

## RESIDENTIAL SERVICES

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INCLUDES COMMUNITY RESIDENCES, HEAVLIN HOUSE, SUPPORTED LIVING APARTMENTS, AND SEMI-INDEPENDENT COMMUNITY LIVING APARTMENTS

### CERTIFICATIONS:

- Licensed by the State of Michigan; Adult Foster Care
- Commission on Accreditation for Rehabilitation Facilities (CARF)
- ServSafe Certification (Food Service Safety Program)
- Bronze – Commitment to Quality Award, American Healthcare Association, select locations

### SERVICE ABILITIES:

- Serve persons with traumatic brain injuries and spinal cord injuries
- Serve adults 18 years and above in multiple residential settings and locations
- Unique ability to serve individuals with single or multiple needs:
  - Transitional placements
  - Long term placements
  - Community placements with supports as needed
  - Cultural needs
  - Educational and vocational needs
  - Medically fragile
  - Medical complications/health concerns
  - Lower functioning clients
  - Behavior issues
  - Respite care

### LOCATIONS:

- Licensed community residences with private rooms in Wayne, Oakland, Macomb, Saginaw, and Midland, Michigan Counties. Typically two to six individuals per house.
- Special Tree, owned apartments in several locations that provide on-site support, case management and supervision in a transitional setting
- Licensed residences have access to comprehensive outpatient, educational and vocational services at strategically located Special Tree therapy clinics

- Community Residences are located in safe, attractive neighborhoods with access to community amenities
- Heavlin House serves individuals with spinal cord injuries and is located on the Romulus, Michigan NeuroCare Campus with access to on-campus physician and nursing services
- Residential in-home support available in individual's apartment of choice, to maximize independence through OASIS, Special Tree's semi-independent community living apartment program

#### KEY POINTS:

- 24/7 on-call Nursing Services available at all locations
- 24/7 Neurobehavioral Services available at all locations by licensed psychologists
- Staff creates environments that welcome relationship building and family involvement
- Achieving optimal quality of life for all the residents is an important goal
  - Person-centered focus; surveyed annually to identify leisure choices, hobbies, community access choices and vacations
  - Almost 90% of the residents have accomplished their personal, life-participation goals since 2012
- Quarterly Quality Audits are conducted at all residential locations, with the goal to receive zero citations from the State Licensing reviews
- Case Management drives the personalized approach to goal setting for each client and services are provided depending on choice or medically recommended need
  - Therapies
  - Day Treatment Services
  - Vocational Services
  - Educational support (primary and secondary)
  - Personal care, laundry, meal preparation, etc.
  - Daily structure and self accountability
  - Menu planning and grocery shopping
  - Self advocacy
  - Self medication management
  - Self management skills
  - Counseling
  - Money management
  - Arranging transportation/Using public transportation

- Community access and mobility
- Technology use
- Medical appointments
- Religious affiliations/worship
- Family support and education
- Community involvement
- Leisure and recreation
- Referral for Driver's evaluation and education
- Referral for support services not related to injury (i.e. substance abuse counseling)

#### STAFF: THE SCIENCE OF CARING

- Diverse and culturally competent staff
- Intensive on-going staff training is provided and/or financially supported to include:
  - Behavior management
  - Handle With Care (physical management)
  - Medication Management
  - CPR
  - First Aid
  - Defensive Driving
  - Nutrition, menu planning, weight management, healthy eating, food handling
  - Staff are encouraged to become a Certified Brain Injury Specialist (CBIS)
  - Certified Nursing Assistant (CNA) training supported
- Exceptional staff longevity
- Key Positions
  - Director of Residential Services
  - Residential Best Practices Program Coordinator
  - Nurse Case Manager
  - Residential Program Managers at each location
  - Rehabilitation Service Technicians (RSTs) at each location

## INSURANCE CONSIDERATIONS

Special Tree accepts a wide variety of insurance including Auto No Fault, Worker's Compensation, and a variety of health and accident insurances. Please contact our staff for questions about coverage or to discuss other possibilities.

## ADMISSIONS

Individuals who meet the following criteria may be eligible to receive our services:

- Client has sustained a traumatic brain or spinal cord injury of recent or distant onset
- 18 years of age or older. Some young adults under 18 may sometimes be treated through a special waiver obtained from the State of Michigan; ask a Special Tree representative for information.
- Client is medically stable and able to participate in a minimum of three days of residential programming per week
- Behavior does not require isolation or restraint
- For admission to the Supported Living Program- Individuals must be willing and able to actively participate in a volunteer position, Day Treatment Services, therapies, employment, or attend school
- Admission to Special Tree is open to all persons who are appropriate for and can benefit from services, regardless of religious preference, gender, race, sexual orientation, national origin, special food or dietary needs, clothing preference; language or cultural needs.

## TRANSITION + DISCHARGE

Our goal is to provide care and rehabilitation to help clients achieve maximum independence in the least restrictive setting possible. As individuals progress and recover they may transfer to home or to a different program. Transitions between inpatient, residential, outpatient, and supported living programs are assessed on a case by case basis with guardian approval as needed. Transitions to supported living are assessed using a variety of ADL (Activities of Daily Living) and IADL (Instrumental Activities of Daily Living) criteria utilizing the Supported Living Assessment created by Special Tree.