



Steps to becoming a HopeTree Family Services Sponsored Residential Service Family

Summer 2021

Everything you need to know about becoming a Sponsored Residential Provider for
HopeTree Family Services



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HopeTree Family Services' Philosophy, Mission and Introduction

HopeTree Family Services is a faith-based organization which was established in 1861 with a history of providing excellent services and supports to youth and to individuals who have developmental and intellectual disabilities throughout the Commonwealth of Virginia. HopeTree Family Services, through its continuum of supports has a basic principle belief that the individuals we support should be provided with professional resources that allow for and encourage individual choices and decisions in planning for their lives. Our Sponsored Residential homes provide a comfortable and supporting environment where individuals can make choices in activities of daily living and are professionally supported, along with their parents/guardians and their circle of support in planning their future. The person-centered planning process considers the person's strengths, capabilities, preferences, lifestyle and cultural background. Through the provision of these services and supports, the person is provided with an environment that allows for maximum quality of life and growth through individual choices and life desires. HopeTree Family Services' Sponsored Homes focus on the individual and will promote quality and progress towards outcomes by addressing needs for choice, relationships, lifestyle, health, well-being, rights, and satisfaction of life.

HopeTree Family Services' Sponsored homes provide 24-hour residential and individuals supports for one or two adults who are intellectually and/or developmentally disabled. These individuals may be transitioning from a natural family environment or from a program that has recently closed or downsized. An admission policy has been developed which identifies the entrance criteria for admission considerations and to assist Sponsored Homes in the admission process.

HopeTree Family Services' Sponsored homes provide each person supported with the opportunity to learn self-advocacy, choice, healthy life habits, behavioral self-management and also develop critical life skills necessary to function as independently as possible within the immediate and community environments. Each person has an Individual Service Plan (ISP) developed by a person-centered process with the person and his circle of support. The ISP identifies a continuum of development in which projected progressive steps are outlined which focus on what is both important to and important for each person supported in the program.



HopeTree Family Services Sponsored Residential program recognizes that parents/family/guardians play a vital role in overall progress and adjustment. Communication between the home and the family is maintained on an ongoing basis, to keep the family informed, and to ensure continuity of developed supports and services. Communication and the person-centered process is a priority in providing services, especially if transitioning people supported into a new environment.

HopeTree Family Services Sponsored Residential program promotes a philosophy that is person centered. We recognize our responsibility to assist individuals served by utilizing resources so they may live productive and fulfilling lives. The facility believes that each individual must be welcomed, celebrated and listened to, challenged and supported in every environment in order to develop his or her talents. Each individual's contributions must be facilitated and supported through encouragement and self-awareness.

Steps to becoming a HopeTree Family Services Sponsored Residential Home

HopeTree Family Services is proud of the programs it provides to various communities throughout Virginia. It is with the same pride individuals/families who are interested in becoming a Sponsored Family are selected to provide these supports to individuals with developmental and intellectual services. There are a plethora of requirements and steps to achieving this services and HopeTree is present to assist interested and qualified families every step of the way.

One of the initial steps is the completion of a Home Study. During the process, a HopeTree Family Services Associate Director and/or Sponsored Home Case Manager assesses the potential sponsored home. This assessment allows HopeTree Family Services to determine if the individual and/or family and the environment would best support an individual with a developmental or intellectual disability and licensure expectations and requirements may be met. Each potential Sponsored home must provide documentation to HopeTree Family Services to ensure compliance is achieved. The table on the next three pages provides detailed information for potential sponsors in achieving the compliance requirements and in completing personal evaluations regarding their continued interest in becoming a Sponsored Residential Home.

Task/Step	Description
Application Completion	Each potential sponsor must complete an application requesting use of their family home to be approved to become a Sponsored Residential Home.
Resume	Each potential sponsor must provide a resume for themselves and additional or supplemental staff who will also work in the home to provide needed services and supports. The resume must include education, work history and other qualifications that support the adult family members and supplemental staff to provides supports in the home and in the community.
References	Each potential sponsor must provide three (3) references for themselves and additional or supplemental staff who will also work in the home to provided needed services and supports. The references should be sent directly to the HopeTree Representative and provide contact information, allowing HopeTree to reach out and speak to the provided references. HopeTree will seek information that includes how long the potential sponsor has known the reference source, what the relationship is to the sponsor, a summary of the references experience with the sponsor and their opinion of the sponsor's ability to provide the services and support individuals with developmental and/or intellectual disabilities. If a Sponsored Residential Home is providing this service to a family member, additional references may be required.
Certificate of Occupancy	If the potential sponsor does not already have access to a Certificate of Occupancy, they can contact the local building inspector to obtain one. There are some exceptions to the existence of a Certificate of Occupancy for some rural homes in which case, the sponsor can request the local building inspector to certify approval of the residence. This certification will confirm no building code violations are of concern for the property.
Testing of Water/Septic	When the potential sponsor has public water and sewer, no inspection of these systems is required. However, if a potential sponsor has well water supply then water needs to be tested prior to receiving a license and annually thereafter. The purpose of the testing is to ensure there is an absence of chloroform. If recommended by the local health department tests may also be required for lead and nitrate levels. Tests must be performed by an accredited, independent laboratory.
Interviews	When applying to be a Sponsored Residential Home with HopeTree Family Services, the vetting process includes interviews with all members of the family living in the potential sponsor's home. The purpose of this interview is to assess the family's readiness to provide quality supports for individuals with developmental and/or intellectual disabilities. The interviews also assess the potential sponsor's ability to provide for any special needs an individual may have and to assess if supplemental resources or staff may be appropriate to assist the potential sponsor family.
Home Evaluation	HopeTree Family Services will work with a potential sponsor to evaluate the physical environment of the potential sponsor's home. A checklist will be made available to assist the potential family with identifying physical environment expectations and requirements. This checklist will be completed by HopeTree Family Services in every sponsored home at least annually.



<p>Criminal Background Check and DSS Registry Search</p>	<p>All potential sponsors, adults residing in the home, supplemental staff, volunteers and visiting adult children must have a criminal history (background investigation) completed. In addition, each of the above will be searched on the Dept. of Social Services Child Protective Registry for any barrier crime which may indicate a risk to the individuals residing in the sponsored home. Results of these must be reviewed by HopeTree Family Services prior to admission of any person into the sponsored home.</p>
<p>Driving Records</p>	<p>All licensed drivers residing in the potential sponsor home will be asked to submit their driving record to HopeTree Family Services for review. Driving records can be obtained from the DMV website.</p>
<p>Financial Resources</p>	<p>The DBHDS requires that each licensed Sponsored Residential Home have the financial capacity to meet personal household expenses for ninety (90) days without Sponsor Services reimbursements. Forms of resources may include savings accounts, retirement accounts that have loan provisions, a home equity line of credit, a bank line of credit, and a credit card with an available cash balance. In order to determine if the financial resources are available, HopeTree Family Services will review household budget/expenses for each potential sponsor home.</p>
<p>Evacuation Plan/Emergency Response Plan</p>	<p>Potential sponsors, prior to admission of an individual, must develop and provide to individuals supported and their family members, a floor plan with evacuation routes. The floor plan must show each room and its dimensions, have the escape route from each room indicated with arrows and provide the location of fire extinguishers and smoke detectors. HopeTree Family Services also asks that emergency phone numbers be posted near a phone and requires four (4) fire drills be conducted and documented on HopeTree's form annually. The sponsored home is also required to have a plan to be following in the event of an emergency which includes evacuation to an emergency shelter or an alternate location if the home cannot continue to be occupied. The plan will also include how to turn of utilities as appropriate, who to call in the case of a medical, psychiatric, disaster, or other emergency event. The plan will also include special information provided by the potential sponsor's local emergency response coordinator.</p>
<p>First Aid/CPR</p>	<p>All licensed Sponsor Residential providers and their supplemental staff must have current First Aid and CPR certifications. HopeTree Family Services will provide this instruction if the sponsor chooses, or instruction can be provided by other HopeTree approved programs which must include in-person instruction.</p>
<p>Therapeutic Options</p>	<p>All Sponsor Residential providers and their supplemental staff must have current TOVA (Therapeutic Options of Virginia) Training. This training assists the sponsors with having the resources they need to assist with anxiety and display of undesired or potentially dangerous behaviors of individuals being supported. The focus of this training is on positive alternatives and communication.</p>
<p>Training and Competency</p>	<p>HopeTree Family Services and supplemental staff will be required to complete initial and annual training in the areas of supporting individuals with developmental and intellectual disabilities. Training can range from 3-6 days of online and in person instruction and covers topics that include, choice, person centered thinking, human rights, reporting responsibilities, nutrition and other topics. All potential sponsors and their supplemental staff are required to complete these competency based trainings as required by HopeTree Family Services and the Sponsored Residential DBHDS regulations. If the needs of the individuals supported are more complex, additional trainings are required.</p>



Medication Management Training	All potential sponsors and supplemental staff must receive HopeTree's training in medication management and administration. This training is a thirty-two (32) hour course which provides detailed instruction with requirements related to medications individuals may be ordered, including both prescription and over the counter. It provides review of required documentation responsibilities as well as adverse drug reaction responses. As this course has a state-wide approved curriculum from the DBHDS, certification from another training agency is acceptable with instructor signature and HopeTree's verification of completion.
Tuberculosis (TB) Screen	All potential sponsor in-home family members and supplemental staff must have a certification by a qualified licensed practitioner that they are free from communicable tuberculosis. This certification must be completed within 30 days of approval by DBHDS of the sponsored family. Should a family member or supplemental staff member test positive, admission of any individuals would be delayed until a qualified physician indicates this person is free of active tuberculosis.
Homeowner/Rental and Auto Insurance	All potential sponsors are required to provide proof of liability and property damage coverage for their home and vehicles. The potential sponsor will need to communicate to their insurance providers they are providing supports as a Sponsored Residential provider to ensure any risks are covered by insurance.
Arrangements for Medical Supports	A potential sponsor must assure there is medical care available to the person they will be supporting on a 24 hour a day/seven days a week schedule and that this medical care is provided by a qualified professional who accepts Medicaid Insurance. Preparation for medical supports should also include arrangements with a pharmacist to provide medications and availability for any changes to medications which may occur. Arrangements/agreements may be required depending on the support needs of the person who will be living with the Sponsored Residential provider.

Being a Sponsored Residential Home, Starting out

When a potential sponsor new to the provision of Sponsored Residential Services and lacks other waiver experiences, they will be encouraged by HopeTree Family Services to provide these supports to individuals who may not have more complex medical or behavioral needs. The DBHDS' assessment (the SIS) will rate the needs of each person with a rating of 1 through 7. New or less experienced Sponsored homes will typically be selected to provide services to individuals who rate between a Level 1 and 3. Throughout the Sponsors' experience and journey, HopeTree Family Services will be available to provide support, encouragement and resources to coach and mentor the sponsor with the skills they need to be successful. This includes support with communication, documentation, ISP development and any other concerns/questions a sponsor may have.



Implementation of Person-Centered Supports and Services

Each person residing in a HopeTree Family Services Sponsored Residential Home will have an Individual Support Plan (ISP) based on life goals that are both important to and important for the person. These goals are initially developed with each person's circle of support which includes most importantly, the person as well as the person's family/authorized representative/guardian, the Sponsor family, HopeTree Family Service representative, CSB Support Coordinator/Case Manager and others as appropriate. This document which highlights the goals for the person is reviewed at least annually and other times when changes or circumstances dictate this to be done, such as a change in medical or behavioral condition. This review is done with the individual and their team during a plan meeting. The individual can choose people who are important to them to be part of the plan meeting. The plan, in addition to providing the person-centered goals, should include the level of support is needed (e.g. does the person need daily medical supervision, etc. The overarching goal is for each person to have a plan that guides their personal goals and desires while being balanced with responsibilities and safe choices. The plan should assist each person in being involved in rich opportunities to live a good life.

HopeTree's Role in Your Sponsored Residential Journey

HopeTree Family Services is committed to assisting its Sponsored Residential Homes with the services they will be providing. The following list is part of these services, and is not intended to be a complete or comprehensive list of the supports available to each sponsored family:

- ❖ Assist the potential Sponsor through the pre-placement and application process through ongoing availability and check-ins throughout the process;
- ❖ Assist the new Sponsor with identifying, accessing and completing the orientation training and the annual training ongoing;
- ❖ We will be present and help you prepare to and move the person into your home;
- ❖ At the very least, you will hear from us/see us weekly for the first 60 days after an Individual moves in with the promise to be available whenever you need us;
- ❖ After your first 60 days, you will hear from us/see us at least monthly, again with the commitment to be available when you need assistance;



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- ❖ We will be audit the service delivery and the program documentation to ensure you are comfortable in the provision of services and to provide additional supports as may be identified necessary.
 - ❖ Just as we promise to be available to you, we also expect to have the same availability to you to ensure the people we are jointly responsible for are living in an environment that promotes dignity, respect, support and dreams.

HopeTree Family Services Sponsored Family Staff

HopeTree staff who supervise our Sponsored Family program meet the qualifications of a Qualified Intellectual Disabilities Professional (QIDP). This means our staff will have at least a Bachelor's degree in a related field and will have experience working with people who have developmental and intellectual disabilities. Our staff will encourage and promote Sponsors to focus on continued growth within the Sponsored Residential program and be available as needed to discuss concerns or questions arising from the delivery of services as a Sponsor. When HopeTree Case Managers conduct reviews or audits of paperwork/medical supports, etc. any questions or concerns will be discussed with the Sponsor thoroughly. Goals will be identified for change as is identified necessary. Our staff are available to brainstorm about activities in the home and community that interest the individual and training opportunities for the Sponsor.

Additional Agencies Who Provide Support to the Individual and Oversight of the Supportive Residential Homes

Department of Behavioral Health and Developmental Services (DBHDS): This agency is responsible for setting regulations for programs. These regulations help to ensure that individuals who receive services are treated with dignity and respect and provided quality services by properly trained staff in a safe environment. To ensure that providers are upholding these regulations, DBHDS staff will review records, make visits to the home and will talk to the individual, sponsors and HopeTree staff. These visits typically occur once a year but may be more often.

The Department of Medical Assistance Services (DMAS): This agency is responsible for ensuring individuals receiving services are eligible for reimbursement of this service. To ensure individuals meet the criteria for placement and reimbursement, DMAS will review records, may visit the home and



interview the person supported, the sponsor and supplemental staff. DMAS may also make calls to obtain information regarding the services. These contacts do not occur on a scheduled basis and occur as needed.

Community Services Board (CSB): This agency houses the Case Workers/Social Workers who are responsible for the overall case management for individuals with developmental and intellectual disabilities in the Commonwealth of Virginia. CSB representatives will make at least quarterly face to face visits with individuals receiving Sponsored Residential supports and are also a part of each individual's circle of supports. CSB representatives actively participate in the development of the Individual Service Plan (ISP) discussed earlier in this brochure. Contact with the CSB representative may be frequent.

Technology

HopeTree Family Services is an organization which believes in and uses technology to assist us with communication, supports and monitoring. HopeTree will assist Sponsors with being familiar with computer use and software programs.

Support Staff

Each HopeTree Sponsored Residential family is encouraged to hire supplemental staff to assist with supports and provide respite for the sponsored family. Support/supplemental staff can come from a variety of sources. Adult family friends, hired employees of the Sponsor. Throughout this brochure you see that these support staff are held to the same standards as the Sponsor (e.g. driving record, criminal background check, training and orientation, etc.). This can seem overwhelming, and HopeTree Family Services will assist you with understanding the steps and making the training available to people you have selected to assist you in your journey as a Sponsored Family. It is important to keep in mind, the regulations and expectations apply twenty-four hours a day/seven days a week in order to best protect and provide quality services to the individuals you and HopeTree are supporting. Again, we are here to assist with this process and ensure Sponsored families have the support and resources they need.



Payment for Sponsored Services

HopeTree Family Services' payment to the Sponsor provider is based on a daily rate determined by the Support Intensity Scale (SIS) for the individual. The SIS assessment is conducted by a private agency contracted to do so by DBHDS. The SIS is conducted every three years unless significant changes necessitate it be completed earlier. The assessment is conducted with the CSB Support Coordinator and all of a person's service providers.

Billable activities with individuals receiving services is documented and up-to-date in real time. Documentation is kept in a locked area or in electronic fashion to maintain confidentiality. If you are interested in pursuing the Sponsored Residential program, HopeTree Family Services will provide you a packet of documents which will be used to document some of the services required. These documents include the *Setup and Review Form* which outlines the various documentation required by our Sponsored Residential services as well as the *Support Service Record* which is used for documenting billable days. At the end of each month, the *Support Service Record* is submitted to HopeTree's Sponsored Case Manager in order for billing to be reviewed and payment made. Payment is made within 21 days of submission of the *Support Service Records*. Each person supported is responsible for also paying Room and Board Fees which are currently \$700.00/month and this fee is paid directly by the individual receiving services or their Payee. This Room and Board fee is typically funded through each individual's Social Security benefits. Social Security may also provide additional individual funds which will be maintained by the person's Payee. These funds should be available to purchase desired items or pay bills for each person. If the Sponsored Residential program is the Payee, it is the sponsor's responsibility to track funds received for the individual on a financial ledger. If HopeTree Family Services is the Payee for an individual, a checking account is kept in the individual's name. All transactions are logged in the HopeTree Payee Account Ledger and available funds are communicated to the Sponsor. HopeTree will provide you the support and training to maneuver this complicated piece of Sponsored Residential.

We Welcome you to HopeTree Family Services

As HopeTree expands its continuum of supports to include Sponsored Residential Services, we invite you and welcome you to join us on this journey. We are here to be partners with you in providing the best



Sponsored Residential program in our great Commonwealth and will be with you every step of the way. We are a non-profit service organization that is founded in assisting others to have the best and most rewarding lives they can. These individuals are our purpose and you as a potential Sponsor Family are also part of our vision. It is our promise to assist you, to listen to you, to assist in providing needed resources and supports and partnering with you to promote the best lives for individuals with developmental and intellectual disabilities.