

**Blue Water Developmental Housing,
Inc.**

Quality Improvement Plan

2025-2026



**BLUE WATER
DEVELOPMENTAL
HOUSING INC.**

Inspiring. Individual. Independence.

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Introduction

Blue Water Developmental Housing, Inc. (BWDH) was founded in 1976. The organization operates as a private, non-profit organization that is dedicated to assisting individuals with developmental disabilities and other special needs in reaching their full potential. The organization encourages independence by providing supervised, community-based living alternatives for children and adults. Blue Water Developmental Housing, Inc. emphasizes the least restrictive, most natural settings possible in providing services that help build dignity, self-worth and encourage self-expression. Through the years, BWDH adopted a “best practice” implementation policy and has a recognized ability to incorporate new programs into its operations in a seamless, positive manner.

BWDH has over 40 years of experience in developing an efficient, organizational structure to meet community needs. On June 16, 1976, BWDH proudly opened its first home, Blue Water House for individuals with developmental disabilities in St. Clair County. Blue Water House served children with developmental disabilities and offers respite services. Springborn Home opened in May of 1979, serving adults with developmental disabilities. From 1980 to 1983, two more homes, Stonybrook and Semi-Independent (Tenth Street Home) opened. In November of 1985, the Eunice Hayes Home opened to further reduce the institutional population. Maple Street Home opened in 1986, followed by Oakleaf Home, Thornhill Home, Pam McDonald Home and Mackey Home from 1991 to 1998.

In 1992, the board and employees of Blue Water Developmental Housing embraced the philosophy of the emerging Community Based Living Arrangements (CSLA) program as well as the Michigan Children’s Model Waiver Program. An individual residing at the Semi-Independent Home was one of the first individuals to sign up for the new CSLA program with dreams of living independently. With support services provided by BWDH, he now lives in an apartment and holds a job in the community. The organization grew rapidly without sacrificing its flexibility to accept change. Over the past several years, Supported Living Arrangements (SLA) have emerged which provides supported housing to adults with various disabilities.

Through the years, BWDH has learned to adopt a “best practice” implementation policy and has a recognized ability to incorporate new programs into its operations in a seamless, positive manner. In 2000, St. Clair County Community Mental Health offered BWDH the opportunity to assume operations of Jones Place, a group home for children with severe emotional disturbances. The transition was successful and BWDH assumed full operations in August of 2000. In 2006, Jones relocated to Marysville and the home was renamed The Children’s Home of St. Clair County. The home closed in 2012. During the summer of 2002, Macomb-Oakland Regional Center (MORC, Inc.) urged BWDH to assume operations of a six-bed home in Romeo, Michigan. With only 30 days’ notice, BWDH met the challenge in October of 2001 by smoothly transitioning the program up to BWDH standards.

In June 2006 BWDH contracted with the Board of Sanborn Gratiot Memorial Home to provide administrative and management services. Sanborn Gratiot Memorial Home is a home for the aged and in operation since 1947. The facility provides services for up to 32 residents aged 60 and older.

In 2018, BWDH assumed operation of two licensed small group homes, Nottingham and Bruce Hills, in Macomb County. In 2019 the organization assumed the operation of Pound Road Home, a licensed small group home in Macomb County.

In 2021 in response to the staffing shortages occurring at national level during the COVID-19 Pandemic BWDH closed the Bruce Hills home and relocated the individuals residing at the Mackey Home to County Manor.

Our Mission

The mission of Blue Water Developmental Housing, Inc., is to provide housing and support services focusing on the desires and needs of the person served, that recognizes the dignity of the individual and promotes community inclusion.

Our Vision

The vision of Blue Water Developmental Housing, Inc. is to be the provider of choice for housing and support services known for a culture of continuous quality improvement, innovative services and programs, a highly trained and competent workforce, and meaningful community engagement.

Our Values

Respect for Individuals

BWDH cannot succeed without people. It is people who give this organization its meaning and its people who will make it work. BWDH believes in the idea that treating people well – with dignity, respect and with expectations of growth and development – is fundamental to the achievement of a satisfying work experience and essential to ensuring consumers are treated with respect.

The Importance of Innovation

BWDH believes that it can demonstrate new, creative and innovative ways of supporting, serving and assisting people. Innovation, creativity, and inherent risks involved in doing things differently, but responsibly, are the hallmark values of BWDH.

The Importance of Teamwork

Despite the requirements of running an organization with various levels and lines of authority, those connected to BWDH believe that everyone affiliated with the organization can offer perspective, insight and input into improving what we do, how we serve and support people, and the quality of our efforts. To that end, important and creative ideas may originate at any level within the organization.

Continuous Improvement

The aspiration of excellence is also an important value. Excellence is grounded in the quality of our efforts to serve, support, encourage and recognize one another as important contributors to the overall success of BWDH. Improvement requires continual work in monitoring and, as necessary, modifying our policies, procedures and practices.

Community Commitment

BWDH sees itself as a valued and integral part of the communities it serves. BWDH seeks meaningful ways to provide human services in response to under met or unmet community needs. BWDH believes that accountability to and responsibility for the local community is essential.

Our mission, vision, and value statements have directed the decisions and services our organization was built on.

Our mission, vision, and value statements continually guide the Board members and employees in strengthening our focus on providing seamless, flexible, consumer driven services in a fiscally sound manner.

Current Supports and Services

Blue Water Developmental Housing contracts with St Clair County Community Mental Health and Macomb County Community Mental Health to provide specialized residential services, comprehensive living services, and respite care to individuals with developmental disabilities. Services provided include:

- Enhanced Community Based Support Services (Respite Care, Personal Supports, Training, and Community Integration) provided in St. Clair County.
- Enhanced Community Based Support Services provided in Macomb County.
- Seven Licensed Group Homes for Adults with developmental disabilities in St. Clair County.
- Five Licensed Group Homes for Adults with developmental disabilities in Macomb County.
- A 2-unit apartment for individuals with a disability in St. Clair County operated by an affiliate organization.
- 3 residential homes for women of domestic violence with children operated by Blue Water Residential Non-Profit Housing Corporation.
- 12-unit apartment complex for individuals with a disability in St. Clair County.
- 3 single unit condos for individuals with developmental disabilities operated by Blue Water Residential Non-Profit Housing Corporation.
- 1 double unit condo for individuals with developmental disabilities operated by Blue Water Residential Non-Profit Housing Corporation.
- 18 Supported Living Arrangements in St. Clair and Macomb County

Community Events

The individuals we serve can participate in community events as well as special trips. Some of those include:

- BWDH Annual Company Picnic
- International Day Parade in Port Huron
- Adoption of a portion of the Wadhams to Avoca Trail
- Camping at Camp Fowler

Highlights

Employees of BWDH have received awards or commendations recognizing their quality of work and dedication. Others volunteer extra services to the community and play active roles on committees, workgroups, and/or councils. List below are some of the active employees:

- Lisa Beedon, Executive Director, St. Clair County, Michigan Board of Commissioners, member of Community Services Coordinating Body (CSCB), member of Port Huron Rotary Club, Member Women's Life Chapter 810, Hunter Hospitality House Board of Directors, St. Clair County Commission of Aging, Council on Aging, serving St. Clair County, Michigan Assisted Living Association (MALA) Board Member, St. Clair County Provider Alliance member, Macomb County Provider Alliance Executive Board Member, Southeast Michigan Council of Government (SEMCOG) member, Blue Water NAMI member, Port Huron Town Hall member, Past National President American Business Women's Association, American Association of University Women
- Kathryn Baker, Member of the United Way of St. Clair County Human Services Campaign; Community Based Services Director, member of St. Clair County CSCB, member of Housing and Support Services Workgroup
- Vonda Willey, Administrative Services Division Director, member National Association of Career Women (NACW), St. Clair County Provider Alliance Secretary
- Andrea Bubel, Residential Services Division Director, member Toastmasters International, CARF Surveyor, Community Services Coordinating Body (CSCB), Marysville Rotary member
- Marissa Lee, Human Resources Manager, member National Association of Career Women (NACW)
- Ashley Lueth, Outreach Coordinator, Toastmasters International Treasurer Port Huron Chapter
- Philip Jensen, Human Resources Generalist, member Toastmasters International
- Amy Card, Program Supervisor, member National Association of Career Women (NACW)

Philosophy of the Quality Improvement Program

Supporting and improving the quality of life for the consumers served is the primary focus of Blue Water Developmental Housing, Inc. (BWDH) We recognize that achievement and excellence in our service to our consumers and enhancement of the environment in which we provide service is the responsibility of every employee. BWDH is committed to systematic and continuous quality assurance and improvement of its process, function, and services. We encourage the people we serve, the community we serve and our employees to assist us in our ongoing effort to improve both the effectiveness and efficiency of the organization's systems and services. This commitment reflects our purpose, mission and values.

Quality Improvement Process

Blue Water Developmental Housing, Inc. is committed to systematic and continuous quality assurance and improvement in its process, function, and services. This commitment reflects the agency's purpose, mission, and core values. To ensure representation of our consumers, community and personnel in all steps of our quality improvement process, the board of directors for BWDH authorizes a Quality Improvement Committee. The Quality Improvement Committee meets on a quarterly basis to review current goals and data. This committee includes representatives for each of the following, BWDH management and direct services. The Board of Directors authorizes a quality improvement system to facilitate the ongoing process of assuring and improving both the effectiveness and efficiency of the organization's systems and services.

Opportunities for Quality Improvement

Each year Blue Water Developmental Housing, Inc. develops specific goals to be that focus of our quality improvement process. These goals directly relate to our mission statement, values, vision, and quality improvement philosophy. These goals, outcomes and performance indicators are analyzed and assessed on a continual basis so that any needed remedial action can be implemented, and quality excellence can be maintained. We also wish to promote a safe, clean and pleasant and comfortable environment for our consumers by continually maintaining and improving our facilities and grounds.

Quality Improvement Framework

BWDH follows a Plan-Do-Study-Act (PDSA) model for continuous improvement:

- Plan: Identify areas for improvement, set measurable goals, and develop action steps.
- Do: Implement improvement activities and collect data.
- Study: Analyze data to evaluate success and identify trends or barriers.
- Act: Refine approaches and standardize successful practices.

Key Quality Focus Areas and Indicators

FOCUS AREA		INDICATOR/MEASURE	TARGET/BENCHMARK	DATA SOURCE
Health and Safety	Medication Error Rate	<2% per quarter	Continuous Quality Improvement (CQI) reports	
Staff Training	Completion of Required Annual Training	100%	Human Resource Information System (HRIS)	
Consumer Satisfaction	Annual Satisfaction Survey Score	>90% satisfied	Consumer Satisfaction Survey Completion	
Community Integration	Participation in Community Activities	>2 activities / month	Progress Notes	
Internal Audits	Annual internal audits completed for residential programs	100%	Audit Checklist	
Licensing and Regulatory Compliance	Citations during licensing reviews	0	State licensing reports	
Staff Retention	Staff Retention Rate	>90% retention	Monthly retention report	
Staff Turnover	Staff Turnover Rate	<20% turnover rate	Monthly Turnover by department report	
Workplace Safety	Number of Work Injuries	25% reduction	Loss report from worker's compensation carrier	
Workplace Safety	Cost of Workers Compensation Claims	25% reduction	Loss report from worker's compensation carrier.	

Roles and Responsibilities

Executive Director

Provides oversight, ensures resource allocation, and approves the Quality Improvement Plan

Administrative Services Division Director

Leads quality initiatives, monitors implementation, and reports findings

Quality Committee

Analyzes data, recommends improvements, and evaluates effectiveness of interventions

Program Supervisors

Monitor service delivery, ensure staff compliance, and report data

All Team Members

Participate in training, incident reporting, and contribute feedback to improve services.

Communication and Reporting

- Semi Quarterly reports shared with the Board of Directors
- Annual Quality Report summarizing key accomplishments, ongoing challenges, and future goals
- Findings communicated to staff via newsletters, team meetings, and training.
- Consumer feedback shared during individual planning meetings and family events.

Evaluation and Review

This Quality Improvement Plan will be reviewed annually by the Quality Committee and updated as needed based on outcomes, regulations, and stakeholder input.

Success of the plan will be measured through improved compliance, reduced incidents, enhanced satisfaction, and achievement of benchmarks.