

PRODUCTIVE LIVING SYSTEMS, INC.

Program Statement

Ruby Supported Apartment Program

Introduction

Ruby is a Supported Apartment Program that offers clients a higher quality of life and customers a lower cost of care. Ruby's services are designed specifically to meet the needs of long term group home clients who want more independence and privacy in their lives. Ruby is located in the same building as Opal House. This apartment has its own kitchen, living room, bath and two private bedrooms. Ruby replaces 24/7 staffing with a more effective and efficient model, as described in the following services categories:

Types of Clients

Ruby provides a specialized program with person centered support for adults with developmental disabilities, mental illness, and/or traumatic brain injuries (TBI). All clients at Ruby will be ambulatory and must be able to self-evacuate should an emergency occur.

Staffing:

Staff time: The amount and nature of staff time is individualized and flexible. PLS can increase or decrease support staff time within prearranged parameters, typically 2-4 hours/day, without extra cost to the customer. Staff time includes a mix of one to one, small group, large group, and virtual activities. This staffing model allows staff to work with clients in settings and situations that reflect their daily lives and unique challenges. This staffing model allows seamless adjustment of support time to meet the changing needs of clients. The Regional Director acts as Administrator for Ruby. 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 Crisis Team provides oversight.

Staff support: Staff support is person centered to meet the unique needs of each individual. Staff follow each client's Individual Support Plan focusing on the top risks/needs to that client's continued success. In most cases staff are scheduled to be present for daily monitoring of medications as well as other key times when support is most critical.

Mobile support on Demand: When needed, clients are provided a PLS cell phone, which allows them to access the support team 24/7 from anywhere. The client is trained and encouraged to use the phone for any type of support that they may need, while at home or when in the community. The phone support is provided by staff who is familiar with the client. Staff also have access to the PLS Crisis Team.

Audio/visual monitoring: Ruby is located in the same building as Opal House. Building and grounds are monitored 24/7 by Opal House staff. In the event of an incident or emergency Opal House staff can contact Ruby support staff, PLS Crisis Team or 911 emergency services. Opal House staff do not provide any direct services or supervision to Ruby tenants, they only monitor for critical incidents and notify necessary support services.

Crisis Team Support (if applicable): PLS trained and experienced Crisis Support is available 24/7 to provide telephone and onsite support as needed.

Staff Training – Although it is not a state requirement; all staff are trained to the same standards as DHS 83.

Apartment Trackers (if applicable) – Although not required the DHS 83 guidelines for fire, tornado, fire safety checks, water temperature tests and evacuation report standards are followed.

Medical Services:

Medication Management – In each apartment, clients' medications are double locked for security. This way the medications are kept on site but secure from the client or potential visitors. Medications are monitored for each client following the PLS monitoring procedures.

Life Skills Coaching:

Safety Training: Clients receive safety training in evacuation, fire safety, fire extinguishers, smoke detectors, food sanitation, electrical breaker boxes, tornado, and stranger safety.

Grocery/Menu Training (if applicable) – PLS works with clients to complete a menu and grocery list to ensure they learn what they need to purchase for a week at a time and to complete this on a budget.

Transportation Services:

Transportation Training - PLS will provide up to 30 days of training for clients in how to safely and effectively use available transportation options.

Local Transportation - It is our policy to promote client freedom and personal responsibility by utilizing locally available forms of transportation whenever possible and PLS will coordinate for the client the use of locally available transportation options. 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.

Individualized Support Plan

Support Plan: Based on our behavioral assessment, we develop a behavioral support plan that identifies how specifically PLS will support this client in meeting their needs and how the client will support themselves in meeting their own needs. The support plan, the Stages of Progress, the high motivation level of the client and the skill of the support team are the engine that drives Ruby's success.

Self-Trackers (if applicable) – Each client has a self-monitored tracker of critical success behaviors and danger cues. Clients monitor and track their own behaviors. Onsite staff review the trackers and outcomes, and reinforce learning and skill development. Any behavior of concern identified on the tracker is further reviewed by management and may also be reviewed by the program design team.

Stages of Progress (if applicable): The five levels of independence have been developed and put into place to provide clear structure, adaptable boundaries and prearranged immediate reward and natural consequences to clients, and is a highly effective learning tool. The level of client independence is adjusted based upon demonstrated skills.

Admission Procedure:

Readiness assessment: Each Ruby referral receives a PLS designed behavioral and skills assessment that identifies the top risks that jeopardize a successful move to Ruby.

Quality Living

Independence: The increased level of independence and privacy an apartment provides over a group home is a quality of life improvement whose importance and power cannot be overstated. Clients who have historically been unmotivated in group homes become highly motivated to acquire and retain the independence, privacy and quality of life an apartment offers.

Community: Ruby provides clients much more than just an apartment with individually designed supports. Ruby offers a sense of place and belonging, a community of peers sharing a similar life journey. Unlike the group home they came from, Ruby clients can enjoy the quiet and privacy of their apartment or engage in social activities completely at their personal discretion. Clients can and do choose to shop, eat, walk, watch a game and just relax together. Relieved of the 24/7 pressure, friction and demands of group home living Ruby clients are routinely happier and have fewer behavioral issues. This quality of life often generates higher levels of motivation and participation by the client to do what it takes to retain their apartment and their independence.