DEPARTMENT OF HUMAN SERVICES

HCBS Final Rule Evidentiary Package

Supportive Living Solutions—Whittier Place

Setting information

Setting name: Supportive Living Solutions- Whittier Place	ID number: 30820
Street address: 2405 1st Avenue South, Minneapolis, MN 55404	Phone: 6128721926
Website, if applicable: https://gosupportive.com/location/whittier-place-2/	Date of site visit: 11/9/2018

Waiver service type

Waiver service	Service type
☐ Alternative Care (AC) ☒ Elderly Waiver (EW) ☒ Brain Injury (BI) ☒ Community Access for Disability Inclusion (CADI) ☐ Community Alternative Care (CAC) ☐ 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

Whittier Place 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 also local shops and small art studios located nearby. Whittier Place serves 14 people and is co-located with three other apartment settings operated by Supported Living Solutions: Harmony House (109 24th Street, Minneapolis, MN 55404), Serenity House (2409 1st Avenue South, Minneapolis, MN 55404) and Friendship House (2401 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).

Minnesota's Community Based Services Manual (CBSM) provides the requirements for customized living services (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
☒ Met ☐ Unmet ☐ Not applicable	**Describe the extent to which any shared programming (meals, transportation, social/recreational activities) occurs between different homes/buildings** 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.
☒ Met ☐ Unmet ☐ Not applicable	**Describe the extent to which staff are scheduled to work with people at the other collocated setting (s) on the same shift:** 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 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.

Determination	Summary
☒ Met ☐ Unmet ☐ Not applicable	**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** 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.

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.

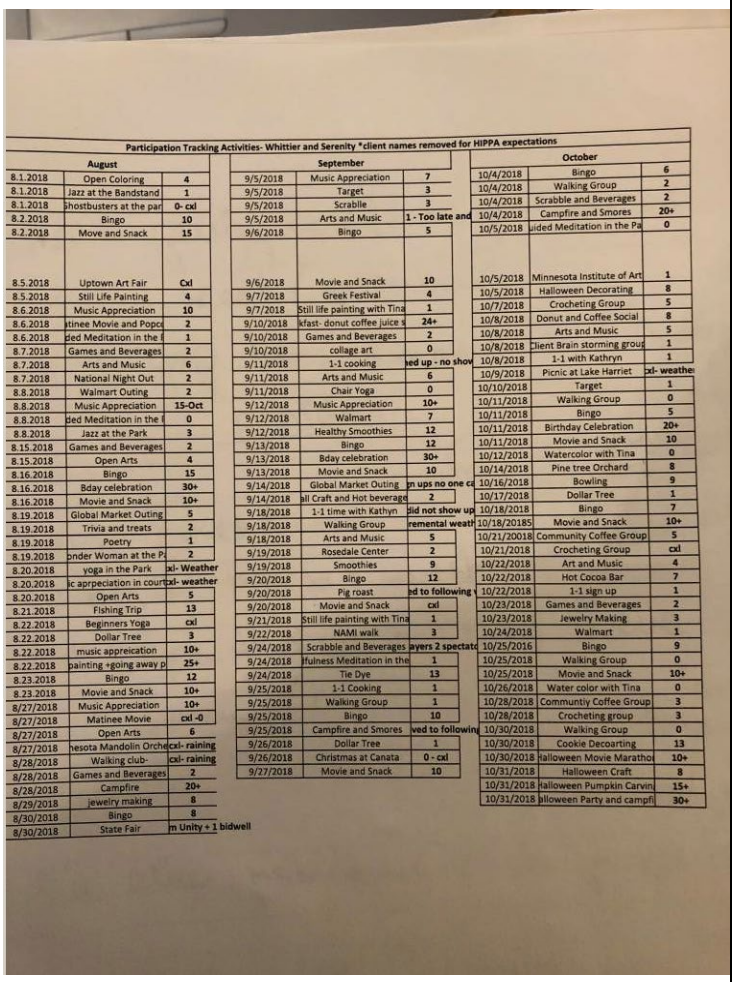
Each collocated setting maintains separate activities and community calendars. People from any collocated setting are welcomed to participate in any activity of their choice. Calendars are posted in common areas and shared with each person. The calendars are updated on a routine basis with input from 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.

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 HIPPA expectations

August		
8.1.2018	Open Coloring	4
8.1.2018	Jazz at the Bandstand	1
8.1.2018	hostbusters at the par	0- cxl
8.2.2018	Bingo	10
8.2.2018	Move and Snack	15
8.5.2018	Uptown Art Fair	Cxl
8.5.2018	Still Life Painting	4
8.6.2018	Music Appreciation	10
8.6.2018	tinee Movie and Popc	2
8.6.2018	ded Meditation in the	1
8.7.2018	Games and Beverages	2
8.7.2018	Arts and Music	6
8.7.2018	National Night Out	2
8.8.2018	Walmart Outing	2
8.8.2018	Music Appreciation	15-Oct
8.8.2018	ded Meditation in the	0
8.8.2018	Jazz at the Park	3
8.15.2018	Games and Beverages	2
8.15.2018	Open Arts	4
8.16.2018	Bingo	15
8.16.2018	Bday celebration	30+
8.16.2018	Movie and Snack	10+
8.19.2018	Global Market Outing	5
8.19.2018	Trivia and treats	2
8.19.2018	Poetry	1
8.19.2018	onder Woman at the P	2
8.20.2018	yoga in the Park	xl- Weather
8.20.2018	ic arpreciation in court	xl- weather
8.20.2018	Open Arts	5
8.21.2018	Fishing Trip	13
8.22.2018	Beginners Yoga	cxl
8.22.2018	Dollar Tree	3
8.22.2018	music appreication	10+
8.22.2018	painting +going away p	25+
8.23.2018	Bingo	12
8.23.2018	Movie and Snack	10+
8/27/2018	Music Appreciation	10+
8/27/2018	Matinee Movie	cxl -0
8/27/2018	Open Arts	6
8/27/2018	nesota Mandolin Orche	cxl- raining
8/28/2018	Walking club-	cxl- raining
8/28/2018	Games and Beverages	2
8/28/2018	Campfire	20+
8/29/2018	jewelry making	8
8/30/2018	Bingo	8
8/30/2018	State Fair	m Unity + 1 bidwell

September		
9/5/2018	Music Appreciation	7
9/5/2018	Target	3
9/5/2018	Scrabble	3
9/5/2018	Arts and Music	1 - Too late and
9/6/2018	Bingo	5
9/6/2018	Movie and Snack	10
9/7/2018	Greek Festival	4
9/7/2018	Still life painting with Tina	1
9/10/2018	kfast- donut coffee juice s	24+
9/10/2018	Games and Beverages	2
9/10/2018	collage art	0
9/11/2018	1-1 cooking	ed up - no show
9/11/2018	Arts and Music	6
9/11/2018	Chair Yoga	0
9/12/2018	Music Appreciation	10+
9/12/2018	Walmart	7
9/12/2018	Healthy Smoothies	12
9/13/2018	Bingo	12
9/13/2018	Bday celebration	30+
9/13/2018	Movie and Snack	10
9/14/2018	Global Market Outing	m ups no one ca
9/14/2018	ll Craft and Hot beverage	2
9/18/2018	1-1 time with Kathyn	did not show up
9/18/2018	Walking Group	remental weath
9/18/2018	Arts and Music	5
9/19/2018	Rosedale Center	2
9/19/2018	Smoothies	9
9/20/2018	Bingo	12
9/20/2018	Pig roast	ed to following
9/20/2018	Movie and Snack	cxl
9/21/2018	Still life painting with Tina	1
9/22/2018	NAMI walk	3
9/24/2018	Scrabble and Beverages	ayers 2 spectato
9/24/2018	lfulness Meditation in the	1
9/24/2018	Tie Dye	13
9/25/2018	1-1 Cooking	1
9/25/2018	Walking Group	1
9/25/2018	Bingo	10
9/25/2018	Campfire and Smores	ved to following
9/26/2018	Dollar Tree	1
9/26/2018	Christmas at Canata	0 - cxl
9/27/2018	Movie and Snack	10

October		
10/4/2018	Bingo	6
10/4/2018	Walking Group	2
10/4/2018	Scrabble and Beverages	2
10/4/2018	Campfire and Smores	20+
10/5/2018	uided Meditation in the Pa	0
10/5/2018	Minnesota Institute of Art	1
10/5/2018	Halloween Decorating	8
10/7/2018	Crocheting Group	5
10/8/2018	Donut and Coffee Social	8
10/8/2018	Arts and Music	5
10/8/2018	Client Brain storming grous	1
10/8/2018	1-1 with Kathryn	1
10/9/2018	Picnic at Lake Harriet	cxl- weathe
10/10/2018	Target	1
10/11/2018	Walking Group	0
10/11/2018	Bingo	5
10/11/2018	Birthday Celebration	20+
10/11/2018	Movie and Snack	10
10/12/2018	Watercolor with Tina	0
10/14/2018	Pine tree Orchard	8
10/16/2018	Bowling	9
10/17/2018	Dollar Tree	1
10/18/2018	Bingo	7
10/18/20185	Movie and Snack	10+
10/21/20018	Community Coffee Group	5
10/21/2018	Crocheting Group	cxl
10/22/2018	Art and Music	4
10/22/2018	Hot Cocoa Bar	7
10/22/2018	1-1 sign up	1
10/23/2018	Games and Beverages	2
10/23/2018	Jewelry Making	3
10/24/2018	Walmart	1
10/25/2016	Bingo	9
10/25/2018	Walking Group	0
10/25/2018	Movie and Snack	10+
10/26/2018	Water color with Tina	0
10/28/2018	Communtiy Coffee Group	3
10/28/2018	Crocheting group	3
10/30/2018	Walking Group	0
10/30/2018	Cookie Decoarting	13
10/30/2018	Halloween Movie Maratho	10+
10/31/2018	Halloween Craft	8
10/31/2018	Halloween Pumpkin Carvin	15+
10/31/2018	Halloween Party and campfi	30+

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)
Each person at the setting has a written lease or residency agreement in place providing protections to address eviction processes and appeals. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit One person interviewed reported having a lease to live at Whittier Place.	Compliant
Each person at the setting has privacy in his/her sleeping or living unit including a lockable door. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit People interviewed reported that they can lock their bedroom doors. Locks were observed on all bedroom and apartment doors.	Compliant
The setting facilitates that a person, **who shares a bedroom**, is with a roommate of their choice. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit One of the people interviewed reported that they did not share a bedroom. 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.	Compliant

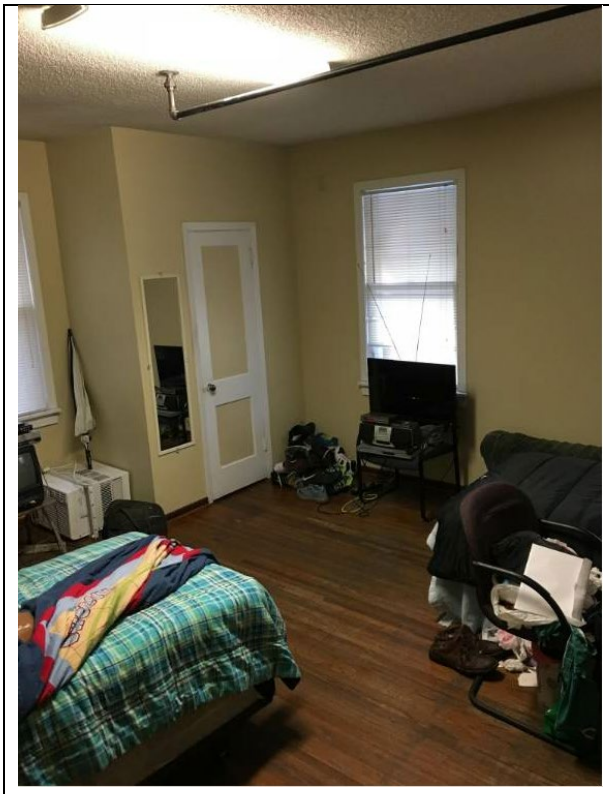
HCBS Rule requirement	Compliance status (please select)
The setting provides people with the freedom to furnish and decorate their bedroom and living unit within the lease or residency agreement. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit Bedrooms were observed to be individually decorated with both decorations and furniture. People reported they are able to decide how to furnish and decorate their living units. Staff reported they will assist a person in displaying their personal affects or furnishing if requested.	Compliant
The setting provides people the freedom and support to control their daily schedules including access to food at any time. ☒ Compliant documentation submitted with attestation ☐ Observation made during on-site visit 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. 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.	Compliant

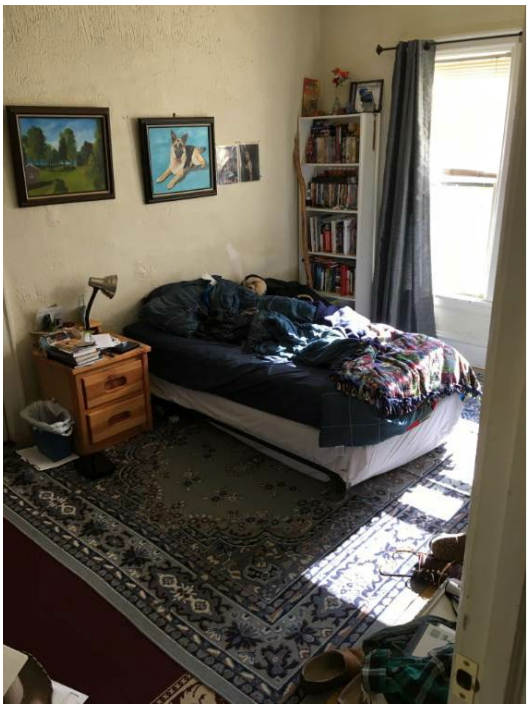
HCBS Rule requirement	Compliance status (please select)
The setting allows people to have visitors at any time. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit There were no visitor hours posted and a sign-in log was observed. The observer reported that common 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. One person reported that they could not have visitors at any time, but that they knew the reason. Another person reported that they can have visitors at any time as allowed by their lease. 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.	Compliant
The setting provides opportunities for people to seek employment and work in competitive integrated settings. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit There are several people working across co-located settings, all working part time. Staff interviewed reported that the setting helps provide a flexible schedule to accommodate a person's work schedule which includes saving food for people to eat when they get home and pack people's medications for the work day. 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.	Compliant

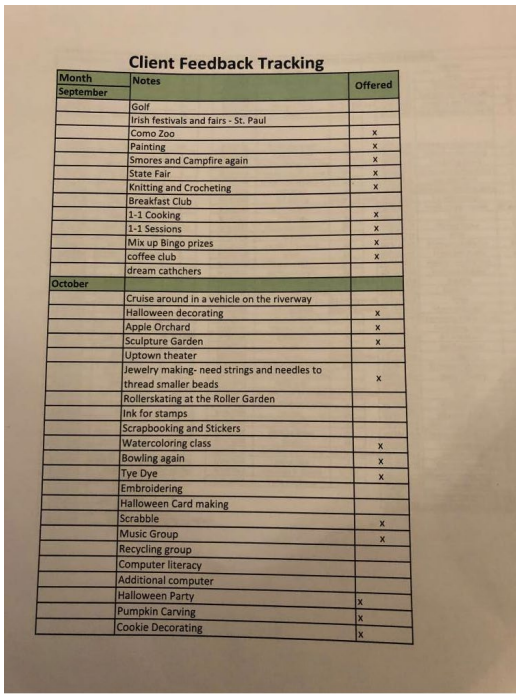
HCBS Rule requirement	Compliance status (please select)
The setting is physically accessible to the individual. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit People interviewed reported the setting is physically accessible to them. People interviewed also reported they have access to areas such as the kitchen, dining room, living or family rooms, bedroom, and bathroom.	Compliant
The setting provides people opportunities to access and engage in community life. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit 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. See community engagement section for more information.	Compliant
The setting supports the person's control of personal resources. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit People were observed to store their personal belongings in their apartments. People interviewed reported that the setting does not help them with money management.	Compliant
The setting ensures people's right to privacy. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit Keyed locks were observed on the doors to all apartments as well as the doors to individual bedrooms.	Compliant

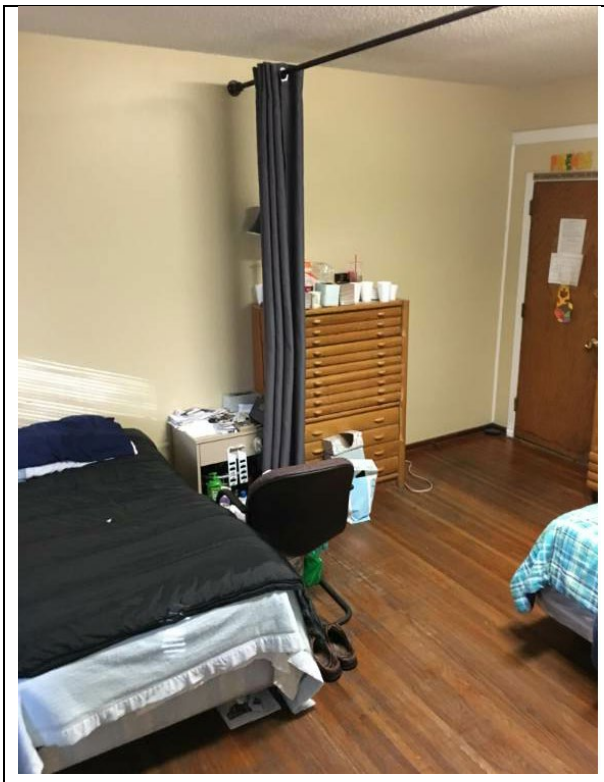
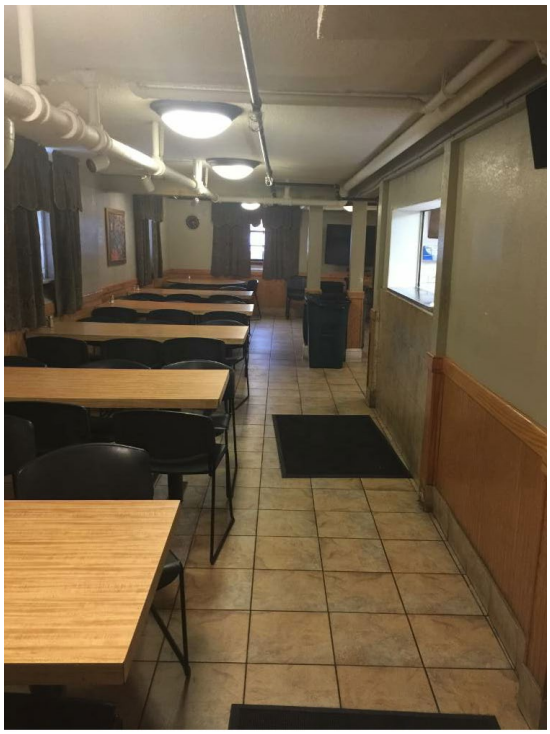
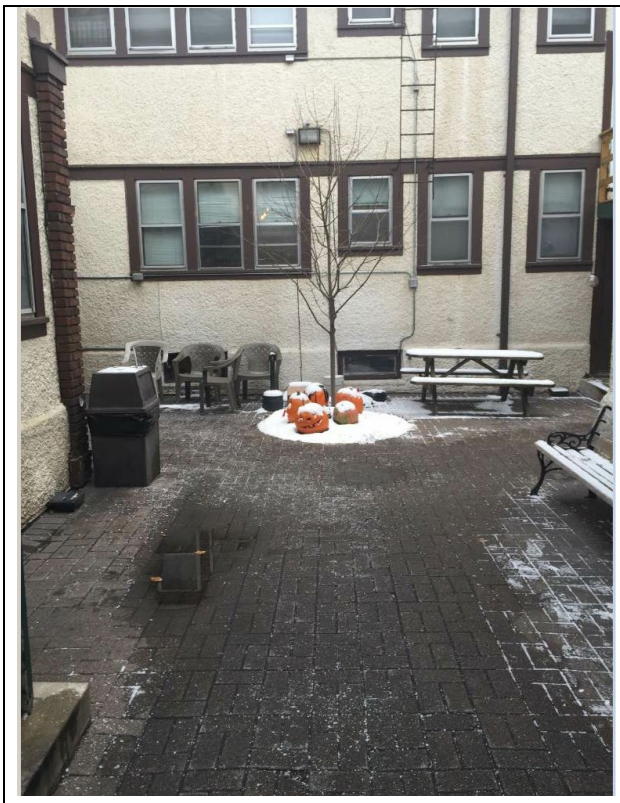
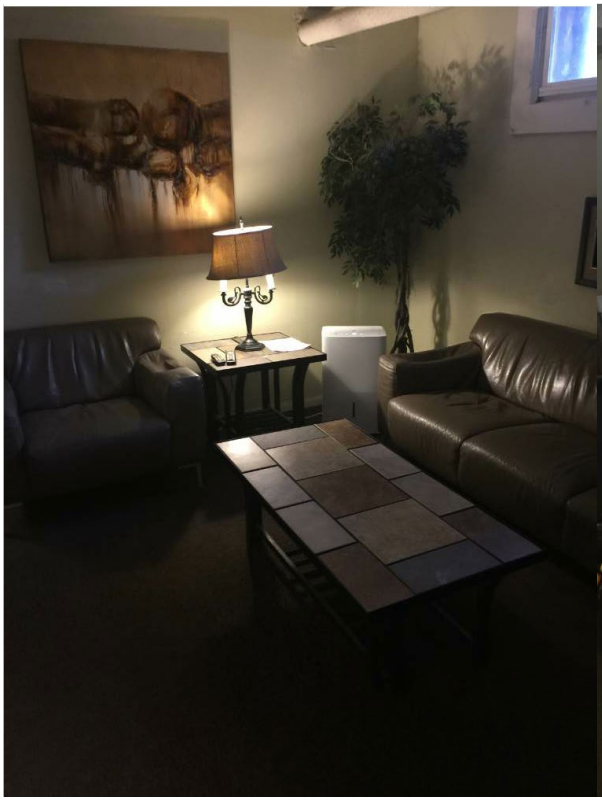
HCBS Rule requirement	Compliance status (please select)
The setting ensures people's dignity and respect. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit Staff were observed treating people with dignity and respect. People interviewed reported that the quality of services they receive is better than expected. One person interviewed remarked that they "loved the staff."	Compliant
The setting ensures people's freedom from coercion and restraint. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit 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.	Compliant
The setting optimizes individual initiative, autonomy, and independence in making life choices, including daily schedule and with whom to interact. ☒ Compliant documentation submitted with attestation ☒ Observation made during on-site visit People were observed to choose who to sit with at meal times. The people interviewed reported that they can decide for themselves what to do on a daily basis and when. One person reported that they will ask for staff to package their medications before they leave. The administrator reported that people can choose who is in their group for group activities.	Compliant

Pictures of the HCBS setting







Client Feedback Tracking

Month	Notes	Offered
September		
	Golf	
	Irish festivals and fairs - St. Paul	
	Como Zoo	x
	Painting	x
	Smores and Campfire again	x
	State Fair	x
	Knitting and Crocheting	x
	Breakfast Club	
	1-1 Cooking	x
	1-1 Sessions	x
	Mix up Bingo prizes	x
	coffee club	x
	dream cathchers	
October		
	Cruise around in a vehicle on the riverway	
	Halloween decorating	x
	Apple Orchard	x
	Sculpture Garden	x
	Uptown theater	
	Jewelry making- need strings and needles to thread smaller beads	x
	Rollerskating at the Roller Garden	
	Ink for stamps	
	Scrapbooking and Stickers	
	Watercoloring class	x
	Bowling again	x
	Tye Dye	x
	Embroidering	
	Halloween Card making	
	Scrabble	x
	Music Group	x
	Recycling group	
	Computer literacy	
	Additional computer	
	Halloween Party	x
	Pumpkin Carving	x
	Cookie Decorating	x