



## **ATTENTION CARETAKERS OF CHARLENE'S ANGELS' CLIENTS (ANGELS)**

5/6/25

Charlene's Angels will officially **Suspend Adult Day Services and begin providing Day Habilitation on June 2, 2025.**

We want to thank you for your continued patience and support as we work through this important transition. Our administrative team has been diligently preparing to ensure a seamless changeover, which includes:

- Identifying a software program capable of supporting the additional administrative demands of Day Habilitation
- Implementing and training staff on a new software system
- Conducting comprehensive staff training
- Revising multiple operational policies and procedures
- Developing and posting **monthly activity calendars**  
*(A calendar, including estimated activity costs, will be provided at the beginning of each month.)*

We are on track and excited to provide the same high-quality care and robust programming that you and your loved ones have come to rely on.

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### **Transition Timeline**

- **Suspending Adult Day Services:** Friday, May 30, 2025
- **First Day of Day Habilitation Services:** Monday, June 2, 2025

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### **About Day Habilitation**

Charlene's Angels' Day Habilitation program includes both **Facility Habilitation** and **Community Habilitation**.

In compliance with program requirements, we are required to track time spent:

**In the facility (Facility Habilitation)**

**(continued on other side)**

## **Out in the community (Community Habilitation)**

**Hours of Operation:** 8:00 AM – 4:00 PM, Monday through Friday

- **Facility Habilitation:** 8:00 AM – 12:00 PM and 3:30 PM – 4:00 PM
- **Community Habilitation:** 12:00 PM – 3:30 PM

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## **Important Information for Families**

As we approach the June 2 transition, we strongly encourage you to meet with your **case manager** as soon as possible to review your client's **waiver budget**.

Key updates to keep in mind:

- In the past, **activity admission fees** (e.g., tickets, bowling) and **transportation** were paid through privately funded activity fees.
- Under the **Community Habilitation waiver**, transportation for community activities is now covered, **reducing your monthly private pay obligation**.
- **Estimated costs for admissions, meals out, etc.**, will be invoiced before the start of each month.
  - Any changes in monthly activity participation will be recorded and reflected at month's end.
  - **Credits or debits** will be applied to the following month's invoice.

**Group size** also impacts waiver budgets. Each client has been assigned to a group based on a thorough assessment of their individual needs and the appropriate **staff-to-client ratio** to ensure the highest level of care and safety.

Please discuss all of the above with your case manager **within the next two weeks**, if you haven't already, to allow time for adjustments and to address any questions with **Charlene or Mary** prior to June 2.

**Timely communication with your case manager will help ensure a smooth transition and avoid any interruption in services.**

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Sincerely,  
**Charlene Guthrie**