

# PRODUCTIVE LIVING SYSTEMS, INC.

## Program Statement

### LaSalle House

#### Introduction

LaSalle House is a specialized program providing person centered support for adults with developmental, psychiatric, and/or behavioral disorders. LaSalle House is dedicated to delivering the Productive Living Systems, Inc.'s (herein known as PLS) mission of "Empowering 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." LaSalle House, a specialized program for individuals with a diagnosis of a mental illness, intellectual disability, behavioral disorders, and/or traumatic brain injury (TBI), is a State of Wisconsin licensed 4-bed Adult Family Home (AFH). There are four bedrooms located on the second floor of the house, which allows each client to have their own private bedroom. All clients at LaSalle House will be ambulatory and will be able to self-evacuate should an emergency occur. The property is located at 2608 Finger Road, Green Bay, WI. The house sits on a large lot within close proximity to shopping centers, community activities, and main thoroughfares in and around the city of Green Bay. The location allows for easy access to shopping, community activities, recreational activities, and resources.

#### Types of Clients

The program is designed to support adults with developmental disabilities, severe and persistent mental illness, and/or associated behavioral disorders, as well as traumatic brain injury. A structured daily routine is provided for the clients to provide stability and consistency. LaSalle House can help persons who are unable to meet their own needs in the following areas:

- Impaired mental functioning
- Dealing with delusions or hallucinations
- Following a medication schedule
- Lacking stability in their lives
- Learning to use their time productively
- Maintaining personal hygiene
- Developing money management skills
- Controlling impulsive behavior
- Elopement
- Coping with depression
- Inappropriate sexual behavior
- Managing anger/fear/frustration in more adaptive ways
- Destructive of property
- Self-harm
- Aggression towards others
- Using community resources comfortably
- Achieving their maximum level of freedom, personal responsibility, and contribution

#### Staffing

LaSalle House is adequately staffed to meet the needs of members as defined in their assessments and individual service plans. LaSalle House staffing, combined with the Risk

Management Team services and real-time home safety and health monitoring technology, provides the resources for very individualized programming. PLS requires all staff to complete training in First Aid, Fire Safety, Medication Monitoring, Client Rights and Challenging Behaviors, Standard Precautions, Code of Ethics, Abuse, Neglect, and Misappropriation, Safety, Non-Violent Crisis Intervention, Dietary, and When to Contact Crisis. The Regional Director acts as Administrator for LaSalle House. If the Regional Director is unable to act as Administrator, an interim Administrator will be assigned. The Program Manager is responsible for the daily operation of the program. In the Program Manager's absence, the Assistant Program Manager or PLS Risk Management Team provides oversight. In addition to routine daily staffing, LaSalle House is supported by the PLS Risk Management 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 phone. The Risk Management Team provides telephone support and consulting and, in the more difficult situations, on-site support and crisis management.

### Medical Services

Upon admission to the program, the client and/or client's guardian, gives written permission for the program to manage and monitor/administer their medications. A physical exam with TB testing is required upon admission which includes a physician's statement of "free of communicable disease". Clients will be scheduled to see their psychiatrist for a medication review as directed by their physician. PLS will honor client/guardian choices of medical providers, and work with clients/guardians and Case Managers to locate medical and dental providers.

### Information and Referral Services

Clients are kept informed of local programs and activities through the local newspaper, bulletin board and activity board. In addition, regular house meetings provide each client an opportunity to request activities of their choice.

### Leisure Time Services

Finding things in life that are enjoyable is a skill that can be learned and developed. Clients are encouraged to develop this skill. Leisure time services are provided both on and off grounds. The Green Bay community offers facilities for bowling, softball, basketball, swimming, camping, fishing, picnicking, tennis, tobogganing, ice-skating, movies, University events, sporting events, etc. Many of these activities are within walking distance of the program, or accessible by public transportation. On-grounds activities include cards, table games, parties, special dinners, crafts, hobbies, reading, and television. Clients 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 program offers a family-like setting that promotes the involvement of each client. Each client is expected to participate in doing their own laundry, making their bed, keeping their room clean, maintaining personal hygiene, and dressing. They are encouraged to participate in preparing meals, doing dishes and keeping an area of the house clean. Each client 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 clients in developing greater independence in each of these areas. Competence is developed through repeated 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, playing a musical instrument or singing for others (PLS Idol Contest), 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 client 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 client interaction with staff provides a rich opportunity for client growth. Skilled staff can assist clients 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 clients' on-going life experiences as a learning tool staff can assist clients to see and benefit from the lessons inherent in their life experiences. By using the client's own life experiences as the learning medium the staff takes learning out of the theoretical and into the real and personal. To accomplish this staff must:

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

Staff's interaction with clients is the heart and soul of quality service delivery. The greatest Individual Service Plan (ISP) is only as good as the people who deliver it. Front line staff must be team players that are committed, focused, well trained, and well supported. PLS provides the structure, training, feedback and support necessary to create the team that delivers.

### Transportation Services

It is our policy to promote client freedom and personal responsibility by utilizing locally available forms of transportation whenever possible. PLS will provide up to 30 days of training for clients in how to safely and effectively use available transportation options. PLS will coordinate for the client the use of locally available transportation options, including, but not limited to, walking, biking, public transportation, taxi cab, MA transport van, customer

provided transport, sheltered employment transport, family transport, or local handicapped transport services. In the event that no other form of transportation is available or the client is unable to utilize local transportation, PLS will provide a limited amount of local transportation on a case by case basis. If transportation is required beyond a 10 mile radius, prior arrangements are required and an additional fee for staff time and vehicle mileage will be assessed.

### Daily Programming

Daily programming at LaSalle House is individualized for each client in an effort to maximize flexibility and autonomy.

On weekends we focus on recreational 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 and leisure time skills.

### Individual Service Plan

Each client has an Individual Service Plan (ISP) within 30 days of admission. The ISP identifies individual needs of clients, establishes goals and specifies actions to be taken to meet those goals. The plan focuses on building upon client strengths. The ISP identifies both staff approaches and client approaches to promote success in clients meeting their goals. The ISP is developed through a partnership between the client, the family, the guardian, case manager, Regional Director, and the Program Manager. The ISP is utilized as a living document and is adjusted as circumstances and needs change with a formal review by the full treatment team every six months. The Program Manager monitors the implementation of the plan and the client's progress on a daily basis. Outcome documentation may include daily progress notes, individual flow sheets, activity tracker data, monthly progress reports, etc.

### Admission Procedure

The admission process to LaSalle House begins with a referral to PLS. This is typically done by telephone or email. If it appears the referral may benefit from placement at LaSalle House, written referral material will be required. This may 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. If after reviewing the personal interview and the written referral material an admission is scheduled, the following information must be received prior to the admission:

- Guardianship, commitment or probation/parole papers
- Documentation including:
  - Physician's orders for medications and/or treatment
  - Discharge physical stating "free of communicable disease"
  - Diagnosis
- Informed consent for psychotropic medications
- Three days supply of medications plus prescriptions OR 14 days supply of medication

- Insurance cards, Medicare or Medicaid cards
- Immunization records including TB, tetanus