



**SUPPORTED LIVING SERVICES
DRAFT SERVICE REVIEW SUMMARY**

DECEMBER, 2017

SUPPORTED LIVING SERVICES DRAFT REPORT

BACKGROUND:

Between August and November, 2017, Harbor Regional Center held monthly meetings designed to conduct an extensive review of policies and practices related to supported living services. We invited interested Harbor Regional Center clients, family members and service providers to participate in these reviews which took place on August 14, September 11, October 9 and November 6.

Copies of all of the materials which were shared and discussed in the first review session on August 14 are attached as Appendix A and copies of those materials shared and discussed in the second review session on September 11 are attached as Appendix B. The third review session was devoted almost exclusively to hearing from providers of supported living services though there was a brief presentation concerning SLS rates and pertinent section of Title 17 were distributed (these are attached as Appendix C). Summaries of all three of the review sessions are attached as Appendix D.

DISCUSSION SUMMARY:

On the evening of November 6, there were 12 participants (including HRC Board members but not including HRC staff) who were divided into two groups to promote opportunities for greater participation in the discussion by all present. The discussion questions which formed the framework for the service review are attached as Appendix E. There was spirited discussion in both groups and many suggestions and recommendations were provided both during discussion and in writing. Those recommendations which were provided in writing are attached as Appendix F. Below is a summary of the major comments/recommendations which emerged:

COMMENTS RE POLICY:

- Consider adding links to the Lanterman Act and the DDS Website
- Include a section about rental assistance
- Ensure the policy makes it clear that SLS services are available for all adult clients notwithstanding the severity of their disabilities
- Consider specifying eligibility parameters in the policy
- Clarify that SLS services vary in intensity based upon individual needs and consider including a list of typical SLS services as well
- Ensure the policy is consistent with the new CMS rules
- Consider including the contents of Lanterman Act §4689(c)
- Modify the language about “risk” to be less harsh
- Consider including a list of the generic funding sources that are available to supplement SLS services
- Clarify that SLS is not appropriate for clients who live with their families
- Clarify the role of the conservator

COMMENTS RE ASSESSMENT TOOLS:

- Add an assessment of self-care/personal care skills
- Ensure that the assessor determines skill levels by observation as well as interview
- Consider adding a parental input/observation/assessment portion to the assessment tool and sending to the parent in advance
- Capture information related to the clients' interests, hobbies, etc.
- Consider whether there might be a way to capture client motivation factors as part of the assessment

COMMENTS RE SLS EXPECTATIONS AND ROLES:

- Reconsider the title/descriptor; maybe it should be "best practices" instead of "expectations?"
- Consider merging the "expectations" guidelines with the "roles" guidelines
- Include expectations for HRC staff/HRC responsibilities in these guidelines
- Clarify the way in which SSI and IHSS interface in SLS

COMMENTS RE PROGRESS REPORTS:

- Progress reports and quarterly reviews should address personal care, emotional health, healthy living issues as well as hobbies and interests
- Consider providing parents with copies of the progress reports (with consent)
- Clarify what constitutes a "Special Incident"
- Schedule the next quarterly review, if possible, at the end of each quarterly review meeting

COMMENTS RE SERVICE PROVIDERS:

- There was consensus that the service providers presentations were very informative
- Service providers should be invited to present at SLS parent orientations/trainings

OTHER COMMENTS:

- Produce a "FAQ" (frequently asked questions) document about SLS for distribution to interested clients/families and for posting on the HRC website
- Create a training program for clients and families on supported living services (consider whether this should be mandatory for clients/families when first entering SLS)
- Create an "orientation" for clients transitioning into SLS for the first time
- Affordable housing is a key issue in access to this service
- Transportation for clients living in SLS can also be a concern

FOLLOW-UP PLAN:

1. HRC staff will draft a revised Supported Living Policy incorporating the recommendations made by the service review participants. It is expected that this draft can be available for review and action by the full Board before the end of the fiscal year.

2. HRC staff will draft revised assessment tools incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by summer, 2018.
3. HRC staff will draft revised “expectations” and “roles” incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by fall, 2018.
4. HRC staff will draft revised progress reporting tools incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback and will revise and finalize the draft and will hope to complete this project by fall, 2018.
5. HRC staff will draft a Supported Living Service training presentation with handout materials to be used for educating clients and families considering a transition into a supported living arrangement. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by the end of 2018.
6. HRC staff will draft a “FAQ” regarding Supported Living Services to be posted on the HRC website and provided to clients and families considering a transition into a supported living arrangement. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by the end of 2018.

THANK YOU:

We close with many thanks to all those whose thoughtful participation will serve to enhance Harbor Regional Center supported living services.