



**Harbor Regional Center
Service Reviews**

Licensed Living Options

First Meeting – February 26th, 2019 (Torrance A4):

During this first meeting, our objective is to present a brief overview of HRC's policy on Licensed Living Options. We will also review the definition of licensed living facilities and the different levels of homes. We will share our expectations for licensed homes that provide services to people with developmental disabilities. In addition, we will review publications available to our families who are starting the process of looking at licensed living options.

Second Meeting - March 26th, 2019 (Torrance A4):

During this meeting we will share data with you on the number of individuals that we support who live in licensed homes and other pertinent information regarding individuals who live in these settings. We will discuss how rates are set for these types of living options and policy level issues that affect these rates. We will review the different roles and responsibilities for: Community Care Licensing staff, HRC Service Coordinator and HRC Provider Relations.

Third Meeting – May 28th, 2019 (Long Beach LB1):

This meeting will be dedicated to presentations by a group home administrator and staff and a family member whose adult son resides in a group home. The group home will discuss how they recruit and train their staff and how they implement HRC's expectations. The family will discuss their journey in making the decision to have their adult family member move into a group home.

Fourth Meeting – June 25th, 2019 (Torrance A4):

In this meeting we will facilitate a discussion among those that have attended and participated in the prior three meetings. Based upon the HRC policy and practices we hope to identify those things that are working well and those areas where we might recommend modifications. We hope to have a robust discussion which will form the basis for any changes or modifications we may make.

Note: The agenda for each service review meeting is very full and we recognize that there may be a need to schedule additional review sessions in order to complete a comprehensive review. We will remain flexible and as sessions as needed.

Agenda

Living Options Service Review

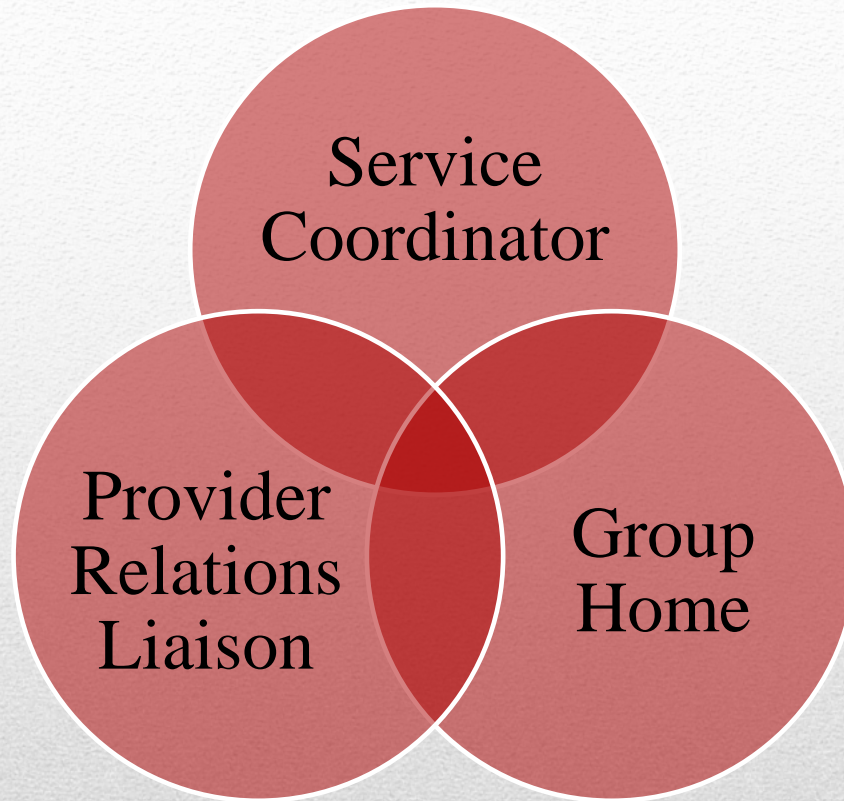
May 28, 2019

- Introductions
- Roles of Service Coordinator, Provider Relations Specialist and Licensed Home
- Licensed Home Presentation by California Mentor
- Parent/Family's journey : Mr. Gillespie
- Questions and Answers



Licensed Living Options

Roles and Responsibilities



Roles

The Licensed Home:

- operates in compliance with Title 17, Title 22 and HRC expectations for Licensed Homes
- complies with the program design including maintenance of the proper staffing ratios and clinical consultation requirements
- provides a healthy, safe and comfortable home for the residents
- ensures that all necessary and appropriate medical care is provided to the residents
- ensures proper handling and documentation of P&I monies
- submits to HRC accurate, comprehensive and timely reports as required

Licensed Home Role

- The Service Coordinator is the client's/family's primary contact at HRC
- There is typically one SC assigned as service coordinator for all 3 or 4 clients who live in each licensed home
- The SC visits each client in the home as needed or requested but at least quarterly (parents/family members are encouraged to participate)
- The SC's primary concern is to ensure that each client's needs are met and that the staff of the group home work with each client to help him/her achieve his/her individual goals as specified in his/her IPP and ISP
- In addition, when the SC visits his/her role is to ensure that the home is providing care, supervision, healthy, safe, and individualized supports for each resident.
- SC will also expect that the home is operating in a manner consistent with Harbor Regional Center's requirements.
- SC will provide feedback to the HRC Service Provider Relations Liaison as well as other appropriate Harbor Regional Center staff in regard to any need for follow up with the service provider

Service Coordinator Role

The Service Provider Relations Liaison:

- is the licensed home's primary contact at HRC
- provides technical assistance, training, consultation and support for his/her assigned service providers as needed or requested
- monitors service provider compliance with HRC expectations
- maintains communication and coordinates compliance activities with licensing authorities

Service Provider Relations Role

- **Service Provider Relations Team**
 - Small Family Homes for Children
 - Group Homes for Children
 - Adult Residential Facilities
 - Homes for Children with Special Healthcare Needs
 - Residential Care Facilities for Elderly

- **Health Services Team**
 - Intermediate Care Facilities - Habilitative and Nursing
 - SNF's
 - Nursing/medical consultation for all community care licensed homes

- **Psychological Service Team**
 - Behavioral consultation for all community care licensed homes

Service Provider Relations Structure

Residential Care Services

California MENTOR

Goals

- To provide a safe, comfortable and loving home that individuals can call their own
- To help individuals become as independent as possible, and achieve the objectives they choose for themselves
- To promote respect for individuals with disabilities and opportunities for the fullness of participation in community life.

Circle of Support

- The person served is helped to develop a reliable network of natural supports, including family, friends, and other people in the community
- Individuals and their families are encouraged to maintain contact with one another
- A non-conserved adult gives their consent before staff communicate with their family about the individual's life
- Staff develop ways for the family to be involved in the person's life if that is what the person and family both want
- Staff educate the community about people with developmental disabilities in order to increase community awareness and acceptance
- Staff involve individuals in activities that increase their interactions with people in the community.

How We Serve

- We use positive approaches in all interactions
- We treat the persons we serve with respect
- We seek to know each person's likes and dislikes, goals and dreams
- We know what outcomes each person seeks to achieve in the home
- We attend the person's annual regional center planning meeting and fully support the Individual Service Plan
- We know what medications are taken, what they are for, and the side effects
- We strive to communicate using the person's preferred language and method of communication.

How We Support

We provide services and support to help each person...

- Stay healthy
- Stay safe from harm
- Develop and maintain friendships and other social relationships
- Make choices about how they live in the home and what they do in the community
- Get around in the community and engage in meaningful and enriching activities
- Have access and ease of use of technology and digital entertainment
- Make their house a home.

Home Environment

California MENTOR leases homes from HOPE, which are...

- In safe neighborhoods
- Designed for only three or four persons
- Renovated to provide each person their own, private bedroom
- Completely ADA compliant and have ramps and exits for wheelchairs
- Furnished and lovingly appointed by the talented experts in our *California* MENTOR Project Design Team.

When considering who may move in to the home, we look to bring together persons who will do well with one another as housemates and friends.

Choice and Self Determination

To promote the principles of freedom to choose and to make decisions about their own lives, we support our individuals by...

- Developing individualized schedules of preferred daily activities
- Providing each person their own bedroom space that they can decorate and personalize any way they want to
- Helping them look the way they want to with hair styles and/or make up
- Assisting them to acquire and wear their own style of clothing
- Offering choices in meal and snack selection
- Providing individualized training and support to help them express their opinions and advocate for themselves

Staff Training and Support

Staff initial training includes:

- Principles of person-centered planning, choice, dignity and self-determination
- Methods of interaction and communication with persons with disabilities
- Assistive technology and how individuals may benefit from the use of appropriate adaptive devices
- The Seven “Rights” of Medication
- How to recognize signs of pain, other discomfort or illness

Staff ongoing in-service training includes:

- Four or more hours of paid training per month
- Outside training opportunities with experts in the field, conducted by the regional center and other organizations
- Access to computers and 100’s of hours of available online training through “The Mentor Network University”

How We Improve

In order to maintain high quality care and get better every day...

- We ask our individuals how they feel about the services they receive in the home
- We ask family members and other people important to our individuals how well we are doing and where we can do better
- We initiate changes and improvements in services as a result of what our individuals and others tell us.









