



Reliance Care Solutions

Special Recognition Award June 2026

Reliance Care Solutions provides services with unwavering dedication, compassion, and professionalism. A perfect illustration of that is the care they have provided Kaytlin, an individual with complex behavioral and developmental needs.

When Kaytlin started with Reliance, she was transitioning from incarceration to living independently, a feat that comes with numerous challenges, especially considering her significant behavioral concerns. Despite these challenges, Reliance staff provided consistent, compassionate, and skilled support, ensuring Kaytlin's dignity and quality of life remain at the forefront.

Initially, Kaytlin required 3:1 staffing at nearly all times. Even with this high level of need, the team successfully helped her re-engage with the community, allowing her to participate in activities she enjoys and fostering a sense of independence and belonging.

What is truly remarkable is the proactive nature of the team. The staff have eagerly participated in specialized training, continually seeking to improve their strategies and approach. Weekly team meetings have ensured consistency, accountability, and collaboration in Kaytlin's care. These professionals have not just managed a difficult case, they have embraced it. Staff show up each day with the intention of supporting, uplifting, and improving Kaytlin's life.

Kaytlin now receives 2:1 staffing daily, and only 30 hours of 3:1 per month. She has achieved several significant milestones, including attending medical appointments in person, grocery shopping, participating in birthday celebrations, bowling, visiting her grandmother, dining out, and taking walks in the community.

One notable example of her progress was evident when a situation occurred that caused Kaytlin to quickly relocate to a hotel. Staff helped her remain calm and feel safe throughout this unexpected transition. Because transitions are particularly challenging for Kaytlin, this

situation represented a significant accomplishment and demonstrated her growth thanks to her support team.

In addition to providing direct care, Reliance is prompt to provide the rest of the team with weekly (sometimes daily) IR's and they give the team a monthly update with pictures of what Kaytlin did that month as well as a summary of what they are working on. These reports emphasize her strengths, document her ongoing progress, and outline objectives for continued growth and increased independence.

Their tireless efforts are a testament to what can be achieved when care is driven by empathy, knowledge, and commitment. The Lucas County Board of Developmental Disabilities is pleased to give the June 2026 Special Recognition Award to Reliance Care Solutions.