

Crystal House: A Pilot Model for Children's Intensive Behavioral Respite

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Intensive Behavioral Respite

- 4 bed home
- Designed to maintain a house-life environment
- Supports generalization of skills
- Promotes smoother transitions home following discharge from BBHU

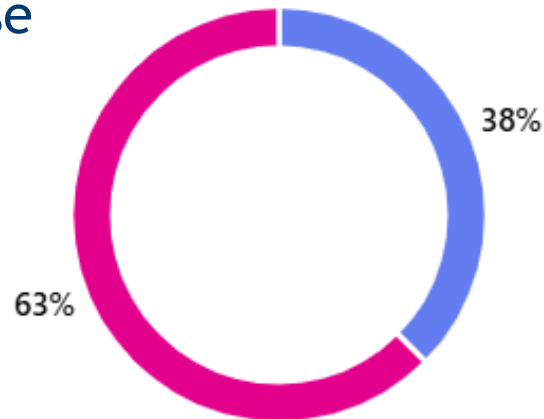
Eligibility

- Ages 5-17
- Have a diagnosis of intellectual or developmental disability
- OPWDD enrolled and waiver approved, specifically for respite
- Have intensive behavioral support needs
- Crystal House is not limited by county of residence and can be referred from anywhere in New York State

Overview

Overview - How we got here

- ▶ Upstate Hospital BBHU Collaboration
 - ▶ Need to support children and families after inpatient stay
 - ▶ 2-week step-down outpatient program
- ▶ Community Need
 - ▶ 63% of the families that we surveyed were unable to access respite before finding Crystal House



What We Do At Crystal House

Provide	Provide a safe supportive home-based environment where children feel secure and cared for where kids as well as their parents get to recharge
Focus on	Focus on building and strengthening daily living, communication, and coping skills during natural moments
Offer	Offer predictable structure and routines while remaining flexible to individual needs
Create	Create a space for peer connections and friendships to form

Staffing/Training

Residential Staff

- Program Manager - BIS
- Assistant Manager - BIS
- 2 Awake Overnight Staff
- Minimum of 3 staff on during waking hours - Total of 10 FT DSPs
- P/T RN

Administrative Oversight

- Senior Director - BCBA, NY-LBA
- Chief Innovation Officer

Training

- Training Academy
- Medication Administration Training (AMAP)
- SCIP-R (Strategies for Crisis Intervention and Prevention Revised)
- RBT (Registered Behavior Technician) 40 hour on implementing evidence based behavioral strategies, collect data and support individuals safely and consistently
- In-situ training on implementation of behavioral strategies provided directly by the program manager and assistant manager (who are also behavior intervention specialists!)
- Opportunities for hands-on and observational training while the kids are attending ABA therapy (when possible) during stay at BBHU and outpatient ABA sessions

Growth Through Implementation

- ▶ Program has expanded in scope and capacity
- ▶ Intake process has evolved
- ▶ Expansion to community referrals
- ▶ Behavior Regulations 635-10.5
- ▶ Strategic behavioral hiring with planned OPWDD training



Behavior-Informed Home Modifications

- ▶ Delayed Egress
- ▶ Protective Covers on fire pull stations, light switches, etc.
- ▶ Locks on cupboards
- ▶ Working to become Life Safety Code
- ▶ Sensory Areas
- ▶ Adapt each room to individual needs
- ▶ Protective Equipment



Ongoing Challenges

- ▶ Operating a new and complex program
- ▶ Rely on occupancy at BBHU
- ▶ Length of time for kids to get approved for respite units
- ▶ Staff training
- ▶ Nursing
- ▶ Providing consistent hours for staffing during low enrollment
- ▶ Frequent need to replace or fix damaged items/property

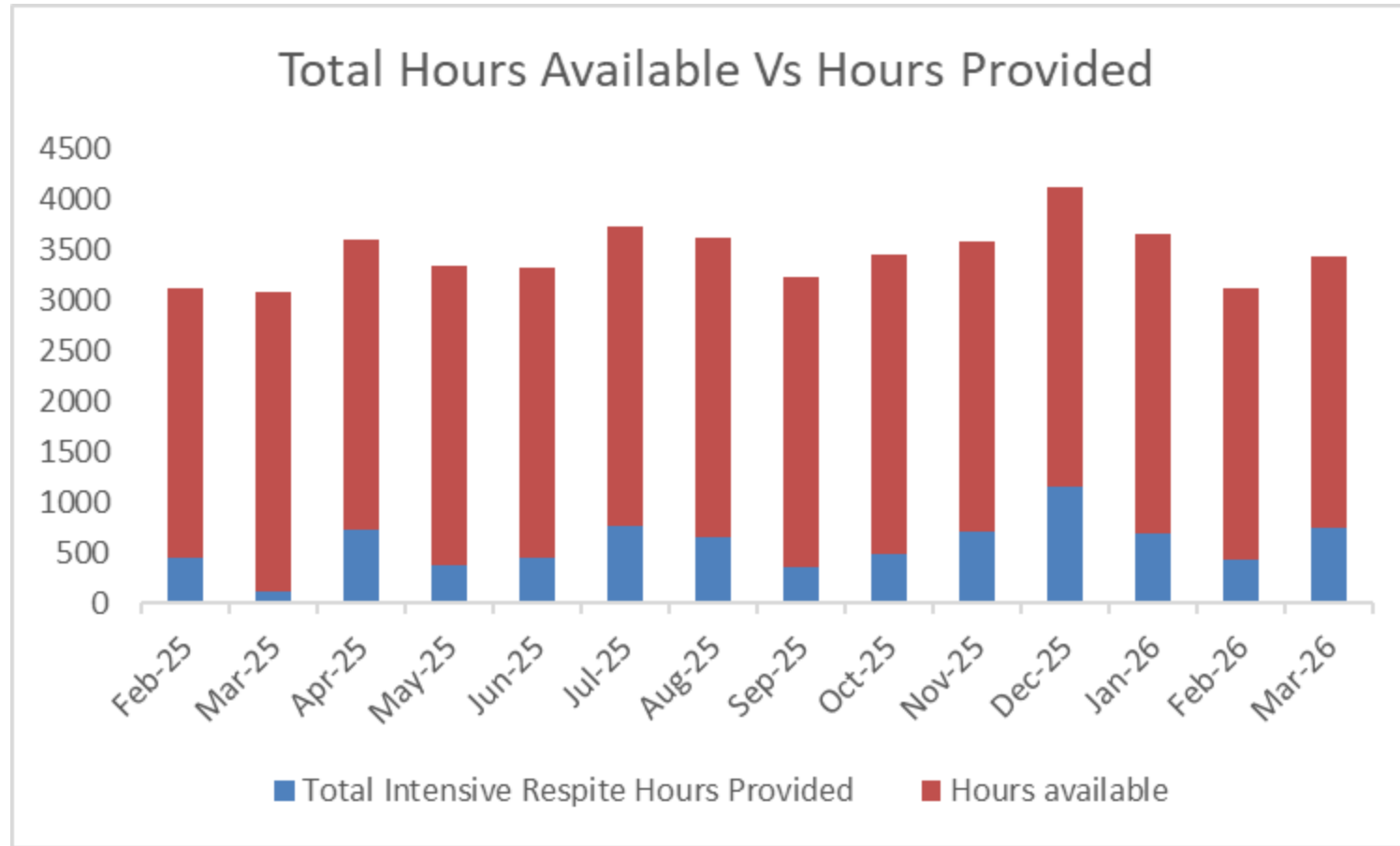
The Impact....

TOGETHER
WE MAKE A
DIFFERENCE

The text is presented in three lines. The top line, 'TOGETHER', features a circular arrangement of five hands in various colors (orange, green, blue, yellow, teal) holding each other, with the letter 'O' being the center of this circle. The middle line, 'WE MAKE A', uses a mix of bold, outlined, and textured fonts. The bottom line, 'DIFFERENCE', also uses a variety of styles, including dotted patterns and solid colors. The overall aesthetic is vibrant and celebratory.

Program Utilization & Capacity Trends

- To date Crystal House has served 20 children, each receiving about 475 hours of support on average



1. How satisfied are you with the Intensive Respite Program?

[More details](#)

5.00

Average Rating



Level 5  8

Level 4

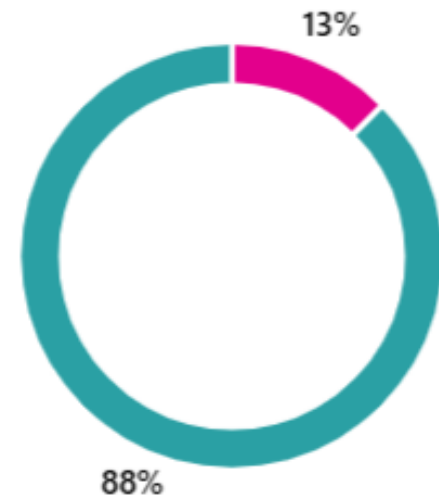
Level 3

Level 2

Level 1

4. Has your stress level changed since using the program?

● Increased	0
● Stayed the same	1
● Decreased	7



14. What do you value most about the program?

8 Responses

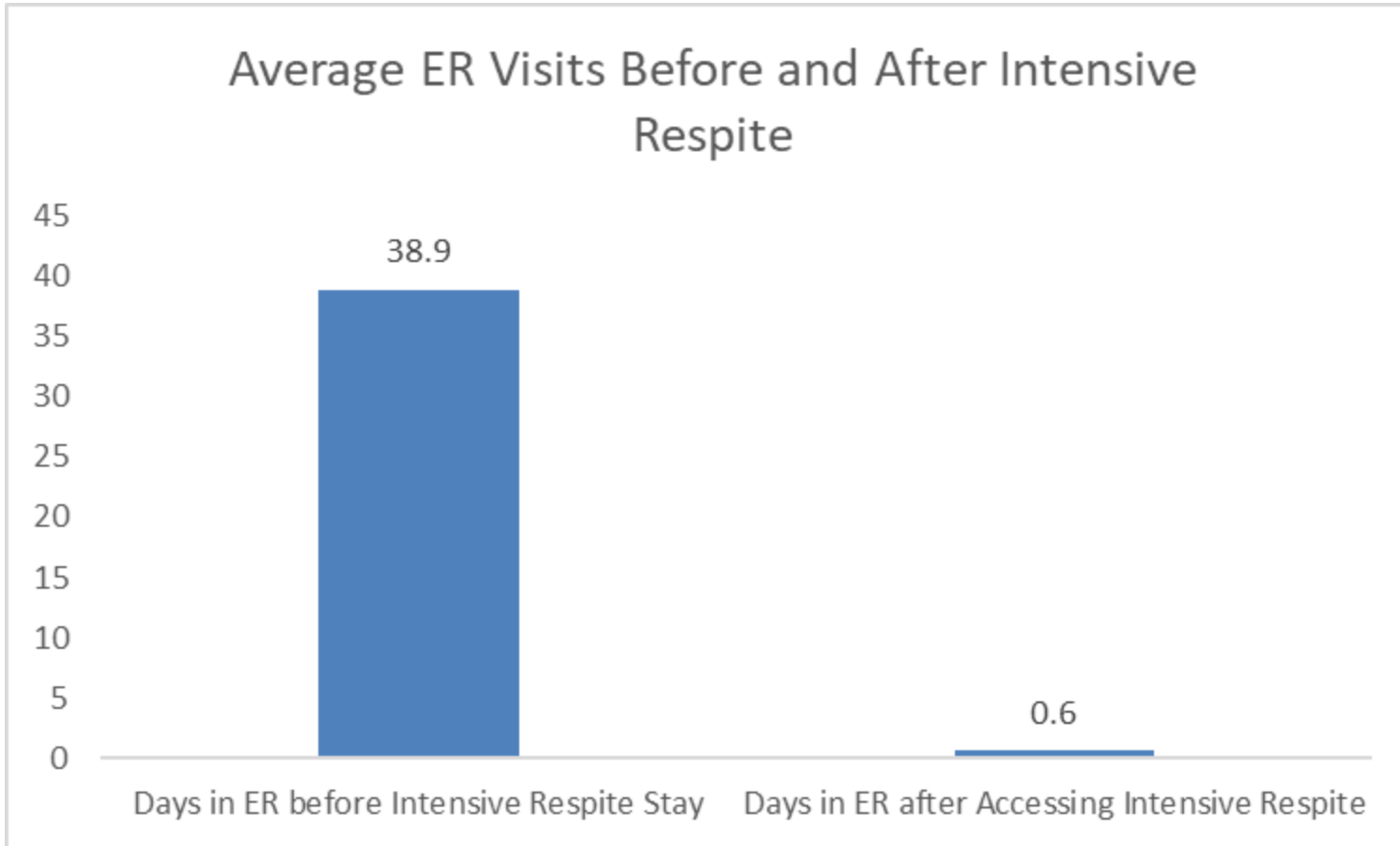
ID ↑	Name	Responses
1	anonymous	Great Program
2	anonymous	That it's a safe place for my children to stay with competent and caring staff
3	anonymous	The staff is so good at handling my boy, I think they make the difference.
4	anonymous	The break that I got while he was in this very safe and wonderful place provided a time where I could decompress and come out of ptsd stress mode for the first time in years.
5	anonymous	Making effort to meet needs for both patient and caregivers
6	anonymous	The easy scheduling and the staff
7	anonymous	I felt my son was in a nurturing, learning, SAFE, and caring environment.
8	anonymous	That my son was loved, cared for, and I could visit whenever I wanted in a comfortable environment



9. Please share any positive changes you've observed in your loved one.

7 Responses

ID ↑	Name	Responses
1	anonymous	Great Program
2	anonymous	Less self injurious behavior
3	anonymous	The crystal house helps my son avoid meltdown anxious episodes related to his autism and has been indispensable in his care.
4	anonymous	He has become more communicative in response to his time there, which is unprecedented !
5	anonymous	The team made effort to get to know my daughter engage her in activities and help family restore over the weekend. Above and beyond care we have done below
6	anonymous	He listens better. Uses his AC device more frequently at home. He smiles and laughs more.
7	anonymous	Much less aggressive and increased communication



With PSYCKES consent for 10 children, we were able to review emergency room utilization data to better understand the medical impact of Intensive Respite on the OPWDD system. We found a **98.5%** reduction.

Looking Ahead...

- ▶ Short Term Goals:
 - ▶ Increasing Occupancy
 - ▶ Add administrative capacity for program operations
- ▶ Long Term Goals:
 - ▶ Sustainability
 - ▶ Showing Value
 - ▶ Increase Referral Network

Key Takeaways



Shared values and alignment drive our success

DSPs, Program Management, Agency Leadership and OPWDD



Cross-System collaboration improves timing, continuity of care and outcomes



Intensive behavioral respite can reduce emergency and inpatient utilization



High staffing ratios with behavioral focused training supports safe implementation of BSPs



Crystal House demonstrates that effective intensive behavioral respite can reduce crises for families and relive pressure on hospitals, OPWDD, and other system partners-not just provide short-term breaks



Suggestions?
Comments?
Questions?

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