

Productive Living Systems, Inc.

PROGRAM DESCRIPTION

Crystal Place Supportive Apartment Program

Introduction

Crystal Place Supportive Apartment Program (SAP) is a specialized program providing person centered support for adults with developmental disabilities and/or severe and persistent mental illness. The Crystal Place SAP Program is dedicated to delivering the PLS mission, "Our mission is to empower people to unleash their unlimited potential by providing a safe, supportive environment where they can take charge of their lives, learn new, more productive behaviors, pursue their dreams and live healthier, happier, more independent lives." All tenants must be ambulatory and able to self-evacuate should an emergency occur. The program is a ranch duplex with a basement on each side. Each apartment has a kitchen, living room, bath and two private bedrooms. The apartments share a laundry room on the main floor. The program design provides many advantages including:

- ✓ a low-density apartment atmosphere
- ✓ opportunities for high levels of privacy
- ✓ limits the "friction" often associated with higher density group living settings
- ✓ low stress lifestyle
- ✓ offers as little or as much client interaction as appropriate or desired
- ✓ provides the low-density high support and supervision levels typically available only at much higher costs
- ✓ a community environment that provides a peer group for individuals who may struggle with socialization
- ✓ a mobile support line available to all clients to provide support wherever they may be

The property is located in Neenah, Wisconsin within walking distance of several community activities.

Types of Tenant

The program is designed to support adults with issues related to mental, developmental and behavioral disorders, and those with dual diagnosis. The Crystal Place SAP Program can teach, coach, mentor, and support people to meet their own needs in the following areas:

- Impaired mental functioning
- Dealing with symptoms of their mental illness
- Following a medication schedule
- Lacking stability in their lives
- Maintaining personal hygiene
- Developing money management skills
- Modifying impulsive behavior
- Managing anger/fear/frustration in more acceptable ways
- Using community resources comfortably
- Independent grocery shopping and planning
- Utilizing public transportation
- Making safe/healthy choices in personal relationships
- Achieving their maximum level of freedom, personal responsibility, and contribution.

Staffing

The Crystal Place SAP Program offers varied staffing patterns to fit the needs/requests of the individual and customer. Prior to admission, an assessment is completed to determine the level of staffing necessary to support the individual in this setting. We have found that the transition from a group home can be unsettling for many tenants. They tend to ask permission for everything like they would have in a group home. They also tend to need assistance with developing a structured schedule for cleaning, cooking, shopping, recreational activities. They also may require assistance with using and learning the local transit system. To manage this transition, more individual staff time may be used for a period up to two weeks to ease the transition.

Support Line

Each tenant is trained on how to use the phone and who/when to call for assistance. It is a program expectation that each client keeps their phone with them at all times. The Crystal Place SAP Program staff will answer calls from tenants 24/7/365 to provide any support they may need. This includes but is not limited to: getting lost in the community, anxiety/fears, questions about shopping or money and apartment problems (plugged toilet, appliance failure, etc.).

This staffing arrangement, combined with the 24/7 on call PLS Crisis and Consultant services, provides the resources for very individualized programming when needed. The individualized programming makes it possible to effectively work with tenants who may at times be destructive to property, elope, self harm, or are aggressive toward others. Productive Living Systems, Inc. requires all staff to complete training in First Aid and Choking, Recognizing and Responding to Client Changes in Condition, Fire Safety, Medication Monitoring, Resident Rights, Standard Precautions, Code of Ethics, Abuse, Neglect and Misappropriation, Safety, Non-Violent Crisis Intervention, Dietary, Challenging Behaviors, Client Specific Training, and Crisis Notification Protocol. The Program Manager leads the program. In addition to routine daily staffing, the Crystal Place SAP Program is supported by the PLS Crisis and Consultant Team. This team consists of management level staff who are specially trained Crisis Specialists and Consultants. This team is available to all programs 24/7/365 via cell phones. The PLS Crisis and Consultant Team provides telephone support and consulting and, in the more difficult situations, on-site support and crisis management.

Medical Services

Apartment tenants are coached in how to schedule and keep track of their own appointments.

Information and Referral Services

Tenants are kept informed of local programs and activities through the local newspaper, bulletin board, and activity board. In addition, the staff support provides each tenant an opportunity to request activities of their choice. Referrals and professional services are coordinated by the Program Manager.

Leisure Time Services

Finding things in life that are enjoyable is a skill that can be learned and developed. Tenants are encouraged to develop this skill. Leisure time services are encouraged both on and off grounds. The Neenah area offers facilities for bowling, softball, basketball, swimming, camping, fishing, picnicking, tennis, ice-skating, movies, sporting events, etc. Special Olympics is very active in the Fox Valley area and provides: soccer, basketball, softball, t-ball, bowling, bocce

ball, etc. Tenants are encouraged to participate in and have fun with a wide variety of activities. Staff serves as role models providing interest, enthusiasm, and humor to many activities.

Activities of Daily Living

The Crystal Place SAP Program offers an independent setting that requires the involvement of each client. Each tenant must participate in doing their own laundry, keeping their apartment clean, maintaining personal hygiene, dressing, grocery shopping, menu planning, and occupying their free time. Each tenant will have a different level of skill in each of these areas. Staff is available to work one-on-one or in small groups to assist tenants in developing greater independence in each of these areas. Competence is developed through repeated participation and success.

Daily Activities

PLS provides a person-centered structured daily activity program designed to engage each client in a variety of life activities. The activity program goal is to support each client in developing the skills they need to continually expand their level of freedom, personal responsibility, and contribution. Staff are trained to teach, coach, mentor, and motivate clients to participate in activities that are fun, interesting, challenging, and support their recovery goals. Some of the activities supported include food preparation, dishwashing, laundry, house cleaning, grocery shopping, volunteer work, paid employment, teaching others a new skill or hobby, knitting, sewing, travel, Special Olympics, camping, fishing, swimming, attending sporting and cultural events, and public library. Staff members structure activities so that each tenant can be successful at what they choose, regardless of their ability level. The goal is for challenging, yet repeatedly successful activities. Success builds self-confidence, self-esteem, a positive self-concept, and in so doing, releases untapped positive energy.

Life Skills Coaching

Day-to-day interaction with staff provides a rich opportunity for growth. Skilled staff can assist tenants in advancing their goals by providing life skills coaching. Life skills' coaching requires rapport building, active listening, constructive feedback, and empowering questions. By using the tenants' on-going life experiences as a learning tool, staff can assist them to see and benefit from the lessons inherent in their life experiences. By using the tenant's own life experiences as the learning medium, staff takes learning out of the theoretical and into the real and personal. To accomplish this staff:

- Develop a genuine caring relationship with the tenant (rapport)
- Allow tenants to make their own choices and mistakes (within safe boundaries)
- Identify and nurture positive qualities
- Acknowledge and reward incremental success
- Enhance understanding and clarity via empowering questions
- Go with the flow (use tenant energy and direction vs. controlling and resisting)
- Focus only on agreed upon goals

Staff's interaction with tenants is the heart and soul of quality service delivery. The greatest apartment support plan is only as good as the people who deliver it. Staff are expected to be team players who are committed, focused, well trained, and well supported. Productive Living Systems, Inc. provides the structure, training, feedback and support necessary to create the team that delivers.

Transportation Services

It is our policy to promote tenant freedom and personal responsibility by utilizing locally available forms of transportation whenever possible. PLS will provide training to each apartment tenant on utilizing public transportation. It is a program expectation that clients use public transportation for the majority of their needs. Some transportation may be provided on a case-by-case basis for appointments out of the area.

Daily Programming

Daily programming at Crystal Place SAP Program is individualized for each client in an effort to maximize flexibility and autonomy.

Weekends are spent fulfilling household and yard work tasks, as well as providing leisure time at the program or on off-grounds activities. Staff assistance is available for all activities according to the client's needs. It is expected that repeated participation in these activities will build some basic daily living, self-confidence, and leisure time skills.

Apartment Support Plan

Each tenant will have an apartment support plan developed prior to admission identifying the top risks/needs that the tenant faces along with what they will do when faced with these obstacles. It will also clearly define what approaches staff will use to assist the tenant client with overcoming these obstacles. The plan will also clearly define the 24-hour support line that will be available to the tenant during times that staff is not onsite. Should the tenant require immediate intervention, the support line will contact the PLS Crisis Team for onsite assistance.

The apartment support plan is developed through a partnership between the tenant, the family (if applicable), the guardian, case/care manager, Director of Clinical Services, and the Program Manager. The support plan is utilized as a living document and is adjusted as circumstances and needs change. The Program Manager monitors the implementation of the plan and the tenant's progress on a constant basis. Outcome documentation may include daily progress notes, individual trackers, etc.

The Crystal Place SAP Program has a multi stage structure; the purpose of which is to provide progression in responsibility as the individual progresses. Initially, a new tenant is required to spend time in the apartment orienting themselves to the program, developing relationships with their peers, and adjusting to the new responsibilities. We seek to develop in new tenants the responsibility we consider essential for independence. Our goal is to move each tenant into the community with the least level of staff assistance.

Admission Procedure

The admission process to the Crystal Place SAP Program begins with a referral to Productive Living Systems, Inc. This is typically done by telephone or email. If it appears the referral may benefit from placement at the Crystal Place SAP Program, written referral material will be requested. This should include the following.

- Medical History
- Psychiatric Assessment
- Psychological Assessment
- Social History
- List of Previous Placements

After reviewing the written referral material, a personal interview with the individual will be scheduled to complete the SAP assessment. Through reviewing the assessment findings and referral data, it should be determined if this individual is a candidate for an apartment setting or if they require a higher level of care. To determine this, the individual's risks/needs and behaviors will be reviewed. The assessment tool will rule out behaviors/risks/needs that will not be sufficiently monitored in a supported apartment setting.

If the individual appears to be a candidate for the SAP program, a tour and meeting will be arranged with the individual and customer at the apartment setting. During this meeting, we would also be able to get a better "feel" for the reality of the individual's status (abilities, behaviors, personality, demeanor) to better determine placement including: roommate compatibility, staffing needs, activity level, etc. The apartment forms (program description, stages of progress, safety orientation, program commitment and tenant expectations) will be provided for the potential tenant and customer at this meeting. The staffing needs of the client will be addressed at this meeting.

- What does the customer see as needed staff time?
- What does PLS propose based on the assessment and interview?
- We will also determine from the individual and customer what the top risks/needs are for the client to be placed in a supported apartment.

If an admission is scheduled, the following information must be received prior to the admission:

- Guardianship, Commitment, Protective Placement, or Probation/Parole papers
- Documentation, including:
 - Physician's orders for medications and/or treatment
 - Discharge physical stating "free of communicable disease including TB"
 - Diagnosis
 - Allergies
 - DNR and/or Advance Directives
- Three day's supply of medications, plus prescriptions Insurance cards, Medicare or Medicaid cards

For further information contact: admissions@plsmail.net

Productive Living Systems, Inc.