

HCBS Final Rule Evidentiary Package

Supportive Living Solutions—Friendship House



Setting information

Setting name: Supportive Living Solutions- Friendship House	ID number: 23129
Street address: 2401 1st Avenue South, Minneapolis, MN 55404	Phone: 6128721926
Website, if applicable: https://gosupportive.com/location/whittier-place-2/ (https://gosupportive.com/location/whittier-place-2/)	Date of site visit: 11/9/2018

Waiver service type

Waiver service	Service type
<input type="checkbox"/> Alternative Care (AC) <input checked="" type="checkbox"/> Elderly Waiver (EW) <input checked="" type="checkbox"/> Brain Injury (BI) <input checked="" type="checkbox"/> Community Access for Disability Inclusion (CADI) <input type="checkbox"/> Community Alternative Care (CAC) <input type="checkbox"/> Developmental Disabilities (DD)	Customized living

Reason for heightened scrutiny

Prong type	Category	Type of setting
Prong 3 Effects of isolating characteristics	Effect of isolating characteristic	Is one of multiple homes located on the same street or adjoining property that shares programming activities

Note: The term people/person (resident for residential settings) refers to people who receive Medicaid HCBS waiver service(s).

General summary

Friendship House is an apartment building located in a small residential neighborhood a block away from “Eat Street” in Minneapolis, which has a population of over 422,000. There is a park, an art museum, a grocery store, a church, and many restaurants within a block of the setting. There are local shops, a hostel, and some small art studios also nearby. Friendship House serves 23 people on HCBS waivers and is collocated with three other apartment settings operated by Supported Living Solutions: Whittier Place (2405 1st Avenue South, Minneapolis, MN 55404), Harmony House (109 24th Street, Minneapolis, MN 55404), and Serenity House (2409 1st Avenue South, Minneapolis, MN 55404)/

Customized living provider standards/qualifications

Licensure requirements and other state regulations for customized living services clearly distinguish these services/settings from institutional licensure or regulations.

Customized living services are provided in housing with services establishments with the service provider directly licensed as a comprehensive home care provider by the Minnesota Department of Health. Customized living services provide an individualized package of

regularly scheduled health-related and supportive services provided to a person who resides in a qualified, registered housing with services establishment.

Customized living service definitions that support the setting requirements

Customized living (CL) and 24-hour CL services include component services designed to meet the person's assessed needs and goals. Individualized CL services may include supervision, home care aide tasks (e.g., assistance with activities of daily living), home health aide task (e.g., delegated nursing tasks), home management tasks, meal preparation and service, socialization, assisting enrollees with arranging meetings and appointments, assisting with money management, assisting participants with scheduling medical and social services, and arranging for or providing transportation. If socialization is provided, it must be part of the service plan, related to established goals and outcomes and not diversional or recreational in nature.

For more details about the component services, including what is covered and distinctions between each see [Customized Living Component Service Definitions, DHS-6790H \(PDF\)](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6790H-ENG) (<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6790H-ENG>).

Minnesota's Community Based Services Manual (CBSM) provides the requirements for [customized living services](http://www.dhs.state.mn.us/main/id_001787) (http://www.dhs.state.mn.us/main/id_001787).

Prong 3 settings

Meaningful distinction between collocated settings

States must submit strong evidence that the setting presumed institutional has the characteristics of a HCBS setting and not an institutional setting.

Determination	Summary
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p>Describe the extent to which any shared programming (meals, transportation, social/recreational activities) occurs between different homes/buildings</p> <p>The administrator and staff reported each collocated setting creates their own activities calendar based upon the interests and preferences of the residents. People may independently choose to participate in the activities of their setting or with their neighbors in the collocated settings. Due to the historical structure of the collocated settings, there is one industrial kitchen. People are able to store food in their rooms. People can choose to eat meals in the dining area, other common areas, or their rooms.</p>

Determination	Summary
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p>Describe the extent to which staff are scheduled to work with people at the other collocated setting (s) on the same shift:</p> <p>The administrator reported that staff are typically not scheduled to work with people at multiple co-located settings on the same shift. The administrator reported that “part time staff may rotate on different days” while most staff are full time and a few float staff. All float staff are cross trained</p> <p>The staff interviewed reported that staff are scheduled to work with people at co-located settings on the same shift on a weekly basis. Staff who work at multiple settings are cross-trained on each person’s person-centered service plan. Staff training is required prior to working at a collocated setting. Supportive Living Solutions cross training policy also requires staff to review observation notes and updates at the beginning of each shift.</p>
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Unmet <input type="checkbox"/> Not applicable	<p>Participants in the setting in question do not have to rely primarily on transportation or other services provided by the other co-located setting (s), to the exclusion of other options</p> <p>The administrator and staff interviewed reported the setting has a van which is only used for group activities people choose to attend. Other transportation options include public transportation, taxi/Uber, community volunteer drivers, family transport, medical transport, and Metro Mobility. The administrator and staff reported the setting has never had an issue with limited transportation due to its geographic location. Staff are available to ride the bus with people if requested to assist people in learning and using transportation options. Staff will also assist people in determining the bus routes and schedules to participate in community activities.</p>

Community engagement opportunities and experiences

The administrator reported multiple strategies to identify and coordinate activities and community opportunities based upon people's preferences and interests. When a person first moves in, people are asked about their preferred activities and interest which are incorporated into future activity calendars and community plans. Thereafter, people share their ideas for community activities through a Resident Council Meeting, one-to-one conversations with staff, surveys, and participating in the "Let's Talk About It" activity. There is a community activity director who creates newsletters, fliers, and calendars of community events. The community activity director also tracks people's feedback, attendance, and reasons for cancelled events to improve the experience of activities and community outings coordinated for people.

Each collocated setting maintains separate activities and community calendars. People from any collocated setting are welcomed to participate in any activity of their choice. Calendars are posted in common areas and shared with each person. The calendars are updated on a routine basis with input from people. Activities options available to people are not limited to the posted calendar. Staff will assist people to make their ideas happen or find options based on individual interests, including assisting with transportation needs, facilitating reservations or pre-booking, and assisting with research. The administrator reported that people are encouraged to go on activities but that they can choose not to, and different activities can be provided if there is available staff. Staff reported that many people go out weekly on their own and that some people will go more often or daily

People are alerted of activities through emails, fliers, calendars, and direct interaction with staff. People can ask for specific activities and give feedback on planned activities. People interviewed like to go out in the community but report that they can stay at the setting if they choose not to go. One person reported going out two times a week, which is as much as they would like to go out. The other person interviewed reported going out three times a week. This person would like to go out more but their "finances dictate how much they can participate in community events." People can choose who they want in their groups for group activities.

One of the people interviewed rarely engaged in community activities because they were recovering from a health incident but reported that they were generally able to participate in community activities as much as they wanted to but could choose to stay in if they did not want to go on a trip. Another person interviewed reported going out more than twice a week, which was as often as they wanted.

Activities include guided meditation, walking group, art club, bingo Pumpkin carving contests, and movies. Community activities coordinated by Supportive Living Solutions or people have individually selected to attend include:

- Arts events
- BINGO

- Bowling
- Community coffee group
- Como Zoo trips
- Concerts
- Crocheting group
- Fishing trips
- Going out to eat
- Greek Festival
- Holiday parties
- Jewelry Making
- Library visits
- Minneapolis Institute of Art
- Movie events
- Music in the park
- NAMI walks
- Saint Paul Saints games
- Shopping
- State Fair
- Walking group
- Walking river trails
- Walmart and Target trips
- Working out
- Yoga in the park

Participation Tracking Activities- Whittier and Serenity *client names removed for HIPAA expectations

August			September			October		
8.1.2018	Open Coloring	4	9/5/2018	Music Appreciation	7	10/4/2018	Bingo	6
8.1.2018	Jazz at the Bandstand	1	9/5/2018	Target	3	10/4/2018	Walking Group	2
8.1.2018	Hostbusters at the park	0-cd	9/5/2018	Scrabble	3	10/4/2018	Scrabble and Beverages	2
8.2.2018	Bingo	10	9/5/2018	Arts and Music	1 - Too late and	10/4/2018	Campfire and Smores	20+
8.2.2018	Movie and Snack	15	9/6/2018	Bingo	5	10/5/2018	Guided Meditation in the Pa	0
8.5.2018	Uptown Art Fair	Cxl	9/6/2018	Movie and Snack	10	10/5/2018	Minnesota Institute of Art	1
8.5.2018	Still Life Painting	4	9/7/2018	Greek Festival	4	10/5/2018	Halloween Decorating	8
8.6.2018	Music Appreciation	10	9/7/2018	Still life painting with Tina	1	10/7/2018	Crocheting Group	5
8.6.2018	Three Movie and Popo	2	9/10/2018	Heat donut coffee juice	2+	10/8/2018	Donut and Coffee Social	8
8.6.2018	Guided Meditation in the	1	9/10/2018	Games and Beverages	2	10/8/2018	Arts and Music	5
8.7.2018	Games and Beverages	2	9/10/2018	collage art	0	10/8/2018	Client Brain storming group	1
8.7.2018	Arts and Music	6	9/11/2018	1-1 cooking	Wed up - no show	10/8/2018	1-1 with Kathryn	1
8.7.2018	National Night Out	2	9/11/2018	Arts and Music	6	10/9/2018	Picnic at Lake Harriet	xl- weather
8.8.2018	Walmart Outing	2	9/11/2018	Chair Yoga	0	10/10/2018	Target	1
8.8.2018	Music Appreciation	15-Oct	9/12/2018	Music Appreciation	10+	10/11/2018	Walking Group	0
8.8.2018	Guided Meditation in the	0	9/12/2018	Walmart	7	10/11/2018	Bingo	5
8.8.2018	Jazz at the Park	3	9/12/2018	Healthy Smoothies	12	10/11/2018	Birthday Celebration	20+
8.15.2018	Games and Beverages	2	9/13/2018	Bingo	12	10/11/2018	Movie and Snack	10
8.15.2018	Open Arts	4	9/13/2018	Bday celebration	30+	10/12/2018	Watercolor with Tina	0
8.16.2018	Bingo	15	9/13/2018	Movie and Snack	10	10/14/2018	Pine tree Orchard	8
8.16.2018	Bday celebration	30+	9/14/2018	Global Market Outing	pr up no one c	10/16/2018	Bowling	9
8.16.2018	Movie and Snack	10+	9/14/2018	Art Craft and Hot beverages	2	10/17/2018	Dollar Tree	1
8.19.2018	Global Market Outing	5	9/18/2018	1-1 time with Kathryn	did not show up	10/18/2018	Bingo	7
8.19.2018	Trivia and treats	2	9/18/2018	Walking Group	remental weath	10/18/2018	Movie and Snack	10+
8.19.2018	Poetry	1	9/18/2018	Arts and Music	5	10/21/2018	Community Coffee Group	5
8.20.2018	Gender Woman at the P	2	9/19/2018	Rosedale Center	2	10/21/2018	Crocheting Group	cxl
8.20.2018	yoga in the Park	xl- Weather	9/19/2018	Smoothies	9	10/22/2018	Art and Music	4
8.20.2018	Music appreciation in court	xl- weather	9/20/2018	Bingo	12	10/22/2018	Hot Cocoa Bar	7
8.20.2018	Open Arts	5	9/20/2018	Pig roast	kd to following	10/22/2018	1-1 sign up	1
8.21.2018	Fishing Trip	13	9/20/2018	Movie and Snack	cxl	10/23/2018	Games and Beverages	2
8.22.2018	Beginners Yoga	cxl	9/21/2018	Still life painting with Tina	1	10/23/2018	Jewelry Making	3
8.22.2018	Dollar Tree	3	9/22/2018	NAMI walk	3	10/24/2018	Walmart	1
8.22.2018	music appreciation	10+	9/24/2018	Scrabble and Beverages	ayers 2 specta	10/25/2018	Bingo	9
8.22.2018	painting + going away p	25+	9/24/2018	Hulness Meditation in the	1	10/25/2018	Walking Group	0
8.23.2018	Bingo	13	9/24/2018	Tie Dye	13	10/25/2018	Movie and Snack	10+
8.23.2018	Movie and Snack	10+	9/25/2018	1-1 Cooking	1	10/26/2018	Water color with Tina	0
8.27/2018	Music Appreciation	10+	9/25/2018	Walking Group	1	10/28/2018	Community Coffee Group	3
8/27/2018	Matinee Movie	cxl-0	9/25/2018	Bingo	10	10/28/2018	Crocheting Group	3
8/27/2018	Open Arts	6	9/25/2018	Campfire and Smores	Wed to following	10/30/2018	Walking Group	0
8/27/2018	hesota Mandolin Orchest	cxl-raining	9/26/2018	Dollar Tree	1	10/30/2018	Cookie Decorating	13
8/28/2018	Walking club	cxl-raining	9/26/2018	Christmas at Canata	0 - cxl	10/30/2018	halloween Movie Marathon	10+
8/28/2018	Games and Beverages	2	9/27/2018	Movie and Snack	10	10/31/2018	Halloween Craft	8
8/28/2018	Campfire	20+				10/31/2018	halloween Pumpkin Carvin	15+
8/29/2018	jewelry making	8				10/31/2018	halloween Party and campf	30+
8/30/2018	Bingo	8						
8/30/2018	State Fair	m Unity + 1 bidwell						

HCBS characteristics

This section is a summary of the individual HCBS characteristics required in the HCBS rule. The findings for each characteristic are identified through the setting attestation documentation, on-site observation or both.

HCBS Rule requirement	Compliance status (please select)
<p>Each person at the setting has a written lease or residency agreement in place providing protections to address eviction processes and appeals.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input type="checkbox"/> Observation made during on-site visit</p> <p>All people receiving services hold a lease with Supportive Living Solutions and is signed upon moving. People can request a copy or review at any time upon request.</p>	Compliant
<p>Each person at the setting has privacy in his/her sleeping or living unit including a lockable door.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>People interviewed reported that they can lock their bedroom doors. Locks were observed on all bedroom and apartment doors.</p>	Compliant
<p>The setting facilitates that a person, who shares a bedroom, is with a roommate of their choice.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>To facilitate compatible roommate matches, Supportive Living Solutions has implemented a Roommate Questionnaire for all prospective persons moving into a shared room. Supportive Living Solutions also offers an in-person meeting between prospective roommates and the opportunity for each person to give input on their choice of a roommate. A person may request to change roommates or rooms at any time. During this request, Supportive Living Solutions will work with the person to identify a plan to accommodate the request.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p>The setting provides people with the freedom to furnish and decorate their bedroom and living unit within the lease or residency agreement.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>Bedrooms were observed to be individually decorated with both decorations and furniture. People interviewed reported that they were able to decide how to furnish and decorate their living units.</p>	
<p>The setting provides people the freedom and support to control their daily schedules including access to food at any time.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>The administrator and staff reported that people can get a snack at any time. Staff reported that people can store their own snacks and food within their living unit. Fruit is always available and snacks are served during the day and nightly. A person may request in advance to have meals when they are away during primary meal times. Staff will prep prepare a bag lunch for the person to take, or to save the meal for the person eat later.</p> <p>The people interviewed reported that there were snacks available at any time. They reported that fruit is available and that they can supply their own snacks otherwise.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p>The setting allows people to have visitors at any time.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>There were no visitor hours posted and a sign-in log was observed. The observer reported that common areas are always open to visitors. Late night visitors are requested to respect other residents, and when applicable, a person's roommate. When a person has a roommate, people sharing a room can ask the other person's guest to leave past a certain time. People interviewed reported that they could have visitors at any time. Overnight visitors are allowed. When a person shares a room, roommates are requested to establish a shared agreement to respect each person's privacy and preferences.</p>	Compliant
<p>The setting provides opportunities for people to seek employment and work in competitive integrated settings.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>There are several people working across co-located settings, all working part time. Staff interviewed reported that the setting helps provide or coordinate transportation to work and will pack meals and medications for people to take. Staff also reported that they will save food for people to eat when they get home. The administrator reported that the setting helps the person get ready for work and provides a flexible schedule to accommodate a person's work schedule, including pre-packaging any medication needed. The administrator also reported that staff help people job search and figure out transportation.</p> <p>One person interviewed was retired and had no desire to work. Another person reported working 1-4 days a week in the community.</p> <p>The administrator reported that the setting helps the person get ready for work and provides a flexible schedule to accommodate a person's work schedule, identify transportation options, and pre-packaging any medication needed. The administrator also reported staff help people job search and monthly explore employment related goals.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p>The setting is physically accessible to the individual.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input type="checkbox"/> Observation made during on-site visit</p>	Compliant
<p>The setting provides people opportunities to access and engage in community life.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>People interviewed reported that they are able to engage in activities as much as they want to. A variety of community activities was listed by the administrator, staff, and people interviewed.</p> <p>See community engagement section for more information.</p>	Compliant
<p>The setting supports the person’s control of personal resources.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>People were observed to store their personal belongings in their apartments. People interviewed reported that the setting does not help them with money management. One person reported having a rep-payee to manage money. Another person interviewed reported that the setting will help them with money management if need be, but that there is no formal arrangement.</p>	Compliant
<p>The setting ensures people’s right to privacy.</p> <p><input checked="" type="checkbox"/> Compliant documentation submitted with attestation</p> <p><input checked="" type="checkbox"/> Observation made during on-site visit</p> <p>Keyed locks were observed on the doors to all apartments as well as the doors to individual bedrooms. When a person has a roommate, they are offered multiple options to create additional privacy within their room, including room dividers or floor to ceiling drapes.</p>	Compliant

HCBS Rule requirement	Compliance status (please select)
<p>The setting ensures people’s dignity and respect.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>Staff were observed treating people with dignity and respect.</p>	Compliant
<p>The setting ensures people’s freedom from coercion and restraint.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>There were no visible signs restricting people from coming or going and people were observed moving freely around and between settings. People interviewed reported that there were no limits on when or for how long they could leave the setting.</p>	Compliant
<p>The setting optimizes individual initiative, autonomy, and independence in making life choices, including daily schedule and with whom to interact.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Compliant documentation submitted with attestation <input checked="" type="checkbox"/> Observation made during on-site visit <p>People were observed to choose who to sit with at meal times. People interviewed reported that they can decide for themselves what to do on a daily basis and when</p>	Compliant

Pictures of the HCBS setting

