information, usually within 14 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your personal record

- You can ask us to correct information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- You have the right to confidentiality. Any conversations you have with your case manager will remain between you and your case manager unless there is a health or safety concern, in which case your case manager will inform you that they will need to tell someone.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health/personal information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [hhs.gov/ocr/privacy/hipaa/complaints/](https://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

Your Choices

For certain personal information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Support you

We can use your personal information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your personal information to run our organization, improve your support, and

contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your personal information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research, case consultations, or case studies.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health/personal information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Maintenance and Destruction of Personal Data

All personal data collected by Align Services, LLC will be kept securely and destroyed when it is no longer necessary for the purpose for which it was collected or after six years.

Violation

Any employee found to be in violation of this policy can face disciplinary action as per the disciplinary policy of Align Services, LLC up to and including termination. Legal action may also be taken against the violator.

Scope

This policy applies to all employees, volunteers, interns, contractors, and representatives of Align Services, LLC who handle, access, or are involved in the processing of personal data of any individuals connected with Align Services, LLC service delivery. This includes clients, beneficiaries, donors, partners, and employees.

PARTICIPANT HANDBOOK AND PRIVACY PRACTICES
ACKNOWLEDGEMENT OF RECEIPT

By signing this form, you acknowledge receipt of the Participant Handbook and Notice of Privacy Practices from Align Services, LLC.

The Participant Handbook contains important information about the support you will receive. The Notice of Privacy Practices provides information about how we may use and disclose your health/personal information. We encourage you to review it carefully.

The Participant Handbook and Notice of Privacy Practices are subject to change. If there is a change, you may obtain a revised copy by visiting our website at www.alignservices.org or request one from your case manager.

I acknowledge that I received the Participant Handbook and Notice of Privacy Practices from Align Services, LLC.

Date

Name of Participant

Signature of Participant

Name of Parent/Guardian (if applicable)

Signature of Parent/Guardian

For Organization Use Only:

We attempted to obtain written acknowledgement of receipt of our Notice of Privacy Practices but acknowledged could not be obtained due to the following reason:

- ☐ Individual refused/declined to sign
- ☐ Communication barriers prevented obtaining signature
- ☐ Other (specify):