

Brown Site

700 SE Cross
Mt. Sterling, Illinois 62353
Phone: 217-773-3325
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Psychosocial Rehabilitation

210 Country Lane
Mt. Sterling, Illinois 62353
Phone: 217-773-3958
Fax: 217-773-2339

Sterling Apartments

211 Country Lane
Mt. Sterling, Illinois 62353
Phone: 217-773-2903
Fax: 217-773-2903

Country Lane Apartments

213 Country Lane
Mt. Sterling, Illinois 62353
Phone: 217-773-3926
Fax: 217-773-3476

Harvest House Apartments

608 SE Cross
Mt. Sterling, Illinois 62353
Phone: 217-773-3515
Fax: 217-773-9001

Curry Lane Apartments

510 Curry Street
Mt. Sterling, Illinois 62353
Phone: 217-773-4710
Fax: 217-773-4049

Hancock Site

607 Buchanan Street
Carthage, Illinois 62321
Phone: 217-357-3176
Fax: 217-357-6609

Randolph Lane Apartments

30 Randolph Lane
Carthage, Illinois 62321
Phone: 217-357-0590
Fax: 217-357-0591

Pike Site

121 South Madison
Pittsfield, Illinois 62363
Phone: 217-285-4436
Fax: 217-285-2804

West Facility

120 N. Williams Industrial Drive
Pittsfield, Illinois 62363
Phone: 217-285-4930
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Community Housing Program Manual

**Revised: 08/26/09
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I. Program Description

A. Philosophy

The Community Housing Program is designed to provide services to individuals diagnosed with a chronic mental illness who require a supervised or supported living environment for community residency.

Services are provided to build resilience, and to support the recovery or well-being of individuals and the integration of individuals served into the community. Through service provision, symptoms or needs will be reduced and individuals will experience an improvement in level of functioning in their environment. Services are supportive and individualized to enable continued residency in the facility and integration into the community. The program strives to continually improve service provision in order that individuals served experience an enhanced quality of life.

B. Hours/Days of Operation

The Community Housing Program operates 24 hours per day, 7 days per week from each of the five residential facilities.

C. Admission/Re-Admission Criteria

In order to be eligible, individuals must meet and/or provide documentation to verify the following criteria:

- A valid (DSM-IV), physician-diagnosed, primary (Axis I), chronic mental illness
- At least 18 years of age
- Annual income must not exceed the low or extremely low-income limits established by HUD for each housing entity
- Apartment is the sole residence
- Disclosure of Social Security number
- U.S citizenship or eligible immigration status
- Information relevant to eligibility and level of assistance (assets, criminal/drug activity, rental)
- Ability to pay initial rent and security deposit at move-in

D. Program Guidelines

See House Rules

E. Behavioral Intervention

Violation of one or more of the program guidelines will result in the following actions:

1. Behavioral intervention by staff involving verbal redirection.
2. In the event that the above intervention is not successful, supervisory staff will conduct an individual consultation with you to discuss behavioral issues.
3. If the inappropriate behavior continues, a clinical staffing with you and the Treatment Team (and others, if appropriate) will be held to take one of the following actions:
 - A. Assessment/referral for appropriate, alternative services
 - B. Discharge from the program

F. Termination of Tenancy

The managing agent will follow HUD guidelines for providing notice and terminating tenancy for the following reasons:

- Material non-compliance with the lease, including:
 - one or more substantial violations of the lease
 - repeated minor violations
 - non-payment of rent

- fraud
- failure to submit all required information on income
- extended absence or abandonment of the apartment
- Drug abuse and other criminal activity, including:
- any criminal activity by the tenant, visitor or other person under the tenant's control that threatens the health, safety, or right to peaceful enjoyment of the premises by other tenants, staff of the managing agent, or persons residing in the immediate vicinity of the premises
- tenant is illegally using a drug or when a pattern of drug use or alcohol abuse interferes with the health, safety, or peaceful enjoyment of the premises
- if a tenant is fleeing to avoid prosecution or custody after conviction of a crime, or is violating a condition of probation or parole
- Failure to abide by a state landlord/tenant law
- Other good cause

II. Program Services

The Mental Health Centers of Western Illinois Community Housing Program can provide you with an array of supportive services and assistance to maximize your independent living situation.

A. Supervision

The Residential Supervisor is responsible for the housing program, staff, facilities, and the services provided. The Supervisor of the Brown facilities is located in the Country Lane Apartments building, and is normally available Monday - Friday from 8:00 a.m. - 4:00 p.m.

Each apartment building at the Brown site has staff members available 24 hours per day/7 days per week. Building D at Randolph Lane will have a schedule posted to show when staff members will be available.

Staff members are entitled to a half-hour meal period. The agency requests you not disturb staff during this period unless your situation is an emergency.

B. Meetings/Inspections

Scheduling boards are located in each building. These boards contain dates and times for appointments, case management/nursing/community support services, and activities that are scheduled for your participation. It is important that you check these boards frequently.

Bimonthly (or as indicated) an inspection of your apartment will be completed. Dates will be posted on the scheduling boards and apartments will be inspected regardless of your presence.

A monthly meeting is scheduled with all building residents, which is also posted on the boards. The purpose of the meeting is to discuss building issues, changes and suggestions.

C. Psychiatric Nurses

The Psychiatric Nurses have offices at the Center locations. In addition, there is a laboratory located at Country Lane Apartments. The nurses work Monday - Friday, 8:00 a.m. - 4:30 p.m. The nurses are available by appointment to evaluate your medical and psychiatric symptoms, medication side effects, or other issues. The nurses will assess your symptoms and report them to the appropriate professional. If an appointment is required, nurses will provide your physician with a current medication listing and medical consultation regarding current symptoms. Your physician will complete the consultation with any recommendations or orders, which the nurses will implement.

Nurses are also responsible for ordering, refilling, and dispensing your prescribed medication weekly or on an as-needed basis. Your prescribed medication holder is located in the residential office where you can access it to self-medicate. Staff may prompt you regarding medication, but you are responsible for self-medicating.

Please review your medication for accuracy prior to self-medicating. Staff will monitor this process and are available for questions or concerns you may have. According to physician guidelines, the following schedule is utilized for self-medication: QAM medications between 6:00-8:00 a.m.; noon medications between 11:00 a.m.-1:00 p.m.; evening medication between 4:00-5:00 p.m.; and QHS medications between 8:00-10:00 p.m. It is recommended that dosage time frames be four hours apart.

If you need to leave the building during a medication dosage, staff can assist you with preparing your medication to accompany you. If you are planning an overnight stay from the building, please complete a Client Medication Request form for the nurses as soon as your arrangements are finalized. This form provides the nurses with the dates of your stay in order for medication to be ordered and dispensed in advance for the time frame required.

With a physician order, nurses will monitor your blood pressure in both lying and standing positions as well as monitor your weight. In addition, with a Doctors order, glucose levels for diabetic individuals are monitored on an ongoing basis. Bimonthly for individuals prescribed with psychotropic medication, Clozapine, a venipuncture will be performed by the nurse for a WBC level to monitor for agranulocytosis. According to physician orders, the nurses also administer injections, laboratory tests, or other treatment procedures.

Periodically, the nurses provide medication training and education to you. The purpose of this service is to discuss your illness, medications (including side effects), self-administration, storage, and the importance of communicating with staff regarding medication issues.

D. Community Support Services

If your illness has affected your level of functioning regarding independent living skills, the housing staff will provide assistance to you. Services provided on a weekly basis consist of meal planning, food inventory, grocery shopping (accessing Public Aid Link System), laundry, cooking, housekeeping, and any other living skill deficit.

E. Case Management

The Mental Health Centers of Western Illinois provides Case Management services individualized to your level of need or assistance. Case Managers and administrative staff provide social services assistance or management. Case Management staff are located at Curry Lane Apartments and the Hancock County Center location; and administrative staff are located at each of the Center locations. Staff can be accessed by scheduling an appointment. Case Managers' hours are Monday-Friday, 8:00 a.m.-4:00 p.m. and administrative staff hours are Monday-Friday, 8:30 a.m.-4:30p.m. Social services consist of management of Social Security and Public Aid entitlements.

1. Social Security

Social Security entitlements provide most clients with their primary source of income and are an essential component to maintaining independent living. Assistance is available for completing Social Security forms, submitting required documentation, and advocating with Social Security staff as needed. If you are unable to manage your Social Security entitlements, the agency can apply for a representative payeehip on your behalf to manage your entitlements for you. The agency deposits your benefits in a checking account and pays your expenses. On a weekly basis, you are provided an allotment for personal expenses. Any bills you receive are to be turned in to residential staff or forwarded to administrative staff. To request extra cash, a Client Check Request form must be completed. You will receive a financial statement reflecting income and expenses on a monthly basis.

2. Office of Public Aid

The Office of Public Aid provides assistance programs to enhance your independent living situation. Staff can assist you with applying for and maintaining medical, food stamps, and cash benefits; accessing the Link Card system, submitting required documentation and participating in interviews. For clients with a medical spend

down, staff can submit your medical expenses to Public Aid and monitor your expenses until the spend down is met.

3. Referral & Linkage

For clients needing assistance, Case Managers can provide referral and linkage in the community to access medical, psychiatric, legal, educational and vocational providers, personal necessities, family contact, and other needed resources. To insure availability of staff, all appointments for Case Management services are scheduled by the Case Managers. Please be aware that services may be limited at times due to staff schedules and/or accessibility of other resources. In addition, Case Managers are available to provide support and monitoring regarding your illness, level of functioning, living skills, and other personal issues.

F. Structured Activities

The housing program provides supervised socialization and recreational activities in the evenings and/or on weekends. A monthly meeting is held with clients to obtain suggestions and plan for future activities. Activities are held in the apartment buildings, the Psychosocial Rehabilitation facility, and the community.