

**Narrative of Activities
2017
Responsive Solutions, Inc.
Charitable Organization Licensing #11183-800
EIN # 22-3901468**

I. Purpose

The purpose of Responsive Solutions, Inc. (referred to below as “RSI”) is to promote the opportunity for people with disabilities to live as safely and independently as possible in community settings. It will pursue this purpose through the employment of staff with professional training and background to provide a rapid professional response when a call is received indicating a behavioral crisis, through maintaining a modified home in the community to be used as an alternative to in-patient treatment, and through consultation around adaptations and modifications. Use of these systems makes people with disabilities safer by allowing for adaptations to homes so that they better fit individual needs, conserves scarce support service resources that would otherwise be spent on in-patient psychiatric treatment, and provides for appropriate responses to crises in ways designed to avoid the need to remove the person from home and other community environments.

II. Origins

Responsive Solutions, Inc. was organized in 2004 for the initial purpose of operating, in conjunction with the Waisman University Center for Excellence in Developmental Disabilities at the University of Wisconsin in Madison (referred to below as “the Waisman Center”), two county-funded support services for people with developmental disabilities receiving residential support services from Dane County, Wisconsin: (1) the Sound Response personal emergency response system and (2) the Crisis Response system. These services are described in detail in Part III, below. In 2007 Responsive Solutions Inc also began contracting with Dane County Department of Human Services to operate the Adaptation and Modification Program.

III. Activities in 2017

On January 1, 2017, RSI, under contract with the Dane County Department of Human Services, continued participating in operating the Crisis Response Program and the Adaptation and Modification Program.

a. Adaptation and Modification Program

RSI is responsible for operation, in cooperation with the Dane Co. Human Services Department, of the Adaptation and Modification Project. The purpose of the Adaptation and Modification Project is to adapt living and work environments to meet the unique needs of a person with a disability. All activities of the Project are carried out through subcontracts with independent contractors. Under its contract with Dane County,

RSI provides “adaptation and modification” services to individuals with Developmental Disabilities residing in Dane Co. The process begins when the RSI Director (coordinator of the A&M project) receives a referral made by a family, case manager, service broker or service provider requesting a modification. The Director gathers all referral information and sets up a site visit with the individual, family and Broker/Case Manager to assess what adaptations and modifications are necessary and appropriate. Adaptation and modification plans are then approved by the support team. When a plan has been approved, RSI procures bids from qualified vendors, recommends a vendor and develops a work schedule.

b. Crisis Response System

The Crisis Response system in Dane County is a complex program involving several agencies. The system primarily serves people with developmental disabilities who are identified as having challenging behaviors. It responds to crises that fall into one of two main categories: (1) where the individual served is in crisis and cannot be maintained with existing support services, and (2) where the regular caregiver is unable to continue to provide a previous level of support. The purpose of Crisis Response is to identify and develop plans for people who are likely to experience crises, and to provide needed added evaluation and support during times of crisis. As much as possible, this crisis support is provided in the place where the person would otherwise be (typically, in his or her home), rather than by removing the person to a new setting. However, the Crisis Response system also maintains a safe house that can accommodate individuals in a highly secure environment for short-term stays. To continue to provide quality Crisis Supports RSI purchased the home used as the Safehouse on December 26, 2015.

The role of RSI in the Crisis Response system will be to employ and coordinate the activities of a pool of workers trained in crisis intervention techniques. These workers will typically be people who work for other residential support agencies as their regular employment, and who agree to be available to respond to crises as those crises occur. When crises occur, the Crisis Response system will be notified, typically by current provider staff, and will contact a trained crisis response worker available to work with the individual. Staff will be trained by Waisman Center staff, who will also develop crisis intervention plans and provide professional guidance to RSI staff on managing individual crises. RSI expects to employ 20-25 individuals and to provide 4800 hours of service annually RSI expects to serve approximately 40 individuals with developmental disabilities involved in the Crisis Response system each year. Approximately 85% of the hours will be funded by Dane County. The other 15% of the hours will involve situations where RSI staff are covering staff hours for which another residential support agency has already been funded by Dane County. For those hours, RSI will be reimbursed by the residential support agency involved.

c. Outside Planning, Professional Back-up, Evaluation and Monitoring

Staff of the Waisman Center will continue to play key roles in the Crisis Response system in Dane County, under separate contracts with the Dane County Department of Human Services. Waisman Center staff will provide training and professional back-up to RSI employees and provide individual assessments and plans for the individual who receive services as these relate to the appropriate response of the Crisis Response system to an identified crisis.

All participants in the Adaptation and Modification and Crisis Response systems have service coordinators for their long-term support services. Service coordinators are either case managers employed by the county or “support brokers,” who must be independent of support providers, including RSI and the Waisman Center. The Support Broker is responsible for preparing an individual support plan for each individual, and for reviewing and updating the plans annually with members of the support team. These reviews include review of whether Crisis Response continues to be an effective and safe service for the individual. Crisis Response staff participate in these periodic evaluations with other members of the individual’s support team to determine if changes in support services are necessary. Success in the Crisis Response and Adaptation & Modification programs is determined by the results of individual program reviews, as well as by longevity in the program as a means of allowing the individual to live safely in a community setting.

IV. Activities beyond 2017

RSI expects to continue to participate in operation of the Adaptation and Modification, Crisis Response systems, and the Safehouse in Dane County for the foreseeable future. Some expansion will occur with growth in the county population, along with the transition to Managed Care that will allow RSI to contract with other counties and Managed Care Organizations to provide Adaptation and Modification Consultation Services to an expanded population. RSI may expand its activities and role within the Adaptation and Modification Program as it currently exists, or revise its activities to adapt to changes in the system over time. It may also expand services to individuals who have disabilities other than developmental disabilities.

V. Administrative Personnel

RaeAnn Fahey has filled the position as the RSI Administrator in since January 2009. This position changed to RSI Director January 1, 2016. The Director is responsible for supervision, recruitment, training, and scheduling of Crisis Response staff. The RSI Director is also responsible for Accounts Payables/Receivables, bank deposits, bookkeeping data entry, and required financial reporting to Dane County Department of Human Services. The Director also acts as the coordinator for the Adaptation and Modification Program. The Director, along with the RSI Board of Directors, determines the use of annual funding and contributions.

VI. Source/Use of Contributions/Public Availability of Annual Report

Responsive Solutions, Inc. joined Access to Community Services, an umbrella fundraising organization in 2009. In the 2017 fiscal year RSI received \$1307.01 in charitable contributions as a part of the umbrella organization. Other funds were received from Amazon Smiles (\$82.25) and a cash donation from private individual(s) (\$200.00). These funds were used to add a sink, cabinets, and a counter top in the basement space at the Crisis Safehouse allowing clients to have a space for light meal preparation.

To date, RSI's annual audit report has served as the organization's annual report. This information can be found on the RSI website at http://www.responsivesolutions.org/help_further_our_mission/financial_information.