

# **DRAFT: 5/10/2016**

## **CITY OF PHILADELPHIA DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES**

### **GOOD NEIGHBOR RESIDENTIAL SERVICES POLICY**

#### **I. SCOPE**

The Good Neighbor Policy (GNP) applies to all residential facilities under contract with the Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). Residential Facilities are defined as programs housing 3 or more unrelated persons operated by provider agencies that receive funding via contracts with DBHIDS to deliver defined services to designated populations. Residents receive on-site support services rendered by the contracted provider agency. The lease or mortgage for such facilities is held by the provider agency or corporation.

#### **II. POLICY GOALS**

The GNP is intended to accomplish the following goals:

1. To locate facilities in neighborhoods in a planful fashion that promotes community integration, normalization and enhanced quality of life for program residents.
  - i. The concept that residential facilities are part of a block, a neighborhood and a larger community must guide the planning, implementation and ongoing operation of community based residential services.
  - ii. A wide range of factors must be considered in the selection of appropriate facilities including the choice and preferences of those being housed, neighborhood safety, access to public transportation and zoning regulations.
  - iii. Renovations and routine maintenance must be sufficient to upgrade or maintain the physical appearance of facilities so that they are comparable or superior to other properties in the local community.
2. To establish and maintain positive, respectful relationships between provider agencies and the communities where residential programs are located.
  - i. Program personnel and recovery persons must conduct themselves as good and responsible neighbors at all times.
  - ii. Communications with community members must be proactive and respectful, while protecting recovering persons' rights related to confidentiality.

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- iii. Efforts must be made to understand and reasonably accommodate legitimate concerns expressed by community members.

### **III. PROVIDER RESPONSIBILITIES**

Provider agencies are responsible to comply with the following expectations with regard to the implementation and operation of residential services.

- i. Provider agencies will notify DBHIDS regarding proposed locations of potential residential service facilities prior to pursuing the development of these properties.
- ii. Provider agencies are encouraged to notify local neighborhood organizations regarding interest in establishing a residential facility in their community. This step is intended to establish positive community relationships before facilities become operational.
- iii. Provider agencies must designate a point person who will serve as the primary contact with community members regarding residential service issues. This persons' name and contact information must be furnished to salient neighborhood organizations.
- iv. Provider agencies must endeavor to engage local neighbors and community members through activities such as public education forums and neighborhood meetings. This responsibility is in keeping with one of DBH's central tenets of community inclusion and community integration.
- v. Provider agencies must establish a quality assurance process that includes routine procedures to proactively address concerns or complaints raised by community members. Community concerns and the agency's efforts to address these issues must be thoroughly documented in a complaint log that is available for review upon request by DBHIDS. The process for communicating complaint resolutions to community members must also be stipulated.
- vi. Provider agencies must notify DBHIDS Program Analysts (OPSFIS and/or TIP) regarding complaints that fall into the following categories:
  - a. Complaints alleging that program staff or residents have engaged in illegal activities or behaviors that threatened the personal safety of community members.
  - b. Repeated or multiple complaints (3 or more per month).
  - c. Persistent complaints that are perceived by providers to be unreasonable or unfounded.

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- d. Complaints accompanied by threats to harm residents, staff or program property.
- e. Legitimate complaints that agencies are having difficulty addressing.
  
- vii. Provider agencies should make every effort to participate in local community activities and events including neighborhood improvement projects, block parties, etc. Engaging, serving, and educating the community are key aspects of community inclusion.
  
- viii. Provider agencies are expected to ensure that all program personnel are fully trained, competent and otherwise equipped to perform their duties.
  
- ix. Provider agencies must ensure that programs requiring licenses from the Commonwealth of Pennsylvania maintain routine compliance with state regulations.

#### **IV. DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES' RESPONSIBILITIES**

- i. The Department of Behavioral Health and Intellectual disAbility Services will review plans by provider agencies proposing to establish new residential facilities or expand existing programs. This process will include a review of prospective facility sites, program designs, staffing patterns, staff qualifications, neighborhood safety issues, prospective resident preferences, access to public transportation and local zoning schemes.
  
- ii. A Department representative will be available to meet with community representatives upon request to discuss concerns related to the development or operation of contracted residential programs.