

Pursuant to MN Statutes, section 245A.65, subd. 2					
Program Name / Type		Willow Haven – Intensive Residential Treatment Services (IRTS)			
Address		3819 Laverne Avenue North			
City	Lake Elmo	State	MN	Zip	55042
Date Plan Developed		10/30/2025			

Population Assessment	
1. Age range of individuals.	
Individuals in this program are 18 years old to 55 and older which may increase vulnerabilities due to different developmental stages and the individual priorities and needs at various ages. Individuals also risk being exposed to non-age-appropriate social factors outside of their peer group.	
2. How will this program reduce the potential of abuse and/or harm to individuals related to the age of the individuals served?	
The program will attempt to allow shared bedroom spaces with no more than double occupancy within a similar age range. The program encourages Resident Council for individuals to verbalize problems and difficulty within the milieu. The program offers individualized instruction on Enhanced Illness Management and Recovery (E-IMR) and WRAP programming to accommodate varying levels of education and development. Staff of the program will provide 60-minute safety and wellness checks.	
3. Gender of recipients:	Individuals identify throughout the gender spectrum and Thrive will accommodate living arrangements based on their identified needs and personal safety assessment.
4. How will the program reduce the potential of abuse and/or harm to individuals related to the gender identity of the individuals served?	
This program makes rooming assignments according to gender identity. Sexual Education is available through the Clinical Supervisor and Registered Nurse. The program encourages Resident Council for individuals to verbalize problems and difficulty within the milieu. The program offers individualized instruction on Enhanced Illness Management and Recovery (E-IMR) and WRAP programming to accommodate varying levels of education and development. Staff of the program will provide 60-minute safety and wellness checks.	
5. Describe the range of mental functioning of individuals.	
IQ greater than 60, primary mental health diagnosis per the DSM-5-TR. Individuals of this program may be having difficulty being redirected to using healthy coping skills, using their crisis prevention plan, or identifying positive supports. Some individuals may not demonstrate the ability to establish personal boundaries with other individuals or staff in the program. Some individuals may relapse or decompensate while in the program. Also, noted we serve many individuals diagnosed with Serious and Persistent mental illnesses.	

6. How will this program reduce the potential of abuse and/or harm to individuals related to the mental functioning of the individuals served?
The program encourages Resident Council for individuals to verbalize problems and difficulty within the milieu. The program offers individualized instruction on WRAP programming to accommodate different levels of education. The program staff's qualified Mental Health Professional(s), Mental Health Practitioners, Registered Nurse, Mental Health Rehabilitation Workers, and Certified Peer Specialists trained in working with vulnerable populations. The program staff will attempt to collaborate with the individual providers, a mobile crisis team, or hospital staff if mental functioning decompensates or there is an increase in safety concerns. Increased supervision and any restrictions about leaving the program will be documented in the Individual Abuse Prevention Plan and Individual Treatment Plan. Implement the Positive Supports Rule for all individuals who qualify with a documented IQ below 70 or a Developmental Disability diagnosis before the age of 21. Staff will employ the strategies that the individual and their support team identify and document in their Individual Treatment Plan.
7. Describe the range of the physical and emotional health of individuals.
Individuals are ambulatory and capable of self-preservation; some require special diets and medication regimens. Primary mental health diagnosis per the DSM-5-TR.
8. How will this program reduce the potential of abuse and/or harm to individuals related to the physical and emotional health of the individuals served?
The program employs an RN who trains and supervises all staff in relation to everyone's medical health needs, including monitoring of side effects of psychotropic medications. The program staff's qualified Mental Health Professional(s), Mental Health Practitioners, Mental Health Rehabilitation Workers, and Certified Peer Specialists are all trained in working with vulnerable populations. Cultural considerations are evaluated during the diagnostic assessment and accommodations to programming and Individual Treatment Plans are discussed with the individual and staff.
9. Describe the range of adaptive/maladaptive behavior(s) of the individuals.
Individuals have often been exposed for prolonged periods of time to stress and anxiety and have difficulty making and monitoring adjustments to their environment.
10. How will this program reduce the potential of abuse and/or harm to individuals related to the adaptive/maladaptive behavior(s) of the individuals served?
The program staff's qualified Mental Health Professional(s), Mental Health Practitioners, Mental Health Rehabilitation Workers, RN's and Certified Peer Specialists trained in working with vulnerable populations. Staff will develop an Individual Treatment Plan along with the individual to identify current stressors and development of coping skills. All staff will be trained in Trauma Informed Care, verbal de-escalation techniques, motivational interviewing, and perform 60-minute location and wellness checks unless factors associated with imminent risk of harm to self or others are present, in which case on-site staff will consult with Treatment Director on-call staff and/or clinical supervisor to determine safety protocol or intervention. All individuals review and sign the Facility Expectations upon admission.
11. Describe the need for specialized programs of care for individuals.
Individuals require structured daily programming to address mental health and co-occurring disorders. This may include individual and/or group sessions of E-IMR, IDDT, WRAP, and individual and group Family Psychoeducation. Programming schedule is posted within the facility.

12. How will this program reduce the potential of abuse and/or harm to individuals related to the need for specialized programs of care for the individuals served?
The program offers individualized instruction on Enhanced Illness Management and Recovery (E-IMR) and WRAP programming to accommodate varying levels of education and development.
13. Describe the need for specific staff training to meet an individual's needs.
Staff are provided ongoing training specific to the needs of vulnerable adults with mental health diagnoses.
14. How will this program reduce the potential of abuse and/or harm to individuals related to the need for specific staff training designed to meet an individual's needs?
An annual staff training needs assessment is conducted by the Program Director to determine individual program and staff's training needs. Topics include, but are not limited to HIPAA, Mandated Reporter, Mental Health Diagnoses, and Co-Occurring Disorders.
15. Describe any knowledge of previous abuse that is relevant to minimizing the risk of abuse to individuals.
Staff assess many types of abuse using the Individual Abuse Prevention Plan and Vulnerable Adult Assessment. Individuals may experience higher incidents of abuse, neglect, exploitation and inability to utilize healthy coping skills to reduce harmful behaviors. We also anticipate a lack of a primary or healthy support system. Some individuals may also experience recent medication changes requiring monitoring. Individuals admitted to the facility will be placed on full staff support for 5 days to minimize immediate safety concerns and provide staff with adequate time to assess their needs.
16. How will this program reduce the potential of abuse and/or harm to individuals related to the knowledge of previous abuse?
The program staff's qualified Mental Health Professional(s), Mental Health Practitioners, Mental Health Rehabilitation Workers, RN's and Certified Peer Specialists trained in working with vulnerable populations. Staff will complete the Vulnerable Adult Assessment and Individual Abuse Prevention plan with the individual to identify current or past vulnerabilities to abuses. Staff will also develop an Individual Treatment Plan along with the individual.

Physical Plant Assessment
1. Describe the condition and design of this program's building as it relates to individual's safety.
The building consists of two stories. On the main level there are staff offices, group meeting rooms, common kitchen area, stairwells, shared living room, one shared bathroom, and client bedrooms. The upstairs has a shared living room space, laundry room, a linen closet, one shared bathroom, a staff office, and client bedrooms. All cleaning materials and toxins are kept in a locked closet.
2. How will this program reduce the potential of abuse and/or harm to individuals related to the condition and design of this program's building in terms of individual's safety?
Staff conducts 60-minute safety and location checks on each unit and individuals. Cleaning materials and toxins are kept in a locked closet in the main hallway. Individuals are instructed on appropriate use of the kitchen appliances and supervised during meal preparations. Staff perform quarterly fire drills, as well as have fire extinguishers throughout the facility. Each room is one gender only All individuals review and sign the Facility Expectations upon admission.

3. Describe any areas of this program's building that are difficult to supervise.

The second floor can be difficult to supervise due to its lack of proximity to the staff offices. However, a designated space was created as a staff office to increase safety and supervision.

4. How will this program reduce the potential of abuse and/or harm to individuals related to the areas of this program's building that are difficult to supervise?

All staff have access to keys for the building during their shift. Staff conduct 60-minute safety and location checks on each unit and individuals. Staff will not disrupt an individual's sleep if there are no safety concerns. There are signs near the main door indicating that guests are to go to the main office first which is down the hall to check-in.

Environmental Assessment**1. Describe the location of this program including information about the neighborhood and community where this program is located.**

The facility is located in a rural residential neighborhood on a side street. Within walking distance there is access to many stores, restaurants, and gas stations.

2. How will this program reduce the potential of abuse and/or harm to individuals related to the location of this program, including factors about the neighborhood and community?

Individuals are offered transportation in the company vehicle for any scheduled appointments or recreational activities. Staff are available 24 hours per day and 7 days per week to transport clients if needed. Client confidentiality is ensured by not using identifying signs on the program or any identifying badges for staff or clients. Staff conduct 60-minute safety and location checks on each unit and recipients.

3. Describe the type of grounds and terrain that surround this program.

There is a sidewalk and a pathway leading to the main entrance of the facility. There is a side entrance leading to staff offices that is accessed through the parking lot. There is a large deck and backyard with natural landscaping with a garden, fire pit, and flower beds.

4. How will this program reduce the potential of abuse and/or harm to individuals related to the type of grounds and terrain that surround this program?

The program is landscaped to blend into the neighborhood and be aesthetically pleasing. The lawn is mowed by a company we contract with for those services. The sidewalks, paths, and decks are cleared by staff. Human Resources sends out annual training on prevention of slips, trips, and falls for all recipients and employees. The smoking area is cleaned weekly by staff.

5. Describe the type of internal programming provided at this program.

Evidence-Based Practice programming is the core of treatment at this program. E-IMR, WRAP and Family Psycho education are presented multiple times per week both individually and in group education settings. As needed individual supportive counseling is offered.

6. How will this program reduce the potential of abuse and/or harm to individuals through the type of internal programming provided at this program?

The program qualified staff consisting of Mental Health Professional(s), Mental Health Practitioners, Mental Health Rehabilitation Workers, RN's and Certified Peer Specialists trained in working with vulnerable populations will deliver the programming. Individual and/or group programming is offered based on the individual's identified goals in their Individual Treatment Plan. Individuals are expected to participate in structured programming and treatment although they are offered a choice in services to best fit their presenting issues.

7. Describe this program's staffing pattern.

The program has 24 hours per day and 7 days per week awake staffing. There are three shifts throughout one calendar day. Staffing consists of a variation between Mental Health Professional(s), Mental Health Practitioners, Mental Health Rehabilitation Workers, RN's and Certified Peer Specialists trained in working with vulnerable populations.

8. How will this program reduce the potential of abuse and/or harm to individuals through this program's staffing pattern?

A minimum ratio of 1 staff to 9 recipients will be adhered to at all times. The Program Director monitors and ensures that staffing levels and ratios are in compliance with 2451.23 The Program Director, Treatment Supervisor and RN are available Monday through Friday on-site and anytime for on-call purposes.

EACH PROGRAM MUST ENSURE THAT:

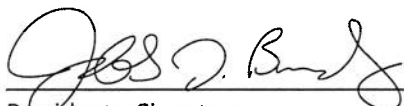
1. Residents are provided with an orientation to the Program Abuse Prevention Plan. This orientation must be within 24 hours of admission or within 72 hours for individuals who would benefit from later orientation.
2. The President and Program Administrator must review the Program Abuse Prevention Plan at least annually.
3. A copy of the Program Abuse Prevention Plan must be posted in a prominent place in the facility and be available, upon request, to mandated reporters, residents, and legal representatives.

This plan will be reviewed annually along with any substantiated maltreatment findings that occurred since last review.



Program Administrator - Signature

10/30/2025

Date Reviewed / Approved

President - Signature

10/30/2025

Date Reviewed / Approved