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**CHRISTOPHER STEPHENS**  
*Chief Information Officer*

# HISTORY

Established in 2001, Mid-South HealthNet, now known as MSHN Enterprises LLC, is a supervised group home setting for individuals enduring severe and persistent mental illness. We provide therapeutic psycho-social rehabilitation groups, community outings, medication management, as well as individual therapy. MSHN also offers enhanced, medically fragile and ARTF housing services to those individuals who have complex behavioral issues and/or medical issues in addition to mental illness. These services include treatment and nursing and/or physician professionals. We are not just a group home; we are a full-service supportive living program.

Our supportive living facilities are homes that are staffed twenty-four hours a day, seven days a week. We provide constant support and supervision for individuals who are 18 years or older who have special needs related to their severe and persistent mental illness. We also provide psychiatric and medical/nursing services for those individuals who have more complex behavioral issues and/or special medical problems. Our team includes executive directors, who oversee the total operations of one or more homes, and supervise the direct care staff trained to understand and deal with the daily issues and needs of our individuals. We adopted the use of an EMR system known as TIMAS, to record and track all our resident's medical records. There are additional higher levels of oversight and supervision, as well as other specialized staff providing medical, psychiatric and nursing oversight. We now provide housing under three different mental health providers.

## HISTORY

One of our most important services is consistent continual medication oversight. Our medical administration is under constant review by our staff registered nurses. We emphasize to the individuals served how important it is that they take their medications regularly to maximize their mental health. Our services include weekly psychosocial rehabilitation, skills training, and supervised outings into the community. Our goal is to establish a therapeutic environment in which the individuals for whom we provide care, will develop skills that foster independence and support long term recovery and reintegration into the community.

Currently, we operate a total of 32 homes offering 501 beds for housing in the mental health community; all under the MSHN Enterprises LLC umbrella. We also have a dedicated facility that we've purchased and renovated for resident activities. In addition, we have other projects in the works for the first two quarters of 2020, including 2 to 4 additional homes. According to Licensure officials, we are the largest housing provider for those with mental illness in the state of Tennessee.

# MEDICAID

Medicaid is the foundation of the payment system for supported housing. Unless they are in one of our non-insurance homes, all residents must have Medicaid entitlement that is managed by Amerigroup, BlueCare or United Healthcare Insurance. Without the funding for the type of care that we provide, individuals with persistent mental health issues would be subject to one of the following outcomes:

- Multiple hospitalizations and inpatient admissions to state facilities resulting in a significantly higher cost to the Medicaid system.
- Incarceration in state or federal penal systems, resulting in significant cost to the taxpayers and the individuals still will not get the help that they so desperately need.
- If not for supported living, they can become a part of the homeless population which usually resorts in them being physically and sexually abused and then eventually becoming a part of the penal system.
- Or, they end up in the morgue and it's too late to help them.

We have now opened one non-insurance home to support those clients that do not have Medicaid and we are looking at more opportunities to do the same in other areas.

# MEDICAID

	YEAR PRIOR TO MSHN SUPPORT			YEAR AFTER MSHN ADMISSION		
NAME	DAYS AT MMHI	# of Hospital Visits	COST OF MMHI	DAYS AT MSHN	# of Hospital Visits	COST OF MSHN
Resident #1	287	14	\$287,000	660	0	\$58,080
Resident #2	378	9	\$387,000	600	0	\$60,720
Resident #3	282	5	\$282,000	1105	0	\$105,000
Resident #4	305	8	\$305,000	754	0	\$68,640
Resident #5	209	5	\$209,000	801	0	\$66,000
<b>TOTAL</b>	1461	41	\$1,470,000	3920	0	\$358,440

# RESIDENT FINANCIAL RESPONSIBILITY

- Each Resident MUST qualify for Social Security. If they do not already have it, we help them apply.
- They pay rent at 85% of their social security check.
- The remaining 15% is typically divided and the resident receives spending money for each week of the month.
- They are responsible for purchasing their own toiletries.
- Where possible, we help them apply for food stamps so that they may purchase personal snacks if they choose to do so.
- We provide housing with 24/7 supervision and care.

# RESIDENT FINANCIAL RESPONSIBILITY

- We request to be their rep payee so that we can ensure that their rent is paid on time and that we can teach them how to budget the remainder of their money.
- We provide them with 3 full meals and 3 snacks per day. See sample menu on the next page.
- All meals are cooked fresh in house daily at no additional cost to the resident.

# FALL/WINTER MENU

## WEEK 4

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2/24/2020	2/25/2020	2/26/2020	2/27/2020	2/28/2020	2/29/2020	3/1/2020

### BREAKFAST MENU

Breakfast	French Toast	Bacon, Egg &	Cereal	Sausage Casserole	Oatmeal	Pancake on a
Burritos (2)	w/syrup	Cheese Croissant	Cinnamon Roll	Scrambled Eggs	Bacon	stick (2)
	Sausage		Banana		Toast w/jelly	Syrup
Milk	Milk	Milk	Milk	Milk	Milk	Milk
Juice	Juice	Juice	Juice	Juice	Juice	Juice
Coffee	Coffee	Coffee	Coffee	Coffee	Coffee	Coffee

### MID-MORNING SNACK

Nutrigrain Bar	Granola Bar	Fresh Fruit	Yogurt	Nutrigrain Bar	Granola Bar	Fresh Fruit
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### LUNCH MENU

Chili w/cheese	Corndogs (2)	Philly Steak	Meatball Sub	Fish Filet	Pizza (2 slices)	Beef Stew
sour cream	Cheese Tots	Sandwiches	Pinto Beans	Northern Beans	Side Salad	Cornbread
Crackers	Ice Cream Cup	French Fries	Mac & Cheese	Greens	Apple Crisp	
Breadsticks			Fried Pie	Hushpuppies		
Fruit Cocktail						
S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid

### AFTERNOON SNACK

Wafers w/PB	Veggies & Dip	Teddy Grahams	Popcorn	Wafers w/PB	Veggies & Dip	Teddy Grahams
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### DINNER MENU

Pork Chops	Lasagna	Potato Soup	Jambalaya	Rotel Chicken	Tator Tot Casserole	Baked Ham
Okra	Side Salad	w/ham	(sausage, rice &	Spaghetti	Green Beans	Mashed Potatoes
Cabbage	Garlic Bread	Biscuits	mixed veggies)	Rolls	Corn	Broccoli & Cheese
Cornbread		Sliced Peaches	Corn on the Cob	Cobbler		Rolls
			Mexican Cornbread			Banana Pudding
SF Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid	S/F Tea/Kool-Aid

### EVENING SNACK

Cheese & Crackers	Chips	Jello Cup	Cookies	Cheese & Crackers	Chips	Jello Cup
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## WHY MSHN?

- ❖ Our Director of Recreation and Resident Development that guides a team of more than 15 Activity Directors that help fill the residents' days with psychosocial rehabilitation, trips to museums, movie nights, trips to the movie theater, lunches in the park, etc.
- ❖ We invest in our employees by offering a very informative initial training program as well as continued training on an ongoing basis.
- ❖ We have already started the process of looking into the implementation of CARF accreditation standards. Our Chief Information Officer has completed the week of required training and is now looking to see how to best implement the process in our organization. This process will force us to a level of accountability that has yet to be seen in the supported living arena.
- ❖ We have two NAPPI (Non-Aggressive Psychological and Physical Intervention) Certified Trainers on staff to assist our staff in learning proper de-escalation skills.

# THE NEXT SLIDE SHOWS THE MANAGEMENT SET UP IN A CITY WHERE WE HAVE 7 HOMES

- OUR STRUCTURE IS LISTED BELOW:
  - DCOO/ Deputy Chief Operations Officer – May have responsibility over several homes.
  - ED/ Executive Director – Daily Management of 1 to 3 homes depending on the size and designation of those homes.
  - OM/Office Manager – Responsibility over the resident's insurance, food stamps, ssi, appointments, etc. Scope of responsibility mirrors that of the ED, 1 to 3 homes.
  - HM/Home Manager – Additional management layer to assist the OM and ED in resident care if the area is a larger area or the homes are classified as needing a higher level of care.
  - AD/Activity Director – Responsible for the daily activities of the residents in 1 to 3 homes.

**THE NEXT SLIDE SHOWS  
EXTENSIVE MAINTENANCE  
AND VEHICLE FLEET TEAM.  
THEY ENSURE A SAFE  
ENVIRONMENT AND SAFETY  
OF VEHICLES BY PERFORMING  
MONTHLY INSPECTIONS**



# RECREATION & ACTIVITIES



# RECREATION & ACTIVITIES