

## Agencies Providing Residential Supports for Individuals with MR/DD Butler County, Ohio

<b>Directory Information:</b> Agency Name: <u>Total Home care Solutions, LLC</u> Local Address: <u>8170 Corporate Park Drive Suite 150</u> City, State, Zip: <u>Cincinnati, OH 45242</u> Telephone: <u>(513) 277-0919</u> Web address: Fax: <u>(513) 291-0861</u> Local Director: <u>Adam Shoemaker</u> Office hours: <u>8:30 AM - 5:00 PM</u>																																																					
<b>Counties/States Served by Agency:</b> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">County/State</th> <th style="text-align: center; border-bottom: 1px solid black;">No. Served</th> </tr> </thead> <tbody> <tr> <td><u>Hamilton, OH</u></td> <td style="text-align: center;"><u>98</u></td> </tr> <tr> <td><u>Clermont, OH</u></td> <td style="text-align: center;"><u>1</u></td> </tr> <tr> <td><u>Warren, OH</u></td> <td></td> </tr> </tbody> </table>	County/State	No. Served	<u>Hamilton, OH</u>	<u>98</u>	<u>Clermont, OH</u>	<u>1</u>	<u>Warren, OH</u>		<b>Agency Type:</b> Ownership: Private Proprietary <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/>  Profit <input checked="" type="checkbox"/> Non-Profit <input type="checkbox"/>  <small>(if Private Proprietary or Partnership)</small> Owner Name(s): <u>Adam Shoemaker</u> <u>Nick Alexander</u>																																												
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<b>Main Office Information</b> (if applicable) Address: City, State, Zip: Telephone: Chief Executive Officer: Office hours:																																																					
<b>Types of Supports Offered:</b> <small>(Check those that apply in Butler Co.)</small>  Supported Living <input checked="" type="checkbox"/> In-Home Supports <input checked="" type="checkbox"/> Foster Care <input type="checkbox"/> Group Home <input type="checkbox"/> ICF/MR <input type="checkbox"/> Planned Respite Care <input type="checkbox"/> Emergency Respite Care <input type="checkbox"/> Other Services <input type="checkbox"/>	<b>Number of Individuals Served/Program:</b> (Butler Co. only) <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Program</th> <th style="text-align: center; border-bottom: 1px solid black;">Current No. Served</th> <th colspan="2" style="text-align: center; border-bottom: 1px solid black;">Accepting New Referrals</th> </tr> <tr> <th></th> <th></th> <th style="text-align: center;">Yes <input type="checkbox"/></th> <th style="text-align: center;">No <input checked="" type="checkbox"/></th> </tr> </thead> <tbody> <tr> <td>Supported Living</td> <td></td> <td style="text-align: center;">Yes <input type="checkbox"/></td> <td style="text-align: center;">No <input checked="" type="checkbox"/></td> </tr> <tr> <td>In-Home Supports</td> <td></td> <td style="text-align: center;">Yes <input type="checkbox"/></td> <td style="text-align: center;">No <input checked="" type="checkbox"/></td> </tr> <tr> <td>Foster Care</td> <td></td> <td style="text-align: center;">Yes <input type="checkbox"/></td> <td style="text-align: center;">No <input checked="" type="checkbox"/></td> </tr> <tr> <td>Other Services</td> <td></td> <td style="text-align: center;">Yes <input type="checkbox"/></td> <td style="text-align: center;">No <input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td style="text-align: center;"><u>No. Served</u></td> <td colspan="2" style="text-align: center;"><u>Capacity</u></td> </tr> <tr> <td>Group Home</td> <td></td> <td colspan="2"></td> </tr> <tr> <td>ICF/MR</td> <td></td> <td colspan="2"></td> </tr> <tr> <td></td> <td style="text-align: center;"><u>None</u></td> <td colspan="2"></td> </tr> <tr> <td colspan="4"><b>Total Served:</b></td> </tr> <tr> <td colspan="4">Planned Respite Care Capacity:</td> </tr> <tr> <td colspan="4">Emergency Respite Care Capacity:</td> </tr> </tbody> </table>	Program	Current No. Served	Accepting New Referrals				Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Supported Living		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	In-Home Supports		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Foster Care		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Other Services		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>		<u>No. Served</u>	<u>Capacity</u>		Group Home				ICF/MR					<u>None</u>			<b>Total Served:</b>				Planned Respite Care Capacity:				Emergency Respite Care Capacity:			
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<b>History:</b> Years providing service in Butler Co. <input type="checkbox"/> Total years providing services: <input checked="" type="checkbox"/>	<b>Total Operating Budget:</b>
<b>Experienced in providing services to individuals with:</b> (Check those that apply) Autistic Behavior <input checked="" type="checkbox"/> Behavioral Challenges <input checked="" type="checkbox"/> Brain Injury <input checked="" type="checkbox"/> Medically Fragile <input checked="" type="checkbox"/> Hearing Impairment <input checked="" type="checkbox"/> Mental Illness <input checked="" type="checkbox"/> Mental Retardation <input checked="" type="checkbox"/> Other Developmental Disability <input checked="" type="checkbox"/> Physical Impairment <input checked="" type="checkbox"/> Visual Impairment <input checked="" type="checkbox"/>	<b>Agency Intake Contact:</b> Intake Telephone: 513-277-0915 Intake Email: information@thshomecare.com
<b>Direct Service Staff Information:</b> (Butler County Staff only)  Educational / Experience Requirements for Direct Service Staff: High school diploma & GED Pre-service Orientation Hours: 7 hours Average In-service Training Hours Per Year: 8-16 hours Number of Direct Service Staff (Full-time equivalents): 80 Average Length of Service: <del>4 months</del> 9 months Average Turnover per Year: 20% Pay Range: <del>\$</del> 7.30 - \$22 per hours Benefits Offered: Internal Staff Only	

**Frontline Supervisory Staff Information:** (Butler County Staff only)

Educational / Experience Requirements for Frontline Supervisory Staff: *High school diploma or GED*

Pre-service Orientation Hours: *7 HOURS*

Average In-service Training Hours Per Year: *8-12 hours*

Average Number of Sites Supervised: *6*

Average Number of Individuals Served: *1-4*

Number of Frontline Supervisory Staff: *6*

Average Length of Service: *6 mo*

Average Turnover per Year: *2*

**Administrative Staff Information:** (Serving Butler County)

Average Number of Sites Supervised: ~~40~~ *50*

Average Number of Individuals Served: *40*

Number of Administrative Staff: *15*

Average Length of Service: *1 yr.*

**Service Recipient References:**

Name:  
Address:  
City, State, Zip:  
Telephone:

Name:  
Address:  
City, State, Zip:  
Telephone:

Name:  
Address:  
City, State, Zip:  
Telephone:

**Family/Guardian/Advocate References:**

Name:  
Address:  
City, State, Zip:  
Telephone:

Name:  
Address:  
City, State, Zip:  
Telephone:

Name:  
Address:  
City, State, Zip:  
Telephone:

**Additional Information About the Agency:**

Agency Mission/Philosophy:

Enhancing the lives of others in the communities we serve.

Organizational Structure: (Attach copy of Agency's Table of Organization)

Supervision/Support Provided to Direct Service Staff:

Field Supervisors, Support Director & Quality Assurance director

Accreditation/Licensure Status: (if applicable)

Internal System for Quality Assurance:

Quality assurance Director

**Additional Information About the Agency Continued...**

System for Accounting and Auditing Individual Finances:

Financial Operations Coordinator

Additional Agency Information:

**Agency is certified by ODMRDD as:**

- Supported Living provider
- Individual Options Waiver Services provider
- Transportation provider for Supported living
- Other:

**3-7-03**



**A statement explaining your agency's interest in the project and what you hope to gain through your participation:**

THS (Total Homecare Solutions) has been working with Individuals with disabilities since June of 2007. The past two years have brought with them many challenges, rewards and successes here at THS. We have and are working with many Individuals that face a myriad of challenges and obstacles, that prevent them from achieving their personal goals and quality of life that everyone holds the right to. THS as a whole has had success with many of the Individuals we serve, but we are always striving to better ourselves, our staff, and the Individuals we work for. Although we have learned a lot over the past two years, we feel that working with the North Star Advantage Project will help us learn how to serve our Individuals' needs better. We have worked with several Behavioral Specialists over the past two years, and lean on their guidance and leadership for our Individuals with Behavior Supports. We have always taken pride in the fact that we try to help anyone who has a need, regardless of that Individual's struggles. As we continue to grow as company and are faced with new challenges and hurdles that our Individuals face, we will need more support, guidance and teaching that I feel the North Star Advantage Project could provide.

**Current Policy, Procedure and Philosophy regarding behavior support:**

Since our inception, our policy and procedure on behavior supports has always been to follow the support plan, document extensively and over-communicate with the team. We have always taught our support staff to be hands off with the Individuals we serve. We teach space, re-direction and patience to our support staff, but realize now we require more supports and training in place. Calling 911 during a behavior isn't always going to keep our Individuals and our support staff safe, nor is it always the correct course of action. As of right now, there is still some disconnect as to when that action is required, and when other means of prevention should be utilized. We want our support staff to be ready for any situation that they may encounter, and to know the safest way to de-escalate the situation. Currently, we are not satisfied with our Policy and Procedure for Behavior Supports.

**Current Orientation and training provided to direct support professionals:**

We begin our hiring process with our application packet, and set everyone up for an interview with our Recruitment Managers. Every potential support staff is interviewed, screened and ranked according to their experience and how well they did in the interview. Once we decide who we feel will represent THS the best, we invite them back for our weekly orientation. During our orientation, we go over the THS employee handbook with all our policies and procedures, MUI Training, Individual Rights Training and Incidents Affecting Health and Safety. Every new staff member is trained in CPR and First Aide as well as Medication Administration by our RN on staff Suzie Ehlers.

Once a support staff has interviewed with a potential Individual, we bring all support staff back into the office for further Individual Specific Orientation. During ISO we go over that Individual's My Plan, Skills, Services and current Medications and Side effects. If that Individual has a Behavior Support Plan in place, we go over the BSP in detail with all the recommendations laid out by the Behavior Support Specialist.



# Table of Organization/Supervisory Structure

