

## Appendix D: Program Work Plan

**Any services in this contract awarded to Contractor based on Contractor's submission (Contractor's Proposal) in response to a Request for Proposal (RFP) or Invitation for Bid (IFB) shall be subject to the terms and conditions in both the Contractor's Proposal and the RFP [or IFB], incorporated herein by reference, which shall apply as if fully stated herein. If there is any inconsistency between any part of this Agreement and another, the following order of precedence shall control: Appendix A; All other parts of this Agreement, including the State of New York Agreement and all attachments, appendices, exhibits or riders; RFP; Contractor's Proposal.**

|                      |   |                         |                              |
|----------------------|---|-------------------------|------------------------------|
| <b>Contract #:</b>   | C003452   | <b>Contract Period:</b> | July 1, 2010 – June 30, 2011 |
| <b>Agency:</b>       | Residential Care Inc.   |                         |                              |
| <b>Program Name:</b> | <ul style="list-style-type: none"> <li>• (1) Children and Youth Community Residence (licensed, 8-units);</li> <li>• (3) Adult Community Residences (licensed, 8-units, 100-units, 41-units)</li> <li>• (4) Supported Housing Programs (un-licensed, 103-units, 75-units, 5-units, 5-units)</li> <li>• (1) Supported Single Room Occupancy (SRO) (un-licensed, 48-units)</li> <li>• (2) SRO Community Residences (licensed, 52-units, 60-units)</li> </ul> |                         |                              |

**Instructions:** Complete all blank areas and provide detailed program information as appropriate. Programs are required to comply with all standards in applicable regulations and/or OMH fiscal and program guidelines. It is not required to repeat any of this information in the program work plan.

**1. Program Overview:** A summary of the program(s).

*Residential Care Inc. provides a comprehensive set of programs. Our contract with the OMH supports: (1) Children and Youth Community Residence Program, (3) Adult Community Residence Programs, (1) Supported Housing Program, (1) Supported Single Room Occupancy (SRO) Program, and (2) SRO Community Residence Programs (see program specifics). All of our programs provide a natural setting in which residents can learn and practice the skills necessary for successful and satisfying community living.*

**2. Program Specifics, Target Population & Capacity/Persons Served:** A description of the type of program(s), location(s) and the specific groups of people (individuals, families, or community members) who will be served or directly interact with the program(s), including referral sources, geographic location and demographics, as well as a description of the program(s)' capacity, including the number of contracted units (e.g., residential programs or case management programs), the number of unduplicated persons being served annually (e.g., community support programs), and the number of days/hours the program is in operation.

| Program Name/Type  | Service Capacity | Location (County/City) | Target Population   |
|--|------------------|------------------------|---|
| Willow<br>Children and Youth<br>Community Residence<br>(CAIRS unit #430) | 8 units          | Queens                 | Children or adolescents 17 years of age or younger diagnosed with serious mental illness. |

| <b>Program Name/Type</b>   | <b>Service Capacity</b>        | <b>Location (County/City)</b> | <b>Target Population</b>   |
|--|--------------------------------|-------------------------------|--|
| Waverly<br>Adult Community Residence<br>Treatment Congregate<br>(CAIRS unit #431)  | 8 units                        | Bronx                         | Individuals 18 years of age and older diagnosed with serious mental illness and/or co-occurring substance abuse disorders.   |
| Archer<br>Adult Community Residence<br>Support Congregate<br>(CAIRS unit #432)     | 100 units                      | Bronx                         | Individuals 18 years of age and older diagnosed with serious mental illness.   |
| Claremont<br>Adult Community Residence<br>Treatment Apartment<br>(CAIRS unit #433) | 41 units                       | Kings                         | Individuals 18 years of age and older diagnosed with serious mental illness and/or co-occurring MR or substance abuse disorders.   |
| Supported Housing<br>(CAIRS unit #630)   | 103 units                      | Bronx                         | Individuals 18 years of age and older diagnosed with a serious mental illness. Twenty (20) units are to serve individuals from Bronx Psychiatric Center (PC Long Stay Individuals). Twenty (20) units were recently awarded in the 2010 SH RFP for individuals from Bronx Psychiatric Center (PC Long Stay Individuals). |
| Supported Housing<br>(CAIRS unit #631)   | 75 units                       | Queens                        | Individuals 18 years of age and older, referred from Creedmoor Psychiatric Center (PC Long Stay Individuals (25 units).<br><br>Fifty (50) units are to serve Individuals aged 18 years and older who meet NY/NY III eligibility requirements (40 population A and 10 population B.                                       |
| Supported Housing<br>(CAIRS unit #632)   | 5 units*<br>HUD 811            | Richmond                      | Individuals 18 years of age and older diagnosed with serious mental illness and in need of affordable housing.   |
| Supported Housing<br>(CAIRS unit #633)   | 5 units**<br>Shelter +<br>Care | Richmond                      | Individuals 18 years of age and older diagnosed with serious mental illness and who also meet HUD's definition of street and shelter homelessness.   |

| <b>Program Name/Type</b>  | <b>Service Capacity</b> | <b>Location (County/City)</b> | <b>Target Population</b>   |
|---|-------------------------|-------------------------------|--|
| Flatbush Supported /Single Room Occupancy (SRO) (CAIRS unit #635) | 48 units                | Kings                         | Individuals 18 years of age and older who are referred from State operated Psychiatric Centers and residential programs, Article 28 inpatient hospital units, Adult Homes, Residential Treatment Facilities, State Prisons and Brooklyn Mental Health Court. |
| Convent SRO Community Residence (CAIRS unit #439)                 | 52 units                | Bronx                         | Individuals 18 years of age and older who are referred from State operated Psychiatric Centers and residential programs, Article 28 inpatient hospital units, Adult Homes, Residential Treatment Facilities, and State Prisons.                              |
| Maple SRO Community Residence (CAIRS unit #438)                   | 60 units                | Bronx                         | Individuals 18 years of age and older who meet NY/NY I or II eligibility requirements.   |

\* OMH provides Supported Housing funding for 5 units, however because of HUD 811 leveraged funding, a total of 20 individuals are able to be served by this program.

\*\* OMH provides Supported Housing funding for 5 units, however because of HUD Shelter + Care funding, a total of 10 individuals are able to be served by this program.

3. **Services Provided:** A detailed explanation of the program(s)' core features (e.g., the kinds of services provided). Licensed programs are not required to repeat any standards already included in the applicable regulations and/or guidelines for those programs.

***The Willow Children and Youth Community Residence at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines.***

***The Waverly Adult Community Residence, Treatment Congregate Program at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines. Additionally we offer specialized services to individuals who are dually diagnosed with both mental illness and substance abuse disorders. Individualized services are provided by a Certified Alcohol Substance Abuse Counselor (CASAC), daily AA/NA meetings are encouraged and Peer support and mentoring provided.***

***The Archer Adult Community Residence, Support Congregate Program at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines.***

***The Claremont Adult Community Residence, Apartment Treatment Program at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines. We provide scattered site apartments throughout various sections of Kings***

County. Part-time on-site nursing services are available for residents in need and 24 hr on-call staff availability for individuals requiring additional supportive services to live successfully in the community. Individuals, who may otherwise be unable to reside at this level of care, are able to access these additional support services as part of the enhanced services for residential restructuring.

*Enhanced Services for Residential Restructuring:*

- *As part of residential restructuring, the Claremont Adult Community Residence, has implemented additional program services to enhance the quality of care provided to individuals residing in this program. These services enable individuals (i.e. Individuals with complex physical health needs, dually – diagnosed with MR or substance –abuse disorders, individuals with a long history of institutionalization) who may otherwise be unable to reside at this level of care to do so safely and successfully.*
  - *Staff are scheduled 7 days per week until 11pm*
  - *Part-time RN level Nursing scheduled 5 days per week.*

***The Supported Housing Rental Assistance / Community Services Program*** at Residential Care Inc. provides Supported Housing (SH) units which are: studio, one bedroom or shared 2 bedroom units in Queens, Staten Island, and the Bronx. Residents have a lease directly with the landlord and pay their utility bills independently. Residential Care, Inc. provides residents a monthly utility allowance of \$35 a month. Currently, no Supported Housing residents are in rent arrears. Rent is collected by administrative staff only, not by the case manager. Any resident that is more than one month behind in rent receives a letter to advise them of their options to pay the back rent and avoid putting their housing at risk.

***The Flatbush Supported/Single Room Occupancy (SRO) Program*** at Residential Care Inc. is comprised of 40 studio and 8 one-bedroom units located at a residence in Kings County. Residents have yearly leases with the agency as the landlord. The same rent collection procedures and utility allowance above apply to Flatbush residents. Currently, two residents are in rent arrears, but they are paying the back rent in monthly installments.

***The Convent SRO Community Residence Program*** at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines.

***The Maple SRO Community Residence Program*** at Residential Care Inc. provides services in accordance to OMH regulations and program guidelines.

4. **Staffing/Resources:** A general description of the staffing resources, qualifications, and ongoing staff development/training activities; and relevant experience of the provider organization to support the program(s).

***All Program Staff***

- *The Director of Residential Services and Apartment Program Manager are regular members of the NYC Adult Single Point of Access/ Accountability (ASPOA/A), attending case coordination meetings on a regular basis to ensure that referrals for mental health services are evaluated and processed efficiently to maximize service*

delivery in NYC. The director of Residential Services for Residential Care Inc. coordinates a specific Residential ASPOA/A subcommittee immediately prior to the larger case coordination meeting in order to expedite referrals and facilitate communication between all local providers of residential services.

- All Residential staff are trained in providing evidenced based best practices and qualified to recognize the unique strengths and needs of each resident and the rehabilitation plans demonstrate creative, individualized approaches to assist clients to attain goals in the areas of community living, learning and working as determined by the client.
- The part-time nursing staff are required to hold a valid NYS Registered Nursing Licensure and have at least three years experience in providing community based healthcare.

### **Waverly Adult Community Residence Staff**

- The Peer Staff are required to complete specialized training as a Peer Specialist. Specialized training includes the following best practices: Recovery Based Counseling, Wellness Self-Management, Integrated Dual Disorder Treatment, Family Psycho-Education, Wellness Recovery Action Plan (WRAP) and Cultural Competence.

5. **Program Goals/Outcomes:** A description of the desired benefits or changes for the target population(s) following their interaction with the program(s).

The Program Goals and Outcomes for each type of residential program at Residential Care Inc. are:

### **Children and Youth Community Residence**

1. Residents and families (caregivers) will actively participate in the program
  - a. 100% of residents will participate in quarterly service plan development.
  - b. 90% of residents will regularly attend a community based school placement.
2. Residents will exhibit an increase in functional behavior
  - a. 65% of service plan objectives will be attained quarterly.
  - b. Program staff will provide an average of 6 restorative services per full-time resident per month 90% of the time.
3. Residents will be discharged to a less restrictive living environment
  - a. 75% of residents discharged every 12 months will move to a less restrictive environment or equivalent level of care.

### **Adult Community Residences**

1. Residents will actively participate in their program
  - a. 100% of residents will receive the opportunity to participate in quarterly service plan development.
  - b. 60% of residents will be able to state at least half of their objectives at quarterly reviews.
2. Residents will exhibit an increase in functional behavior
  - a. 50% of service plan objectives will be attained quarterly.
  - b. 50% of residents will be able to identify their medications each quarter.
3. Residents will require minimal hospitalization

- a. At least 95% of total resident days every twelve months will be psychiatric hospitalization free.
- 4. Residents will progress to environment of choice
  - a. 90% of residents who have choice in discharge every twelve months will progress to environment of choice.

**Supported Housing /Community Services**

- 1. Residents will require minimal hospitalization
  - a. At least 95% of total resident days every twelve months will be psychiatric hospitalization free.
- 2. Residents will be satisfied with services provided
  - a. 100% of eligible residents will receive the opportunity to complete the annual consumer satisfaction survey.
  - b. 75% of residents completing survey will report overall satisfaction with services.

**Single Room Occupancy Programs**

- 1. Residents will require minimal hospitalization
  - a. At least 85% of total resident days every twelve months will be psychiatric hospitalization free.
- 2. Residents will be satisfied with services provided
  - a. 100% of eligible residents will receive the opportunity to complete the annual consumer satisfaction survey.
  - b. 75% of residents completing survey will report overall satisfaction with services.

**6. Specific Deliverables and Timeframes (If Applicable):** A detailed description of the specific activities and steps required to operate the program(s) and/or project(s).

**\* New Units Coming On-Line \***

**The Convent SRO Community Residence Program** started consumer in-reach groups at Bronx Psychiatric Center, Transitional Living Residence and Inpatient units in January in anticipation of opening in the spring. Convent Residence was certified April 2010 and started admissions with a goal to admit 4 consumers a week for 13 weeks to reach 100% occupancy. Currently the program is exceeding this goal. As of 5/15/10, there are 26 residents admitted or 50% occupied. On-going in-reach groups will continue at the Bronx Psychiatric Center for existing and future vacancies at this residence and other housing at Residential Care, Inc.

**\* New Units Coming On-Line \***

**Supported Housing Program: Bronx County**

Of the twenty (20) units awarded in the 2010 SH RFP; eight (8) were filled as of 05/13/10, six (6) more are expected to be filled as of 08/01/10 and the final six (6) are expected to be filled by 11/01/10. Residential Care Inc. will continue to work closely with Bronx Psychiatric Center to provide in-reach services to long stay individuals eligible for these supported housing units.

- 7. Performance Targets/Milestones (If Applicable):** A description of the proposed measures to track whether the project(s) or program(s) is/are on course with its performance targets.

***All Programs***

*On a quarterly basis, the Director of Residential Services or her designee is required to attend the monthly scheduled Board of Directors' Meeting to present an update on progress made with each programs' previously outlined annual goals. Documentation of quarterly updates is documented in the Meeting Minutes of the Board of Directors' Meeting.*