



SERVICE OFFERING HANDOUT

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HUMAN SERVICE DESIGN (HSD) Consultation Division

Through Human Service Design, we are now able to use the vast experience of many of its staff to assist other agencies, counties, MCO's, any human services, and long-term care related agencies in a variety of areas. The areas that KDI can provide consultation & other assistance include the following:

- ⊙ Agency & Program Reviews
- ⊙ Assistance with Strategic Planning
- ⊙ Program Design
- ⊙ Regulatory Compliance (CBRF & AFH)
- ⊙ Quality Assurance
- ⊙ Training on a wide variety of subjects
- ⊙ Budgeting, Billing, & Financial Management
- ⊙ Personnel Policy Development
- ⊙ Agency Policy Development
- ⊙ Housing Design & Development
- ⊙ Contracting & Working in a Managed Care Environment
- ⊙ Temporary Agency or Residential Program Management
- ⊙ Long-Term Agency & Program Management
- ⊙ Care & Service Planning
- ⊙ Care & Service Tracking & Monitoring
- ⊙ Leased Employees
- ⊙ Other Assistance that may be needed by Long-Term Care or Human Services Agencies



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The Lori Knapp Companies have been providing residential services since 1972. Over the years, this business has added many additional services, such as Personal Care, Adult Day Care, Supported Employment, Sheltered Work, Mental Health Services, special residential programs for children, Supported Home Care, and a variety of related programs. These programs were originally targeted for people with developmental disabilities, but over time services have expanded to include persons with mental health concerns, and the frail elderly.

Knapp's Development, Incorporated (KDI), the management company for the Lori Knapp Companies, has had a limited consultation program since 2002. KDI has been involved in county human services and private agency program reviews, follow-up assistance, temporary management, assistance with strategic planning, and a variety of other consultation services.

KDI has at its disposal many very experienced staff in such areas as human services, accounting, budgeting, billing, regulatory compliance, the full range of quality care activities, program management, self-directed services including fiscal agent and co-employment, and even building and developing residential resources.

WHEN A REQUEST FOR ASSISTANCE IS RECEIVED, THE FOLLOWING PROCESS WILL BE UTILIZED:

- ⊙ The request will be thoroughly reviewed with the requesting parties to assure that KDI is totally clear on what is needed.
- ⊙ KDI will determine if it can provide the assistance.
- ⊙ If so, KDI will develop a plan that describes what assistance will be provided, how it will be provided, and a timeline for providing the assistance.
- ⊙ The cost of the assistance will be determined.
- ⊙ The cost and approach will be discussed with the requesting parties.
- ⊙ If these are acceptable to the requesting parties, a contract for the assistance & consultation will be developed.
- ⊙ The assistance & consultation will be provided, based on the agreed terms & timeline.

CONTACTING KDI ABOUT THIS SERVICE:

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