



Intensive Care (Crisis Respite) Referral Information

Contact Information:

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We look for any documentation giving us a clear picture of what the person needs to be supported with. This includes, but is not limited to **current signed list of medication** and medical needs (if applicable), SPA, SP, IAPP, SMA, Incident Reports, and Hospital Reports (if warranted). Most of the population that we serve in these programs are arriving under distress, or some sort of change that is affecting them and their stability. Please provide as much information as possible to us so that we can quickly assess safety and ensure that we can provide individualized, quality care to the person.

Daily Rate (1:1 \$1800) (2:1 \$2700)

Hutchinson House (Piedmont area) – capable of serving residents 18+ both Male and Female

Crossroads House (Hermantown area) – capable of serving residents 18+ both Male and Female

Program Overview (Crisis Respite, Daily Services – S9125)-

Innovative Human Services LLC (IHS) will provide a safe, structured, and supportive residential environment for individuals receiving **Crisis Respite, Daily Services (S9125)** through applicable Minnesota Home and Community-Based Services (HCBS) waiver authorization.

Minnesota DHS identifies **S9125 as the procedure code for Crisis Respite, Daily**. Crisis Respite is a short-term intervention service intended to provide an alternative, supportive setting when an individual is

experiencing a crisis or when a temporary change in living arrangements and support is necessary to promote the individual's health, safety, and stability.

IHS will provide services in a person-centered manner, with supports based on each individual's assessed needs, authorized services, person-centered plan, and applicable support strategies.

Residential Setting

Both IHS sites are split-level, (up to) four-person residential settings. The homes are not handicap-accessible homes and are designed to provide a structured residential environment appropriate for individuals whose needs can be safely supported within the setting.

For safety purposes, lighting fixtures in each bedroom are securely fixed to the ceiling. Lexan protective covers are also installed over televisions and other vanity-style light assemblies in the bathrooms to reduce potential safety concerns.

Each person served will have their own private bedroom. Upon admission, IHS will provide each individual with basic bedroom and personal-care supplies, including:

- Clean sheets and bedding
- A set of towels
- Laundry basket
- Basic hygiene supplies
- Dresser
- Nightstand
- Twin-size bed

The goal is to ensure that each individual arrives to a clean, prepared, and welcoming environment with the basic supplies necessary for their stay.

Crisis Respite services will focus on providing a temporary, stable environment where the individual can receive appropriate supervision, support, and assistance while experiencing a period of crisis or instability.

Services include:

- 24-hour access to a safe and structured residential environment.
- Direct supervision and monitoring based on the individual's assessed needs.
- Assistance with activities of daily living and personal needs as appropriate.
- Support with meals, personal care, daily routines, and other routine activities within the scope of the individual's authorized services.
- Support with emotional and behavioral stabilization through a calm, predictable, and structured environment.
- Implementation of existing person-centered plans
- Assistance identifying and reducing environmental or situational factors that may contribute to escalation.
- Opportunities for meaningful activities and appropriate community involvement when the individual is stable and when community access is consistent with the individual's authorized services and safety needs.

- Ongoing observation of changes in the individual's needs, behavior, presentation, and overall stability.
- Documentation of significant events, changes, interventions, and supports provided during the respite stay.
- Communication and coordination with the individual's case manager, family or support network, legal representative, medical or behavioral health providers, and other members of the individual's support team as appropriate.
- Assistance with transition planning as the individual prepares to return to their previous living arrangement or move to another appropriate setting.

The purpose of the service is more than simply providing a place to stay. Staff will remain actively engaged with the individual and provide the supervision, assistance, structure, and support authorized for that individual.

Staffing Model

IHS will maintain staffing designed to support the health, safety, and individual needs of the people served.

Each person served will have a minimum 1:1 staffing pattern from 9:00 a.m. to 9:00 p.m. This staffing structure allows staff to remain actively involved with individuals throughout the day and provide individualized support, supervision, assistance with daily activities, and response to changing needs.

From 9:00 p.m. to 9:00 a.m., the home will have:

- One awake overnight staff member; and
- One asleep overnight staff member.

Staffing may be adjusted when necessary based on the needs of the individuals served, applicable authorization, risk assessment, and safety considerations.

24-Hour Management Support

IHS will maintain access to an on-call management representative **24 hours a day, 7 days a week**. Staff will be able to access management support by telephone for consultation, problem-solving, direction, and assistance with situations that may require additional oversight.

If an individual's needs or circumstances exceed what can be safely managed within the home's available staffing and resources, IHS will assess the situation and determine whether additional community-based supports, emergency services, medical intervention, behavioral health intervention, or other appropriate resources are necessary.

The primary consideration in these circumstances will be maintaining the health and safety of the individual, other residents, staff, and the surrounding community.

Daily Structure and Engagement

IHS will provide a structured daily environment while recognizing that individuals receiving crisis respite services may have different needs, routines, preferences, and levels of stability.

Staff will encourage individuals to participate in appropriate daily activities and maintain familiar routines whenever possible. Depending on the individual's needs and stability, daily activities may include personal care routines, meal preparation, household activities, recreational activities, appointments, community activities, social opportunities, and other meaningful activities the resident identifies.

Staff are expected to remain engaged, observant, and responsive throughout their shift and to provide appropriate support consistent with the individual's service plan.

A vehicle will be available at each IHS site for scheduled use.

Transportation will be coordinated based on the individual's authorized services, needs, safety, and level of stability. Transportation may be used for appointments and, when appropriate, for community activities and other approved activities.

Following admission, IHS will assess the individual's stability and readiness for community access. As a general guideline, community access may begin within approximately **48–72 hours of admission**, unless a different timeframe is clinically, behaviorally, or otherwise appropriately determined based on the individual's circumstances and support needs.

The 48–72-hour timeframe is not intended to be an automatic restriction. Rather, it provides an initial period for staff to become familiar with the individual, establish rapport, understand the individual's needs and routines, and determine an appropriate level of community access.

Individualized Support and Person-Centered Care

All services will be provided with consideration for the individual's dignity, privacy, preferences, choices, independence, and personal goals.

IHS recognizes that Crisis Respite should be individualized rather than operated as a one-size-fits-all environment. Staff will use information available through the individual's person-centered plan, assessments, support strategies, referral information, and communication with the individual's support team to provide appropriate services.

Staff will work to create a predictable and supportive environment while allowing individuals appropriate choices and opportunities for independence.

Communication and Coordination

IHS will maintain communication with appropriate members of the individual's support team throughout the respite stay, consistent with applicable privacy requirements and the individual's authorization.

When appropriate, communication may include the individual's case manager, legal representative, family or identified support persons, medical providers, behavioral health providers, and other professionals involved in the individual's care.

Significant changes in the individual's needs, safety, behavior, health, or overall stability will be communicated and addressed according to applicable policies, the individual's plan, and required reporting procedures.

Transition and Discharge Planning

Crisis Respite is intended to be a temporary service. IHS will work with the individual and appropriate members of the support team to support a safe and successful transition at the conclusion of the respite stay.

Transition planning may include identifying ongoing support needs, communicating observations and relevant information to the support team, identifying additional community resources, coordinating transportation, and assisting with the individual's return to their previous living arrangement or transition to another appropriate setting.

The timing and nature of transition will be based on the individual's circumstances, authorized services, support needs, and coordination with the appropriate members of the individual's team.

IHS Commitment

Innovative Human Services LLC is committed to providing Crisis Respite Services in an environment that is **safe, structured, respectful, individualized, and responsive** to the needs of each person served.

Through consistent staffing, active engagement, individualized support, 24-hour management availability, structured routines, appropriate community access, and coordination with the individual's support team, IHS will work to provide a temporary setting that supports stabilization and promotes a safe transition to the individual's next appropriate setting.

Services will be provided in accordance with applicable Minnesota Department of Human Services requirements, the individual's authorization and person-centered plan, applicable HCBS waiver requirements, and other applicable state and federal requirements.

Referral Requests: Please fill in the requested information.

Does this person have an active Waiver Yes ☐ No ☐

If yes, please identify what type of Waiver and what County: _____

Please note

This is not a GRH accepted service.

Name	
DOB	
PMI Number	
Current Placement/Contact Information (address and number)	
Social Security Number	

Current Pharmacy	
Dental Provider	
Eye Care Provider	
Primary Care Physician/ Facility/ Contact Number	
Psych Physician/ Facility/ Contact Number	

General Medical:

Please include a current signed list of medication orders.

Height:	Incontinence:
Weight:	Med Compliant:
Allergies:	Consumes only edible objects:

Please give a summary of where the individual is coming from/ why they are seeking this service/ behavioral incidents / notification of any threats the program should be aware of/ current notes on level of stability (generally any information that is going to help us serve the person to the best of our ability / training for staff) /any information health concerns that are pertinent to the care of the individual and safety of the others in the home.

Team Members/Contact Information/ Role:

Role	Name	Email	Phone
Legal Representative			
Case Manager			

CADI Worker			
Rep Payee			
Family Member			

Is this person on commitment? If so, please provide the commitment paperwork, and give a brief summary of the circumstances below:
Has this person committed a crime? If so, please provide documentation and information regarding the circumstances below:

Please email the following to Gthompson@ihsduluth.com

<u>Current signed list of medications</u> (we will need signed MD orders prior to admit . We cannot move forward with admission without signed MD orders.
Information on what personal needs money the person will obtain while in care/ flow of funding for this service SP, SPA, IAPP, SMA, Progress Notes, Incident Reports, Frequency Reports (Any Current 245D Docs/Plans)