
RESIDENT MANAGEMENT AT HILLVIEW

Program H-006

Program Purpose

The Resident Management program provides housing management services for persons living at ~~West Samaria~~ Hillview and who have a serious and persistent mental illness. The residents of Hillview are either involved in programming with Milwaukee County BHD or with Community Advocates. The Resident Management program provides individuals with an increased level of service, assistance, and supervision than what would normally be offered in this type of housing setting to enhance recovery. Many of the individuals in this program have extensive histories of homelessness as well as impaired daily living skills and Resident Management would assist these individuals in these areas. Integral to the program of resident management is a collaborative approach among three other partners: BHD, Community Advocates and the landlord. Administrative staff from each entity will conduct staff meetings to ensure the quality of the program.

Required Program Inputs, Processes, and Program Activities

Resident Management Duties

- On-site supervision
Duties include communicating with each resident daily to evaluate their safety and general well being as well as promoting positive behaviors and striving to create an environment which supports recovery
- Promotion of appropriate activities of daily living
Duties include encouragement with personal hygiene, laundering of clothing and room cleanliness. Medication adherence will be encouraged and proper nutrition fostered. The staff will also support residents in keeping appointments and in engaging in appropriate activities outside of the building.
- Provision of linkages and communication with residents respective case managers
Duties include participating in treatment planning with case managers as well as notifying case managers of changes in behavior of residents.