

Private Pay Support Services: Level 1

Support Services: Why do I need them?

Supported Living services are required for each individual residing at The Arc Jacksonville Village who do not benefit from MedWaiver Support Services. This includes purchasing one of our Private Pay Service Packages. Services provided are based on individual needs, assessed through multifaceted meetings during Needs Assessment and Service Planning, as well as through weekly observation of skills and abilities.

Auxiliary for Private Pay Residents includes access to staff and volunteer led events and activities meant to enrich a resident's life. ALL residents may use the amenities of the community center; however only those who pay for services can participate in the Activities themselves. Additionally, these fees help to ensure the Village is able to continue to provide the staff support for volunteer partnerships that benefit The Village, activity supplies, vehicle maintenance, advocacy support, etc.

If additional services are needed outside of the Private Pay Services available, natural supports and/or privately purchase external supports need to be utilized.

Examples include maid services, medication management, behavior intervention, transportation to/from work or personal appointments.

What am I getting?

Level 1 Support Services

- 1-2 Xplore Classes
- 2-4 Job Seeker Classes
- 1-3 Home Visits a week
- Grocery shuttle
- Independent living training sessions
- One on one job site support
- Urgent response & service intervention support
- Activities
- Advocacy Support



Private Pay Support Services: Level 2

Support Services: Why do I need them?

Supported Living services are required for each individual residing at The Arc Jacksonville Village who do not benefit from MedWaiver Support Services. This includes purchasing one of our Private Pay Service Packages. Services provided are based on individual needs, assessed through multifaceted meetings during Needs Assessment and Service Planning, as well as through weekly observation of skills and abilities.

Auxiliary for Private Pay Residents includes access to staff and volunteer led events and activities meant to enrich a resident's life. ALL residents may use the amenities of the community center; however only those who pay for services can participate in the Activities themselves. Additionally, these fees help to ensure the Village is able to continue to provide the staff support for volunteer partnerships that benefit The Village, activity supplies, vehicle maintenance, advocacy support, etc.

If additional services are needed outside of the Private Pay Services available, natural supports and/or privately purchase external supports need to be utilized.

Examples include maid services, medication management, behavior intervention, transportation to/from work or personal appointments.

What am I getting?

Level 2 Support Services

- 3-4 Xplore Classes
- 2-4 Job Seeker Classes
- 4-6 Home Visits a week
- Grocery shuttle
- Independent living training sessions
- One-on-one job site support
- Urgent response and service intervention support
- Activities
- Advocacy Support



Auxiliary Services

Auxiliary Services: Why do I need them?

Auxiliary Services are meant to maintain the unique support offered at The Village, setting the neighborhood apart from the others in Jacksonville. Auxiliary Services enable The Village to provide staff support and knowledge to its' residents with intellectual and developmental differences. The Auxiliary Services are also meant overall to enrich a resident's life. ALL residents may use the amenities of the community center; however only those who pay for services can participate in the other enhancements. Additionally, these fees help to ensure staff support for volunteer partnerships that benefit The Village, activity supplies, vehicle maintenance, advocacy support, etc.

If residents require more service intervention than their MedWaiver supports and Arc Auxiliary services offer, it is the residents' responsibility to secure this support elsewhere.

Examples include maid services, medication management, behavior intervention, transportation to/from work or personal appointments.



What am I getting?

- Urgent response and service intervention support
- Independent living training sessions
- On- and off-site activities
- Grocery shuttle
- Advocacy Support

What does that mean, exactly?

Supported Living

Residents will have a support team made up of coaches, mentors and volunteers, lead by The Director of Services. Service Plans are ultimately determined by individual need, but a weekly Wellness Check is guaranteed for all residents. Coaching services may include: health education, fitness, grocery shopping transportation and skill building in various areas: grocery preparation/meal preparation/social skills/time management/goal setting and implementation/budgeting/financial literacy/independent transportation/independent cleaning and organizing, pre-employment training and more. Services focus on helping residents learn and acquire skills, as the goal is always to be as independent as possible. Supported Living in the home is focused on residents remaining independent at The Village and is not meant to encompass all aspects of adult independence.

One-on-One Job Site Support (Supported Employment)

Employed residents can receive support from an Arc Jacksonville employment specialist. Services include job-site training in specific skills and counseling on work-related behaviors, including social skills. This service is determined by an individualized plan created by and managed by The Employment Department of The Arc Jacksonville.

Auxiliary

Auxiliary for Private Pay Residents includes access to staff and volunteer led events and activities meant to enrich a resident's life. ALL residents may use the amenities of the community center; however only those who pay for services can participate in the Activities themselves. Additionally, these fees help to ensure the Village is able to continue to provide the staff support for volunteer partnerships that benefit The Village, activity supplies, vehicle maintenance, advocacy support, etc.



More Importantly...

Residents can feel supported knowing that help is down the sidewalk.

If an urgent situation arises, simply press the button in the home for assistance from Arc staff.
(Please note: THE BUTTON DOES NOT REPLACE 911)

Urgent matters may include: assistance with appliance malfunction, lease violations from other individuals (bullying, noise violations, property damage), crisis decision-making, assistance with cleaning up broken items and more. If 911 is called, staff will accompany residents to the hospital to assist with communication to hospital staff and emergency contacts and will remain until the emergency contact can arrive or until the situation is stabilized.

The Village has a direct line to a manager during open clubhouse hours for urgent matters. Residents and families can be assured there's always someone available to help if needed.

Service intervention is available to address roommate and resident conflict. Staff assist residents with healthy communication and ways to mitigate conflict.

