

**FAQ #1 Who does Harbor House Ministries serve?**

Harbor House Ministries serves adults (18 years of age and older) who require a high level of care due to cognitive and physical disabilities. Harbor House Ministries is licensed for Specialized Residential care, which provides awake staff 24/7.

**FAQ #2 What services does Harbor House Ministries provide?**

Harbor house provides housing, personal care, and community living supports for adults with physical and intellectual disabilities.

**Housing:** What accessibility features are incorporated into the homes of Harbor House?

Harbor House homes were built and designed with input from adults with severe multiple disabilities and their families, so they are completely accessible. Some of our homes' features include:

- Large private rooms to accommodate equipment and reflect individual preferences.
- Extra wide hallways and doorways to accommodate adaptive equipment.
- Individual climate control in each person's room for hyper/hypothermia
- Reinforced ceilings for adaptive equipment
- Two-hour firewalls separating common areas from sleeping areas for safety
- Accessible kitchen countertops to encourage meal preparation participation
- Therapy tubs to relax rigid muscles

The Cove is an activity center located on our campus and across the drive from Harbor House Ministries' homes. It was built to meet the emerging needs of the men and women we serve who were beginning to age out of their off-site school programs and needed a place to move, learn and grow through daily enrichment experiences. Because each individual has a unique plan that encompasses his/her physical, spiritual, social and behavioral needs, the Cove is equipped with specialized PT and OT equipment, a sensory room, and a therapy pool. The Cove also houses a commercial kitchen which allows us to create meals for all of the homes that meet the nutritional needs of our residents.

**Personal Care**

- Personal care is tailored to the needs of the individual in a person-centered planning process. Goals for physical, emotional, and spiritual health are set by the individual and his/her advocates. Care plans are created by our clinical team, lead by two Registered Nurses with experience in Neuro Diverse care.

**Community Living Supports**

- Harbor House Ministries believes in each person having the opportunity to be an active part of his or her community. Our staff supports that goal in providing transportation, care and support for the individual as he/she interacts in the larger community. This can include

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anything from coffee with friends at the local coffee shop, shopping, volunteering at a local organization, visiting a museum or sporting event, or meeting up with friends.

### **FAQ #3: Is Harbor House a licensed facility? Who regulates or oversees Harbor House Ministries?**

Harbor House Ministries is a licensed care facility. We have three homes that are licensed under the category Adult Foster Care – Specialized Residential. This means we are staffed 24/7 and can accommodate more significant care needs.

The State of Michigan licenses Harbor House Ministries' homes and inspects them on a regular basis.

In addition, the regional entity which oversees the local county community mental health systems sends auditors to survey our operations annually.

Finally, Harbor House Ministries is accredited by [CARF](#). We have been awarded CARF's highest level of accreditation for Community Housing.

Harbor House Ministries is governed by a [Board of Directors](#). The Board makes decisions regarding strategic planning, funding, and policies.

### **FAQ #4: What does it cost to live at Harbor House Ministries?**

The fees for room and board at Harbor House Ministries are set by the state for all AFC homes at the monthly SSI rate minus 44 dollars.

The cost of care is based on the level of assistance an individual needs. Eligibility and approval for the cost of residential services at Harbor House Ministries must come through insurance which includes Medicaid, Medicare, long-term care insurance and auto insurance.

### **FAQ #5: Why does Harbor House Ministries raise funds?**

Harbor House Ministries is built on the financial principle of remaining debt-free. That means we do not finance our homes, home repairs, equipment, etc. Harbor House raises funds for all of these capital expenses which do not fall under the purview of insurance coverage.

Also, while room and board and care are paid for primarily by insurance, Medicaid rates have not kept up with the costs of labor. Harbor House Ministries raises funds to bridge the gap that allows us to maintain a low staff to resident ratio and cover the costs of community engagement and life enriching activities.

### **FAQ #6: What is the application and/or admission process at Harbor House Ministries?**

When Harbor House has an opening, we reach out to the county to see who is a priority on *their* waiting list. Priority goes to those in crisis or those without care-giving supports at home. Harbor House works with Ottawa county first and then makes inquiries with other counties.

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Families must be on Medicaid (SSDI) and be working with a Supports Coordinator (in Ottawa County, go [HERE](#))

Once a person is recommended for admission to Harbor House Ministries, we work through an assessment process to see if their medical and care needs co-inside with our care giving abilities (see [Residential Inquiry Form \(PDF\)](#)). We also observe socio-emotional needs to determine if we are able to match them to an environment at Harbor House that would benefit them as well as the other people living in the home.

Families are crucial to the integration of their loved one in the home and are involved in care decisions through the creation of a care plan. They are asked to provide detailed descriptions of the resident's daily life and spend all waking hours in the home in those first three days working with staff to transition everyone smoothly.