

# PRODUCTIVE LIVING SYSTEMS, INC.

## Program Statement

### Opal House

#### Introduction

Opal House is a specialized program providing person centered support for adults with developmental, psychiatric and/or behavioral disorders. Opal House is dedicated to delivering the Productive Living System, Inc.'s (herein known as PLS) mission of "Empowering people to live at their maximum levels of freedom, personal responsibility and contribution based on principles of love and respect." Opal House is a highly specialized program for mentally ill and/or developmentally disabled adults or those with traumatic brain injuries (TBI), which is licensed by the State of Wisconsin as a 4-bed Adult Family Home for ambulatory clients. Opal House is licensed to serve only female clients. Opal House is a single story ranch style home with four private single occupancy bedrooms. The property is located 1 mile east of Whitewater on Howard Road, which allows for easy access to community activities and resources. The house sits on 5.6 acres of land and has a beautiful view of the countryside.

#### Types of Clients

The program is designed to support adults with issues related to developmental disabilities, severe and persistent mental illness, and/or associated behavioral disorders, as well as traumatic brain injury. Opal 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 acceptable ways
- Destructive of property
- Self-harm
- Aggression towards others
- Using community resources comfortably
- Achieving their maximum level of freedom, personal responsibility, and contribution.

#### Staffing

Opal House offers 24-hour awake staff. Opal House will provide staff in sufficient numbers to meet the needs of the clients. Opal House staffing, combined with the Risk Management Team services provides the resources for very individualized programming when needed. The individualized programming makes it possible to effectively work with clients who may at times be destructive to property, elope, self-harm, or are aggressive toward others. PLS

requires all staff to complete training in First Aid, Assessment Skills, Fire Safety, Medication Monitoring, Client Rights, 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 Opal 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 the PLS Risk Management Team provides oversight. In addition to routine daily staffing, Opal 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 cell phones. 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 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, the regular house meetings provide each client 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. Clients are encouraged to develop this skill. Leisure time services are provided both on and off grounds. The Whitewater community offers facilities for bowling, softball, basketball, swimming, camping, fishing, picnicking, tennis, tobogganing, ice-skating, movies, University events, sporting events, etc. 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

Opal House offers a family-like setting that promotes the involvement of each client. Each client is encouraged 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 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, 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. Each client activity is recorded in the PLS Activity Tracker database and reported in detail in the client's monthly progress report. Considerable activity detail is available to the client including number of activities engaged in, number of activities declined, time spent in each activity, total hours of activity per month, indoor or outdoor, physical or sedentary, social or solitary, and number of miles traveled. Client activity trends are tracked over time and presented graphically, helping the client see and better understand how they are doing.

### 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 client's ongoing 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:

- 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. Staff are expected to 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 Opal House 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.

### 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. Monthly reports (reviewing the client's progress) are sent to referral agencies, Case Managers, and guardians. On an annual basis, the client and his or her guardian are offered the opportunity to complete a written or oral evaluation of the level of satisfaction with the program's services.

### Admission Procedure

The admission process to Opal House begins with a referral to the PLS Director of Admissions. This is typically done by telephone. If it appears the referral may benefit from placement at Opal House, 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. 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 medication 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