

CRRS CONVERSION DOCUMENT

06-07

Basic Information

COUNTY MH PROGRAM

Cumberland/Perry MH
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Site proposed for de-licensing:
Penn Street CRRS
12 S. Penn Street
Shippensburg, PA 17257

5-bedroom detached house
6 licensed beds (one shared bedroom)
6 current residents

Budget - \$261,150 for 06/07
Budget breakdown – attached.

Conversion Plan

Summary

New Visions currently operates two CRRS in Cumberland County with a total of 16 beds – one 6-bed Intensive Maximum CRRS and one 10-bed Maximum CRRS, both located in Shippensburg. In an effort to provide maximum opportunity for persons with mental illness to choose their preferred housing and successfully maintain the residence of their choice, New Visions is proposing to reduce the number of CRRS beds from 16 to ten, provide case management support services to 18 additional persons in community apartments, and support 9 persons in two Fairweather Lodges. A Consumer-Run Drop-In Center will be developed in Shippensburg since current social rehabilitation services are in Carlisle or Mechanicsburg, a minimum of a thirty minute trip one way.

The specific changes that New Visions proposes are:

- Convert Shippensburg Orange Street 10-bed Maximum CRRS to Intensive Maximum CRRS with enhanced staffing.
- Convert Shippensburg Penn Street 6-bed Intensive Maximum CRRS to a Fairweather Lodge for 5 persons.
- Add a Fairweather Lodge on South East Street, Carlisle for 4 persons.
- Add a Lodge Coordinator position to support the two new Lodges.
- Add one Case Manager Supervisor to Hollar Avenue, Shippensburg to support our respite apartment and support 3 community consumers; and increase the caseloads for the existing four Case Managers at that location from about 4 individuals to 7 individuals. The Hollar Avenue staff, with the Certified Peer Specialist, would support 31 consumers, including the existing 10 CHIPP consumers currently living at Hollar Avenue.
- Develop a Consumer-Run Drop-In Center in Shippensburg.

The changes in numbers of persons served:

- CRRS beds are reduced from 16 to 10,
- Thirty-one persons will receive Supported Living services in community apartments – an increase of 18 individuals.
- Two Lodges will provide for another 9 consumers.
- This represents a change from 29 to 50 total consumers supported – twenty-one additional persons supported in housing.
- 15-20 persons may choose to participate in the Drop-In Center.

In the development of this conversion plan, consumer groups have provided input in the process, suggesting needed additional services and specific suggestions for programming options. Participants in New Visions Day Program in Shippensburg have provided information regarding activities they would like to participate in at the Drop-In Center. These individuals will assist in the search for a site and provide input into all aspects of program development. The Cumberland/Perry Community Support Program (CSP) has been involved in the development of this transformation and will continue to provide input and support as the process moves forward. Additionally, there were five meetings held with John Ames, OMHSAS, and Cumberland and Perry MH Program staff to plan and implement the conversion project.

Orange Street, Shippensburg

New Visions' current 10-bed Maximum CRRS at 7 E. Orange St. will be converted to an Intensive Maximum CRRS, with enhanced staffing provided. Staffing will be increased to two persons working every shift, except over-night, seven days per week. The night shift will be awake staff. If additional staffing needs occur, based on individual need, increased funding for additional staff will be requested from the County Program Office to best support individuals.

Budget – The attached budget for Orange Street Intensive Max CRRS requires an additional \$74,389 from C/PMH added to the existing \$250,937 encumbrance for a total budget of \$325,326. This total includes \$18,000 from consumer service fees. The County MH Program, as our partner, is able to provide the additional resources in order to develop the program in its entirety.

Fairweather Lodges

- Penn Street, Shippensburg

New Visions Intensive Maximum CRRS at 12 S. Penn Street supports up to 6 persons at a time in 5 bedrooms. In converting to a Fairweather Lodge, 5 persons will reside there, each with his/her own bedroom. Rehabilitation expenses will be needed to convert internal space and to replace the current windows with windows that increase energy efficiency. The persons in the Penn Street Lodge will receive support from a new full-time Lodge Coordinator position, shared with the new East Street Lodge in Carlisle.

- East Street, Carlisle

In cooperation with the Cumberland County Housing and Redevelopment Authorities, New Visions will purchase and rehabilitate a 4-bedroom home at 26 S. East Street, Carlisle for use as a Fairweather Lodge. A full-time Lodge Coordinator will split his/her time between this Lodge and the Penn Street Lodge.

This property is being developed with a variety of funding sources. The house itself is being donated to New Visions by the Cumberland County Housing Authority. It will require a moderate amount of rehabilitation, totaling \$223,568. Of this total, \$116,568 is coming from Cumberland County CDBG/HOME funds; \$57,000 from the Federal Home Loan Bank's Community Lending Program, which will be supported from tenant rents; \$50,000 in traditional mortgage financing from F&M Trust in Chambersburg, which will be supported by the contract for services with Cumberland/Perry MH-MR; and \$20,000 cash donation from F&M Trust through DCED's Neighborhood Assistance Program (NAP). A development budget with detail is attached.

Given the timing of the various funding streams which will allow the purchase and rehabilitation of this property, the East Street Lodge would not be ready for occupancy until fall 2007 at the earliest.

Budget – The attached budget for staffing for the two Lodges requires \$90,000 from C/PMH.

Community Apartments

New Visions supports 10 CHIPP consumers in two apartment buildings on Hollar Avenue in Shippensburg. There are four Supported Living Case Managers working from that location through the week as well as direct care staff on site 24 hours a day.

New Visions' Case Managers at Hollar Avenue, Shippensburg currently support 10 consumers in the apartments and two individuals in respite, as well as three consumers in the community. We

will add a Case Manager Supervisor who will support 3 consumers plus the person(s) in respite. We will increase the caseload for the existing Case Managers from the current four individuals to six or seven individuals. This revision will add support for 12 to 21 additional persons living in the Shippensburg and surrounding community.

Affordable rental units in Shippensburg have been historically difficult to find due to the high level of housing rented to university students. If we are unable to secure apartments for consumers in Shippensburg, we will seek apartments in the Newville and/or Walnut Bottom area. We may look for additional housing in Carlisle, depending on the individual's choice for location. If the community apartments are located in Carlisle and east we may expand case management support at our Hanover Street, Carlisle location rather than at Hollar Avenue in Shippensburg.

The additional persons to be supported in the community will likely receive rental assistance through Housing Choice Vouchers. The Cumberland County Housing Authority has developed a preference for their waiting list for persons moving from CRRS into the community. All individuals who live in New Visions' CRRS have applied for a voucher.

Everyone moving to a community apartment will have a written lease with the landlord and will be able to remain in the apartment as long as they abide by their lease agreement. Supports through New Visions, or another provider, are voluntary. If an individual elects to not receive those supports, they will be able to remain in the apartment under their lease agreement. Services will be offered and alternatives explored for supports for individuals. New Visions has formed strong, collaborative relationships with community landlords, which have proven beneficial in providing for persons to remain in their apartments

Budget – The new Hollar Avenue budget contains \$44,822 in additional C/PMH money for a new total encumbrance of \$487,011.

Consumer-Run Drop-In Center

New Visions currently provides limited day opportunities at the two CRRS by utilizing a day-shift Residential Service Staff to organize and support activities. Persons who choose not to work or to travel to other programming may participate in these activities in Shippensburg. The addition of a Consumer Run Drop-In Center in Shippensburg will allow a dedicated space for socialization activities and enhanced community integration. The Drop-In will be consumer run.

New Visions currently employs a Certified Peer Specialist in Shippensburg. In an effort to expand CPS opportunities, New Visions will encourage existing CPS to apply for the consumer-employee positions at the Drop-In Center and persons hired without certification will be given the opportunity to receive training and certification as Certified Peer Specialists.

Budget – After increasing the Orange Street and Hollar Avenue budgets and utilizing resources for the two Lodges, there is \$51,939 remaining in the “Conversion Pot” to utilize for this program. The annual operating cost for the Consumer-Run Drop-In will be \$101,850. The

remaining \$49,911 needed to operate the Drop-In Center will be provided by Cumberland/Perry MH-MR. Training opportunities for the staff and consumers exist and include internal training, training provided by the MH Program Office, and attendance at conferences, etc.

Conversion Process

1. & 2. Each consumer involved in the CRRS transformation, whether they will be moving from the Penn St. CRRS or another location, will be interviewed using a structured format. The interview process will inform each consumer of housing and service options available to them in the community. This interview process will follow closely the process used preceding the closure of the Harrisburg State Hospital when New Visions staff assisted in assessing HSH residents' housing choices and support needs. Through this process, a housing plan will be developed with each person leaving the CRRS. A copy of this interview form is attached. It will be modified to fit the CRRS conversion process and will involve a team approach, including family members and other persons the consumer selects to be involved.

3. New Visions is converting one of two CRRS residences, reducing the number of beds from 16 to ten. The Maximum CRRS will close and the Intensive Maximum CRRS will remain open. The persons on the CRRS waiting list will remain there since CRRS services will continue to exist at the second location. Casemanagers supporting persons on the waiting list will be contacted and participate in the housing plan development meetings. We anticipate that a number of individuals waiting for Maximum CRRS would best be supported in the community through New Visions' Supported Living Services, other providers' Supported Living Services or the Fairweather Lodge.

4. The Cumberland County Housing Authority (CCHA) has agreed to provide a preference on their Housing Choice Voucher waiting list for persons who are transitioning out of CRRS. This will help ensure that persons moving from the CRRS will be able to rent if they choose to move to an apartment or qualified shared living arrangement. This rental assistance will be available if the person chooses to remain in the CRRS home after it converts to a Fairweather Lodge. This rental assistance will be managed by the CCHA. Persons receiving rental assistance from the CCHA are charged rent at 30% of their adjusted gross income.

5. The following services are available for persons living in community apartments as well as in the Fairweather Lodge.

- **Lodge Coordinator** – A mental health professional with experience and training in the Fairweather Lodge model will provide life skills training, education, oversight, and ongoing support to the residents at their home for up to 40 hours per week.
- **Case Management** – Consumers will meet with their targeted case manager for a minimum of two or four contacts per month, depending on the level of case management. Case management provides linkages to community services and peer? support networks. Individuals moving to community apartments will receive support from New Visions' Supported Living Case Managers (or other providers) working out of

either Shippensburg or Carlisle. New Visions' Case Managers routinely provide supports and services to the persons they serve. They are creative and flexible in meeting the needs of consumers by providing vocational and employment support, money management skills, life skills, household establishment, and tenant advocacy. Case management services are provided on a schedule requested by the consumers in their home and community settings.

- **On Call Support** – A crisis intervention plan will be completed for all consumers as part of the transitions process. Both ICM case management and New Visions will provide 24 hour on-call availability to the residents on an ongoing basis. On-call support helps consumers with mental illness through crisis situations and can be used to defuse potential crisis situations before they escalate. The Cumberland/Perry Warmline is available to consumers and Crisis Intervention support is available 24 hours per day. Some consumers will be receiving the services of the Community Treatment Team (CTT) and the crisis plan will be jointly developed.
- **Mental Health Counseling/Psychiatry; Drug & Alcohol Counseling** – Counseling and psychiatric services are available throughout Cumberland and Perry Counties, provided with sliding scale fees as well as reimbursed through Medical Assistance and third party insurers. Consumers will be connected with counseling and psychiatry for the frequency and duration developed with them in their treatment plans. Frequent providers of MH/D&A counseling and psychiatric services for these individuals are NHS Stevens Center and Holy Spirit Hospital Behavioral Health Center. The counties' MH Office and the Drug and Alcohol Office work closely with us.
- **Financial Counseling/Representative Payee** – Consumers can receive financial counseling services and representative payee services from Maranatha Financial Counseling Services. Consumers may use this service at the frequency and duration they need.
- **Transportation** – Cumberland and Perry County Transportation provides transportation to medical appointments and support services. Each of New Visions' programs owns vans that case managers and other support staff use to provide transportation to appointments, shopping, and other community events.
- **Employment Services** – Employment assistance is available from Employment Skills Center, Office of Vocational Rehabilitation, and Susquehanna Employment Corps, and other providers under county contract. These services may be utilized for as long as necessary for an individual to gain employment. The Lodge Coordinator will also assist with developing and maintaining employment for persons living in the Lodge. The STAR program provides psychiatric rehabilitation services that include an employment program where consumers can receive vocational support and secure employment.
- **Additional services and supports are also available.**

6. The Penn Street house is owned by New Visions, who will maintain control of the site through the conversion process. After the conversion process, the house will be used as a Fairweather Lodge.

7. The current CRRS House Supervisor will be given the choice of working as the Lodge Coordinator or the Supervising Case Manager at the Hollar Avenue CHIPP Supported Apartment Program. The other employees will be given the opportunity to fill the additional staffing positions at the Orange Street CRRS as well as any other vacant positions within New Visions. New Visions provides on-going in-house training to its employees on a variety of topics such as Aggression Management, Non-Violent Crisis Intervention, Mental Illness/Schizophrenia, Psychopharmacology/Psychotropic Medications, Psychosocial Skills Training, Strategies for Social Skills in Mental Health, Universal Precautions, Mental Health Recovery, and others. New Visions sends staff to outside trainings, workshops, and conferences. Most recently seven staff and consumers attended the annual Drop-In Center Conference in State College. Cumberland/Perry MH-MR also provides frequent training opportunities to county providers and consumers free of charge. Recent trainings that have been provided and/or are scheduled to be provided are as follows:

- Consumer Leadership

- Advocacy

- Dialectical Behavioral Therapy

- CSP Conference in conjunction with Dauphin County

- CFST Training

- Recovery and Educating Providers on CSP Principles and Recovery

- Wellness Recovery Action Plans

- Peer to Peer

- Family to Family

8. Most of New Visions' consumers living in community apartments receive HUD rental assistance. The inspections for these apartments are conducted by the CCHA. The CCHA has agreed to do Housing Quality Standards inspections of properties involved in the transition process where vouchers are not being utilized to ensure the quality of the housing.