

# Customized Living Program

## *Wilder Healthy Aging and Caregiver Services*



The Wilder Foundation's Customized Living program brings supportive services to older adults and adults with medical, mental health, or other disabilities who live at two St. Paul public housing sites, Ravoux Hi-Rise and Hamline Hi-Rise. The program works in partnership with the St. Paul Public Housing Agency (SPPHA) and is one of the few customized living programs in Minnesota that is co-located within a public housing setting in order to serve residents who qualify for the services.

The target population is low-income adults who are at risk of institutionalization or nursing home placement and need access to daily medical and functional living support. People served in this program are some of the most vulnerable adults in the community. In the most recent program year, 112 people were served by the program. The goal of the Customized Living program is to help residents experience independence, safety, comfort, cleanliness, dignity, and stability. Key components include:



### **Community housing**

#### **Residents are offered:**

- Private, one-bedroom apartments with a lock on the door
- Full kitchen
- Private bath with shower
- Common areas with televisions and computers
- Community and educational activities



### **Supportive services**

#### **Residents receive:**

- Nutritious meals
- Housecleaning assistance and laundry service
- Service coordination and connections to community services
- Flexibility around how services are delivered

#### **Residents may also receive:**

- Customized personal care assistance, including bathing, grooming, and dressing
- Case management



### **Health care assistance and monitoring**

#### **Residents receive:**

- Medication set-up and monitoring
- 24-hour emergency response and assistance from on-site staff
- 24-hour on-call nursing consultation and staff supervision

#### **Residents may also receive:**

- Medication administration

## Wilder Customized Living program receives high marks from program residents

In 2019, Wilder Research conducted feedback surveys with a random sample of approximately half of current residents who are served by Wilder's Customized Living program. The purpose of the survey was to learn about their perceptions of program benefits and satisfaction with services, and their perspectives on how certain aspects of their lives may have changed since they began participating in the program.

### Highlights from the residents:

- Rated the overall program quality as good or excellent (88%)
- Would recommend the program to others (90%)
- Strongly agreed or agreed that program staff are courteous and friendly (98%), respect their privacy (94%), and respect their choices (90%)
- Strongly agreed or agreed that they can count on program staff to help if they need it (92%)
- Strongly agreed or agreed that the staff do an excellent or good job managing their health care needs (82%) and helping with their personal care assistance needs (80%)
- Feel that the program is doing an excellent or good job of helping them with the things they say are the most important to them (84%)

### Other reported program benefits:

- Residents feel that their overall health has improved or stayed about the same since moving to Wilder's Customized Living program (84%)
- Residents said they were very satisfied or satisfied with opportunities to connect socially with others (94%)

### Comments from residents about the Customized Living program

*[The staff] really care about you... It is an excellent program because they understand you and help you whenever you need it.*

*It's a place that can help with many things if you need assistance. They offer different services. You can choose if you want to participate or not.*

*[It is] very comfortable. People are friendly. If you need something, they see to it you get it.*

*They are all so friendly and caring and giving. They're good people and they do a lot for me and they do it with a smile.*

*[The program] is very good. I love my apartment. I have plenty of privacy.*

*It's a good building. I feel safe. I've made friends here.*

*They make sure I get my medicine all day long...so I [stay healthy].*

*They do everything. They clean my apartment, give me a bath and shower, and give me clean clothes. They do everything they can to keep me satisfied.*

*I get my medication when I am supposed to so it has helped me get better.*

*I don't have as much stress or depression... And I'm at peace.*

*There are more people around. I've got more friends.*

*I'm stronger...I can walk farther. I think mainly because I'm more active and doing more.*