



Frequently Asked Questions

Community Exploration

What Activities Are Covered in Community Exploration (CHIO)?

Community Exploration can be a great service for training, educating, demonstrating and supporting you as you develop skills in these areas:

- Leisure activities and community/public events (i.e. integrated camp settings)
- Educational activities
- Hobbies
- Unpaid work experiences (i.e. volunteer opportunities)
- Maintaining contact with family and friends

Community Exploration can also be used for training and education in self-direction designed to help you:

- Develop self-advocacy skills
- Exercise civil rights
- Acquire the skills to determine what services and supports you want and need
- Acquire skills that help you become more independent, integrated or productive in the community

What Activities Are NOT Allowed in Community Exploration (CHIO)?

While Community Exploration can help you in many ways, this funding cannot be used for:

- Services that are available under the Rehabilitation Act of 1973 or PL 94-142.
- Skills training for any activity that is not directly related to an individual habilitation outcome.
- Activities that do not help you acquire and retain skills.
- Services provided to a minor by parent(s), step parents(s) or legal guardian.
- Services provided to you by your spouse.
- Services provided in a facility.

CHIO reimbursement also does not cover the cost of the activity itself in which you are participating. That means that while Community Exploration covers your ability to attend events with our staff support, it does not cover the admission cost of the event itself.

Are There Any Other Qualifications for Community Exploration?

- Suggested age is 14
- No car seats
- Not to be used for transportation only
- Services should last at least 3 hours

Are There Any Other Qualifications for Community Exploration?

- Suggested age is 10
- No car seats
- Not to be used for transportation
- Services should last at least 3 hours
- This service should not be used for the primary purpose of getting you on or off the bus

How Can I Make the Most of My Services?

- Communicate your dreams to your staff and team as you determine your goals
- At the end of each outing, please review the Community Exploration Log to make sure it is accurate, verify the Beginning and End Times, and then sign it.
- Provide your Noble staff with any changes in your information, in how and when your services take place and in your support needs.
- Please keep your scheduled appointments.

What If I Need to Cancel Services for the Day?

We understand that there are times when services may need to be cancelled. When that happens, you or your caregiver need to contact your Community Exploration staff or the Community Exploration Manager as soon as possible. It is important that you give as much notice as possible, but we do require at least 3 hours notice. If you contact the Community Exploration Manager, she will ensure that your Community Exploration staff is notified. However, if you cannot reach the Manager, please call Noble at 317-352-1930. Please note that frequent cancellations may necessitate a conversation on whether to suspend or cancel services.

Will Noble Ever Cancel Services for the Day?

If Noble is forced to cancel a scheduled outing, a Noble staff member will contact you as soon as possible but at least 3 hours in advance. If our staff is providing transportation to or from school, therapy, or appointments, you must have back-up transportation in place in case of a cancellation. As you know, Noble works hard to recruit, hire and retain quality staff, and we will do our best to provide staff who meet your needs on the days and times you request services. However, if we experience staff turnover, we cannot guarantee an immediate replacement, which may result in a temporary gap in services. If you ever have a staff member scheduled to work with you and they do not call you to inform you they need to cancel (a no-call no-show), please call the Community Exploration Manager at 317-375-2721.

Are Community Exploration Services Available During the Holidays?

Noble's Community Exploration service is not open on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Please note that if the holiday falls on a Saturday, Noble will close that Friday to observe the holiday. If the holiday falls on a Sunday, Noble will close the Monday afterward. Also, several of our Campuses are closed on other days during the year. When that happens, we will give you plenty of notice and do our best to make other arrangements for that day's services.

What If I Am on a Limited Budget?

We understand the need for low-cost or free activities and will work with you on this. We will also help you manage your money while you are in the community, and will help you get receipts if needed.

What if We Are in the Community During Meal Time?

If you will be out during a normal meal time and do not plan on eating out, please pack food. If you plan on eating out, please bring money to cover your expenses.

What if I Need My Medication While We Are in the Community?

If you require medication during a Respite community outing, trained staff will take one dose from your pharmacy-labeled container and place it in an envelope. Your caregiver or staff will label the envelope with your name, the medication name, dosage, time to administer, and the expiration date. This medication will stay with your staff until it is administered to you and will not be left unattended.

How Do I Contact Noble After Regular Business Hours?

If there is an emergency after regular business hours, please call Noble's main number at 317-375-2700 and then press 1 to be directed to the on-call number.

How Are Complaints and Grievances Handled?

Individuals, guardians, caregivers, and other interested persons have the right to file complaints regarding current and/or proposed services. Here are the steps you should follow:

1. Bring the issue to the attention of your direct service staff and/or program manager. Doing so *will not* result in retaliation or barriers to services.
2. Follow up with Community Integration Director Erin Hardwick at 317-375-2703.
3. If you feel that your issue has not been resolved, call Noble CEO Julia Huffman at 317-375-2708. Noble will process and make all decisions in writing, as well as in your preferred mode of communication within two (2) weeks of receiving the complaint.
4. If the complaint remains unresolved with Noble, you can contact the Bureau of Quality Improvement Services at 800-545-7763. If the complaint involves someone with developmental disabilities receiving Medicaid Waiver services, contact the DD Waiver Ombudsman at 800-622-4484.