

St. Coletta of Wisconsin Our Residential Services Fall Conference 2010

Purpose: We support individuals to live as independently as possible in their communities. We work to foster a sense of both an internal and external community.



Operating Locations

- We operate in 2 States, across 4 geographical locations

WISCONSIN

- Madison
- Waukesha
- Jefferson area (includes Fort Atkinson)

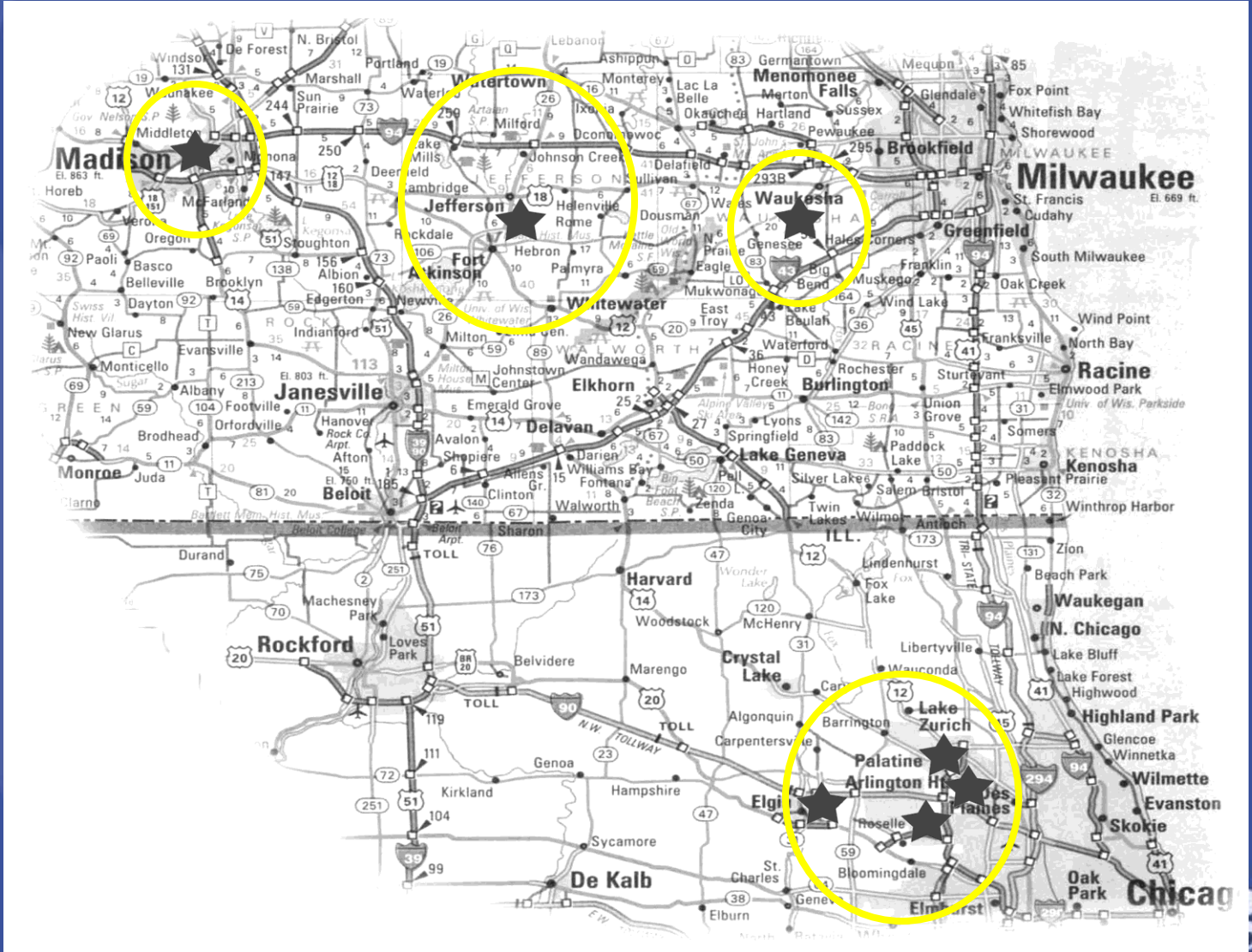
ILLINOIS

- Suburbs north of Chicago (Arlington Heights, Palatine, Roselle and Elgin)

Total Residential Capacity = 280

Total Number of homes/apartments = 65

Service Locations



Operating Locations

Madison

19 clients supported
In
11 households

Waukesha

22 clients supported
Across
5 homes

Illinois

69 clients supported
Across
10 homes

Jefferson area

170 clients supported
Across
39 homes/apartments

Residential Staff Structure

- **Kim Ray** – Vice President of Residential Services - Umbrella over all geographical areas.

*“Takes a lot of talented staff to oversee & ensure quality supports!
Approximately 300 employees....Here are some of them.....”*

Ted Behncke

Director of Residential Operations
(Jefferson, Waukesha & Illinois programs)

Oversight for operational aspects of programs:

- Fiscal management (O.T., supplies)
- Front line leadership development & training
- Branding – home quality standards
- Maintenance, Information Systems (IS), Transportation

Residential Staff Structure

Cathy Reiser
Residential Director
(Jefferson area programs)

- Provides direct supervision to Residential Coordinators (RC's) & oversight of day to day home operations.

Liz Brzeski
Program Leader
(Waukesha program)

- Provides oversight to both program operations and service coordination.

Lloyd Stephens
Lead Residential Coordinator
(Illinois Program)

- Provides direct supervision to Residential Coordinators (RC's) & oversight of day to day home operations.

Residential Staff Structure

Christina Angelici

Director of Behavioral Health & Case Management
(Waukesha, Illinois, Jefferson & Madison Program areas)

Oversight for all organizational case management systems:

- Facilitates/designs case management systems that support coordination of services for all aspects of a clients life (Medical, Residential, Day/Voc., Behavioral Health, Financial, Spirituality, Health & Wellness, Holistic Aging).

Darlene Dahl

Lead Qualified Support
Professional
(Illinois Program)

Jenny Tilley & Nicole Styles

Lead Case Coordinators
(Jefferson area Programs)

Provides direct supervision to CC/QSP's & oversight of day-to-day case management functions:

- Individual Service Planning
- Health & Wellness – Spirituality (Interface w/ Pastoral Ministry)
- Behavioral Health - Psychiatric Oversight
- Vocational/Day Services & Recreational interface
- Stakeholder communication (family/guardian & funding source)

Residential Staff Structure

**Jennifer Riedasch –
Program Leader
(Madison Program)**

- Provides oversight to both program operations and service coordination.

Nursing Support

**Terri Wenkman
Registered Nurse
(WI programs)**

**Lisa Wick
Registered Nurse
(IL programs)**

- Provides training and ensures compliance with licensing requirements.
- Is a consultant/resource to program staff.
- Primary medical needs of clients are met via access to community medical professionals.

Core Team Structure



Three-person Team Concept:

- Case Coordinator/Qualified Support Professional (CC/QSP)
- Residential Coordinator (RC)



Home Coordinator (HC)

Core Team Structure:

Core team Structure impact person's served in the following ways:

- Provides a solid team of three individuals for every caseload configuration that works collaboratively to meet all the needs of persons served on their caseload.
- Aligns caseloads to minimize issues of constant caseload reassigning and shifting of team members.
- Increases focus on the management of medical needs (with the addition of the HC position).
- Increases focus on effective communication with families/guardians, funders and direct care staff (DSP's)
- Enhanced focus on oversight/support of Direct Support Professionals (DSP's) to foster retention at this critical service level.
- Cultivates talent & fosters retention by providing a career path.

How your Team Functions

RC

- Organizes, Leads, and Trains DSP Teams
- Day-to-day home operations, quality of care
- Scheduling of DSP's

CC/QSP

- Overall Service Coordination
- Behavioral/Psychiatric
- ISP's Development & Training
- Primary Stakeholder contact

HC

- Medical Appts. & Follow-ups
- Community Integration & Recreational Registration
- Client Personal
- Back-up to

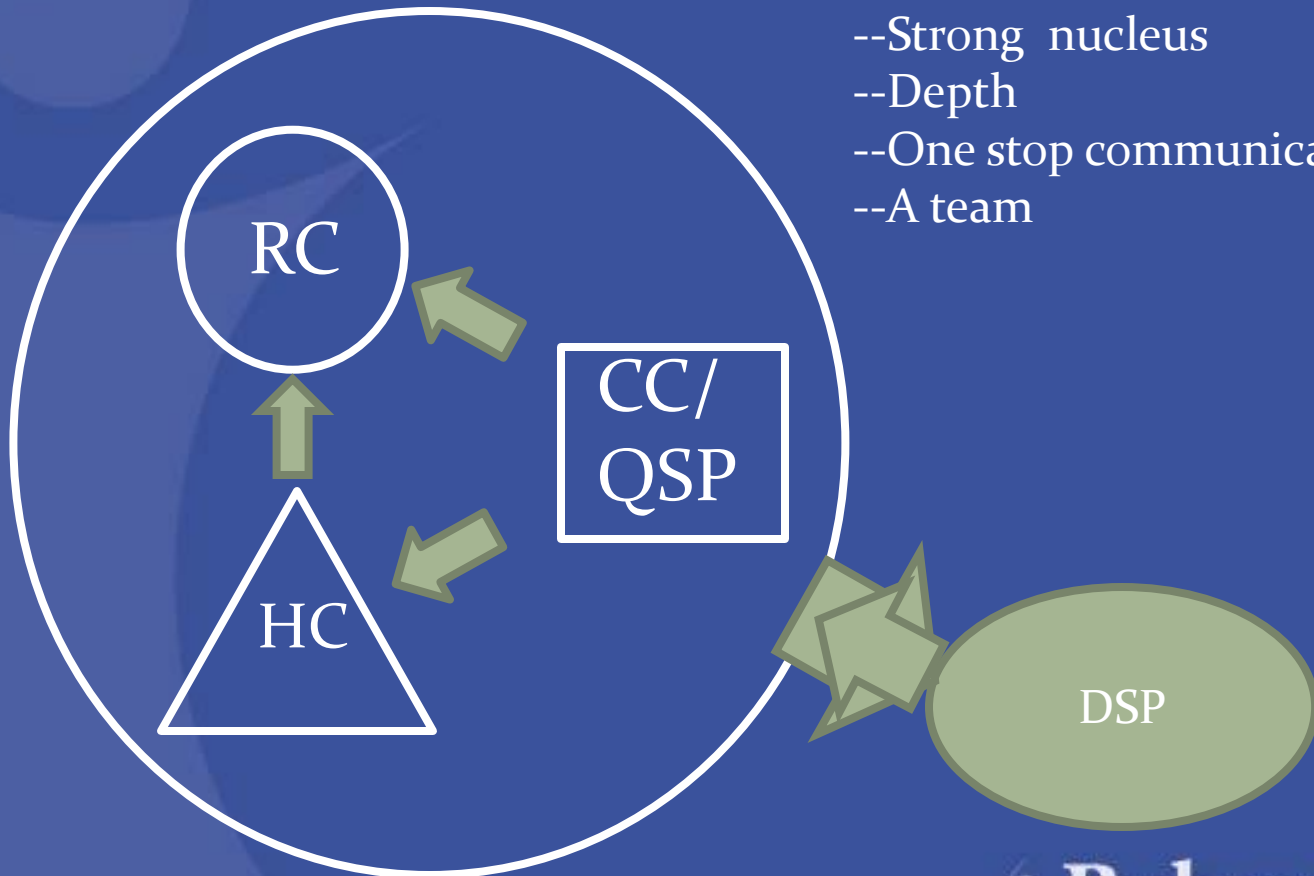
DSP

- Front line Day to Day Care
- Medical Administration
- Dietary/Nutrition
- Integration to Community/Social/Recreational

**Jefferson Only, Q's perform in IL

How Your Team Looks!

Core Team Structure (The Care Triad)



- Strong nucleus
- Depth
- One stop communication
- A team

Highlights of the Year

- Alverno – ICF closed officially in December of 2009.
- Dower House – fully accessible, donated home opening allowing last of the persons served at Alverno to move into the community.



Highlights of the Year

- Increased focus on Admissions and diversifying revenue sources examples:
 - Respite
 - Attracting younger clients
 - 11 admissions
 - Avg. age of people admitted over last year = 40.
- Launched computer pilot in our St Mike's group home as first step in a movement towards increased use of technology in our homes. Also enables us to enhance communication with DSP's and across service areas.



Highlights of the Year

- Satisfaction Survey Results:

	<u>Goal</u>	<u>Result</u>
Person Served	90%	88%
Family/Guardian	90%	89%
Funder	90%	99%
Spirituality	80%	81%
- IL Program – obtained 3-year re-licensure from DHS

Ongoing Focus

- Improve retention & development of critical front line leadership positions (RC's, CC/QSP's & HC's).
- Improve communication with stakeholders (families/guardians & funders).
- Improve retention, training and support for Direct Support Professional (DSP – direct care staff).
- Recent addition of Lead CC/QSP positions designed to allow us to focus efforts in the areas of Holistic Aging Services and Health & Wellness.
- Maximize our residential placements.

- We are the Residential Team and we help people belong by.....



Belonging