

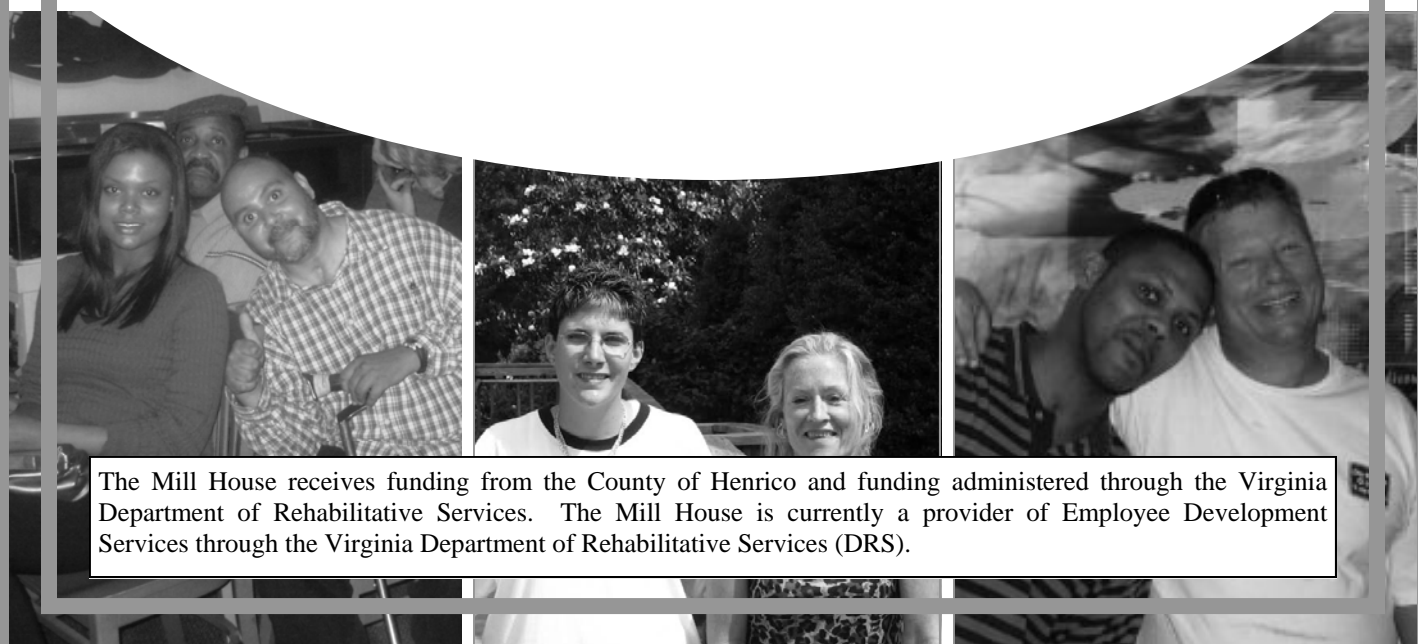


# THE Mill HOUSE



2007 member handbook

**It's amazing what can be accomplished  
when you focus on people's strengths.**



The Mill House receives funding from the County of Henrico and funding administered through the Virginia Department of Rehabilitative Services. The Mill House is currently a provider of Employee Development Services through the Virginia Department of Rehabilitative Services (DRS).



# membership at a glance

I attend the Mill House on:

**MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY**

*(I need to remember to bring a lunch when I come on \_\_\_\_\_.)*

My Unit Coordinator is: \_\_\_\_\_

My transportation provider is: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**While at The Mill House I have chosen to participate in:**

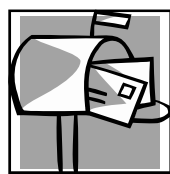
**The Communications Unit**



**The Kitchen Maintenance Unit**



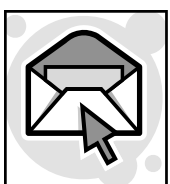
## The Mill House Contact Info



**Address:**  
5711 Staples Mill Rd.  
Suite 101  
Richmond, VA 23228



**Phone:** (804)261-7050  
**Fax:** (804)261-7059



**Jason Young**  
Executive Director  
jason@careersupport.net

**Mary Wallace**  
Program Coordinator  
mary@careersupport.net

**Telisha Woodfin**  
Unit Coordinator  
telisha@careersupport.net

**Joe Craig**  
Unit Coordinator  
joe@careersupport.net

My ISP Goals

Goal 1:

Goal 2:

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# our history

Prior to 1999, the state of Virginia offered little to survivors of brain injury after medical rehabilitation. With the increased incidence of brain injury, the need for long term community based services became evident to both local individuals and state officials. In 1999, the Virginia Department of Rehabilitative Services responded by funding the state's first clubhouse for survivors of brain injury, The Mill House. Located in Richmond, The Mill House offered an innovative approach to community reintegration where survivors could claim ownership over rehabilitation and actively pursue long term goals. The Mill House, operating under the nonprofit name Community Futures Foundation, not only succeeded in bringing needed services to Richmond, but also obtained grant funding to open a second clubhouse. In 2005, Community Futures Foundation founded The Denbigh House in Newport News, now serving survivors in the Middle Peninsula and Peninsula area.

The success of Community Futures Foundation can be measured by a) program growth: The Mill House now serves over 30 active members while The Denbigh House serves 15 active members, b) replication of program services: inspired by the success of The Mill House, four additional brain injury clubhouses now operate in Virginia c) recognition by the Virginia General Assembly, who named clubhouse programs as one of three core services for survivors of brain injury essential to every community in the state and d) by the testimony of countless survivors who found support, encouragement, and community through membership in a clubhouse.

# mission, vision, & values

**Mission:** Dedicated to creating opportunities for personal growth for survivors of brain injury. With innovative services, we empower each member to pursue enhanced social and vocational outcomes.

**Vision:** To establish model community based brain injury services that are nationally recognized for exceptional outcomes, innovative services, and leadership in the field.

**We strive to:**

- Manage our resources to maximize direct service delivery and minimize overhead.
- Recruit, hire, and retain highly qualified staff that are dedicated to the field.
- Deliver services that are flexible, responsive, and firmly rooted in best practice.
- Partner with our customers to achieve outcomes and improve systems.
- Develop services that complement existing systems and serve the under-served.
- Create an enjoyable, meaningful, and challenging workplace.
- Implement sound business practices to maximize efficiency, effectiveness, and growth.
- Deliver exceptional services.

**Purpose of Complaint/Grievance Form:** This form should be used if you feel that all other avenues have been exhausted and the issues have not been addressed to your satisfaction. The complaint should be of a serious nature such as a Human Rights violation.

## Community Futures Foundation

Complaint/Grievance Form			
Member's Name:		Telephone:	
Member's Address:			
Clubhouse: _____ <b>The Mill House</b> _____ <b>The Denbigh House</b>			
DETAILS OF INCIDENT			
Date		Time	
Location			
DESCRIPTION OF INCIDENT			
<p><b>Mail Complaint/Grievance Form to:</b>  <b>CFF</b>  <b>Jason Young, Executive Director</b>  <b>The Mill House</b>  <b>5711 Staples Mill Road, Suite 101</b>  <b>Richmond, VA 23228</b></p>			

Central Virginia Legal Aid Society	648-1012	<a href="http://www.cvlas.org">www.cvlas.org</a>
American Civil Liberties Union	644-8022	
Va. Office for Protection & Advocacy	1-800-552-3962	

### Transportation Provider Information

GRTC (public bus)	358-4782	<a href="http://www.ridegrtc.com">www.ridegrtc.com</a>
Ridefinders	643-7433	
CARE	782-2273	
Logisticare (Medicaid Transport)	1-866-679-6330	
Smartride	222-6824	
Veterans Cab	276-8990	
VanGo	261-7388	
Virginia Supportive Housing	788-6825	
Housing Opportunities Made Equal	354-0461	
Housing & Urban Development	278-4539	
Caritas (Winter Emergency Housing)	358-0964	

### Vocational Resources

Department of Rehabilitative Services	1-800-552-5019
Richmond	367-0175
Henrico	662-7123
Chesterfield	674-2369
Petersburg	863-1625
Virginia Employment Commission	786-1485
Richmond Goodwill Industries	745-6300
Career Support Systems (CSS)	261-6788
The Choice Group	278-9151

### Service Values

**Our core philosophy** is to uphold the clubhouse philosophy at all times in all our services and programming. This includes empowering our members to be active participants in their own rehabilitation and in our programming, maintaining the work-ordered day, developing community based services that are needed by our customers, and advocating for the needs of our customers, both on an individual basis and on a macro policy level.

**Member Driven Service Planning:** Members receiving services are, at all times, the central driving force in all planning efforts, service delivery options, and decisions regarding their recovery from their brain injuries.

**Team Based Service Coordination:** All services will be well integrated with existing services in the community. We aim to be the “hub” of each member’s team, coordinating services and providing prompt communications among all team and family members. The ultimate outcome of our service coordination will be a strong team in place to support each member in meeting their vocational and life goals.

**Exceptional Staff:** We aim to recruit, hire, and retrain highly qualified staff that are dedicated to our service philosophy and the individuals we serve. Staff will be provided the most up to date training and information on best practices in our field.

**Inviting Atmosphere:** At all CFF programs, a welcoming and therapeutic atmosphere will be present. An attractive, well-organized, friendly environment provides a good initial impression to our stakeholders. Members of all programs should be involved as much as possible in developing and maintaining an inviting atmosphere at the program.

**Outcomes Orientated:** Services at all programs are focused in obtaining meaningful outcomes for those in which services are provided. Outcomes for our services include delivery of service in an efficient, effective fashion, while at the same time providing a high level of stakeholder satisfaction. This includes not only services for our members, but also their family members, referral sources, funding sources, and all other stakeholders of the program.

**\*Conflicts of Interest:** The Mill House works with many community agencies and providers. It is our policy to disclose any ongoing relationships that we have with any of these agencies in our work with our membership. Should you have any questions or concerns about any potential conflicts of interest at The Mill House, please contact our Executive Director, Jason Young.

# the clubhouse philosophy

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The daily operation of The Mill House is patterned after the clubhouse model that was created more than 50 years ago to help people with psychiatric disabilities lead more independent and productive lives. The Mill House is one of a handful of clubhouses that have been designed specifically to address the complex needs of people with brain injuries and is currently, one of the largest brain injury clubhouses in the United States.

Clubhouse programs follow a strict set of guidelines that underlie the basic tenets of the program. One of the key components of the clubhouse philosophy is an emphasis on the power of work. Work is a central theme in our adult society, defining both what we do and who we are. At The Mill House, staff and members work side by side to run all aspects of the program, from cleaning the bathroom to hiring new staff. Through the process of the work-ordered day, members gain the necessary work skills, behaviors, and self-confidence to become successful upon return to work. Because of this emphasis on work, there is an expectation placed upon every member that his or her presence is not only wanted at the program, but also needed because the program could not function without the involvement of all members.

## **The Work Units**

The work of the clubhouse is accomplished in its work units. Members of the program select which unit they would like to participate in while at the program and each unit is led by one staff member. The Mill House currently has two main work units: the Communications Unit and the Kitchen/Maintenance Unit.

**The Communications Unit:** The communications unit has many responsibilities at the clubhouse. This unit currently houses over 10 computers for member use, several with Internet access. Members of this unit write our bi-monthly newsletter and e-newsletter, conduct our fundraising activities, organize our social program, answer our phones, do mass mailings, and conduct daily tours for visitors to the clubhouse.

**The Kitchen and Maintenance Unit:** Serving a nutritious lunch is an important part of every clubhouse. Members of the kitchen unit have the responsibility of planning and preparing lunch for the entire clubhouse. Members are involved in all aspects of the lunch from maintaining the budget to shopping for supplies, to the actual preparing, serving, and clean up of the meal. Lunch is currently served on Tuesdays, Thursdays and Fridays at The Mill House for a cost of \$2.00. The maintenance part of this unit is responsible for the cleaning and upkeep of the house and surrounding grounds.

## Adult Protective Services Numbers:

Chesterfield	647-1199
Goochland	556-5349
Hanover	752-4100
Henrico	501-7346
Powhatan	598-5630
Richmond	646-7405

## Local Crisis Lines

Chesterfield	748-6356
Goochland	556-3716
Hanover	365-4200
Henrico	261-8484
Powhatan	598-2697
Richmond	819-4100

Central Virginia Food Bank	226-1899
Meals on Wheels	673-5035
Salvation Army	225-7470
American Red Cross	780-2250
Crossover Health Clinic	233-5016
Fan Free Clinic	358-2437

## **Housing & Life Skills Resources**

### Resources for Independent Living

Richmond Office	353-6503
Chesterfield Office	743-3798
Petersburg Office	862-9338

## **Legal/Advocacy Resources**

## resources & information

### Brain Injury Information

Brain Injury Association of Virginia	355-5748	<a href="http://www.biav.net">www.biav.net</a>
Brain Injury Association of America	1-800-444-6443	<a href="http://www.biausa.org">www.biausa.org</a>
Medical College of Virginia (MCV)	828-9000	
Sheltering Arms Hospital	342-4300	
HealthSouth Rehab Hospital	288-5700	

### Benefits Information

Social Security Administration	1-800-772-1213
Va. Dept. of Medical Assistance Services	786-7933
Local Social Services Offices	
Chesterfield	748-1100
Goochland	556-5332
Hanover	752-4100
Henrico	501-4001
Powhatan	598-5630
Richmond	646-7212

### Crisis & Emergency Resources

#### Local Non-Emergency Police Numbers:

Chesterfield	748-1251
Goochland	556-5332
Hanover	365-6110
Henrico	501-4800
Powhatan	598-5656
Richmond	646-5100

## list of program services

### Services Offered at The Mill House

The Mill House is designed to be a complete resource of community-based services for survivors of brain injury. All of our services have been specifically designed for individuals with acquired brain injury. The following is a list of services that all of our members have access to:

- Individualized Service Planning
- Case Management Services
- Community Volunteer Work Experiences
- Development of Work Skills and Behaviors
- Exploration of Vocational Interests
- Participation in our Innovative Employee Development Services Program
- Development and Use of Appropriate Compensatory Strategies
- Weekly Job Clubs
- Social and Recreational Programs
- Participation in the “Work Ordered Day”
- Access to a Variety of Meaningful Work Opportunities
- Access to a Variety of Employment Services
- Designated DRS Vocational Counselor
- A Supportive Network of Peers

### Employee Development Services

The Employee Development Services program has been developed in conjunction with the Virginia Department of Rehabilitative Services. This program is designed to maximize a person’s employment potential by developing sound work skills, work behaviors, attitudes, personal characteristics, and functional capabilities. This service is intended to be time-limited; individuals will typically benefit from 30-90 days of participation in this program.

This program is the first of its kind in Virginia. The Mill House is serving as a statewide pilot for potential implementation of this program around the state. To be eligible for this service, a person must be working with the Department of Rehabilitative Services and be referred to this program by their vocational counselor.

# intake & admission

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## **The Intake Process**

Prior to attending The Mill House, potential members must meet with The Mill House Program Coordinator to complete an application and consent forms. Based on the information gathered through the intake meeting and relevant records, the intake review committee will evaluate the potential member using the Mill House Admission Criteria.

## **The Mill House Admission Criteria**

**The Mill House serves survivors of acquired brain injury who reside in the Richmond Metropolitan and tri-cities area, are at least 18 years of age, and meet the following criteria:**

### **Members must be able to manage self-care.**

Self-care includes independent use of the bathroom ability to eat and drink without assistance, and awareness and response to events which may impact one's health and safety (for example, evacuating the building independently during an emergency).

### **Members must be able to take medication independently.**

While at the program, members must be able to independently administer all physician prescribed medications. A member's must also be able to independently complete any other prescribed treatments as indicated by their physician.

### **Members must desire to participate in the clubhouse community.**

Within the clubhouse community members work together with staff and their peers while participating in the "work-ordered day." Members must be willing to work on the activities and functions necessary to ensure the clubhouse's effective operation. Examples of these activities include fundraising, preparing lunch, performing outreach, publishing a newsletter, answering phones, tracking attendance, and undertaking routine maintenance tasks.

### **Members must be able to treat other with respect and dignity.**

Treating each other with respect and dignity is essential to maintaining the clubhouse's supportive community and work-like setting. Everyone involved with the clubhouse strives to be accepting and accommodating of people's differences, needs, and preferences.

- All members are asked to maintain a regular schedule at the program that is agreed upon by both members and staff. In order to ensure that the program is able to serve individuals on the waiting list, members who do not maintain a regular schedule will be moved to inactive status. If a member wishes to regain active status after a period of absence, they must contact the program to schedule a meeting to do so. If the program has an active waiting list, inactive members may need to wait a period of time before being able to return to the program.

## **The Mill House Social Program**

One of the most popular activities at The Mill House with both members and staff is the monthly Mill House social program. All Mill House members and staff submit ideas for the activity and location of the outing and the resulting list is voted on by the entire membership. Because social outings are not included in the work-ordered day, all social programs are scheduled for the hours after the program are closed and require members to schedule transportation for later pick-up. Social programs are free to members who regularly participate in the weekly church cleaning, a work activity that provides a small income to be spent by the members at the program. Members who do not participate in the church cleaning are invited to attend the social program for a nominal fee. Because of limited program vehicle space and other logistical concerns, staff and members have developed a few guidelines for participation in the social program, listed below:

1. Any member interested in attending the social program must sign at least one week in advance of the scheduled date and be able to secure an evening pick-up from the program for that date. Late sign-ups will not be allowed due to staffing, vehicle, and planning concerns.
2. Members who do not participate in the church cleaning within the month prior to the event must bring \$5.00 on the day of the event to help cover activity expenses.
3. All member rides following the social program must arrive on time. If a ride is more than 15 minutes late for pick-up, the program will charge \$5.00 to the responsible party for every 5 minutes thereafter. If a member ride is more than 30 minutes late, staff reserves the right to order a cab for the member at the expense of the member's family.
4. Staff reserves the right to suspend social program privileges if a member is delinquent in paying program fees or the member chooses to violate his or her behavior agreement (when applicable) in the week prior to the event.

# the mill house schedule

**At the Mill House, a typical week may look like the following:**

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>9:00 am</b>	Members Arrive	Members Arrive	Members Arrive	Members Arrive	Members Arrive
<b>9:30 am</b>	House & Unit Meetings	House & Unit Meetings	House & Unit Meetings	House & Unit Meetings	House & Unit Meetings
<b>10:00 am</b>	Meals on Wheels & Unit Work	Unit Work	Church Cleaning & Unit Work	Unit Work	Unit Work
<b>12:00 am</b>	Lunch (brought from home)	Mill House Lunch Served	Lunch (brought from home)	Mill House Lunch Served	Mill House Lunch Served
<b>1:00 pm</b>	Unit Work	Afternoon Meeting & Unit Work	Job Club & Unit Work	Men's Group & Unit Work	Unit Work
<b>3:00 pm</b>	Social Time & Departure	Social Time & Departure	Social Time & Departure	Social Time & Departure	Social Time & Departure

**The Mill House program is closed for most major holidays, including:**

- |   |                                |
|---|--------------------------------|
| January 1: New Year's Day               | July 4: Independence Day       |
| January 15: Martin Luther King, Jr. Day | September 3: Labor Day         |
| February 19: President's Day            | October 8: Columbus Day        |
| April 6: Good Friday                    | November 22 & 23: Thanksgiving |
| May 28: Memorial Day                    | December 25: Christmas Day     |

The Mill House may also close for staff planning or training. Members will be mailed a Mill House calendar each month that will advise of any additional closings or special events.

**Regarding our schedule, please remember that:**

- The Mill House program hours are between 9:00 a.m. and 3:30 p.m. Monday through Friday. The Mill House staff cannot be responsible for opening the building or otherwise assisting members who choose to arrive at The Mill House during hours other than regular program hours.
- As a clubhouse model program, The Mill House is a voluntary program which allows a member to arrive and depart when he wishes. If a member chooses to leave the premises during regular program hours, The Mill House staff cannot and will not prevent him from leaving.

**Members must be able to participate with limited structure and supervision.**

Staff and members work side by side to complete essential clubhouse activities. The clubhouse model is designed to rely upon its members to complete these activities. Therefore, members should be able to complete these task/duties with limited supervision from clubhouse staff.

**Members must be motivated to make progress towards personal and programmatic goals.**

As part of his/her Individualized Service Plan (ISP), each member works with a designated staff person to develop goals and objectives that he/she wants to accomplish while attending the program. These goals and objectives need to be congruent with work and activities that are offered at The Mill House.

**Members must not pose a threat to the health and safety of the clubhouse.**

A person may be denied clubhouse membership if he or she:

- has a history of violence and/or sexual misconduct;
- has felony charges pending or past felony charges on his/her record;
- actively uses controlled and illegal substances;
- is on parole.

\*\*The admission process at The Mill House is effected by our service capacity. The Mill House operates on a 6:1 member to staff ratio. This figure can vary depending upon the characteristics of our current membership and their needs. Though it is the goal at Community Futures Foundation to provide every interested and appropriate community member with clubhouse services, referrals for the program have exceeded our services capacity in the past, necessitating a short term waiting list for services.

# your rights as a member

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Every program of Community Futures Foundation tries to provide its customers with the best possible services. As a person being served by the agency, you have rights that are protected. No one may take away your rights, except in rare special cases. The following is a summary of these rights. If you need help in understanding them or how they apply to you, please contact a staff member.

## It is your right as a member of The Mill House:

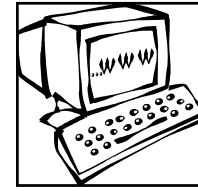
- To be informed of your rights and to participate in the development and implementation of your service plan.
- To receive care without regard to your race, color, national origin, religion, age, gender, ability or disability or life style.
- To request and receive care which respects your individual cultural, spiritual and social values.
- To receive care which is free of verbal, physical, psychological abuse or harassment which promotes your dignity, privacy, and safety.
- To expect that we communicate with you in a manner that you can understand.
- To make decisions regarding your care by being involved in the service plan development.
- To expect that appropriate guardians will assist in decision making when needed.
- To be informed of any proposed research that may involve either give consent or refuse to participate.
- To express complaints or grievances concerning the quality of care or service without fear of discrimination or reprisal and to receive a prompt and courteous response.
- To be allowed to access your information in your records within a reasonable time of your request.
- To request and receive information regarding the charges for any services and to receive an explanation of your bill upon request.
- To have personal privacy, including confidentiality of your records.
- To receive care in a safe setting.
- To ask questions and get help with your rights.

**If you believe your rights have been taken away, you may call or write Jason Young, Executive Director:**

5711 Staples Mill Rd., Suite 101  
Richmond, VA 23228  
(804) 261-7050

**If you exhaust all other avenues, and still feel your human rights complaint has not been resolved, please call your Regional Human Rights Advocate, James Bowser at (804) 786-3988.**

## Computer & Internet Use Policy



The Mill House computers are designated specifically for program use and for use in pursuing the stated goals of each member. In order to manage computer usage, The Mill House members and staff have developed a list of computer and internet use guidelines:

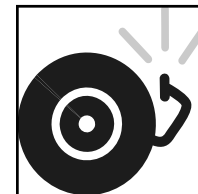
- Playing games on the computers is not permitted.
- Only websites related to unit work or individual member goals may be accessed through the internet, unless staff permission has been granted; accessing pornographic sites is strictly prohibited.
- Unless staff permission has been granted, personal tasks may not be completed on Mill House computers.

## Mill House Phone Use



Members are welcome to use the Mill House phone for local calls. Long distance calls and long personal calls are not permitted. In order to maintain an open line for receiving business calls, members may not make calls from the front receptionist desk.

## Safety Drill Participation



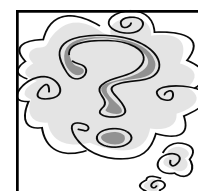
Members are required to participate in health and safety drills that are regularly conducted by Mill House members and staff. If a member has a question concerning ongoing health and safety drill participation, he or she is encouraged to consult with staff.

## Clubhouse House Dress Guidelines



The Mill House members are always encouraged to treat membership at the program as if it were a job. Since The Mill House is an office-like setting, members are asked to come to the clubhouse dressed appropriately for work, wearing clean clothes and having good hygiene.

## Complaints & Grievances



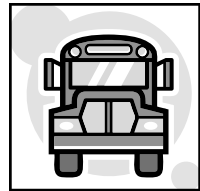
Members are always encouraged to approach their assigned staff member with any issue or complaint they may have concerning the program. Programmatic concerns can also be taken to the Quality Assurance Committee, a group comprised of three members and one staff member who meet monthly to discuss program issues and concerns. If members have exhausted all other avenues for expressing a complaint without resolution, they are invited to fill out the Complaints and Grievances Form found in this handbook and also available at the program.

## Severe Weather policy



In the event of severe weather, The Mill House will follow the closings of the Henrico County School System. Because The Mill House serves the entire Metro Richmond area and the closing policy may not account for dangerous roads in all surrounding counties, staff asks that members take every precaution when deciding whether or not to attend the program.

## Transportation Policy



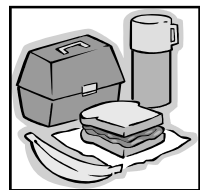
Members of The Mill House may be transported in clubhouse vehicles to attend to various tasks in the community, participate in volunteer activities, complete employment searches, and attend social programs. Transportation is not provided to and from The Mill House, but members are encouraged to work with their assigned Unit Coordinator in identifying daily transportation solutions.

## Designated Smoking Areas



Though smoking is not permitted inside The Mill House building, members may smoke during breaks in the designated smoking area on the front porch. Smoking is not permitted in any other area of the Mill House building and grounds or in Mill House vehicles. Members and staff are also asked to dispose of cigarette butts in the properly in designated containers.

## Mill House Lunches



Members and staff serve a homemade lunch three days during the week: Tuesday, Thursday and Friday. Members are invited to purchase lunch for \$2.00 on scheduled lunch days. On Mondays and Wednesdays, Mill House members are asked to bring lunch from home. Refrigerator, stove and microwaves are available for use. The Mill House snack bar, open every day during the week, also provides limited pre-made lunch options for purchase.

## Personal Belongings & Storage



Members may place any belongings they bring on designated coat racks or in member mailboxes. Due to limited program space, members are asked to limit what they bring to only what is necessary for them to participate in the daily clubhouse routine. Members are also reminded that they are responsible for all personal belongings that they bring with them to the program.

## Behavior Guidelines

The members and staff of The Mill House developed a list of simple behavior guidelines that all individuals involved in the clubhouse must follow. Each member is asked to sign an agreement stating that he or she will abide by these guidelines at the beginning of membership and the guidelines are reviewed on a regular basis within the clubhouse setting. The program guidelines are as follows:

- 1. No stealing;**
- 2. No abusive language, threats, violent acts, or intimidation;**
- 3. No fighting;**
- 4. No use or possession of illegal drugs or alcohol while participating in the program;**
- 5. No sexual behavior or harassment in or around the clubhouse;**
- 6. Weapons will not be permitted in or around the clubhouse.**

Members or staff who violate the behavior guidelines may be asked to sign and abide by additional behavioral contracts. Repeated violation by a member or staff will be grounds for further action as described below.

## Suspension Policy

It is the policy of the CFF programs that any member or staff who engages in dangerous behavior or behavior that interferes with the rehabilitation goals of other members will be suspended from program participation. If the individual has been warned repeatedly for an offense or if the nature of the offense is serious enough to warrant immediate suspension, a staff person will inform the individual of the suspension and arrange for the individual to leave the program early. Within the next 24 hours, staff will contact the individual to discuss the nature of the suspension and the length of absence. Upon return to the program, the individual will meet with the Program Coordinator and assigned staff member to discuss the violation and plan for correction of the action in the future. Individuals who violate the program guidelines and are suspended repeatedly may face an extended suspension or termination of membership.

**Each new member of The Mill House is assigned a staff person to work with throughout his time at the program. The assigned staff member will assist members in:**

**Developing an Individualized Service Plan (ISP):** All services provided at The Mill House are delivered based on an Individualized Service Plan (ISP). The Service Plan includes an assessment of each member's strengths and needs in relevant areas. Members, with staff assistance, develop both long and short term goals based on the assessment information. Members and staff then identify strategies for achieving each goal, creating a plan that is revised and reviewed on a regular basis. A new member will create his or her first ISP within two weeks of becoming a member.

**Coordinating all Community Treatment and Rehabilitation Team Efforts:** The Mill House hopes to act as a hub for community service provision by coordinating the efforts of each member's treatment team. Each member has the opportunity to elect his team from the family, counselors, case managers or other human service providers involved in the member's continued progress. By the consent of the member, assigned staff will provide the team information of the member's progress through written reports and evaluations, phone contact, e-mail, and quarterly team meetings. Only those designated by the member through a signed consent will receive information of his progress. Members have the right to revoke consent or restructure a treatment team at any time during membership.

**Accessing Any Other Needed Community Resources:** The Mill House staff will work with each member to provide individualized case management that addresses needs that can be met by other resources in the community. Areas of case management include housing, transportation, medical, legal, financial, support services for independent living and vocational services.

**Assessing Risk vs. Choice:** Every member at the clubhouse is encouraged to increase their independence both at The Mill House and in the community. Along with increased independence often comes an increase in potential risks. The Mill House will help assess any potential risks and identify actions that can be taken to minimize these risks with each member and their family during our quarterly team meeting process.

### **The Mill House Member Fee Policy**

Due to limited resources, The Mill House has established member financial participation requirements for any individual attending the clubhouse program. The member's financial responsibility is based upon a thorough evaluation of member/family resources and other benefits and income available to the member and, occasionally, consideration of family income and resources.

### **The Financial Screening Process**

Prior to activation of clubhouse membership, the Program Coordinator will ask a new member and family to provide documentation of income and resources. When at all possible financial eligibility will be based upon the previous year's income tax return. Based on available resources, the member will be informed of the amount he or she is responsible for under a sliding scale fee system. The maximum daily billable rate for services under The Mill House sliding scale fee system is determined by the Department of Medical Assistance Services rate for two units of high intensity day support services. The minimum daily billable rate for non-Medicaid waiver members is currently \$1.00 per day. The financial status of the member will be reviewed annually if the person is still attending the CFF program. Changes in the financial status of a member may necessitate a change in the member's designated daily fee.

### **Billing & Invoicing**

Once the member is informed of the amount he or she is responsible for paying under the sliding scale fee system, the member will begin receiving invoices on a monthly basis. Members are not asked to bring daily member fees with them to the program; member fees will be collected on a monthly basis. Failure to pay member fees may result in the loss of clubhouse privileges.

**The Mill House does not refuse service based on a potential member's financial ability to afford services. If a member's ability to attend the program is compromised by financial resources, the member and family should seek out staff in order to identify alternate payment solutions.**