

# RESOURCES

AID of INDIANA



Learn about community resources, find contacts, and view our financial and company information.

[www.aidofindiana.com](http://www.aidofindiana.com)

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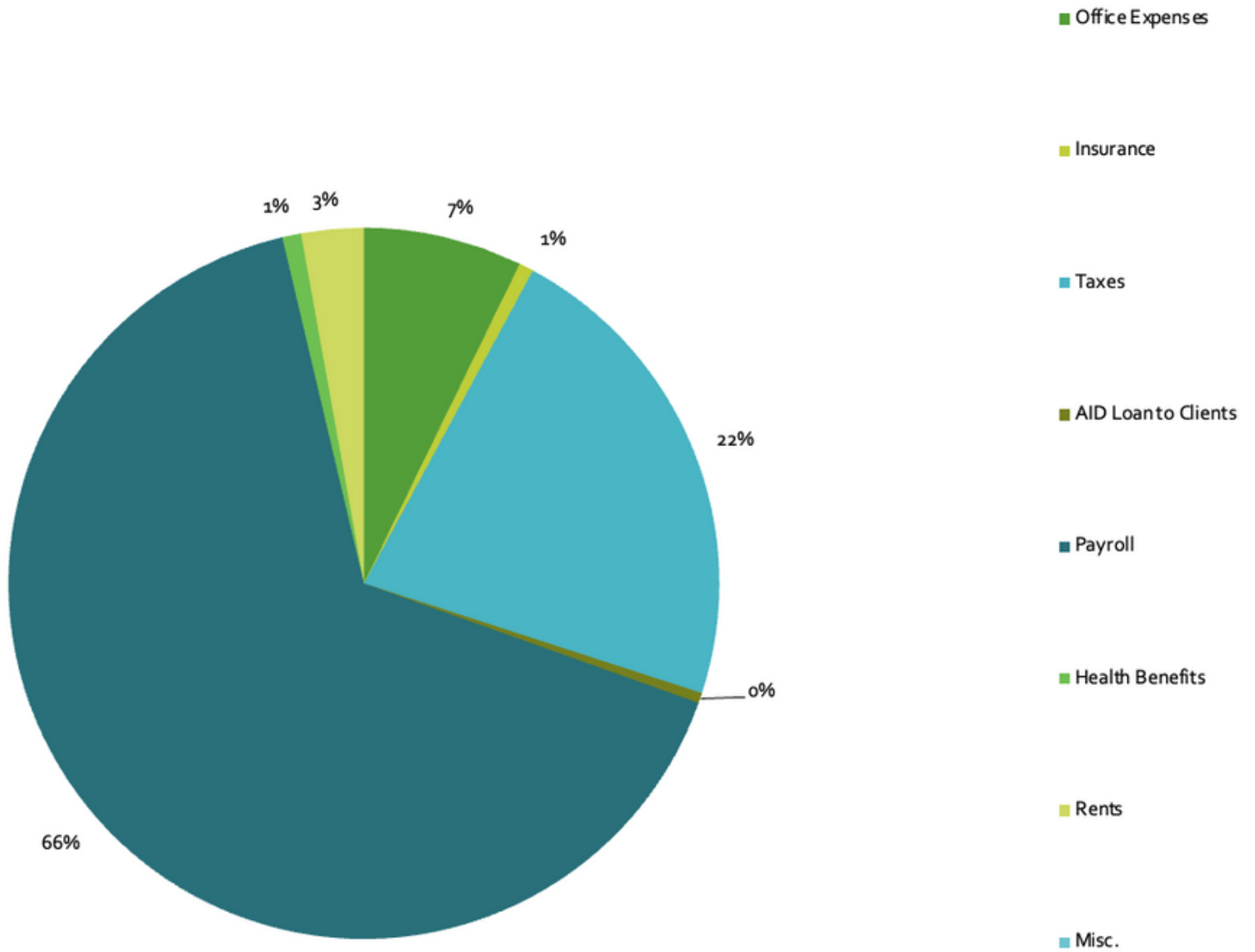
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# State of the Business & Finance Department



## Resources

### League of the Blind and Disabled

5821 S Anthony Blvd, Fort Wayne, IN 46816 [\(260\) 441-0551](tel:2604410551)

- Home care: Respite (relief or assistance for caregiver)
- Attendant: Assist with personal care.
- Homemaker: Help with household chores.

### Community Harvest

999 E Tillman Rd, Fort Wayne, IN 46816 [\(260\) 447-3696](tel:2604473696)

- Food pantry
- Volunteer work

### BBDS office

201 E Rudisill Blvd Suite 300, Fort Wayne, IN 46806 [\(260\) 423-2571](tel:2604232571)

- Developmental disability services: Home and community waiver services
- First steps home: Ages birth-3yrs. Family centered, Strengths-based, Relationship-based, Holistic, Culturally competent, Routine-based, Individualized, Rehabilitation/Employment, and Quality improvement
- Vocational rehabilitation: Helps individuals with disabilities in employment
- Deaf and hard of hearing: Services provide assistance to identify and find resources to meet the needs of deaf and hard of hearing individuals and their families, throughout the state of Indiana.
- Blind and visually impaired: provides services to eligible Hoosiers that are blind or visually impaired.



## Resources (Cont.)

### Turnstone

3320 N Clinton St, Fort Wayne, IN 46805 [\(260\) 483-2100](tel:2604832100)

- Social services: Social workers and case managers will assess client and family needs, coordinate and monitor services, help develop care plans, identify funding options, and assist in application processes if needed.
- Equipment loans: Turnstone lends gently-used adaptive equipment and other items at no charge on a first-come, first-served basis to individuals with disabilities.
- Turnstone's Adult Day Services (ADS) Program: Designed for persons age 18 and over with a physical disability (neurological or orthopedic impairment) requiring assistance in one or more areas of daily living.
- Adult therapy: Therapists are dedicated to maximizing the independence of every client by creating individualized treatment plans.
- Childcare- Turnstone's Kimbrough Early Learning Center: For children of all abilities, ages 2 to 12. The Licensed program operates Monday through Friday from 6:30 am to 5:30 pm and offers both full- and part-time care.
- Health and wellness center: Turnstone's Health & Wellness Center is the only exercise facility in northeast Indiana designed for people with physical disabilities.
- Intellectual Disabilities: Sports and Recreation Programs for People with intellectual disabilities.
- Memory Care: Memory Care program offers day services to clients with dementia diagnoses.



## Resources (Cont.)

### Turnstone (Cont.)

3320 N Clinton St, Fort Wayne, IN 46805 [\(260\) 483-2100](tel:2604832100)

- Pediatric Care: Pediatric therapeutic services include physical, occupational, speech, and aquatic therapy.
- Therapy is designed to help each child reach his or her maximum potential.
- Sports and recreation- Recreational, competitive, and Paralympic-level adaptive sports programs.
- Specialty Program: specialty programs are designed to meet the unique needs of people with physical disabilities.



## Administrators

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Assistance • Independence • Dignity

## Now Hiring House Managers

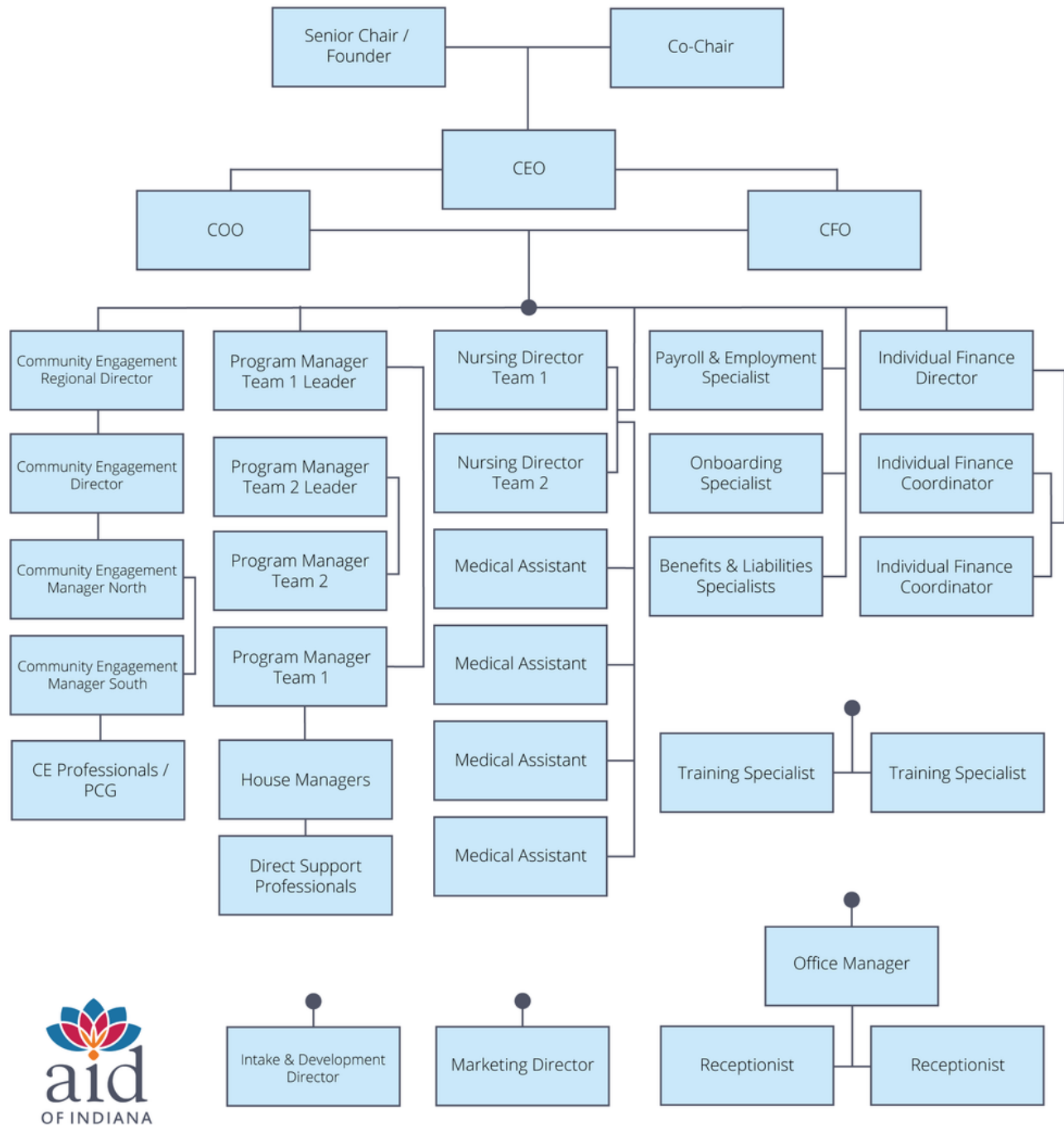


Scan the QR code or visit  
our website to apply.

[www.aidofindiana.com](http://www.aidofindiana.com)



# Organization Chart



## Glossary of Titles:

### Direct Support Professional (DSP)

Work with individuals with mental or developmental disabilities by following behavior support plans, teaching self-care skills, helping individuals prepare and cook meals, assists with daily chores which include but not limited to personal tasks, bathing, dressing, cleaning (vacuuming, washing dishes, tidying, dusting, organizing and laundry), shopping, planning and scheduling appointments, organizing a daily activity schedule, encouraging client engagement in social networks and communities. DSPs assist the individuals to stay safe in their environment in a positive and encouraging manner. DSPs work closely with the individuals to enhance their decision making skills. This includes activities that will help strengthen their physical and mental health. DSPs are teachers and confidants to the individual to help promote a more independent and satisfying lifestyle. Depending on what Program the DSP falls under they directly report to the Community Engagement Manager (CEM) or House Manager (HM).

### Community Engagement Staff (CE)

DSPs that work specifically in the individual's family home or in their own home, apartment etc. and have less than 35 service hours per week. These services are mainly but not limited to Family Support Waiver clients with PAC, DHI and Respite Services, TRN, and CIH clients that are RH20. Community Engagement Staff report directly to the Community Engagement Manager.

### Preferred Care Giver (PCG)

DSPs that have been referred to and hired by the individual themselves, their families, or their guardians. A PCG can be a family member, friend, or friend of the family, and/or a DSP that previously or currently works or worked with the individual. PCG's report directly to the Community Engagement Manager.



## House Manager (HM)

The direct managers of a 24 hour residential site. HM's oversee the training, scheduling of the DSPs that work in the house, and daily operations of the house ensuring that the individuals that reside there are supported in their pursuit of independence and integration in the community promoting a safe, healthy and satisfying lifestyle. HM's report directly to the Program Manager (PM).

## Community Engagement Manager (CEM)

Supervises CE staff, trains them on PCISP's, responsible for tracking units according to the individual's budget, and is the liaison between the CE staff and team members. CEM's are responsible for tracking goals, reporting results to the team, and ensuring individuals are receiving quality service. Reports directly to the Program Director of Community Engagement.

## Program Manager (PM)

Responsible for tracking the goals and reporting to the teams of the individuals. PM's oversee, supervise, and train the House Managers to ensure individuals are receiving quality service. PM's report directly to the Program Director.

## Program Director (PD)

Responsible for initiating and setting goals for the programs according to strategic objectives of the company. Planning the programs from initiation to completion involving specific deadlines, milestones and processes. PD's oversees the individuals budgets and ensures that their teams provide proper and quality services. They supervise and train the Program Managers and ensure quality control. PD's report to the COO.



## Program Director of Community Engagement (PDCE)

Responsible for initiating and setting goals for the programs according to strategic objectives of the company. PDCE's plan programs from initiation to completion involving specific deadlines, milestones and processes. A PDCE oversees the individuals budgets and ensures that their teams provide proper and quality services. They supervise and train the Community Engagement Managers and ensure quality control. PDCE reports to the COO.

## Skilled Nurse Manager (SNM)

Responsible for meeting Wellness Coordination guidelines as outlined by the State of Indiana. SNM's are responsible for training, and educating both individuals, family, and staff on medical needs of the individual. SNM's are responsible for physical assessments, ordering medications, tracking, and assessing medications, orders, diagnoses, and skilled nursing measures. SNM's supervise and directs the Medical Assistant and report to the Director of Nursing.

## Medical Assistant (MA)

Assists the Skilled Nurse Manager, responsible for administrative tasks as well as clinical tasks as assigned by the SNM, such as maintaining individual's health records, and preparing the individuals and staff for medical appointments. Medical Assistant's report directly to the SNM.

## Director of Nursing (DON)

Oversees the nursing department and overall nursing operations. DON evaluates and directs all nursing employees, establishing goals for the nursing department, and creating compliant healthcare policies and procedures. DON's reports directly to the COO.



## Individual Finance Coordinator (IFC)

Responsible for creating payment plans for the individual and assisting the individual to follow through on those payment plans, monitoring transactions in accounts payable, receivable, and preparing financial reports. Communicates with team members on financial matters pertaining to the individual. IFC's are also responsible for Medicaid Redeterminations, SNAP Benefits, and SSA. IFC's report to the Director of the Individual Finance Department.

## Director of the Individual Finance Department (DOIFD)

Responsible for overseeing, training, and supervising the Individual Finance Coordinator. They provide support for all financial systems to the individual finance team through regular auditing and assessments. Meets with the individual's team to discuss their financial goals, explains the type of service the company provides as Rep payee, educates and answers questions about finances and makes recommendations to the teams on budgets. Responsible for invoicing the individuals and collecting payments. Reports to the CFO.

## Training Specialist/Educator & CPR/First Aid (TSE)

Responsible for ensuring quality and comprehensive training for CPR, first aid, and vital signs. Manages emergency preparedness supplies and training. Coordinates with all other departments on training needs to ensure all training is comprehensive and is within State and Federal guidelines.

## Human Resources Administrator (HRA)

The first point of contact for HR related queries from employees and external partners (Employee Medicaid Redetermination forms, Housing forms, Employment Verification). Maintains personnel records, manages HR documents (e.g. employment records and onboarding guides) and updates internal databases. HRA reports directly to the COO.



## Human Resources Specialist (HRS)

Responsible for monitoring all HR Functions pertaining to compensation and benefit packages (Health Benefits, AFLAC, 401k, Vacation Benefits), sets up company policies pertaining to workforce development, Employee Handbook, Unemployment Issues, Garnishments, Child Support Deductions, Court Judgments, and Metro Cases. Reports directly to the COO.

## Receptionist

Responsible for greeting visitors, helping them navigate through the office, and communicating with administrative visitors waiting to meet with them. Answers front desk phones, transfers calls, and/or takes messages for customers that are having difficulty leaving a voicemail. They maintain the lobby area, conference rooms, restrooms, and mail. Makes copies, and assists managers with picking up paperwork and supplies. The receptionist opens and closes the office. Reports directly to the HR Administrators.

## Office Manager (OM)

Responsible for ensuring the daily operations of the office run efficiently. The Office Manager maintains office supplies, is a liaison to outside vendors, schedules conference rooms, sets up meetings as needed for COO and Director of Marketing. The OM is responsible for community events, the office calendar, and client activities. They assist the Director of Marketing in promotion of events, developing the Monthly Newsletter and managing AID's social media pages. The Office Manager reports to the COO.

## Director of Marketing (DOM)

Responsible for overseeing the company's promotion and advertising efforts to drive referrals and building brand awareness. This includes developing an overall marketing plan, approving campaigns, and measuring the return on investment of various advertising methods. The Director of Marketing reports to the COO.



## Chief Operations Officer (COO)

Responsible for monitoring all HR Functions pertaining to compensation and benefit packages (Health Benefits, AFLAC, 401k, Vacation Benefits), sets up company policies pertaining to workforce development, Employee Handbook, Unemployment Issues, Garnishments, Child Support Deductions, Court Judgments, and Metro Cases. Reports directly to the COO.

## Billing Specialist (BS)

Responsible for calculating and collecting units for services. This includes updating client data, preparing to submit claims to IHCP and ensuring that clients are billed efficiently and accurately. Reports directly to the CFO.

## Director of Intake and Development (DID)

Responsible for assisting referrals and their teams access services AID provides. This includes assessing individual's plans, BSP, and IR's prior to transitioning. The DID oversees the admissions process with all departments and tracks referrals to assist the directors develop a plan to proceed with transition. The DID is the main point of contact throughout the transition process including collecting and organizing all documentation to be sent to the BDDS office for transition of services. Coordinates and collaborates with Case Managers and internal Department Directors. Tracks open beds, and continues to look for referral opportunities for continual company growth. Reports to CFO.

## Chief Financial Officer (CFO)

Responsible for managing the financial actions of the company. Tracks cash flow and financial planning as well as analyzing the company's financial strengths and weaknesses and proposing corrective actions. Reports to the CEO.





## Chief Operations Officer (COO)

Responsible for monitoring all HR Functions pertaining to compensation and benefit packages (Health Benefits, AFLAC, 401k, Vacation Benefits), sets up company policies pertaining to workforce development, Employee Handbook, Unemployment Issues, Garnishments, Child Support Deductions, Court Judgments, and Metro Cases. Reports directly to the COO.

## Chief Executive Officer (CEO)

Responsible for managing the company's overall operations. This includes delegating and directing agendas, driving profitability, managing company organizational structure, strategy, and communicating with the board.

## Co-Chair of Board of Directors

Responsible for the effective functioning of the board in its role of governing the company's overall direction. Participates in board succession planning (recruitment, nominations and orientation.) Serves as signatory for certain organizational documents.

## Senior Chair of Board of Directors

The primary role of the senior board chair is to lead and guide the board. The senior board chair also serves as the direct liaison between the board and management. The Senior Board Chair stays abreast of all board and Executives activities.

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