

**Brown Site**

700 SE Cross  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3325  
Fax: 217-773-2425

*Day Program Building*

210 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3958  
Fax: 217-773-2339

*Sterling Apartments*

211 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-2903  
Fax: 217-773-2907

*Country Lane Apartments*

213 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3926  
Fax: 217-773-3476

*Harvest House Apartments*

608 SE Cross  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3515  
Fax: 217-773-9001

*Curry Lane Apartments*

510 Curry Street  
Mt. Sterling, Illinois 62353  
Phone: 217-773-4710  
Fax: 217-773-4049

**Hancock Site**

607 Buchanan Street  
Carthage, Illinois 62321  
Phone: 217-357-3176  
Fax: 217-357-6609

*Randolph Lane Apartments*

30 Randolph Lane  
Carthage, Illinois 62321  
Phone: 217-357-0590  
Fax: 217-357-0591

**Pike Site**

120 N. Williams Industrial Drive  
Pittsfield, Illinois 62363  
Phone: 217-285-4436  
Phone: 217-285-4930  
Phone: 217-285-6111  
Fax: 217-285-2804

# Community Housing Program Manual

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# **I. Program Description**

## **A. Philosophy**

The Community Housing Program is designed to provide services to individuals diagnosed with a persistent mental illness who require a supervised or supported living environment for community residency.

Services are provided to build resilience, and to support the recovery or well-being of individuals and the integration of individuals served into the community. Through service provision, symptoms or needs will be reduced and individuals will experience an improvement in level of functioning in their environment. Services are supportive and individualized to enable continued residency in the facility and integration into the community. The program strives to continually improve service provision in order that individuals served experience an enhanced quality of life.

## **B. Hours/Days of Operation**

The Community Housing Program operates 24 hours per day, 7 days per week from each of the five residential facilities. See sections II A for availability of Staff Support Services.

## **C. Admission/Re-Admission Criteria**

In order to be eligible, individuals must meet and/or provide documentation to verify the following criteria:

- A valid (DSM-V), physician-diagnosed, primary, persistent mental illness
- At least 18 years of age
- Annual income must not exceed the low or extremely low-income limits established by HUD for each housing entity
- Apartment is the sole residence
- Disclosure of Social Security number
- U.S citizenship or eligible immigration status
- Information relevant to eligibility and level of assistance (assets, criminal/drug activity, rental)
- Ability to pay initial rent and security deposit at move-in

## **D. Program Guidelines**

*See House Rules*

## **E. Behavioral Intervention**

Violation of one or more of the program guidelines will result in the following actions:

1. Behavioral intervention by staff involving verbal redirection. Positive interventions including redirecting and de-escalation are utilized by staff to de-escalate and promote socially acceptable behavior and to emphasize building positive relationships. The use of positive interventions is used to empower the individual served to make their own positive behavioral changes.
2. In the event that the above intervention is not successful, supervisory staff will conduct an individual consultation with you to discuss behavioral issues.
3. If the inappropriate behavior continues, a clinical staffing with you and the Treatment Team (and others, if appropriate) will be held to take one of the following actions:
  - A. Assessment/referral for appropriate, alternative services
  - B. Discharge from the program

## **F. Termination of Tenancy**

The managing agent will follow HUD guidelines for providing notice and terminating tenancy for the following reasons:

- Material non-compliance with the lease, including:
- one or more substantial violations of the lease

- repeated minor violations
- non-payment of rent
- fraud
- failure to submit all required information on income
- extended absence or abandonment of the apartment
- Drug abuse and other criminal activity, including:
- any criminal activity by the tenant, visitor or other person under the tenant's control that threatens the health, safety, or right to peaceful enjoyment of the premises by other tenants, staff of the managing agent, or persons residing in the immediate vicinity of the premises
- tenant is illegally using a drug or when a pattern of drug use or alcohol abuse interferes with the health, safety, or peaceful enjoyment of the premises
- if a tenant is fleeing to avoid prosecution or custody after conviction of a crime, or is violating a condition of probation or parole
- tenant's alcohol abuse or pattern of abuse of alcohol threatens the health, safety, or right to peaceful enjoyment of the premises of other residents
- Failure to abide by a state landlord/tenant law
- Other good cause

## **II. Program Services**

The Mental Health Centers of Western Illinois Community Housing Program can provide you with an array of supportive services and assistance to maximize your independent living situation.

### **A. Staff Support Services**

The Residential Supervisor/Residential Managers are responsible for the housing program, staff, facilities, and the services provided. The Residential Supervisor/Residential Managers of the Brown facilities are located in the Country Lane, Curry Lane, or Harvest House Apartment buildings, and are normally available Monday—Friday from 8:00 a.m.—4:00 p.m.

Country Lane, Curry Lane, Harvest House and Sterling apartment buildings at the Brown site have staff members available 24 hours per day/7 days per week. Emergency protocols and contact numbers are posted in the commons areas of each building. A landline phone is also available in each common area for individuals to access emergency personnel as needed.

The Residential Manager at Hancock is normally located at Randolph Lane from 7:00 am to 11:30 am on Sunday; 7:00 am to 5:00 pm on Monday & Tuesday; 7:00 am to 8:00 am and then 11:30 am to 6:00 pm on Wednesday; and 7:00 am to 8:00 am and then 11:30 am to 5:00 pm on Thursday. Building D at Randolph Lane staff members will be available Monday through Friday from 7:00 am to 8:00 am and from 11:30 am to 8:30 pm. Staff members will be available on Saturday and Sunday from 7:00 am to 11:30 am and 4:00 pm to 9:00 pm.

Staff members are entitled to a half-hour meal period. The agency requests you not disturb staff during this period unless your situation is an emergency.

Staff support services are subject to change depending on State funding. Notice will be given to individuals/guardians when changes occur.

### **B. Meetings/Inspections**

Scheduling boards are located in each building. These boards contain dates and times for appointments, case management/nursing/community support services, and activities that are scheduled for your participation. It is important that you check these boards frequently.

Bimonthly (or as indicated) an inspection of your apartment will be completed. Dates will be posted on the scheduling boards and apartments will be inspected regardless of your presence.

A monthly meeting is scheduled with all building residents, which is also posted on the boards. The purpose of the meeting is to discuss building issues, changes and suggestions.

### C. Psychiatric Nurses

The Psychiatric Nurses have offices at the Center locations. In addition, there is a laboratory located at Country Lane Apartments. The nurses work Monday—Friday, 8:00 a.m.—4:30 p.m. The nurses are available by appointment to evaluate your medical and psychiatric symptoms, medication side effects, or other issues. The nurses will assess your symptoms and report them to the appropriate professional. If an appointment is required, nurses will provide your physician with a current medication listing and medical consultation regarding current symptoms. Your physician will complete the consultation with any recommendations or orders, which the nurses will implement.

Community Housing—For individuals residing in Community Housing, the Psychiatric Nurse is responsible for administering all prescribed medication. A medication holder with daily dosage compartments and written dosage instructions is maintained for all individuals in the Community Housing Program. On a weekly basis, the Psychiatric Nurse will inventory medication to determine refills. A list of the refills will be provided to a licensed pharmacist or other applicable method. Individuals are responsible for payment of all medication.

Once the medication has been filled and securely packaged by the pharmacist, Community Housing staff, or other designated staff, transport and deliver the medication to the Psychiatric Nurse. The Psychiatric Nurse is responsible for unpacking the medication, verifying the labeling and ensuring the proper storage and safe handling of the medication in a locked file cabinet. The Psychiatric Nurse is responsible for distribution, administering and packaging prescribed medication in the medication holder, with the client present. During this process, face-to-face interviews with the clients are performed reviewing their responses to psychotropic medications, discussing the purpose of taking the medication, the side effects, and adverse reactions. Holders are returned to the housing facility and placed in a locked file cabinet. Housing staff members access the cabinet when an individual requests the medication holder. Individuals are responsible for self-administering their own medication, and then staff returns the holder and locks the cabinet. When appropriate, individuals may be prompted by housing staff for medication. The Residential Supervisor and/or Residential Manager(s) are responsible for ensuring prescribed medications (including PRN's) are obtained in a timely manner (within 30 minutes of the prescribed time) so that the client receives medications as prescribed/**ordered**. In the event the client requires a PRN and Housing Staff are currently assisting another client or working in an adjacent building, the client may contact Housing Staff by using the phone located in the commons area to request immediate assistance. Housing staff are responsible for documenting medication compliance and any medication-related questions, side effects reported or observed, medication reactions and/or medication refusal.

The prescribed medication holder, PRN medications and/or OTC medications are located in the residential office where clients can access it to self-medicate. Any variances to this practice will require written authorization from the MHCWI Medical Director. Individuals are responsible for self-administering any PRN or OTC medication. Housing staff will document access of a PRN or OTC on the PRN/OTC Medications form.

Please review your medication for accuracy prior to self-medicating. Staff will monitor this process and are available for questions or concerns you may have. According to physician guidelines, the following schedule is utilized for self-medication: QAM medications between 6:00—8:00 a.m.; noon medications between 11:00 a.m.—1:00 p.m.; evening medication between 4:00—5:00 p.m.; and QHS medications between 8:00—10:00 p.m. It is recommended that dosage time frames be four hours apart

If you need to leave the building during a medication dosage, staff can assist you with preparing your medication to accompany you. If you are planning an overnight stay from the building, please complete a Client Medication Request form for the nurses as soon as your arrangements are finalized. This form provides the nurses with the dates of your stay in order for medication to be ordered and dispensed in advance for the time frame required.

With a physician order, nurses will monitor your blood pressure in both lying and standing positions as well as monitor your weight. In addition, with a Doctors order, glucose levels for diabetic individuals are monitored on

an ongoing basis. For individuals prescribed the psychotropic medication, Clozapine, a venipuncture will be performed by the nurse for a WBC level to monitor for agranulocytosis according to the time frames required by Clozapine protocol. According to physician orders, the nurses also administer injections, laboratory tests, or other treatment procedures.

Periodically and as new medications are prescribed, as clinically indicated, as requested, and at least annually, the nurses provide medication training and education to you. The purpose of this service is to discuss your illness, medications (including side effects), self-administration, storage, and the importance of communicating with staff regarding medication issues.

## **D. Community Support Services**

If your illness has affected your level of functioning regarding independent living skills, the housing staff will provide assistance to you. Community Support Services are based on individual need, are person centered and consist of meal planning, food inventory, grocery shopping (accessing Public Aid Link System), laundry, cooking, housekeeping, and any other living skill deficit.

## **E. Case Management**

The Mental Health Centers of Western Illinois provides Case Management services individualized to your level of need or assistance. Case Managers and administrative staff provide social services assistance or management. Case Management staff is located at the Brown County Center location and the Hancock County Center location; and administrative staff is located at each of the Center locations. Staff can be accessed by scheduling an appointment. Case Managers' hours are Monday—Friday, 8:00 a.m.—4:00 p.m. and administrative staff hours are Monday—Friday, 8:30 a.m.—4:30p.m. Social services consist of management of Social Security and Public Aid entitlements.

### ***1. Social Security***

Social Security entitlements provide most clients with their primary source of income and are an essential component to maintaining independent living. Assistance is available for completing Social Security forms, submitting required documentation, and advocating with Social Security staff as needed. If you are unable to manage your Social Security entitlements, the agency can apply for a representative payeeship on your behalf to manage your entitlements for you. The agency deposits your benefits in a checking account and pays your expenses. On a weekly basis, you are provided an allotment for personal expenses. Any bills you receive are to be turned in to residential staff or forwarded to administrative staff. To request extra cash, a Client Check Request form must be completed. You will receive a financial statement reflecting income and expenses on a monthly basis. Skills building classes are provided to individuals who wish to work toward managing their own funds.

### ***2. Office of Public Aid***

The Office of Public Aid provides assistance programs to enhance your independent living situation. Staff can assist you with applying for and maintaining medical, food stamps, and cash benefits; accessing the Link Card system, submitting required documentation and participating in interviews. For clients with a medical spend down, staff can submit your medical expenses to Public Aid and monitor your expenses until the spend down is met.

### ***3. Referral & Linkage***

For clients needing assistance, Case Managers can provide referral and linkage in the community to access medical, psychiatric, legal, educational and vocational providers, personal necessities, family contact, public transportation and other needed resources. To ensure availability of staff, all appointments for Case Management services are scheduled by the Case Managers. Please be aware that services may be limited at

times due to staff schedules and/or accessibility of other resources. In addition, Case Managers are available to provide support and monitoring regarding your illness, level of functioning, living skills, and other personal issues.

## **F. Structured Activities**

The housing program provides supervised socialization and recreational activities in the evenings and/or on weekends. A monthly meeting is held with clients to obtain suggestions and plan for future activities. Activities are held in the apartment buildings, the Day Program building, and the community.