



The City Council,
Grand Prairie Municipal Complex
300 W. Main Street, Grand Prairie.

April 3, 2023.

Dear Ma/Sir,

DETAILED OPERATIONAL PLAN

PROGRAM OVERVIEW

Christabel, limited liability company is a comprehensive provider of the Home and Community-Based Services, Adult Mental Health (HCBS-AMH) program in the state of Texas. Christabel, LLC was registered with the state of Texas on October 8, 2015 and thereafter obtain her contract with the Health and Human Service Commission (HHSC) to provide comprehensive behavioral health services to people living with mental health diagnosis. Participants in this program are American Citizens who find themselves in challenging mental health situations and require varying degrees of support for their recovery. HCBS-AMH program provides eighteen different recovery-oriented services, and Christabel LLC provides seventeen of those services. Services offered are: Psychosocial rehabilitation, Community Psychiatric Support and Treatment, Supervised living, Supported home living, Assisted living, Adaptive aids, Home delivered meals, Host home/Companion care, Employment assistance, Supported employment, Flexible funds, Nursing services, Minor home modification, Substance use disorder counseling, Respite care, Transition assistance, and Transportation.

OPERATIONAL PLAN

Operations at Christabel LLC are structured to comply with federal, state, and local authorities. Our services are regulated by HHSC, Local Behavioral Health Authorities, and many other agencies who are stakeholders in the provision of behavioral health services. HCBS-AMH has eligibility criteria that all the participants in the program must meet before their enrolment. Enrolment into the program is centrally coordinated and controlled by the Health and Human Service Commission in Austin, TX. They also regulate the quality of care provided to program participants. All the service providers do undergo background check through fingerprinting, and employability status check. We also provide quarterly and annual reports to the program leadership in Austin, TX.

Parking at the 326 Swallowtail location will be done in such a way that neighbors' spaces are not encroached into, or disturbed. It is anticipated that five (5) adults with mental health diagnoses will reside at this location, and they will be supervised round the clock by a house manager. Currently, there are three (3) clients living at this location. There are four (4) house

managers working at this location: one staff works 16 hours (6am-10pm) on Mondays and Tuesdays, and 8 hours (10pm-6am) on Fridays. Another staff works 8 hours (10pm-6am) Mondays through Thursdays, and 10pm-6am on Sundays. One staff works 16 hours (6am-10pm) on Wednesdays, Thursdays, and Fridays. And another staff works 24 hours on Saturdays and 16 hours on Sundays. The duties of the house managers are: monitoring the clients for behavioral stability and documenting at the end of their shifts; cooking for the clients; administering medications as prescribed by the doctors and arranged in medication minders by the nurse; engaging clients in therapeutic conversations, and keeping the residence clean. Staff's presence serves as a security measure in place, and there are fire extinguisher strategically placed in the house. Guardian Security system is also employed at this location. None of the participants have a car. The minivan that is currently used for clients' transportation will be moved to the office at 330 Cooper Street, Cedar Hill, TX 75104. This type of residential group living is well regulated, and it operates differently from a regular group home.

Daily operations at Christabel LLC are performed under the leadership of Olaleye Augustine Olowookere (Administrator), Yetunde Morenikeji Olowookere (Alternate administrator), Christopher Harrington (Operation Manager), and Krista Domingue (Relationship Manager). We maintain presence in Dallas County, Tarrant County, and Travis County. Our goal is to provide quality supportive services that are geared towards the recovery of the people under our care. All the residential group living under Christabel LLC is staffed 24 hours a day with house managers, and other supportive services are provided in accordance with the state-approved treatment plans for each individual under our care. We are committed to the recovery of people living with mental health disorders and contributing our quota to the building of safe societies for all Americans.

Thanks.

Yours truly,
Olaleye Augustine Olowookere,
Administrator, Christabel LLC.