

Provider Identification and Organization Information Form

Provider Name: Homes for Independent Living of Wisconsin LLC (HIL)

Form Completed by: Tracy Noble, Director of Business Development **Date completed: 8.13.12**

Contract Administration

Contact name/position: Lynn Matzke, North Director of Operations

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Operational/Program Communication

Contact name/position:Lynn Matzke, North Director of Operations

Mailing Address: 1249 Russett Court, Green Bay, WI 54313

Phone: 920-499-7965 FAX: 920-499-2689

E-mail: Lynn.Matzke@hil-wi.com

Liability Insurance: YesX
No

Auto Insurance: YesX
No

Employees are subject to criminal background checks YesX
(according to caregiver background check statutes) **No**

Organizational Overview (i.e. organizational/individual mission, history, scope, etc):

HIL is a for-profit, employed-owned company and a subsidiary of Oconomowoc Residential Programs (ORP). HIL has a strong presence in 14 different counties of Wisconsin including Brown, Outagamie, Door, Winnebago, Sheboygan and Manitowoc in the Northeast Region. While we are designed to be a nimble, responsive, regionally based company, we share the knowledge, expertise and resources of our entire family of companies which include:

- Oconomowoc Developmental Training Center /Genesee Lake School
- Paragon Community Services
- Prader-Willi Homes of Oconomowoc
- Pantheon Industries
- Oconomowoc Home Health Care
- Warner Transitional Services of Indiana
- Spectrum Community Services of Indiana
- The Richardson School

Our mission is to provide creative options in the community for individuals with disabilities and our primary goal is to establish settings which maximize capabilities and potentials, as well as enhance physical, emotional and social experiences. This is accomplished through support and training by concerned and caring staff working cooperatively with consumers, families/guardians, referring agencies, other services providers, and the community. We emphasize possibilities rather than

limitations in responding to the needs of the individual, in the continual re-evaluation of current supports and in the development of new supports. We value responsiveness, flexibility, and a willingness to accept challenges in meeting current and future needs of those we serve.

HIL has demonstrated the success of supporting individuals with special needs within the community in multiple ways. HIL has extensive experience providing supportive services through a variety of funding sources including; Community Integration Program, Community Options Program, Community Waiver Programs, Community Supported Living Arrangements, Nursing Home Relocation, Brain Injury Waiver, Family Care and Mental Health Block Grant. We work closely with managed care organizations, the counties, families and consumers from initial needs assessment discussions to service design and to initiation of desired supports. We have frequently worked with consumers presenting intensive behavioral and physical challenges, and have earned the reputation of being responsive and being able to creatively develop programs to meet the needs of those we support.

Service area, plans for expansion (counties/tribes served, willingness to reach out to counties outside current service area or any plans for expansion):

Given the expansive areas we provide supportive services within the State of Wisconsin, we have long-standing relationships with multiple County Human Service agencies and Managed Care Organizations throughout the Northern, Central and Southern areas of Wisconsin. HIL is willing to expand services outside of existing counties/regions based upon the needs within a designated county. We have extensive history in expanding supportive services within the State, specifically in the development of new services for people requiring community-based support.

***Organizational Structure (for agencies/organizations—incorporation status, governance):**

Homes for Independent Living of WI is led by three area Director of Operations and who are individually located within the Northeastern, Central and Southeastern regions of the State. HIL is organized on a regional basis with a Regional Director assigned to one or two counties within these three areas. Our Regional Directors and Area Directors know their counties well, establish close working relationships, and are aware, involved and responsible to local issues and philosophies. A Regional Director has local autonomy yet can draw on the vast resources, depth and experience of our large and varied organization throughout the State of WI. Additional management staff and support are provided within the positions of Program Coordinator and Senior Independent Living Assistant. These positions directly supervise the Independent Living Assistants/Direct Care staff that work within each specific program.

The management structure of HIL allows for a vast presence of experienced and dedicated employees who have an extensive history of working with individuals with various disabilities and mental health conditions. Even though local management is responsible for specific area or county-based operations, the ability to utilize and rely on the knowledge and expertise of other management and direct care personnel throughout the company demonstrates the depth in overall staffing and programming resources that our organization maintains.

***Individual contractors are also encouraged to apply and this section is not necessary in that case.**

Agency/Individual Philosophy (Your agency or individual philosophy, practice framework and values):

Homes for Independent Living is an employee-owned company which reinforces its core values in the day to day operations of our programs:

- **Respect:** Every person has value and worth. We RESPECT all people by being attentive, kind and responsive to their needs.
- **Responsible:** As employee owners, we reflect daily on our personal contribution to the success and failure of our company. We are RESPONSIBLE stewards of our property and financial resources.
- **Communicate:** Regular communication promotes teamwork and ensures that goals and responsibilities are aligned. We COMMUNICATE (verbally, non-verbally and in writing) in an honest, productive and professional manner.
- **Teamwork** HIL is strengthened by TEAMWORK. We value the contributions of every team member and our company thrives when we are working together towards a common goal.
- **Excellence** We give our very best effort in everything we do. In our pursuit of EXCELLENCE, we strive to always do the right thing, even when it is difficult.
- **Balance** A BALANCE between work and personal life supports people in being healthy, happy and successful. We expect every employee's full engagement while at work and we also respect their time away.

We firmly believe that all individuals, whatever their level of ability, have the right to participate in community life.

We believe that individuals have the rights and ability to make informed choices in their lives, which increase their feeling of value and self-worth.

We believe in an individual's right to privacy and to be treated with dignity. We respect and value personal differences, preferences, and aspirations.

We believe that through the use of community resources, technologies, and caring guidance, individuals are able to have experiences, which increase personal growth, happiness and quality of life.

Services to be provided: [Click here to enter text.](#)

HIL provides a variety of community-based services for both adults and children. Services include but are not limited to, respite and hourly supports (in-home or in an HIL program), small group home services, apartment-based services, and skills-based training and support.

HIL is interested in primarily providing youth respite and diversion services, treatment foster homes and regional group homes to youth in crisis. We have the resources, locations, and in some cases, properties, to develop a strong regional network of residential options. We are prepared for DCF licensure and are willing to become DHS 34 certified. Our sister company, ODTC, has DHS 34 certification and would be a resource to us as we work through the process. We are capable of billing Medicaid where applicable. Because we already have a strong presence and infrastructure throughout the Northeast Region, we have the resources and personnel to efficiently respond to the needs of the youth population.

We are also interested in exploring the mobile crisis support component once we develop a better understanding of what the Northeast Regional group is envisioning. There are many options in how these services could be structured and developed and this is an area we'd appreciate learning more about. If it would serve the population better, we would welcome the opportunity to work collaboratively with other participating entities to meet the mobile crisis needs and serve as a partner resource.

Quality assurance and outcome measures (Please discuss any outcome measures or quality assurance or improvement measures you utilize, if applicable):

HIL utilizes quality assurance measures to monitor, review and modify program services and supports. Our quality assurance plan consists of weekly, monthly and annual quality assurance audits of the client service plans and supports, physical environment, unannounced drop in visits, and management monitoring.

Please describe your familiarity with and expertise in crisis prevention and intervention services:

HIL has an extensive history of providing successful community based supports to individuals with mental illness, developmental disabilities, and brain injuries. We currently serve individuals who range in age from seven to eighty plus. We support more than six hundred people, many whom have challenging behaviors. We have a reputation as a provider who embraces creative solutions, collaboration, teamwork, skills development and crisis prevention. We approach challenges with a positive, can-do attitude.

Our agency already has a strong presence in the Northeast Region which allows us to bring efficiencies of infrastructure and experience to any expansion project. Members of our senior leadership team who have many years of experience working with individuals with challenging behaviors, crisis prevention and intervention, and youth and families, are eager to work collaboratively with the Northeast Region to develop creative solutions for this population.

We currently operate a crisis oriented CBRF in Manitowoc County for individuals with mental illness. This home has been a valuable resource in ensuring safety, stabilizing negative symptoms and preventing costly hospitalizations. We have also operated a mental health crisis home and social detoxification program in Racine County as well as mental health group homes and community based in-home services throughout the state. We have been involved in the development and operation of CCS supports in several counties with a focus on strengths, recovery, education, and prevention.

We have served children through in-home services including behavioral planning, training and support; parent support; respite; shift-staffed treatment foster homes; dual licensed adult/child (16 – 18 years old) group homes; and crisis intervention. We have been successful in providing the supports that families have needed to maintain their sons and daughters, who have behavioral challenges, in the family home, thereby preventing more costly out-of-home placements.

Our strength is working with individuals, both adults and children, with challenging behaviors. We have experienced great success in supporting individuals that had lived in institutional setting including the state centers, Winnebago and Mendota. Many individuals have a history of abuse, neglect, and maladaptive behaviors. We acknowledge that people are expressing an unmet need through their behaviors and a key to reducing those behaviors is consistency, persistence, and an unconditional commitment.

We provide on-going training and support to our direct care professionals through our extensive training options within our family of companies. We have trainers specifically experienced in behavioral support and crisis intervention including The Mandt System. Some of the basic tenets of effective behavioral support that we teach include: assessing the situation; identifying a possible cause of the behavior; defusing angry responses; developing therapeutic relationships; showing interest in the individual and families real needs in the situation; giving choices – not orders - that are acceptable to everyone in the situation; acknowledging the individual for making the responsible choice; and teaching during teachable moments, not during crises. Our infrastructure allows us to have emergency backup and support. Our supervisory staff is accessible and hands-on.

Questions regarding this solicitation may be put in writing to Sharon Locklin, locklins@uwgb.edu or by phoning (920) 465-2117.