

Vendor name	Blackwell Homes, Inc.
Vendor nos.	H13589 (Kenmore), HN0057 (Barbara Dr.), H13516 (Wright Rd)
Primary regional center	North Bay Regional Center
Service type(s)	915
Service code(s)	915
No. of consumers currently serving	H13589: 2, HN0057: 4 H13516; 4
Please describe your person-centered approach <sup>1</sup> in the concept development process; how did you involve the individuals for whom you provide services?	<p>BHI's person-centered care plan is a threefold approach; it takes into full consideration the abilities, preferences, hopes, dreams and satisfaction levels of our residents and their families; leverages the residents' cultural background and diversity dimensions, personal strengths and weakness, personal expressions and lifestyle. BHI also recognizes person-centered caregiving as a framework by which to make decisions for its residents, being sensitive to the unique issues and challenges of each individual.</p> <p>BHI met with individual residents to listen to their hopes, dreams and interests. Additionally, BHI discussed the opportunities with residents' families, on-staff medical professionals, and BHI staff to integrate person-centered caregiving as a foundational philosophy and practice for care of our residents. Directed by the federal requirements and associated guidance unique to each requirement, BHI will develop a rubric as a review tool for use during staff meetings.</p>
Does the concept address unmet service needs or service disparities? If so, how?	<p>BHI believes this proposal addresses several of the service needs it has. The paramount challenge is to lead the paradigm shift by ushering in person-centered caring giving. Training is critical and fundamental to how BHI goes forward. Resident satisfaction benefits employees as well. Caretakers engage in this type of work because making a difference in the lives of residents is rewarding and satisfying for them. As a result, turnover should subside.</p> <p>Community integration and transportation is addressed in through BHI's activity plan and activity consultants. A minivan for both our Kenmore (H13589) and Wright Road (H13516) facilities will provide safe transportation for all residents and staff during group outings as well as providing for and assist BHI in multiple foci and simultaneous outings.</p> <p>Privacy is a key concern. BHI will launch phase 1 of its 2-phase plan for room additions to achieve individual room compliancy for our residents at the Kenmore (H13589 -- Phase 1,2) and Wright Road (H13589 -- Phase 2) facilities. Room additions will facilitate privacy and authentic self-expression.</p>

	<p>BHI will implement a more robust activity program at all three of its facilities. We will hire two activity consultants to design, act as change agents and co-facilitate, with staff, implementation of its community integration plan.</p> <p>Finally, BHI will engage part-time project consultant to oversee and advise BHI as it moves to a more robust person-centered care platform. This person will lead BHI in the design of its three-facility implementation plan, provide oversight and guidance in the design of a QA process, and provide feedback to BHI for discussion and ongoing planning. This consultant will provide oversight and direct management of critical path issues, course correction, and ongoing practices monitoring. He/she will co-develop metrics with BHI staff to evaluate progress/successes in each area of the overall person-centered plan.</p>
<p>Barriers to compliance with the HCBS rules and/or project implementation</p>	<p><b>Resident Personal Spending</b> BHI residents receive SSI that amounts to, on average, about \$100 per month which is used for expenses for things such as non-covered medical costs, personal items (e.g., cigarettes, hygiene products), public transportation, community outings, cell phones and cell phone bills, etc.) BHI will engage a community developer to co-design a fundraising strategy, complete with on-the-go training. In the interim, BHI has set forth a request for memberships and passes to quick start its community integration plan.</p> <p><b>Staff Turnover</b> Caregiving jobs are seen within the industry as entry level jobs that mature over time and experience. Unfortunately, caregiving as an industry is often attendant with low wages, even though care and nurturing are critical elements of a fully realized life. Unfortunately, low wages coupled with the rigors of caregiving 4I residents, result in high turnover. Lack of funding for proper training leaves the door open for potentially uninformed decisions and practices that do not lend to an environment conducive to person-centered care. Research shows greater satisfaction and employee retention when training and educational opportunities are provided. We intend on providing Staff Training to enhance desirability of employment.</p> <p><b>Accommodations</b> The Kenmore facility (H13589) opened requiring two residents to share one bedroom. This issue aligns with Federal Requirement #7 which provides for each individual to lock, furnish and decorate in accordance with lease agreements. The inability to provide individual private rooms makes it difficult for the privacy of one’s personal care and self-expression. At BHI, it is our goal to mitigate this challenge by adding another bedroom.</p> <p><b>Transportation</b> At our Kenmore facility (H13589), we have a minivan that seats seven. Our current minivan does not safely seat the requisite residents and staff at one time. We also will address the need to provide multiple outing foci. Our South Wright Rd. facility is also in need of an additional van for the same reasons.</p>

<p>Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request</p>	<p>BHI will continue implementing its person-centered plan addressing Federal Requirements Nos. 1, 3, 4, 7 and 8.</p> <p><b>Fed. Req. #1:</b> Due to limited funds, the residents are largely unable to participate in a robust individual community integration plan. With an average SSI benefit of approximately \$100 used for personal and incidental needs, it is impossible have purchase individual memberships with the local YMCA, access to regional and state parks, and access entertainment options such as movies, and other life fulfilling activities.</p> <p><b>Fed. Req. #3:</b> Low wages and high entry level employee turnover stymies BHI's ability to sustain a supportive and nurturing environment. Lack of consistent and continuous training results in the potential for uninformed guidance which can hinder residents from making optimal choices. Quite often entry level employees have little formal education and limited industry experience with regard to intellectually impaired/disabled residents. Funding for this challenge would enable BHI to implement formal training for all staff to drive it person-centered care plan. In BHI's estimation, training is crucial to provide an environment of support, care/ personal safety of its residents.</p> <p><b>Fed. Req. #4:</b> BHI would like to engage two activity consultants for all facilities to provide oversight and guidance of the BHI socialization and community integration strategy. These consultants would assist in the planning and management of group outings, observation of group dynamics during daily/ weekly individual resident activities. They would also provide feedback, issue management guidance and recommendations.</p> <p><b>Fed. Req. #7:</b> Adding an additional bedroom at our Kenmore location ensures that all residents have their own private space which we believe will lead to greater satisfaction for all.</p> <p><b>Fed. Req. #8:</b> Two minivans will provide safe transportation for all residents and staff during full group outings.</p>														
<p>Estimated budget; identify all major costs and benchmarks —attachments are acceptable</p>	<table> <tr> <td>Community Developer, Memberships, permits:</td> <td><u>\$25,000</u></td> </tr> <tr> <td>2 Activity Consultants:</td> <td><u>\$70,000</u></td> </tr> <tr> <td>Staff Training:</td> <td><u>\$25,000</u></td> </tr> <tr> <td>Kenmore Facility room addition:</td> <td><u>\$40,000</u></td> </tr> <tr> <td>Kenmore and Wright Rd vans:</td> <td><u>\$70,000</u></td> </tr> <tr> <td>Part-time Project Manager (12 months):</td> <td><u>\$30,000</u></td> </tr> <tr> <td><b>Total:</b></td> <td><b><u>\$260,000</u></b></td> </tr> </table>	Community Developer, Memberships, permits:	<u>\$25,000</u>	2 Activity Consultants:	<u>\$70,000</u>	Staff Training:	<u>\$25,000</u>	Kenmore Facility room addition:	<u>\$40,000</u>	Kenmore and Wright Rd vans:	<u>\$70,000</u>	Part-time Project Manager (12 months):	<u>\$30,000</u>	<b>Total:</b>	<b><u>\$260,000</u></b>
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