



**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.



**Harbor Regional Center
Revisiones de servicio**

Opciones de vida en hogares con licencia

Primera reunión – 26 de febrero de 2019 (Torrance Office, A4):

Durante esta primera reunión, nuestro objetivo es presentar un resumen breve de la norma del HRC sobre las opciones de vida en hogares con licencia. También revisaremos la definición de instalaciones de residencia con licencia y los diferentes niveles de hogares. Compartiremos nuestras expectativas sobre los hogares con licencia que proporcionan servicio a las personas con incapacidades del desarrollo. Además, revisaremos las publicaciones que están disponibles para nuestras familias que están comenzando el proceso de búsqueda de una opción de vida en un hogar con licencia.

Segunda reunión – 26 de marzo de 2019 (Torrance Office, A4):

Durante esta reunión compartiremos con usted datos sobre el número de personas que apoyamos que viven en hogares con licencia, y otra información pertinente sobre las personas que viven en estos entornos. Hablaremos sobre la manera en que se determinan las cuotas para estos tipos de opciones de vida y los problemas a nivel de norma que afectan tales cuotas. Revisaremos las diferentes funciones y responsabilidades de: el personal de cesión de licencias para cuidado comunitario, el coordinador de Servicios del HRC y Relaciones con proveedores del HRC.

Tercera reunión – 28 de mayo de 2019, Long Beach Office, LB1):

Esta reunión se dedicará a presentaciones por parte de un administrador y el personal de un hogar de grupo, y un miembro de la familia de un adulto que vive en un hogar de grupo. El hogar de grupo hablará sobre la manera en que reclutan y capacitan a su personal y cómo implementan las expectativas del HRC. La familia hablará sobre su experiencia al tomar la decisión de que su familiar adulto se mudará a un hogar de grupo.

Cuarta reunión – 25 de junio de 2019 (Torrance Office, A4):

En esta reunión facilitaremos la discusión entre aquellos que han asistido y participado en las últimas tres reuniones. Con base en la norma y las prácticas del HRC, esperamos identificar lo que está funcionando bien y las áreas en las que podríamos recomendar modificaciones. Esperamos tener una discusión productiva que sienta las bases de cualquier cambio o modificación que podríamos hacer.

Nota: La agenda de cada reunión de revisiones de servicio está muy llena, y reconocemos que podría haber la necesidad de programar sesiones adicionales de revisión para completar la revisión integral. Permaneceremos flexibles y añadiremos sesiones según se requiera.

Licensed Living Options



**HRC SERVICE REVIEW
FEBRUARY 2019**

Licensed Residential facilities



- Include group homes (often called CCF's) and Intermediate care facilities (ICF's)
- Provide supervised group living in a location other than the adult's own home
- Typically live with others who have similar support needs
- Training and assistance provided by staff to attend to self care needs
- Must be the least restrictive setting for the individual client

Why licensed?



- Monitoring of care and supervision
- Ensure adherence to CCLD Regulations (Title 22)
- Collaboration with the Regional Centers (Title17)

Community Care Facilities (CCF's)



CCF's are licensed by the State of Department of Social Services – Community Care Licensing Division(CCLD)

www.cclld.ca.gov

CCLD also license:

- Foster Family Agencies (FFA's
- Residential Care Facilities for the Elderly (RCFE)
- Child Care
- 24 Hour residential Care for Children

Community Care Facilities (CCF's)



- All CCF's must be vendored by a regional center(RC)
- RC can not pay for a group home that is not licensed
- HRC makes every effort to not refer any individual to a non licensed facility

Levels of CCF's



- Each CCF is licensed to provide specific services
- Each CCF is designated as a specific service level
- All CCF's provide 24 hour care and supervision
- Number of staff on site depends on the level of the home
- Any additional supports included also depend on the level of the home

Levels of Homes



- Level 1 – Limited care and supervision for individuals with self care needs and no behavioral issues
- Level 2 – Provide care, supervision and training. Individuals need minimal assistance with self help skills and no major behavioral problems

Level of Homes



- Level 3 - Provide care, supervision and training for individuals who require significant assistance in self help skills. Can also have issues with mobility and/or disruptive behavior.

Level of Homes



- Level 4 These homes provide care, supervision and training for individuals who have significant deficits in self help skills and/or severe impairments in physical coordination and mobility and/or disrupted or self injurious behaviors.
- Level 4 homes are subdivided into Level 4A through Level 4I – The I higher the alphabet the more intense behaviors or medical conditions

Negotiated Rate Homes



- NRH provide care and supervision. Provide professionally supervised training for individuals with severe disruptive, self injurious behaviors and/or medical .
- Individuals may also have a mental health diagnosis which can contribute to their need for high level of supervision and support
- Rate is not set , negotiated with RC and provider

Who pays for CCF's?



- Individuals use the money that they receive from Social Security (SSI) to pay for their Board and Care
Cost of a Level 4I is \$8,170 per month – Individual receives SSI in the amount of \$1,058
 $\$8,170 - \$1,058 = \text{HRC pays } \$7,112 \text{ per month}$
- Individuals who move into a CCF receive an additional \$136 Personal and incidental (P&I)

Intermediate Care Facilities (ICF's)



- Two types –ICF DDH and ICF DDN
- Provide care for individuals who need greater support for their personal care needs
- ICF –DDH's – provides training and support for individuals who need significant assistance with personal care
- ICF –DDN's – provide training and support but also provide nursing care for people with medical needs

Who pays for ICF's?



- ICF's are paid for by Medi-Cal
- Client's Medi-Cal provides for the entire cost of the individuals living in the home
- Receive \$36 a month in P&I

Expectations of Licensed Homes



- HRC has high expectations for the group homes that are vendored by us!

We want service providers who:

- Promote the ongoing relationship between the individual and their family and friends
- Hire staff who are dedicated, trained and knowledgeable in working with the population we serve

Expectations of Licensed Homes



- Whenever possible, assist the individual to gain skills ...not do for them
- Solicit feedback from the individual and families and make adjustments as needed
- Promote individual choice that includes all aspects of their daily life
- Develop homes that look like every other home on the street

Expectations of Licensed Homes

To hire qualified staff to achieve our expectations HRC expects :

- Staff to be paid at least 150% of min. wage
- Staff receive medical and leave benefits
- Staff are paid for a min. of 2 hours per month for training
- Encourage staff to attend outside trainings

Things to Look for:



- Individuals continue to have their own support network
- Individuals communicate with staff in their preferred way
- Staff interact with individuals in a respectful manner
- Individuals have the opportunity to be taught daily living skills

Things to Look for:



- Individuals have the ability to make choices based on their needs, likes and dislikes

Questions?



Harbor Regional Center Licensed Living Options

Licensed living options are designed to provide supervised living arrangements for children and adults with developmental disabilities in other than the individual's own home or that of his parents. Licensed residential options can include, but are not limited to, foster homes, group homes, health care settings and state developmental centers.

When a licensed living option is chosen, the person with a developmental disability will be referred to the licensed living setting that is the least restrictive environment and offers a level of service and support consistent with the individual's current needs and abilities. Harbor Regional Center will make every effort to offer licensed living options that are similar to typical homes and that are located in typical neighborhoods. Licensed home operators shall provide services and supports that maximize client growth, self-sufficiency and independence, that take place in natural environments, and that make provisions for adequate health care and for the overall physical and emotional well-being of each individual.

It is the philosophy of Harbor Regional Center that families should be assisted to maintain their minor child with a developmental disability at home. Accordingly, every effort will be made to coordinate services and supports that allow families to realize this objective. However, when a licensed alternative living arrangement is chosen by the family, efforts will be made to have the child live geographically as close to his family as possible.

Those children and adults with developmental disabilities eligible for Supplemental Security Income will use their SSI to pay for residential services and supports. In addition, some licensed homes are funded entirely by Medi-Cal. When neither Supplemental Security Income nor Medi-Cal is available or is insufficient to obtain the appropriate living option, Harbor Regional Center will purchase the needed residential services and supports.

When minors move to a licensed home, as required by law, parents will be assessed a reimbursement or parental fee, on a sliding scale, by the Department of Developmental Services.

Infants who are at risk for a developmental disability or who show developmental delays but have not been diagnosed with a developmental disability, and require long term residential services and supports shall be referred to the Department of Children and Family Services. Harbor Regional Center will provide licensed services and supports only on an exception basis when a temporary residence (*not more than 3 months*) is required in order for the family to organize their home situation to accommodate care for the child.

Approved this 17th day of October, 2000
Harbor Developmental Disabilities Foundation, Inc.

Residential Services

Residential services are designed to provide direct supervision and specialized services to achieve Individual Program Plan objectives in a licensed residential setting. Dependent upon the abilities and independence of the person, the residential provider may provide care, supervision, training, and support to promote the individual's functioning in the areas of self-care, daily living skills, physical coordination, mobility, behavioral self-control, choice-making, community integration, accessing community resources, and participating in leisure time activities. Residential options include Family Home Agencies (2 bed maximum), Community Care Facilities (non- medical setting), and Intermediate Care Facilities (medical setting).

Respite Care

Respite care services are designed to provide family members with temporary relief from the continual care of a person with a developmental disability. The Regional Center may only purchase respite services when the care and supervision needs of the person exceed that of an individual of the same age without developmental disabilities. The number of respite care hours and type of respite service will vary depending upon the need of the individual and family. Hours can be provided on a monthly or quarterly basis. LVN respite is available for clients with significant medical needs.

Sexuality Training

Sexuality training is designed to assist individuals with developmental disabilities in protecting themselves from sexual abuse and/or exploitation (being taken advantage of) and to acquire socially acceptable behaviors and responsible attitudes toward human sexuality.

Supported Living Services

The intent of supported living services is to provide opportunities for adults with developmental disabilities, regardless of the degree of disability, to live in homes that they own or lease with support available as often and for as long as it is needed. The purpose of providing services and supports shall be to assist that individual to exercise choice in his or her life while building vital and long-lasting relationships with other individuals.

Therapy Services

Therapy services and supports include occupational, physical, speech or nutritional therapies that are required to prevent deterioration of a specific condition, or to improve functional skills. In most cases the need for therapy is met by public school programs, California Children's Services, Medi-Cal, Medicare, private family insurance, military health insurance, or other resources.

Transportation

The regional center may purchase transportation services from available public transportation systems (in the form of a bus pass or Access coupons) or purchase private transportation companies vendored by the regional center, or family members may become vendored for reimbursement of mileage costs. Parents, legal guardians, or care givers are expected to provide for routine transportation, such as to medical appointments, from afterschool programs, to and from Saturday programs, and to and from programs during times when public schools are not in session.

Licensed Residential Facilities

Definition

Licensed residential services for adults provide supervised group living in a location other than the adult's own home. Individuals typically live with others who also have developmental disabilities. Assistance is given by staff of the facility to help residents attend to self-care needs and to perform activities of daily living. Individuals share bedroom quarters with at least one other individual. Licensed residential facilities are expected to provide opportunities for learning and growth in order to enhance self-sufficiency and independence. They are expected to provide the least restrictive living circumstances possible by providing only the amount of supervision and assistance actually needed. They are expected to accommodate cultural or ethnic preferences. They are also expected to assist individuals to be involved in community life by taking part in community activities, forming relationships with others in the community, and accessing generic resources as needed to deal with health care issues or to participate in learning, recreation and socialization activities. **Westside Regional Center shall not purchase residential services from a State Department of Social Services licensed 24-hour residential care facility with a licensed capacity of 16 or more beds, with two exceptions:**

The residential facility has been approved to participate in the Home and Community-Based Services Waiver or another existing waiver program or is certified to participate in the Medi-Cal program; or

The service provider has a written agreement and specific plan prior to July 1, 2012, with its vendoring regional center to downsize the existing facility by transitioning its residential services to living arrangements of 15 beds or less or restructure the large facility to meet federal Medicaid eligibility requirements on or before June 30, 2013.

Licensed homes are expected to approximate typical home environments and to be located in typical neighborhoods. They are required to offer comfortable, clean, aesthetic and safe living environments. They are required to respect the dignity and privacy of each resident and to involve the residents in making choices about living activities.

It is the responsibility of all licensed residential service providers, in cooperation with Regional Center staff, the individual, and the individual's support network, to identify and coordinate medical, dental and ancillary support resources. Those facilities approved to provide services to consumers with challenges such as behavior or ongoing medical care issues are required to maintain the appropriate staff and consultants relevant to such needs.

Transportation is provided by licensed residential facilities..

Licensed group living options include Community Care Facilities, Intermediate Care Facilities and Skilled Nursing Facilities. The various types of options that exist with these categories differ in the number of individuals living on the premises, in the number of staff available to provide assistance, in the availability of professional staffing to provide certain types of medical and other care. The minimum number of residents in a single facility is four. Only Intermediate Care Facilities and Skilled Nursing Facilities can provide ongoing medical and/or nursing care to individuals.

Policy

Westside Regional Center believes that adults should be able to make choices about where they live and with whom. The Center strives to inform adults and those who support them about available living options. A yearly presentation and tour is offered to consumers and family members for this purpose, and covers all types of living options. If individual adults choose to live in licensed group settings, the Center strives to identify several options that would be appropriate to meet the individual's needs, and offers pre-placement visits to assist the individuals in making a choice.

Preference in funding for Community Care Facilities is given by Westside Regional Center to those facilities that have no more than four residents. The Center encourages all new developing Community Care facilities to design their programs for a maximum of four residents.

Adults who qualify for SSI are required to apply for SSI payments to help cover the cost of licensed residential facilities. Some facilities are funded by Medi-Cal. If these sources are insufficient to cover the full cost of residential care, or if these sources are not available, the Regional Center will provide funding for this service.

If an adult does not have a conservator and does not wish to live in a licensed group facility, the Center will honor that decision. Adults can terminate their current living arrangements at any time, and every effort will be made to assist them in moving to the residence of their choice. However, Westside Regional Center will provide placement assistance and funding only for those residential services that are appropriate, given the abilities and needs of consumer, and that represent the least restrictive option available to the consumer.

Service providers can also make the decision to terminate placement in their facility. In these cases, the Regional Center staff will attempt to resolve the situation. If this is not possible, the consumer will be assisted to locate alternative living arrangements.

Westside Regional Center believes that connections to friends, family, and others who provide natural supports are essential to the well-being of any individual. These supports often offer the best assurance of advocacy and protection to the individual. When placing an individual in a new home, serious consideration is given toward safe-guarding and preserving these relationships. Therefore, the Center will assist consumers to locate the residential option in the community of choice that best facilitates contact with family and friends, as well as access to community supports and opportunities with which the

consumer is already familiar. To this end, the Center strives through its program development activities to maintain the availability of diverse types of living arrangements throughout its service area.

The Lanterman Developmental Disabilities Services Act, and Title 17 of the California Welfare and Institutions Code specify standards of quality by which licensed residential facilities must abide. In addition, Westside Regional Center has published standards for service providers. Quality assurance activities of Westside Regional Center include training and technical assistance to help service providers comply with all standards. The Center works cooperatively with service providers to correct situations affecting health and safety, quality of life and consumer satisfaction. However, the Center may refuse to provide funding for services by licensed residential facilities that demonstrate deficits in quality assurance reviews. In these cases, individuals will be given options for alternative living arrangements, and moved to another option of choice. In cases of severe violations, individuals may be moved to an alternate living arrangement for a temporary placement until permanent options have been selected.

Living arrangements for all adults in licensed residential facilities are reviewed by Westside Regional Center at least semi-annually, or at the request of the consumer.

- Support, based on an assessed need when a consumer's behavioral or medical issues are of such severity that a parent requires assistance in the home in order to adequately care for the consumer.

OTHER FAMILY SUPPORT SERVICES

DEFINITION

Other family support services may include, but are not limited to adaptive equipment, advocacy, necessary appliances and supplies, homemaker services, diapers, education and training services, and counseling and mental health services.

POLICY

NLACRC will provide other family support services as determined through the individual program planning process. This process must include consideration of typical parental responsibility to provide a similar service to a child without a disability, the availability of generic sources that have a legal responsibility to provide services (such as private health insurance, local education agencies, California Children's Services, and Medi-Cal), and the cost-effectiveness of services and service providers of comparable quality.

NLACRC may purchase diapers for children 3 years of age or older. NLACRC may purchase diapers for children less than three 3 years of age when a family can demonstrate a financial need and when doing so will enable the child to remain in the family home.

NLACRC may purchase van modifications for consumers to enable them to access the community when generic or natural supports are not available. Modifications must be consistent with the most cost-effective adaptation that meets the individualized need of the consumer and must represent the lowest of three bids from vendored service providers.

LICENSED RESIDENTIAL SERVICES

DEFINITION

Licensed residential services are designed to provide training and supervised living arrangements for children and adults with developmental disabilities in other than the individual's home or that of a family member. Residential services include community care facilities, foster homes for children and adults, health care facilities, and state developmental centers.

POLICY

It is the policy of NLACRC to help consumers obtain residential services based upon goals and objectives contained in their IPPs. NLACRC will also adhere to the following:

- Ensure that every viable alternative has been given to help families in maintaining their children at home, before considering out-of-home placement.
- Use only licensed facilities for residential services suitable to meet a consumer's needs. Within available licensed residential service alternatives, preference in placement will be as follows:
 - a. Family-like settings.
 - b. Small (6 beds or less) settings.
 - c. Placements integrated into community settings.
- Effective July 1, 2012, a regional center shall not purchase residential services from a State Department of Social Services licensed 24-hour residential care facility with a licensed capacity of 16 or more beds, with two exceptions:
 - a. The residential facility has been approved to participate in the Home and Community-Based Services Waiver or another existing waiver program or is certified to participate in the Medi-Cal program; or
 - b. The service provider has a written agreement and specific plan prior to July 1, 2012, with the vendoring regional center to downsize the existing facility by transitioning its residential services to living arrangements of 15 beds or less or restructure the large facility to meet federal Medicaid eligibility requirements on or before June 30, 2013.
- In order to maintain a consumer's preferred living arrangement and adjust the residential services and supports in accordance with changing service needs identified in the IPP, NLACRC may enter into a signed written agreement with a residential service provider for a consumer's supervision, training, and support needs to be provided at a lower Alternative Residential Model (ARM) rate level as indicated on the consumer's IPP rather than at the current ARM service level for which the residential provider is vendored to care for the other residents of the home. In such a case, NLACRC will ensure the following:
 - a. Services provided to other facility residents comply with the applicable service requirements for the facility's approved service level.
 - b. Protection of the health and safety of each facility resident.
 - c. Identification of the revised services and supports to be provided to the consumer whose needs have changed.
 - d. If the service needs of the identified consumer change such that the consumer requires a higher level of supervision, training, and support, NLACRC shall provide supplemental support, alternatives or will consider pursuing an adjustment of the consumer's service level to meet the consumer's changing needs.
 - e. There is agreement between NLACRC, the consumer, and the service provider that the service provider can safely provide the services and supports needed by the consumer, as indicated in the IPP.

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 - a. Services provided to other facility residents comply with the applicable service requirements for the facility's approved service level.
 - b. Protection of the health and safety of each facility resident.
 - c. Identification of the revised services and supports to be provided to the consumer whose needs have changed.
 - d. If the service needs of the identified consumer change such that the consumer requires a higher level of supervision, training, and support, NLACRC shall provide supplemental support, alternatives or will consider pursuing an adjustment of the consumer's service level to meet the consumer's changing needs.
 - e. There is agreement between NLACRC, the consumer, and the service provider that the service provider can safely provide the services and supports needed by the consumer, as indicated in the IPP.

- d. The needed transportation puts an unusual demand upon the parent(s) surrogate and/or the person most involved in the provision of direct care to the consumer.
10. For children under the age of three, to maximize safety and quality assurance, parents and care providers are expected to transport infants to day programs. Transportation for infants may be funded through a parent voucher or bus pass when there is a documented need.
11. Vended private transportation will be funded for a consumer who
- Has been assessed and found inappropriate for mobility training
 - Is awaiting mobility training
 - There is no appropriate or viable public transportation

B. Levels of Service

The level of service shall be based on the needs of the consumer as determined by the Multidisciplinary/Planning Team. Frequency of service will be dependent on the needs of the consumer but would normally not exceed five days per week, exceptions may be made on a case by case basis. RCOC funded trips shall not exceed 90 minutes one way. Exceptions to this time limit may occur only when the consumer and as appropriate, parents/conservators agree. If RCOC staff are unable to authorize the level of service requested by the consumer and/or family, based on RCOC's criteria, or best practice, then RCOC staff will discuss with the consumer and/or family other options. Levels of service which may be authorized by RCOC staff are:

1. Mobility training through a vended agency, if the consumer has the potential to travel independently.
2. Vouchered transportation.
3. OCTA ACCESS subscription or bus passes.
4. Commercially and RCOC vended transit systems.
5. Travel Hosts program based on availability.
6. Incidental transportation may be provided on an exception basis.

C. Period of Service/Renewal

1. The Purchase of Service authorization for mobility training shall normally be authorized and written for the recommended period of service as identified in the vendor's assessment of the consumer's needs.
2. Bus passes, OCTA ACCESS subscription and Purchase of Service authorizations are normally authorized and written until revoked or conditions change which no longer warrant RCOC funding, e.g., consumer has adequate financial resources, or the consumer requires another method of transportation.
3. Commercially vended transit systems authorizations are normally written until revoked or the consumer's needs warrant a change.
4. Incidental transportation would be authorized on an exception basis with specific timelines for service delivery.
5. Authorized infant transportation will be reviewed for renewal every six months.

RESIDENTIAL SERVICES

Definition: Residential services are defined as those services, which are provided to the consumer, which enable him/her to live in a setting other than his/her family's home. Residential options may include room and board, community care facility, health care facility, independent living or supported living. The provision of services may include personal care, protection, supervision, periodic assistance, independent living skills training and independent living support services.

Guidelines

A. Criteria

The individual needs of the consumer will be reviewed by the Multidisciplinary/Planning Team to determine which services are needed. The following criteria are to be considered by RCOC staff when authorizing the service request. If RCOC staff are not able to authorize the requested service given regulations, best practice or difference of opinion, then RCOC will discuss with the consumer and/or family any concerns or identify other options. Exceptions may be made on a case-by-case basis.

1. Services shall be provided in the least restrictive environment when a home setting is no longer available to meet the developmental, physical or emotional needs of the consumer, or the adult consumer chooses to live in a setting other than his/her family's home.

For those consumers choosing to live independently or in supported living:

 - a. The consumer shall be at least eighteen years of age.
 - b. RCOC staff will work with the consumer and family to identify service needs and availability of training programs, natural supports, genetic resources and community resources to ensure that the living arrangement chosen is consistent with the consumer's resources and can be sustained.
 - c. Independent living skills training should be provided when it is determined that the consumer has a need for such training, and
 - Has the level of skill at the time of enrollment, which will enable him/her to complete the independent living skills training successfully in relation to individual goals, and the ability to live independently with natural or minimal supports.
 - Demonstrates an understanding of the goals and expectations of the program in relation to individual goals.
 - Has the motivation to participate in and the ability to complete the program in relation to individual goals.
 - Does not have any problems which require continuous monitoring which would preclude consumer placement in an unsupervised setting.
 - d. A consumer who lives at home with his/her family may be provided ILS training with the expectation that the consumer will be moving into his/her own apartment within the next year.

A plan of action needs to be developed with specific timelines.

e. Independent living support services may be provided if:

- The consumer has completed independent skills training and support services are needed on a maintenance basis.
- Natural support systems, i.e., friends, neighbors, family are unable to provide assistance.
- Generic resources, e.g., IHSS, have been applied for and denied.
- Support services are needed to transition a person from his/her family/parents' home to his/her own living arrangements.

f. All RCOC consumers may be considered for supported living services.

Consumers shall not be excluded based solely on the nature or severity of

his/her disability. Exceptions may be made for health and safety concerns as determined as part of the IPP process.

B. Levels of Service

When determining the level of service which is to be provided, the needs of the consumer shall be considered by the Multidisciplinary/Planning Team, as well as the consumer's choice of service provider and cost effectiveness. If RCOC staff are unable to authorize the level of service requested by the consumer and/or family, based on RCOC's criteria or best practice, then RCOC staff will discuss with the consumer and/or family other options. Exceptions may be made on a case-by-case basis.

1. Residential options include:

a. Licensed community care facilities which provide 24-hour care and supervision; RCOC may provide supplemental funding. SSI-SSA would fund basic rate.

b. Licensed health care facilities which provide 24-hour care and supervision (e.g., ICF, ICF/DDN, SNF, Medi-Cal) would be expected to fund.

c. Room and board; this service would be funded through SSI-SSA or the consumer's earnings.

d. Independent living; basic living expenses are funded through SSI-SSA or consumer's earnings.

• RCOC will fund independent living skills training which provides training in such areas as menu planning, cooking, cleaning, shopping, budgeting, use of community resources, self-advocacy training, and health and safety.

• RCOC will fund independent living support services necessary to provide temporary assistance to the consumer, e.g., locating an apartment, coping with a specific life situation or provide temporary assistance due to an emergency.

• The number of support hours authorized shall be dependent on the needs of the consumer. It is expected that the number of hours authorized on an ongoing basis shall not exceed 20 hours per month.

e. Supported living; RCOC will work with the adult consumer and his/her family/advocate to identify needed services and develop a plan of action. Due to the individualization of the services which may be required by the consumer, each request will be considered on a case-by-case basis, with RCOC funding dependent on the use of available generic and private resources, circle of support, and natural supports in the community.

• RCOC may fund an initial assessment, which shall be completed by a vendor/agency. This will include a person-centered plan.

• A plan of action (program plan) shall be agreed to by the consumer, family/advocate and RCOC, which identifies what services and supports are to be provided.

• The rate of payment to the provider and a recommended period of service shall be negotiated between the provider of service and RCOC prior to submission of the Purchase of Service authorization to RCOC staff and shall be cost-effective, per current supported living regulations.

• RCOC may purchase services which cannot be provided by generic or private resources.

• Any modification to the program plan and the recommended rate of payment shall be agreed to by the consumer, family/advocate and RCOC.

• Use of natural, community and family supports shall be maximized.

f. Family Home - RCOC staff will work with the consumer and family to identify needed services, e.g., equipment, respite care, attendant care, etc., which may be needed to enable the consumer to remain in the family home. RCOC does not fund for actual living expenses. These expenses are to be funded by family resources, SSI, SSA, etc.

C. Period of Service/Renewal

1. The Purchase of Service authorization for residential services, which are funded by RCOC, shall normally be authorized and written for 12 months.

2. The Purchase of Service authorizations for Independent Living Skills training is normally authorized and written for 12 months.

3. The Purchase of Services authorizations for Independent Living Support Services shall be authorized and written for the time in which the support is expected to be provided. For support services, which are provided on a maintenance or ongoing basis, the period of service authorized shall be 12 months.

4. Prior to the renewal or modification of any service authorization, the Planning Team shall review the program or residence of the consumer and consumer satisfaction.

SUPPORT SERVICES: RESIDENTIAL

Definition: Support services are defined as additional support staff who are temporarily provided to assist in maintaining the consumer in his/her existing residential setting. They may also provide a transitional period into a new residential setting. Services may focus on providing additional staff training and supervision for the purposes of implementing a behavior intervention program, by a qualified professional, and/or assisting with daily care needs, and/or medical needs.

Guidelines

A. Criteria

The needs of the individual shall be reviewed by the Multidisciplinary/Planning Team and recommendations made. RCOC staff may authorize the funding of Support Services for a time-limited period. If RCOC staff are not able to authorize the requested service based on RCOC Purchase of Service Guidelines, best practice, or difference of professional opinion, then RCOC staff will discuss with the consumer and/or family and/or consumer's support team any concerns or identify other options. Support Services are intended to be temporary, and may be authorized for a maximum of 90 days. Support Services may be considered under one of the following circumstances; exceptions may be made on a case-by-case basis.

1. The case has been reviewed by the Multidisciplinary/Planning Team and the RCOC consulting psychologist or nurse consultant. The consumer is not appropriate for:

- a. \$150-psychiatric hospitalization
- b. Medi-Cal funded facility
- c. Crisis bed

All appropriate resources, which can include a medical review by the consumer's physician and the utilization of consultants to develop a short-term intervention plan, have been used prior to the request for this service.

2. The consumer is exhibiting behavior, which may prevent continued placement in the current residential facility unless intervention is provided to stabilize the consumer, which will enable him/her to remain in the residence. The condition is temporary and is expected to improve within 90 days. Residential service providers are still required to provide staffing hours in accordance with Title 17 regulations for their vendored level. Support Services are to be used as an adjunct to this.

3. The consumer has experienced a medical condition that necessitates increased care and supervision. The condition is temporary and is expected to improve within 90 days.

4. The consumer displays a significant reduction in functioning in regards to daily living skills, requiring increase care. The condition is temporary and expected to improve within 90 days.

B. Levels of Service

The amount of Support Services hours and days required will be based on the needs of the consumer as identified by the Multidisciplinary/Planning Team, which is to include participation or input by the RCOC psychologist or nurse consultant. If RCOC staff are unable to authorize the level of service requested by the consumer and/or family and/or consumer's support team, based on RCOC criteria, best practice, or RCOC Purchase of Service Guidelines, then RCOC staff will discuss with the consumer and/or family any concerns or other options. Exceptions may be made on a case-by-case basis. In addition:

1. Funding for Support Services shall be authorized with vendors qualified to provide support services.
2. If a consumer is placed in a residential facility on an emergency basis and support services are deemed necessary, temporary funding shall not exceed 90 days, during which time RCOC staff will develop a plan of action jointly with the consumer's family and/or residential provider which may include alternative placements or other options.
3. Level of funding for residential support shall be based on the needs of the consumer as determined by the planning team, with the expected outcome of preventing placement to the state developmental center. RCOC staff shall take into consideration the current ARM rate authorized, the entrance criteria under which the consumer was originally accepted for residential placement, whether the current medical condition or behavior which necessitates the request for additional support is new or existed at the time of the initial placement, and whether the change is expected to be a temporary condition. Alternative options may be considered based on the needs of the consumer. This may include a change in residence if it is determined that the needs of the consumer cannot be met in the current residential setting even with additional support, or the additional support is not effecting the change necessary for the consumer to continue living at his/her current residence.
4. Except for an emergency, a plan of action, which identifies a transition period, must be developed with specific timelines indicating the course of action to be taken or anticipated, staff training needs, and anticipated service outcomes. This documentation must be submitted for review to RCOC staff within five days prior to the beginning of the anticipated authorization period.

C. Period of Service/Renewal

1. Purchase of Service authorizations shall be authorized and written for the recommended period of service based on the guidelines identified in Section A. Criteria.
2. Renewals shall be authorized based on the guidelines in Section B. Levels of Service.
3. On an emergency basis only, Area Managers may authorize up to five days of Support Services without approval from additional RCOC staff. After this time period, the authorization must be reviewed and approved by the RCOC psychologist, nurse consultant or other designated RCOC staff.

PSYCHOLOGICAL, COUNSELING AND BEHAVIORAL SERVICES

Definition: Psychological, counseling and behavioral services are defined as those services (i.e., assessments, individual and family counseling, applied behavior analytic services and parenting classes) that are provided by qualified professionals vendored by the regional center to assist the consumer and/or family to effectively address issues related to the developmental disability of the consumer.

Guidelines

A. Criteria

Harbor Regional Center

Expectations for Licensed Homes Serving People with Developmental Disabilities

This document describes Harbor Regional Center's expectations and aspirations for licensed homes. It reflects what clients, family members, regional center staff, and service providers have told us a good home should be like. We look forward to working in partnership with our homes in the coming years to help them move their services steadily closer to these expectations and aspirations.

Basic on these guidelines is the principle of client self-determination. This means that people with disabilities make their own reasonable choices about how they live their lives, and these choices are respected by people around them.

The goal of all licensed homes is to help clients become as independent as possible and achieve the objectives they choose for themselves. Client choice guides services as long as these choices do not pose a threat to the client's health or safety or infringe on the rights of others.

Mission

1. The licensed home's mission statement promotes respect for people with disabilities and participation of people with disabilities in the community.
2. Licensed home staff is aware of the mission statement and can explain how the mission statement affects what they do with clients.

The Client's Support Network

1. The client is helped to develop a reliable network of natural supports, including family, friends, and other people in the community.
2. Clients and their families are encouraged to maintain contact with one another.
3. A non-conserved adult gives his or her consent before staff communicates with his family about his or her life.
4. Staff may develop ways for the family to be involved in the client's life, if it is deserved by both the client and family.
5. Staff educates the community about people with developmental disabilities in order to increase community awareness and acceptance.
6. Staff involves clients in activities that increase their interactions with people in the community.

7. If a client is going through a major change at home, at work or in the day program, staff works with the regional center counselor and other people in the client's support system to help the client deal with the change.

Staff-Client Interactions

1. Staff uses positive approaches in all interactions.
2. Staff treats the client with respect.
3. Staff is familiar with the client's likes and dislikes, goals and dreams.
4. Staff is familiar with what outcome each client is working on to achieve in the home.
5. A member of the staff attends the client's annual regional center planning meeting and the annual ISP (for clients attending day activities) or IEP (for clients in school).
6. Staff is familiar with what medications clients are taking, what the medications are for, and their side effects.
7. Staff is required to be able to speak and understand English.
8. Client and staff members communicate using the client's preferred language and method of communication.

Client's Training and Support

1. Clients receive training and support to help them:
 - 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, and
 - Get around in the community (including using public transportation).
2. The licensed home gives clients access to computers.

Asking for Feedback

1. Staff asks clients whether they are happy with the services they receive from the licensed home.
2. Staff asks family members and other people important to clients how well they are helping clients.
3. The licensed home makes changes in services as a result of what client and others tell them.

Clients Choice and Self Determination

1. A client's choices are reflected in his or her every day life in at least the following ways:
 - a. Individualized schedule and daily activities,
 - b. Bedroom space that is individualized with personal items such as pictures or other decorations,
 - c. Individualized and appropriate hairstyle and clothing.
2. Clients participate in choosing their meals and snacks.
3. Clients receive individualized training and support to help them express their opinions and advocate for themselves.
4. The licensed home provides support for the client's council that meets regularly
5. The client's council makes decisions or takes actions that affect the lives of the people who live in the licensed home.

Home Environment

1. The home is in a safe neighborhood.
2. The home is designed for four or fewer clients.
3. Each client has an individual bedroom.
4. In homes where clients share bedroom, they are free to change roommates if the new pairings are appropriate and compatible.

Staff Training and Support

1. Staff is paid at least 150% of minimum wage.
2. Staff receive medical and leave benefits.
3. Staff members are paid for a minimum of two hours per month to participate in training.
4. Staff receive initial training that includes:
 - Basic method of interaction and communication with clients,
 - The principle of dignity of risk,
 - Assistive technology and how clients may benefit from the use of appropriate adaptive devices,
 - How to recognize signs of pain, illness in residents or other discomfort.
5. Staff is encourages to attend outside training conducted by the regional center or other organizations.
6. Staff is given access to computers.
7. The licensed home management has instituted specific actions in an attempt to keep staff turnover at the minimum.

HARBOR REGIONAL CENTER

Visiting a Group Home Questions To Ask And Things To Look For

A number of years ago, Harbor Regional Center organized groups of adult clients, family members, regional center staff and residential service providers to tell us what a good licensed home should be like. From these gatherings we developed a document called Expectations for Group Homes. These expectations are available from HRC Counselors or on the HRC website, www.harborrc.org.

Basic to these guidelines are the principles of client self-determination and maximum independence. While ensuring clients' health and safety and the rights of others, staff of group homes endeavor to help people with disabilities make their own reasonable choices about how they live their lives, and they respect those choices.

Below we discuss some of the expectations that parents may want to pay particular attention to when looking at licensed homes for their family member with a disability. We include questions you may ask and things you may look for when visiting a home.

The Client's Support Network

The Expectations for Group Homes say that staff should encourage the client and family to keep in touch with one another and find ways to encourage contact if both parties want it. They should help clients develop their own network of natural supports in addition to the family. They should also help clients become involved in the community in which the home is located. When visiting a group home, you may ask questions such as:

1. *What are some ways that people who live here are encouraged to keep in touch with their families?*
2. *Have you had any activities aimed at bringing clients and families together?*
3. *Do the neighbors know the people who live here? Do they visit here or do clients ever visit them?*
4. *What neighborhood resources do the clients use? Are there places they particularly like to go?*

Client Communication Needs

The Expectations say that group home staff should communicate in each client's preferred language or means of communication. If your family member has a special communication need such as a language other than English, sign language or a communication device, you may ask:

1. *How can your staff members accommodate my family member's needs?*
 - *Does someone speak our language?*
 - *Does someone know sign language?*
 - *Is staff willing to learn how to use his communication device?*

Staff-Client Interactions

The Expectations say that staff members should interact with clients in ways that are positive and show respect. They should get to know the clients as individuals, what each client likes and doesn't like and what his or her hopes and dreams are. When you visit the home, you should pay attention to these things:

- 1. Do staff talk respectfully to clients?*
- 2. Do they interact with them as they would interact with other adults?*
- 3. Do staff ask clients what they would like (to eat, to go, to do, etc.) rather than deciding for them?*
- 4. In their interactions with clients, do staff seem to treat them as individuals – e.g., speak about their special interests, day activities, experiences, etc.*

Training and Support

Clients are taught about healthy lifestyles and staying safe. They have access to computers. They are taught how to get around in the community. You may ask questions such as:

- 1. Are clients educated about making good food choices?*
- 2. Are clients supported in maintaining good personal hygiene?*
- 3. Is there a computer in the home that the clients use?*
- 4. Do the clients use public transportation?*

Client Choice and Self Determination

Client choices should be reflected in their lives in the home in a variety of ways that you can observe. This includes what they do each day, what they eat, how they decorate and arrange their private space and how they dress and groom themselves. Ask or observe the following:

- 1. Does each client have an individualized daily schedule which is different from other clients in at least some ways?*
- 2. Do clients have choice in meals and snacks? How does this happen?*
- 3. Do clients participate in the development of house rules?*
- 4. Do the clients' bedrooms reflect individual style and preferences (personal items, pictures, colors, other decorations)?*
- 5. Do the clients demonstrate their individualism in their dress and other aspects of their appearance (hairstyle, beards, etc.)?*
- 6. Are the clients dressed appropriately and well-groomed?*

HARBOR REGIONAL CENTER

TYPES OF LICENSED HOMES AVAILABLE TO HRC CLIENTS

All homes are licensed by the State of California. There are two categories of licensed homes: those licensed by Community Care Licensing and those licensed by the Department of Public Health. Below is a brief description of each type of home.

Community Care Facilities

These homes (referred to as "CCF homes") usually provide non-medical care and supervision. Most of these homes serve no more than four people each having a private bedroom. They are funded by regional center and the resident's SSI and/or SSA. Some of these homes may serve residents with "restricted health conditions" – i.e., specific medical conditions. The staffing ratios of these homes increase from 1:6 to 1:2 as the needs of the residents increase. Below is a description of the levels of care provided in these homes:

- **Service Level 1:** Limited care and supervision for persons who possess self-care skills and have no behavior challenges. This is often a large board and care setting.
- **Service Level 2:** Care, supervision, and incidental training for persons with some self-care skills and no major behavior challenges.
- **Service Level 3:** Care, supervision, and ongoing training for persons with significant deficits in self-help skills, some limitations in physical coordination and mobility, or disruptive or self-injurious behavior.
- **Service Level 4:** Care, supervision, and professionally supervised training for persons with deficits in self-help skills, severe impairment in physical coordination and mobility, or severely disruptive or self-injurious behavior. This Service Level is subdivided into Levels 4A through 4I, in which staffing levels are increased to correspond to increased severity of disabilities.
- **Negotiated Rate Level:** Care, supervision, and professionally supervised training for persons with severe disruptive or self-injurious behaviors. Residents of these homes may also have a mental health diagnosis.

Intermediate Care Facilities

These homes (referred to as "ICF homes") typically provide care for individuals who need greater support to complete activities of daily living or have medical needs. They are usually have six residents and residents typically share bedrooms. The staff-to-resident ratio is 1:3. ICF homes are funded by Medi-Cal and licensed by the Department of Public Health Services. There are two main types of these facilities:

- **Intermediate Care Facility for the Developmentally Disabled/Habilitative (ICF-DD/H)** provides habilitative support for children or adults who require significant assistance with activities of daily living.
- **Intermediate Care Facility for the Developmentally Disabled/Nursing (ICF-DD/N)** provides similar habilitative support and also provides intermittent nursing care for children or adults .

State of California

Department of Developmental Services

Community Care Facilities

Community Care Facilities (CCFs) are licensed by the Community Care Licensing Division of the State Department of Social Services to provide 24-hour non-medical residential care to children and adults with developmental disabilities who are in need of personal services, supervision, and/or assistance essential for self-protection or sustaining the activities of daily living. Based upon the types of services provided and the persons served, each CCF vendored by a regional center is designated one of the following service levels:

- SERVICE LEVEL 1: Limited care and supervision for persons with self-care skills and no behavior problems.
- SERVICE LEVEL 2: Care, supervision, and incidental training for persons with some self-care skills and no major behavior problems.
- SERVICE LEVEL 3: Care, supervision, and ongoing training for persons with significant deficits in self-help skills, and/or some limitations in physical coordination and mobility, and/or disruptive or self-injurious behavior.
- SERVICE LEVEL 4: Care, supervision, and professionally supervised training for persons with deficits in self-help skills, and/or severe impairment in physical coordination and mobility, and/or severely disruptive or self-injurious behavior. Service Level 4 is subdivided into Levels 4A through 4I, in which staffing levels are increased to correspond to the escalating severity of disability levels.

For more information about Community Care Facilities, contact your local regional center or the:

California Department of Developmental Services
Community Services Division
Programs and Policy Branch
(916) 654-2140

Last Updated: 6/8/2015

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**DEPARTMENT OF DEVELOPMENTAL SERVICES
COMMUNITY CARE FACILITY RATES
FOUR OR LESS BEDS PER FACILITY
EFFECTIVE JANUARY 1, 2019**

Service Level	Monthly Payment Rate Per Consumer Effective 1/01/2018 ¹	Monthly Payment Rate Per Consumer Effective 1/01/2019 ²
1	\$1,039.37	\$1,058.37
2-Owner	\$3,478	\$3,674
2-Staff	\$3,839	\$4,035
3-Owner	\$3,524	\$3,725
3-Staff	\$3,994	\$4,195
4A	\$4,636	\$4,847
4B	\$4,913	\$5,140
4C	\$5,186	\$5,429
4D	\$5,534	\$5,793
4E	\$5,885	\$6,165
4F	\$6,249	\$6,550
4G	\$6,686	\$7,008
4H	\$7,139	\$7,488
4I	\$7,784	\$8,170

The Personal and Incidental (P&I) expenses effective with the January 1, 2019, SSI/SSP payment standard increased from \$134.00 to \$136.00.

¹ Includes the SSI/SSP pass through effective January 1, 2018.

² Includes the SSI/SSP pass through effective January 1, 2019.

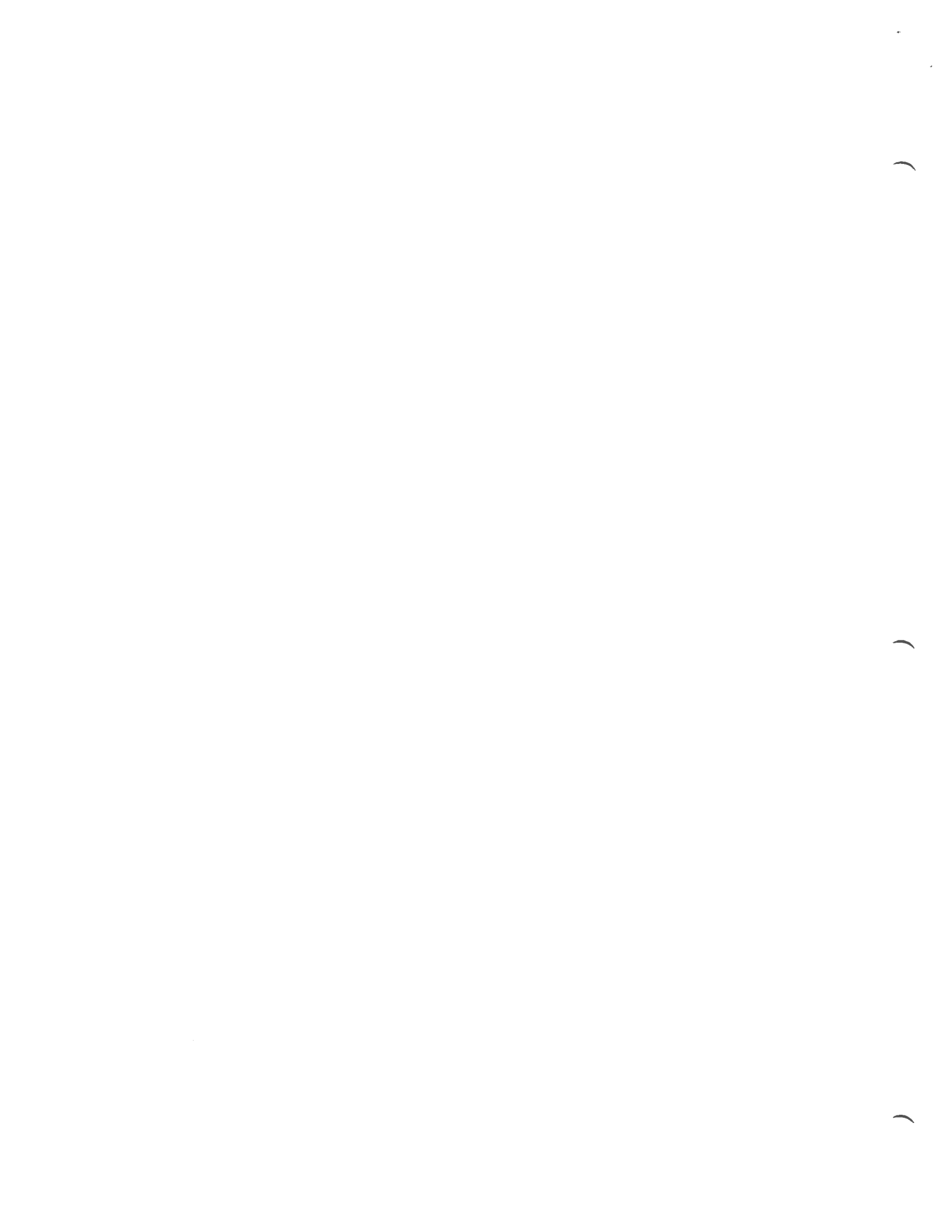
The background features a pattern of light green house silhouettes of various sizes and orientations, arranged in two rows. The top row has five houses, and the bottom row has five houses, with some overlapping.

It's All About

OPTIONS

**Living Alternatives For Adults
With Developmental Disabilities**





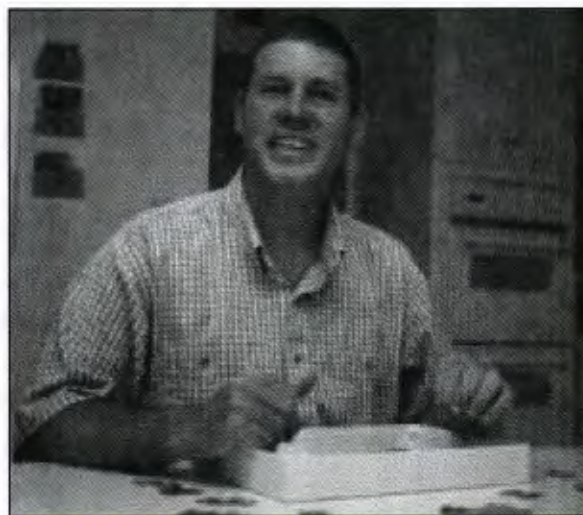
At Harbor Regional Center, we have a vision for the future.

Adults with developmental disabilities live in the residence of their choice – with their families, with friends, or alone. They engage in activities of their choice – work, volunteering, education, or socializing. They have meaningful relationships with friends and co-workers. They are seen as valuable, contributing members of their communities.

As you can see, in our vision adults with developmental disabilities have living options just like all people. Fortunately, just about everyone with a developmental disability has a variety of good living options. The challenge for the person and his family is to evaluate those options to decide which one is right for him at that particular time in his life.

This booklet was written for families of adults with developmental disabilities, to answer the questions that families often ask about living arrangements. In it, we describe the different kinds of options that are out there and discuss how people are supported in different settings.

The booklet also includes a section on rights of people with developmental disabilities. The section covers the basic rights that everyone with a developmental disability has, as well as the additional rights of people living in licensed homes and people living on their own in supported living.



We hope you will find this book useful as you begin the process of looking at residential options for your son, daughter, or other relative. Reading it is only the beginning, however. You will also need to talk to and work with many people, such as your Counselor at the regional center and the people on your family member's planning team, to learn enough about the options to make an informed decision. The process is one of exciting possibilities, so let's begin.

What Kinds Of Living Options Are Available?

Adults with a developmental disability have more living options to choose from now than ever before. Your relative can continue living in the family home. If he wants to live away from the family but doesn't want to be on his own, he might want to try living in a licensed home. If he wants to be more on his own than is possible in a licensed home, however, he can choose to live with some supports in an apartment, a condo, or a house. He may live alone, or with one or more friends or roommates, or with a loved one. Let's take a closer look at some of these options.

What If Our Son Or Daughter Wants To Stay With The Family?

You and your son or daughter may decide that living at home with the family is the best decision, for a short time or a longer time. If so, the regional center will work with your family to make sure the necessary services and supports are there for you.

If your relative has special health needs, the regional center may be able to help arrange for in-home health care. If he wants to find a job or get involved in some other kind of daytime activity, the regional center can help with that, too. We can also help him identify social and recreational activities where he can pursue some of his interests or make new friends. We may even be able to provide you with respite assistance to relieve you of some of the demands of care giving.

Financial Assistance. Adults with developmental disabilities who live at home with their family are generally eligible to receive Supplemental Security Income (SSI) to help pay their living expenses. They are also usually eligible for Medi-Cal to pay their doctor, hospital, and other medical bills. If they have a job and receive a paycheck, they may use this money any way they choose. Depending on their income from their job, however, their SSI may be reduced.

If a person needs some type of special service (e.g., personal care assistance), financial support may be available through the In-Home Supportive Services (IHSS) program. The regional center may provide other services if they are not covered by sources such as private insurance, Medi-Cal, or IHSS.

If you would like more information about SSI or IHSS, ask your Counselor or visit the HRC Resource Center for copies of the “Making It Happen” booklets describing these programs.



What About Living In A Licensed Home?

A licensed home is a place where a group of people with developmental disabilities live together. Usually, between two and six people live in this kind of home. Clients either share a bedroom with one other person, or they have their own bedrooms.

Staff members in licensed homes offer 24-hour care and supervision and make sure clients get meals and take their medication. They provide support when residents need it and help residents learn skills they need to make them more independent. For example, if a client needs help with self-care such as bathing or dressing, the staff will provide that support. If he wants to learn a skill such as cooking or cleaning so he can become more independent, staff will help with that, too.

Staff in all licensed homes make every effort to ensure that the residents participate in the life of the neighborhood and surrounding community as much as possible. They also encourage families to remain fully involved with their sons or daughters living there.

If your family member lives in a licensed home, the staff there have a responsibility to help him do the things he wants to do. It's his home and he should be happy there. For example, he will be involved in things such as:

- decorating his own bedroom
- helping to decide what food will be served at the residence
- doing things he likes to do in the community
- seeing his friends and family when he wants to

All in all, he should have lots of opportunities to make decisions for himself about how he lives his life in his home and in the community.



Homes are licensed either by the California Department of Social Services' Community Care Licensing Division, or the California Department of Health Services. Community Care licensed homes generally provide basic care and supervision, but some are designed especially for people with specific needs. For example, some are set up for people with physical disabilities or medical needs, and some help people with behavior challenges.

If your relative has significant health or medical needs, he could be served in a home licensed by the state Department of Health Services. These homes are treatment-oriented. Residents receive ongoing supervision by a nurse, physician, or other health care professional, according to their individual needs. Residents may also receive services from clinical staff specializing in physical, occupational, or speech therapy.

Financial Assistance. If your adult son or daughter lives in a Community Care Home, he or she will probably be eligible to receive Supplemental

Security Income (SSI) and Medi-Cal. The SSI will go directly to the home to cover the cost of care, although it may not cover the full amount. The regional center receives money from the state to pay for what SSI does not cover. Medical care (doctors, hospitals, medications) is paid for by Medi-Cal.

Costs of care in health-licensed homes are usually paid entirely by Medi-Cal. If a client is not eligible for Medi-Cal but has special health-care needs, then it is possible that the regional center would pay some or all of the cost of this type of home.

Personal and Incidental Funds. Residents of licensed homes receive a monthly sum to cover “personal and incidental” (P&I) expenses. P&I funds may be used for clothing, entertainment, or whatever else the person chooses.

How Do We Know Our Relative Will Receive Good Care In A Licensed Home?

Naturally, you wonder about the quality of care that your son or daughter would receive if he or she lives in a licensed home. At Harbor Regional Center, our primary concern is for the health and welfare of our clients. Because of this, we created a special program – called “Expectations and Aspirations for Group Homes” (located at the end of this booklet) – through which licensed home service providers are encouraged and assisted to continually raise the quality of their services above that required by law and regulation.

After consulting with many groups of people, including parents, adult clients, residential service providers, and regional center staff, we created a set of best practice guidelines that identify the kinds of things that people would expect to see in the best homes. We work with service providers to help them achieve the best practices, and we evaluate services on how well they have done. The results of these evaluations are available to families.

There is much evidence that one of the most effective ways to ensure that clients in licensed homes receive good care is to have lots of people coming and going, interacting with and talking to the residents at the home. Your regional center Counselor will visit your son or daughter in the home at least once every three months. Usually, in fact, the Counselor will be there more often, because she will be visiting with other clients living in that home.

The Counselor is not the only person looking out for your relative's welfare, however. The regional center also has a staff of specialists who work closely with the homes in our area to keep them well informed about our expectations and to provide ongoing training and support. For example, if the home provides care for individuals with behavioral challenges, one of our psychologists may visit and provide consultation periodically. If the home provides care for people with special medical needs, one of our nurses, a pharmacist, or our physician may provide consultation. The regional center also employs staff called Provider Relations Specialists who visit homes regularly and conduct reviews to safeguard the health and welfare of the people living there. Some of these reviews are conducted by teams, and parents are invited to participate as members of the review teams. Parents may also examine reports of the reviews.

Many homes contract with clinical consultants who make regular visits and help the staff with programming. Licensed homes are also required to ensure that clients visit with their primary care physicians and dentists on a regular basis. Most likely, your relative will be involved in a day activity or a job where he will interact regularly with supervisors or co-workers. Finally, professionals from agencies such as Community Care Licensing and Health Care Licensing have ongoing relationships with these homes. All these people who come into contact with your relative make up the system that monitors the quality of services he receives.

In addition to all of the people mentioned, you will be encouraged to maintain an active role in your relative's life when he is living away from your home. Your observations are most important and we will count on you to let us know if you see anything that would require us to increase our assistance to the home. In case you have a concern or see something that requires follow-up, we are only a phone call away. Our staff respond promptly to all calls alerting us to potential problems or a need for intervention.

What Is Supported Living?

In supported living, people with disabilities live in their own homes, apartments, or condos in the community. Most of the time they pay rent, but sometimes they may even buy the place where they live. People in supported living may live alone, with a loved one, with a friend, or with a roommate.

The purpose of supported living is to give people with disabilities the help they need to live as independently as possible in the community. Anyone, regardless of his level or type of disability, may live in the community, but almost everyone needs some kind of help to do this successfully. The regional center assists people to find the right help.

A person wanting to live on his own may need help learning to cook, to clean house, or to ride the bus. Most people, however, also need ongoing support. This may include, for example, assistance and support to make sure their bills are paid on time and to maintain their health.

Some of the support that people with developmental disabilities need in order to live on their own may be the kinds of things that friends or family members can do. This kind of support is called "natural support." For example, friends may take a person to church or synagogue. Parents, brothers, or sisters may help them get furniture for





their new place or help them learn to cook. For the things that families or friends cannot do, a supported living service provider helps the person learn how to do these things as independently as possible.

Financial Assistance. It is very important for people who choose supported living to understand that they need to have enough income each month to pay for their rent, utilities, food, and other regular expenses. People living on their own may receive SSI benefits, they may have income from a job, or they may have both. Whatever the source(s) of income, the funds must cover the person's monthly living costs.

The medical care of people in supported living is usually paid for by Medi-Cal or, if they have a job with benefits, by their private medical insurance. People with physical disabilities or other special needs who require someone to come into their home to give personal assistance can receive services through the In-Home Supportive Services (IHSS) program.

HOPE. Harbor Regional Center works very closely with a non-profit corporation that provides special residential opportunities for people who choose supported living. The organization is called Home Ownership for Personal Empowerment, or HOPE. HOPE buys residential properties – single-family homes, duplexes, and condominiums – fixes them up, and rents them at below market rates to clients of Harbor Regional Center. (The rents are usually not more than 30% of the renter's monthly income.) In the year 2002, more than 70 adults with developmental disabilities were living in HOPE properties in Torrance, Long Beach, Lakewood, and Bellflower. A special feature of these homes is that every client has his or her own bedroom. Because the homes are owned by a corporation set up solely for this purpose, HOPE offers greater stability than most other community-based options. If you would like to learn more about this program, ask your regional center Counselor to put you in touch with HRC's housing specialist.

How Do We Choose The Right Living Arrangement?

Choosing a living option for an adult is no different from making any other important life decision. You and your family member need to think about his immediate and longer term life goals, gather information about the options you are considering, and see which option is the best match in view of his preferred future.

As when taking other major steps, it's important to take some time so that you can make the best decisions. Many families begin the process of considering living options a number of times before their son or daughter actually makes a move to a licensed home or supported living. In addition, many service and support programs have waiting lists, so you need to start planning at least a year before your relative expects to make a change in living arrangements. Be sure to give yourself plenty of time.

If you want to investigate community living options for your son or daughter, it is especially important for you to talk to your regional center Counselor. She will probably suggest that you discuss the possibilities at the time of the annual Individual/Family Service Plan meeting. At that time, you may want to include the people who can play specific roles in your family member's life on his planning team to help ensure that his move to the community is successful.

Once you've talked with your Counselor and involved the planning team, you will have a better idea of what kind of living arrangement would work best – based on what your son or daughter wants, likes and needs, and what supports are available. There are as many possibilities as there are people.

If your decision is that a licensed home is the best for your relative, you should try to attend Harbor Regional Center's program called "Rainbow of Choices" to learn even more about options. Your Counselor can assist you in visiting a home or homes that may be appropriate for your relative.

If the decision is to try supported living, the client must choose a supported living service provider. This agency will work with the client and you to determine what supports he needs and how they will be provided. Your HRC Counselor will probably suggest a few service providers with whom you can meet before making a choice. It is a very good idea

for you to meet with them all. The supported living service provider will play a very big role in the life of your son or daughter. For more information on supported living and help in the planning process, see the regional center booklet, "Living On Your Own: A Guide To Supported Living Services." It's available in the HRC Resource Center.



It is important for families to remember that planning a future is not a once-and-for-all kind of thing. A person's ideas about what he wants will probably change over time. Changes will occur as the person learns more about his hopes, talents, needs, and responsibilities. For example, a person may decide to live in a licensed home now, but decide to try supported living a couple of years from now.

How Do We In The Family Prepare Ourselves For The Move?

All families need to prepare emotionally for a change as significant as a son or daughter moving out of the home. When a son or daughter leaves home, families experience many emotions, including sadness and sometimes guilt. They wonder whether their child will be safe and well cared for, and whether he will still be eager to spend time with family and old friends. Parents who have devoted most of their time and attention to child rearing may, in addition, be at loose ends regarding what they want to do once that part of their work has been completed.

If you experience any of these emotions, you may find it helpful to talk to other regional center families who have dealt or are dealing with a relative leaving home. The best way to do this is to join a support group. For information on support groups, talk to your regional center Counselor or contact HRC's Resource Center.

Whatever your family's decision about where your relative will live, it is most important that the decision be *informed*. Informed decisions require time and complete information. You should take enough time to investigate fully what the options are, and the advantages and disadvantages of each of them for your family member at that time in his life. Plan ahead, make many visits to different kinds of living arrangements, talk to service providers, talk to clients who are living in different settings, and talk to their family members. Careful planning will ensure that your family makes the best decision, both for you and for your loved one.

Rights of People with Developmental Disabilities

The law in California says that people with developmental disabilities have rights. Certain rights apply to everyone. Additional rights apply to you if you live in a licensed home or in a supported living setting.

Everyone with a developmental disability has the following rights:

- To receive services and supports that help you become as independent as possible. These services and supports should be provided in the least restrictive setting. This means you make your own rules about how you live as long as your decisions do not put you or someone else in danger, or interfere with the rights of other people.
- To have privacy and to receive help from people who are kind to you and respect you.
- To go to public school until you are 22 years old.

- To see the doctor, dentist, or other health care professional when you need to.
- To go to a church of your choice.
- To socialize with people you like and participate in activities in the community.
- To be free from harm.
- To be free from dangerous procedures.
- To make choices about
 - where you live and whom you live with
 - who your friends are
 - how you spend your time, including school, job, and leisure activities
 - what your future will be like and what services and supports you will get.

People who live in *licensed homes* also have these other rights:

- To buy and use your own things and to wear your own clothes.
- To have a place to store your things.
- To have people visit you in your home.
- To be close to a telephone you can use to make and receive private calls.
- To have paper, envelopes, and stamps so you can write letters.
- To refuse to have shock therapy.
- To refuse to have behavior therapy that causes pain or injures you.
- To refuse surgery that would change how your brain functions.
- To make choices in your daily life about whom you spend time with and what you do in your leisure time.

- To tell the regional center how satisfied you are with the services you receive and have this information taken into account when decisions are made.

People who live in *supported living* also have these rights:

- To decide where you live and whom you live with.
- To decide how your home looks, how it's decorated, and how it's arranged.
- To choose who provides your support services.
- To help develop your Individual/Family Service Plan so the services and supports you receive are what you want and what you need.
- To receive services that are right for your changing needs and wishes, without having to leave your home.
- To tell the regional center how satisfied you are with the services you receive and have this information taken into account when decisions are made.
- To end a service without having your decision make you lose other services you are getting from the regional center.
- To receive the information you need to make important life decisions.





Harbor Regional Center Expectations and Aspirations for Group Homes

Serving People with Developmental Disabilities

This document describes Harbor Regional Center's expectations and aspirations for group homes. It reflects what clients, family members, regional center staff, and service providers have told us a good group home should be like. We look forward to working in partnership with our homes in the coming years to help them move their services steadily closer to these expectations and aspirations.

Basic to these guidelines is the principle of client self-determination. This means that people with disabilities make their own reasonable choices about how they live their lives, and these choices are respected by people around them.

A goal of all group homes is to help clients become as independent as possible and achieve the objectives they choose for themselves. Client choice guides services as long as these choices do not pose a threat to the client's health or safety or infringe on the rights of others.

Mission

- The group home's mission statement promotes respect for people with disabilities and participation of people with disabilities in the community.
- Group home staff know the mission statement and can explain how the mission affects what they do with clients.

The Client's Support Network

- The client is helped to develop a reliable network of natural supports, including family, friends, and other people in the community.

- Clients and their families are encouraged to maintain contact with one another.
- A non-conserved adult gives his consent before staff communicate with his family about the client's life.
- Staff develop ways for the family to be involved in the client's life if that is what the client and family both want.
- Staff educate the community about people with developmental disabilities in order to increase community awareness and acceptance.
- Staff involve clients in activities that increase their interactions with people in the community.
- If a client is going through a major change at home, at work, or in the day program, staff work with the regional center Counselor and other people in the client's support system to help the client deal with the change.

Staff-Client Interactions

- Staff use positive approaches in all interactions.
- Staff treat the client with respect.
- Staff know the clients' likes and dislikes, goals and dreams.
- Staff know what outcomes each client is working to achieve in the home.
- A staff person attends the client's annual regional center planning meeting and the annual ISP (for clients attending day activities) or IEP (for clients in school).
- Staff know what medications clients are taking, what the medications are for, and their side effects.
- The client and staff members communicate using the client's preferred language and method of communication.

Training and Support

- Clients receive training and support to help them:
 - 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, and
 - get around in the community (including using public transportation).
- The group home gives clients access to computers.

Asking for Feedback

- Staff ask clients whether they are happy with the services they receive from the group home.
- Staff ask family members and other people important to clients how well they are helping clients.
- The group home makes changes in services as a result of what clients and others tell them.

Client Choice and Self-Determination

- A client's choices are reflected in his everyday life in at least the following ways:
 - individualized schedule and daily activities,
 - bedroom space that is individualized with personal items, pictures, and other decorations,
 - individualized and appropriate hair style, and
 - individualized and appropriate clothing.
- Clients have choices in meal and snack selection.
- Clients receive individualized training and support to help them express their opinions and advocate for themselves.

- The group home provides support for a client council that meets regularly.
- The client council makes decisions or takes actions that affect the lives of the people who live in the group home.

Home Environment

- The home is in a safe neighborhood.
- The home is designed for four or fewer clients.
- Each client has a private room.
- In homes where clients share bedrooms, they are free to change room-mates if the new pairings are appropriate and compatible.



Staff Training and Support

- Staff are paid at least 150% of minimum wage.
- Staff receive medical and leave benefits.
- Staff members are paid for a minimum of 2 hours per month to participate in training.
- Staff receive initial training that includes:
 - basic methods of interaction and communication with clients,
 - the principle of dignity of risk,
 - assistive technology and how clients may benefit from the use of appropriate adaptive devices,
 - how to recognize signs of pain, other discomfort, or illness in residents.
- Staff are encouraged to attend outside training conducted by the regional center or other organizations.
- Staff are given access to computers.
- The group home management has instituted specific actions in an attempt to keep staff turnover low.



HARBOR
REGIONAL
CENTER

HARBOR DEVELOPMENTAL DISABILITIES FOUNDATION, INC.
21231 Hawthorne Boulevard, Torrance, CA 90503
(310) 540-1711 (888) 540-1711
www.HarborRC.org

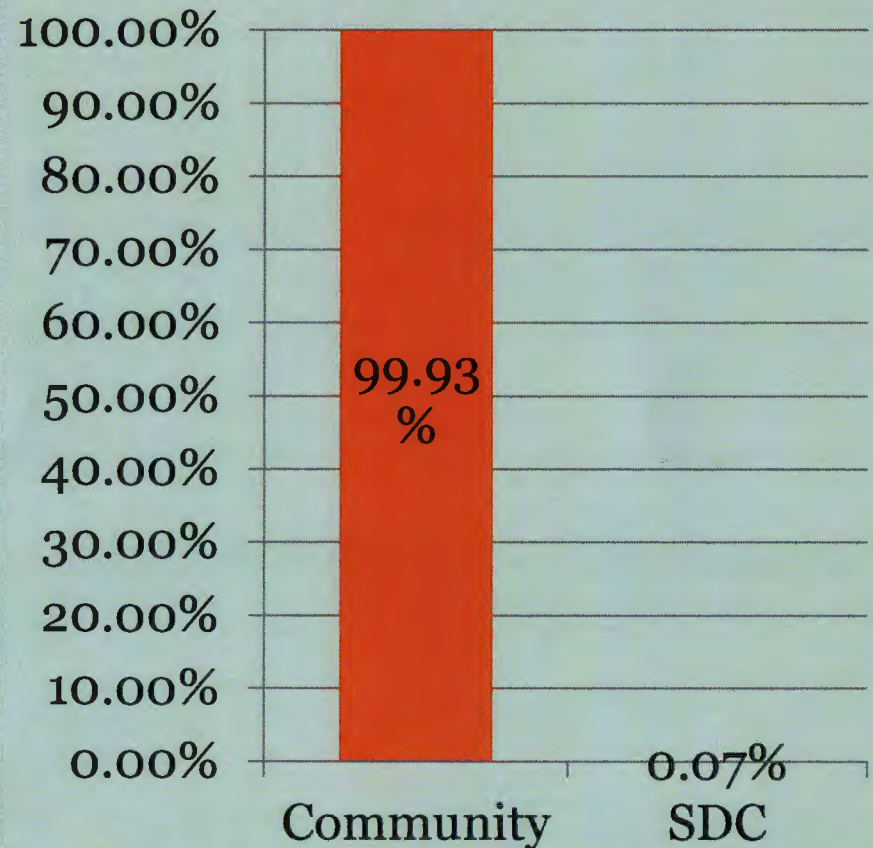
Harbor Regional Center Performance Plan 2019



Living in the Community

Goal: move people from state developmental centers into the community

Progress: The last HRC client has moved from Fairview Developmental Center



Living in the Community: How to maintain this goal



Planned Activities

- Keep developing needed resources in the community as funds allow
- Provide specialized services for people with severe disabilities in the community, instead of in the state developmental center
- Your Ideas?

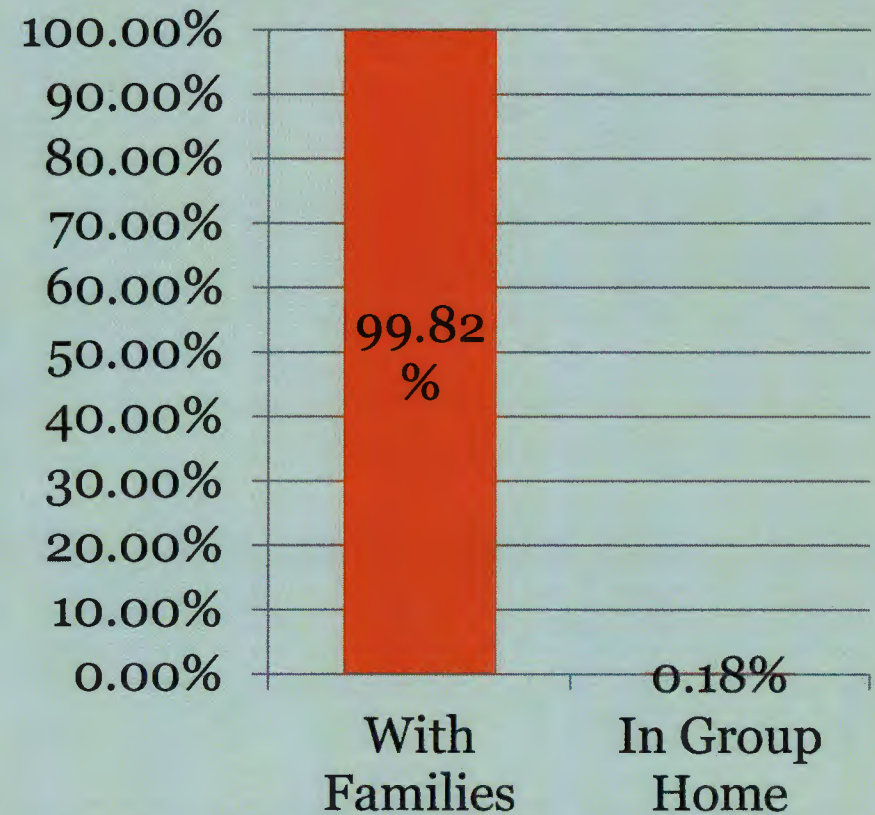


Children live with families



Goal: help families keep their children at home

Progress: Almost all HRC children live with families



Children live with families: How to reach this goal



Support for the family

- Support Groups & Mentors
- HRC Resource Center
- Respite Care Services
- Early Childhood Development
- Language Development
- Behavior Training
- Social Skills Training
- Information About Benefits
- Your Ideas?



Adults live in Homes

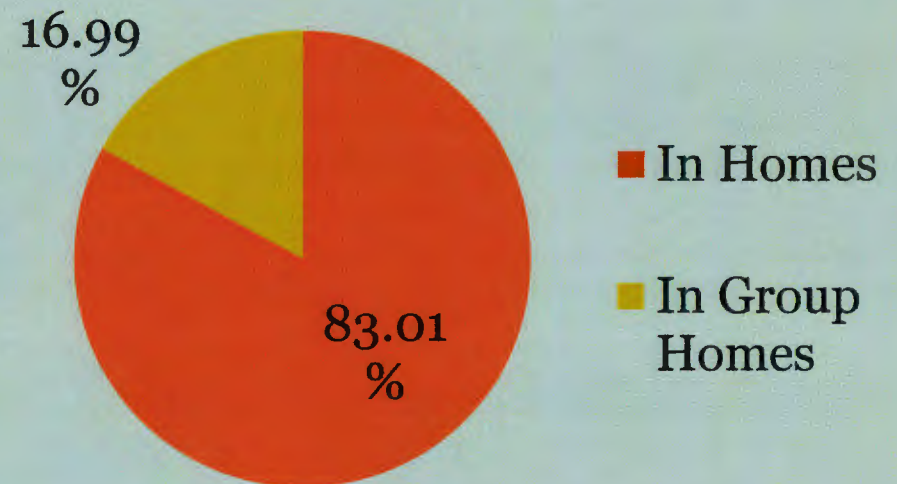


Goal: help adults to live in homes*

Progress: More adults are living with family or in their own homes

*With their family or a foster family

*In their own home or apartment with supports as needed



Adults live in homes: How to reach the goal



Support for adults to live in own homes

- Services that help adults to live with their family or in their own home
 - Supported Living Services
 - College support
 - Employment
 - Affordable housing
 - Help to get benefits
 - Adult day programs
 - Your ideas?



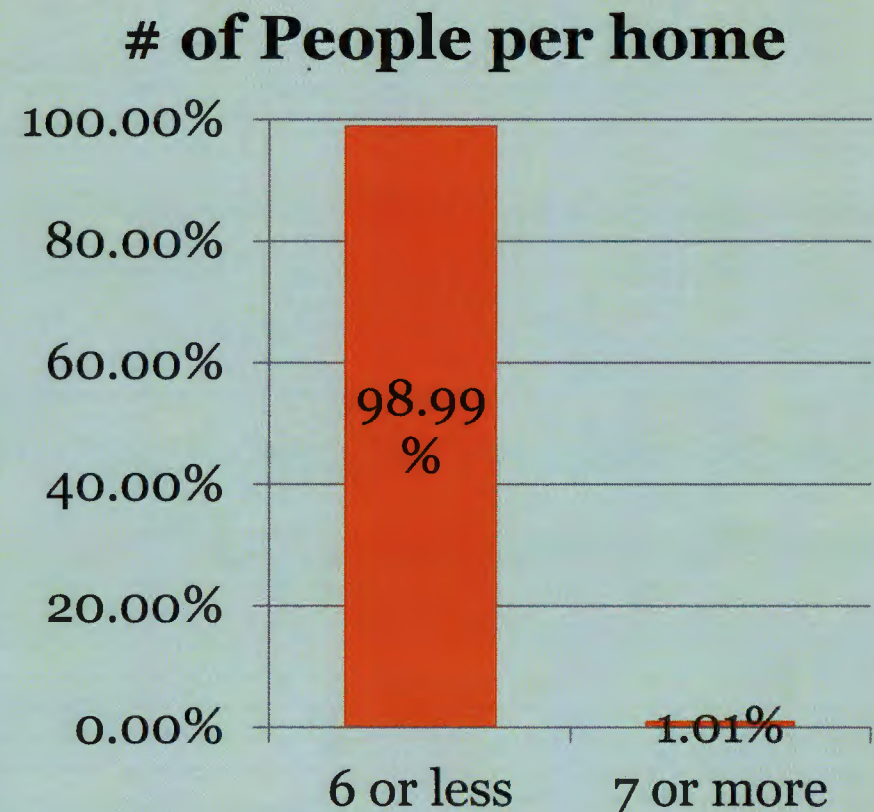
Adults living in small group homes



Goal: Assist adults to move to smaller, integrated homes

Progress: Most adults in group homes live in smaller homes

- Assess needs of individuals who live in larger settings, such as nursing homes
- Locate smaller home alternatives in the community
- Provide in-home supports



Employment First



Goal: Help Adults to Find and Keep Jobs

- Employment Orientations
- Job Preparation Classes
- Job Developers seek out the right job for the individual
- Internships to learn work skills
- Job Coaches help to learn and keep the job
- Employment Incentives
- Your ideas?



Services for all People



Goal: Help people of all cultures and languages to receive services

The numbers of employed clients is growing

- Meet with people in their communities
- Information and training in different languages
- Have HRC staff who can speak their languages
- Find out what makes it hard to access services, and find ways to make it easier.
- Your ideas?



Your Input is Welcome!



**IF YOU WISH TO MAKE COMMENTS OR SUBMIT
YOUR IDEAS, PLEASE SUBMIT BY EMAIL TO:
NANCY.SPIEGEL@HARBORRC.ORG**

OR

CALL 310 543-0658

THANK YOU

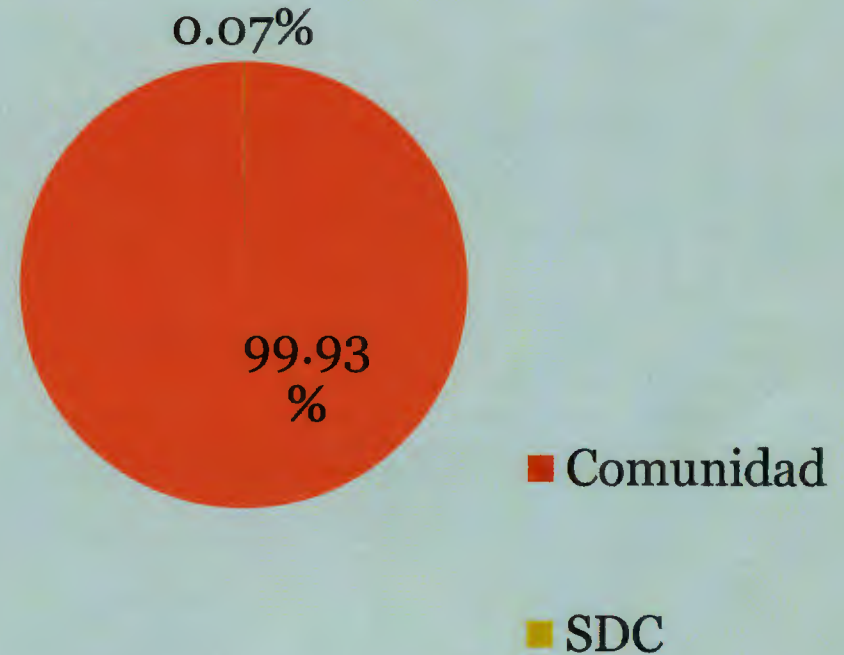
Plan de desempeño del Harbor Regional Center para el 2019



Vivir en la comunidad

Objetivo: mudar a la gente de los centros estatales de desarrollo a la comunidad

Progreso: El último cliente del HRC se mudó de Fairview Developmental Center



Vivir en la comunidad: Cómo mantener este objetivo



Actividades planeadas

- Seguir creando recursos necesarios en la comunidad conforme lo permitan los fondos
- Prestar servicios especializados para las personas con discapacidades graves en la comunidad en vez del centro estatal de desarrollo
- ¿Sus ideas?

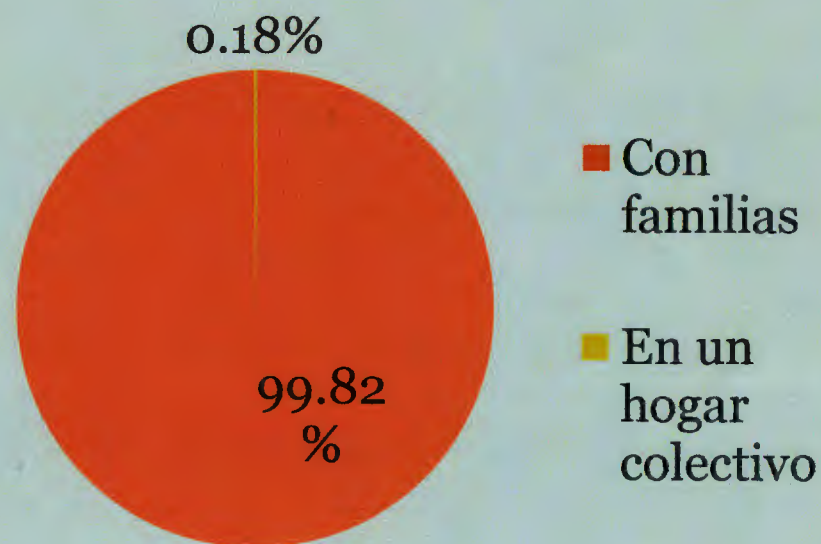


Los niños viven con familias



Meta: ayudar a las familias a mantener a sus hijos en casa

Progreso: Casi todos los niños del HRC viven con familias



Los niños viven con familias: Cómo alcanzar este objetivo



Apoyo para la familia

- Grupos de apoyo y mentores
- Centro de Recursos del HRC
- Servicios de ayuda de relevo
- Desarrollo infantil temprano
- Desarrollo del lenguaje
- Capacitación para el comportamiento
- Capacitación para habilidades sociales
- Información sobre los beneficios
- ¿Sus ideas?



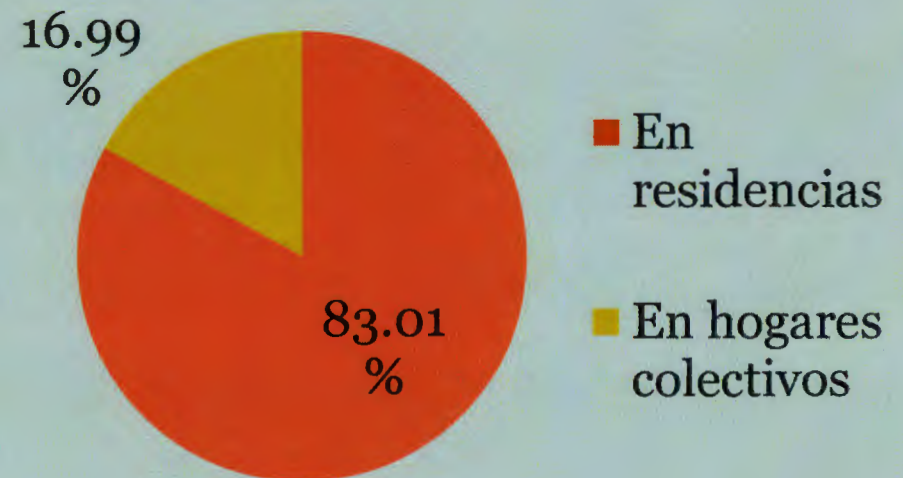
Los adultos viven en hogares

Meta: ayudar a los adultos a vivir en hogares*

Progreso: Más adultos están viviendo con familias o en sus propios hogares

Con sus familias o una familia de crianza

En su propia casa o departamento con apoyo según se necesite



Los adultos viven en hogares: Cómo alcanzar este objetivo

Ayuda para que los adultos vivan en sus propias casas

- Servicios para ayudar a adultos a vivir con sus familias o en sus propias casas
 - Servicios de asistencia para la vida diaria
 - Apoyo para educación universitaria
 - Empleo
 - Vivienda asequible
 - Ayuda para obtener beneficios
 - Programas diurnos para adultos
 - ¿Sus ideas?



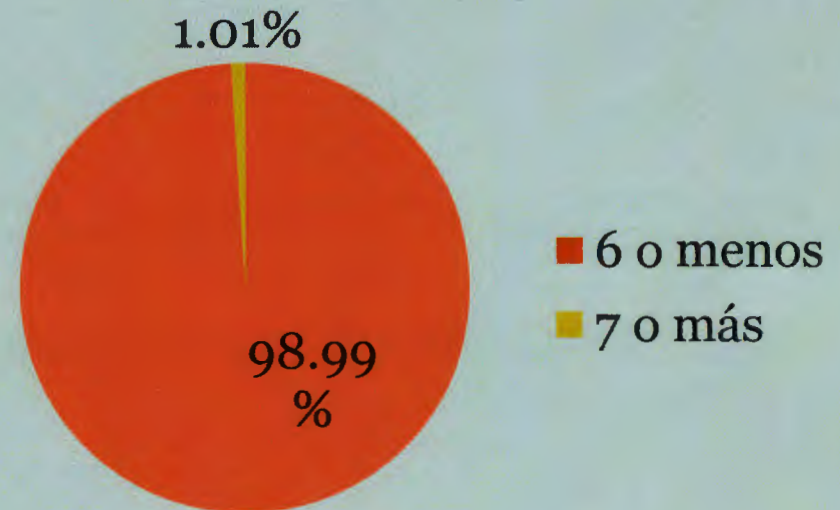
Adultos que viven en hogares colectivos pequeños

Meta: Ayudar a adultos a mudarse a casas más pequeñas e integradas

Progreso: Seguimos reduciendo este número

- Analizar las necesidades de las personas que viven en sitios más grandes, como residencias de ancianos
- Localizar alternativas de hogares más pequeños en la comunidad
- Brindar apoyo a domicilio

Número de personas por hogar

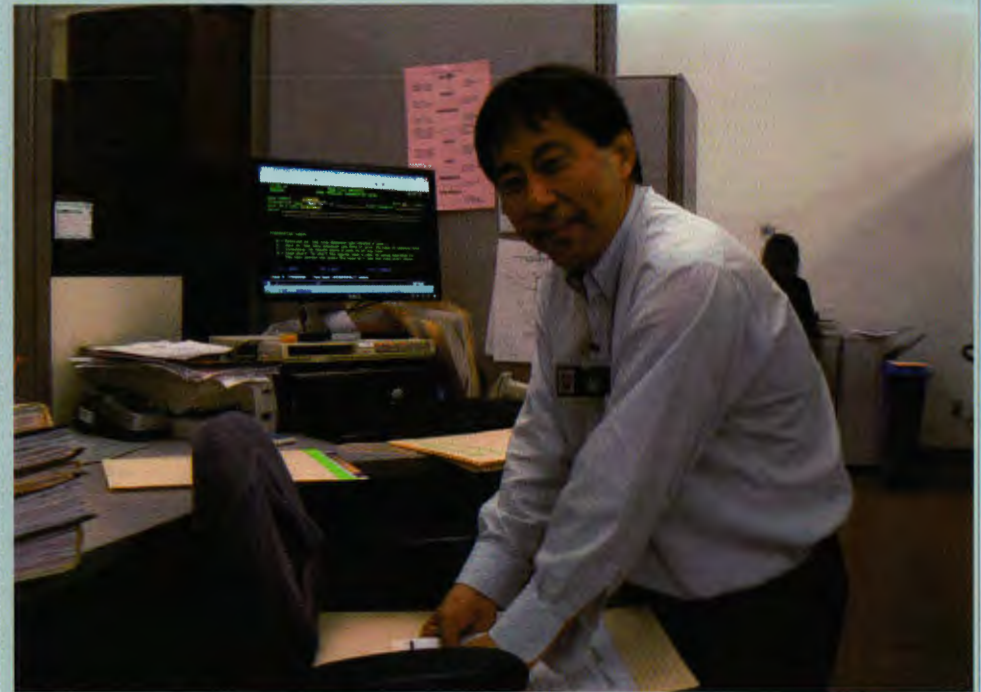


Empleo Primero



Meta: Ayudar a adultos a encontrar y conservar empleos

- Orientaciones sobre empleos
- Clases de preparación para un empleo
- Promotores de empleos que buscan el trabajo apropiado para la persona
- Pasantías para aprender habilidades laborales
- Entrenadores en el trabajo que ayudan a aprender y conservar el empleo
- Incentivos para los empleadores
- ¿Sus ideas?



Servicios para toda la gente

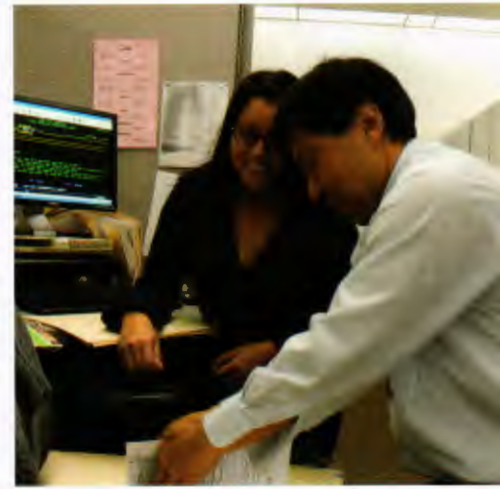
Meta: Ayudar a la gente de todas las culturas e idiomas a recibir servicios

- Conocer a gente en sus comunidades
- Recibir información y capacitación en diferentes idiomas
- Tener personal del HRC que pueda hablar sus idiomas
- Encontrar qué dificulta tener acceso a los servicios y maneras de hacerlo fácil.
- ¿Sus ideas?

El número de clientes con empleo está aumentando



What Services Are Available for HRC Adults?



Many times our clients or parents/family members ask us for information on the services that are available. We have developed this list to provide you with an overview of these services. Please keep in mind that services are determined on an individualized basis. Services must be identified as needed on the Individual Person-Centered Plan (IPP), and provided in accordance with Harbor Regional Center service policies, which are posted on our website.

Some services are provided by publicly-funded community agencies, such as Medi-Cal, community colleges, Department of Rehabilitation, etc., and some are funded by HRC, after we have met the requirement of exploring all other possible funding sources.

We know that you want to understand the variety of services available, so that you can be a well-informed participant in the service planning process. Here is a list of some of the services and supports that are commonly recommended for adults (no longer attending public school) and their families.

Services Provided by HRC Staff Members

ASSESSMENT AND CONSULTATION

Your Service Coordinator may arrange for a meeting with one of HRC's specialists, or an interdisciplinary team, to evaluate your needs and provide you with consultation. HRC has specialists with expertise in Psychology, Behavior, Genetics, Nursing, Dental care, Pharmacy, Nutrition, Mental Health, Speech, Occupational Therapy, Education, Legal, Benefits, Adult Day Services, Assistive Technology, and Living Options.

FAMILY SUPPORT

At Harbor Regional Center, we believe that a good support system is a critical asset for families. A network of information and support gives families a good foundation for navigating the service system, making informed choices, and achieve a better quality of life for the member with a developmental disability. Support is offered in the form of Parent Support Groups, the Parent to Parent Mentor Program and the HRC Sibling Club. For more detailed information on these family support options, please check the HRC website (www.harborrc.org/resources/family), discuss with your Service Coordinator, or visit the HRC Resource and Assistive Technology Center in Torrance or Long Beach.

INFORMATIONAL PRESENTATIONS FOR PARENTS/FAMILY

Classes and informational presentations for families are offered throughout the year on topics such as Supplemental Security Income (SSI) and In-Home Supportive Services (IHSS), Special Needs Trusts, Conservatorship, Social Recreation and Fitness Opportunities, Living Options, etc. HRC also offers interpreter, child care, and transportation supports at selected presentations, when this is needed to allow the client or parent/caregiver to participate in informational presentations by HRC. Listings of upcoming presentations can be found in the HRC Training and Events Calendar and on our Website Calendar.

OPPORTUNITIES FOR LEADERSHIP

HRC offers volunteer opportunities for adult clients and for parents/family members to participate in HRC committees, events, and stewardship on the Board of Trustees.

RESOURCE AND ASSISTIVE TECHNOLOGY CENTER

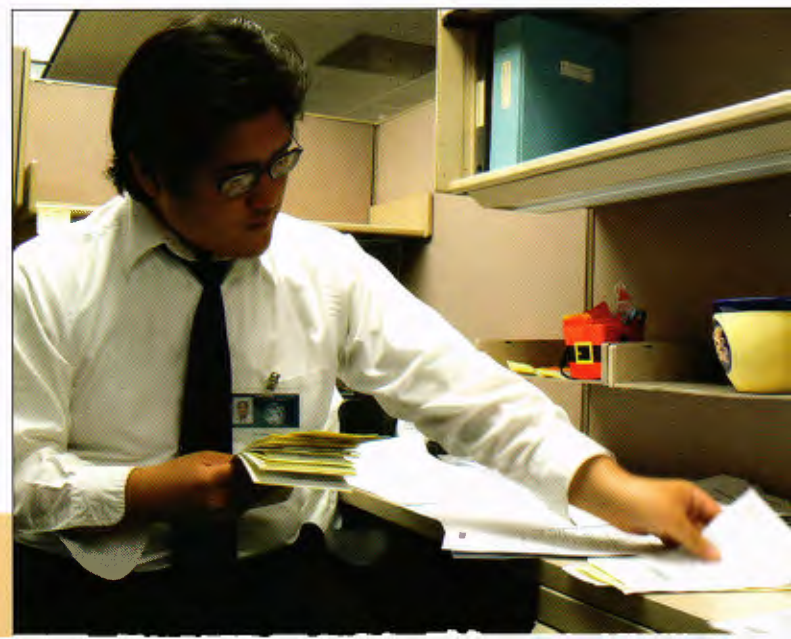
The HRC Resource Center offers support through information, education and training, technology, and through other parents. Services include an extensive multi-media library, computer lab, assistive technology lab, toy lending library, and family support groups.

SERVICE COORDINATION

Individualized service planning with the individual and family, referral and coordination of services available from community agencies or regional center funded service providers, advocacy for accessing appropriate services, and periodic review at least annually or more often when needed.

TWENTY-FOUR HOUR EMERGENCY RESPONSE

HRC maintains a 24 Hour emergency response system. If you have an emergency situation and need to contact HRC outside of regular business hours, someone will be available to respond to you.



Services That HRC Purchases From Programs and Clinicians in the Community

ADULT DAY ACTIVITY PROGRAMS

Adult Day Activity programs provide supportive, activities during the day for adults who are not able to be employed. Activities are designed to provide the maximum inclusion possible in the community, and individualized options for training in adult living skills, work activity and volunteerism, personal expression, socialization, and therapeutic support. Options include Inclusion Centers, Partial Inclusion, Partial Work, Creative Arts, and Therapeutic programs.



BEHAVIOR SERVICES

Behavior services are available to assist parents/caregivers to apply principles of behavior intervention, and teach new skills using individualized and practical examples. Courses for parents and teenagers provide opportunities to improve socialization and safety in the community. Courses for adult clients and their families provide opportunities to improve socialization and safety in the community.

EMPLOYMENT PREPARATION

Employment Orientation and Job Preparation classes are offered throughout the year for adults who are out of school and who wish to seek employment. The first step toward finding a job through HRC Employment Preparation services is to attend an informative Employment Orientation meeting. HRC's Job Preparation Course teaches skills needed to seek and get a job. (See also Supported Employment.)

FUTURES PLANNING

HRC staff may provide assistance to the family of an older adult to formulate plans for future care and support.

INTERPRETER AND TRANSLATOR SERVICES

HRC may provide interpretation of spoken communication at meetings with HRC, and translation of written communication (Individual/Family Service Plan and Individual Person-Centered Plan), from English into the primary language of the client/family.



LIVING OPTIONS

Independent Living Training

For adults who are no longer in school and are preparing to live a more independent life, HRC offers individual assessment and center-based training in independent living skills.

In-Home Adult Support

For adults living with family members who are aging, ill, or otherwise unable to provide all of the support needed, in-home support may be provided to assist in making connections with community resources, and maintain the adult client's well-being.

Licensed Homes

For clients who are not able to live with their family or on their own, licensed homes provide individualized care, health and behavioral supports, and the comforts of a typical home in the community.

Supported Living Services

For adults who no longer live with their family, supported living services assist clients to become increasingly independent while living on their own in the community. This may include assistance accessing affordable housing options.

MEDICAL, DENTAL AND NURSING SERVICES

To meet medical, dental, and nursing needs for clients who do not have other health care resources such as private insurance or Medi-Cal, assistance may be provided as needed. A nursing assessment or in-home nursing care may be provided to support the client or family in meeting special health care needs.

MEDICAL EQUIPMENT AND SUPPLIES

HRC may provide assessment of medical needs, and provide assistance in identifying community resources such as Medi-Cal. If such resources are not available, we may contribute to the purchase of supplies and equipment, such as a wheelchair, specialized bed, etc.



MOBILITY

HRC offers assessment of mobility skills, training and referral to adult clients, to support their use of public transportation resources, to get to and from work or day training locations.

PERSONAL ASSISTANCE

In some instances, personal assistance may be provided to support an adult with severe physical or medical needs.

POST-SECONDARY SUPPORT

The College 2 Career program offers an opportunity for students to experience college life and reach their post-secondary educational and employment goals. Participants receive individualized supports, including supported student housing, academic support, and participation in typical college activities, as they work towards a degree or certificate program leading to employment. Currently this program is available at LBCC.

Students attending other colleges may receive support from Disabled Student Services offered by the campus, such as registration assistance, counseling, note-takers, assistive computer technology, etc. If students need personal assistance to support activities of daily living while on campus, HRC may assist with providing this support.

REPRESENTATIVE PAYEE/MONEY MANAGEMENT

For clients/families who are not able to manage monthly benefits from Social Security, HRC may provide representative payee services.

RESPIRE CARE

Temporary relief from care and supervision may be provided to parents or other primary caregivers for clients with significant self-care deficits, ongoing medical needs, or behavioral challenges. Respite services are provided in the client/family home, by contracted Home Care agencies. In Family-Directed Respite, family members may refer trusted friends or relatives to be employed by the Home Care agency, to provide respite care for your family member. Out-of-Home respite care may be provided in a licensed home setting, if available.



SUPPORTED EMPLOYMENT

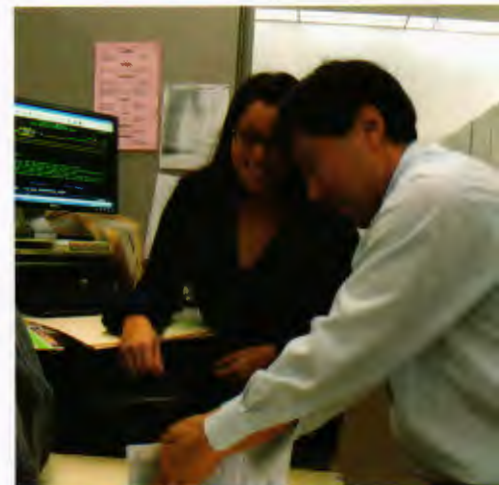
Supported employment services provide individualized services and supports for adults who are out of school and ready to begin their job search. Supported employment services include assessment of individual skills and interests, individualized job development and placement (either individual or group), and on-the-job coaching to promote successful employment. These services are provided in collaboration with the Department of Rehabilitation.

TRANSPORTATION

HRC will conduct an assessment, and, based upon individual needs and abilities, help to connect adult clients to appropriate transportation services such as public transportation, community paratransit services, and regional center contracted service providers. We sometimes contract with parents/family members to provide transportation, when this is a cost-effective option.



¿Qué servicios hay disponibles para los adultos del HRC?



Muchas veces nuestros clientes o padres/miembros de familia nos piden información sobre los servicios que están disponibles. Hemos creado esta lista para proporcionarle una descripción general de estos servicios. Tenga en cuenta que los servicios se determinan de manera individualizada. Los servicios tienen que identificarse como necesarios en el Plan Individual Centrado en la Persona (IPP) y se ofrecen de conformidad con las normas de servicio del Centro Regional Harbor, las cuales figuran en nuestro sitio web.

Algunos servicios los son proveídos por agencias comunitarias financiadas públicamente, tales como Medi-Cal, colegios universitarios comunitarios, el Departamento de Rehabilitación, etc., y otros los financia el HRC, después de que hayamos satisfecho los requisitos de explorar todas las demás fuentes de financiación posibles.

Sabemos que usted desea entender los diferentes servicios disponibles, de modo que pueda ser un participante bien informado del proceso de planificación de servicios. Ésta es una lista de algunos de los servicios y apoyos recomendados comúnmente para adultos (que ya no asistan a la escuela pública) y para sus familias.

Servicios proveídos por miembros del personal del HRC

APOYO PARA FAMILIAS

En el Centro Regional Harbor consideramos que un buen sistema de apoyo es algo fundamental para las familias. Contar con una red de información y apoyo brinda a las familias una buena base para entender el sistema de servicios, tomar decisiones informadas y lograr una mejor calidad de vida para el miembro que tiene una discapacidad del desarrollo. Se ofrece apoyo a través de Grupos de Apoyo para Padres, el Programa de Mentores de Padres a Padres y el Club para Hermanos del HRC. Si desea información más detallada acerca de estas opciones de apoyo para familias, consulte el sitio web del HRC (www.harborrc.org/resources/family), hable con su Coordinador de Servicios o visite el Centro de Recursos y Tecnología Asistencial del HRC en Torrance o Long Beach.

CENTRO DE RECURSOS Y TECNOLOGÍA ASISTENCIAL

El Centro de Recursos y Tecnología Asistencial del HRC presta apoyo a través de información, educación y capacitación, tecnología y a través de otros padres. Los servicios incluyen una extensa biblioteca multimedia, laboratorio de computadoras, laboratorio de tecnología asistencial, préstamo de juguetes y grupos de apoyo para familias.

COORDINACIÓN DE SERVICIOS

Planificación de servicios individualizados con la persona y la familia, referencia y coordinación de servicios disponibles en agencias comunitarias o proveedores de servicios financiados por centros regionales, asistencia para acceder a los servicios apropiados y revisión periódica, al menos anualmente o más a menudo cuando resulta necesario.

EVALUACIÓN Y CONSULTA

Su Coordinador de Servicios puede hacer una cita con uno de los especialistas del HRC, o un equipo interdisciplinario, para evaluar sus necesidades y proporcionarle una consulta. El HRC tiene especialistas con experiencia en psicología, conducta, genética, enfermería, odontología, farmacia, nutrición, salud mental, habla, terapia ocupacional, educación, asuntos legales, beneficios, servicios diurnos para adultos, tecnología asistencial y opciones de vida.

OPORTUNIDADES DE LIDERAZGO

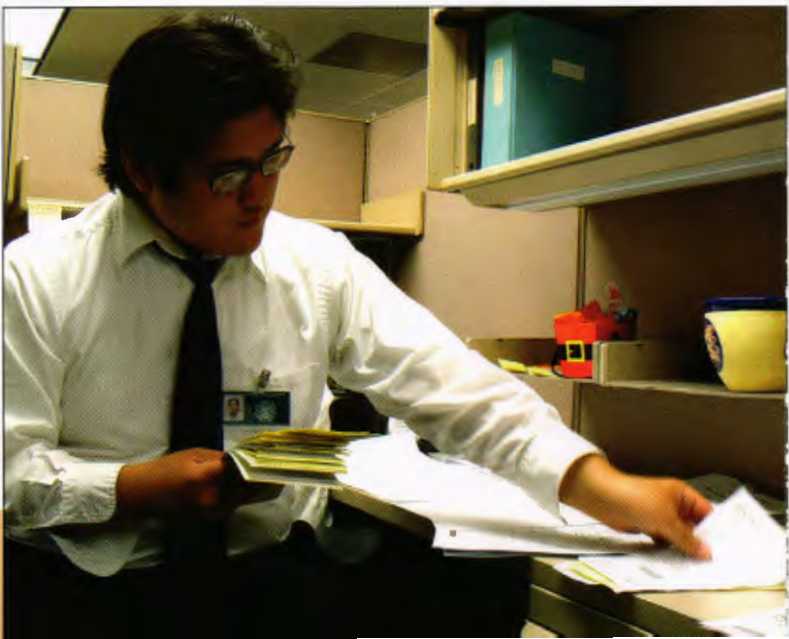
El HRC ofrece oportunidades de voluntariado para que clientes adultos y padres/familiares participen en comités del HRC, eventos y labores administrativas del Consejo Directivo.

PRESENTACIONES INFORMATIVAS PARA PADRES/FAMILIAS

Se ofrecen a lo largo del año clases y presentaciones informativas para familias sobre temas tales como Ingresos Suplementarios del Seguro Social (SSI) y Servicios de Apoyo en el Hogar (IHSS), fideicomisos de necesidades especiales, conservaduría, oportunidades de ejercicio físico y actividades recreativas sociales, opciones de vida, etc. El HRC ofrece asimismo servicios de interpretación, cuidado infantil y transporte en presentaciones concretas, cuando estos servicios son necesarios para permitir que el cliente o padres/cuidador participen en presentaciones informativas del HRC. La lista de las próximas presentaciones se encuentra en el calendario de eventos y capacitación del HRC y en el calendario de nuestro sitio web.

RESPUESTA DE EMERGENCIA LAS 24 HORAS DEL DÍA

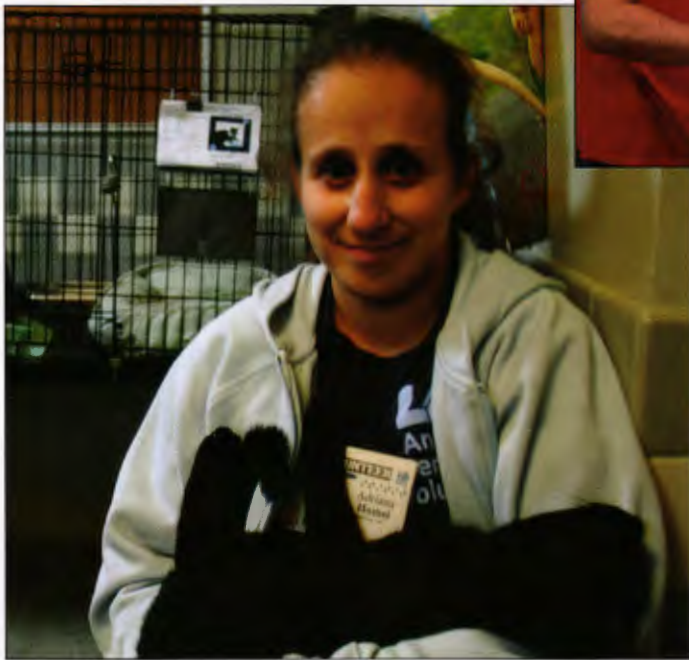
El HRC mantiene un sistema de respuesta de emergencia las 24 horas del día. Si usted tiene una situación de emergencia y necesita comunicarse con el HRC fuera del horario laboral normal, alguien estará disponible para responderle.



Services que HRC compra de programas y especialistas clinicos de la comunidad

APOYO ESTUDIOS SUPERIORES

El programa de universidad a carrera (College 2 Career Program) ofrece una oportunidad para que los estudiantes sepan cómo es la vida universitaria y alcancen sus metas laborales y educativas postsecundarias. Los participantes reciben apoyos individualizados, incluida vivienda con apoyos para estudiantes, apoyo académico y participación en actividades universitarias típicas mientras estudian para conseguir un título o un programa certificado que les conduzca al empleo. Actualmente este programa está disponible en LBCC.



Los estudiantes de otras universidades pueden recibir apoyo de los Servicios para Estudiantes Discapacitados ofrecidos por el campus, tal como asistencia con la matrícula, asesoramiento, tomadores de apuntes, tecnología asistencial de computadoras, etc. Si los estudiantes necesitan asistencia personal para apoyar actividades de la vida diaria mientras están en el campus, el HRC puede asistir con la prestación de este apoyo.

ASISTENCIA PERSONAL

En algunos casos se puede proporcionar asistencia personal para apoyar a un adulto con necesidades médicas o físicas serias.

BENEFICIARIO REPRESENTANTE/GESTIÓN DE DINERO

Para los clientes/familias que no pueden administrar los beneficios mensuales del Seguro Social, el HRC puede prestar servicios de beneficiario representante.

CUIDADO DE RELEVO

Se puede proporcionar relevo temporal del cuidado y la supervisión a padres u otros cuidadores primarios de clientes con deficiencias significativas de cuidado personal, necesidades médicas continuas o desafíos conductuales. Los servicios de relevo los prestan en el hogar del cliente/familia agencias de cuidado en el hogar contratadas. En los servicios de relevo dirigidos por

familias, los familiares pueden referir a amigos de confianza o parientes para que los empleen en la agencia de cuidado en el hogar con el fin de proporcionar cuidado de relevo para el miembro de la familia. El cuidado de relevo fuera del hogar se puede proporcionar en una casa autorizada mediante licencia, si estuviera disponible.

EMPLEO CON APOYOS

Los servicios de empleo con apoyos proporcionan servicios y apoyos individualizados para adultos que no están en la escuela y están listos para empezar a buscar empleo. Los servicios de empleo con apoyos

incluyen evaluación de habilidades e intereses individuales, desarrollo y colocación laborales individualizados (tanto individual como en grupo), y adiestramiento en el trabajo para promover un empleo exitoso. Estos servicios se proporcionan en colaboración con el Departamento de Rehabilitación.

EQUIPOS Y SUMINISTROS MÉDICOS

El HRC puede proporcionar una evaluación de necesidades médicas y prestar asistencia para identificar recursos comunitarios tales como Medi-Cal. Si dichos recursos no están disponibles, podemos contribuir a la compra de suministros y equipos, tal como una silla de ruedas, cama especializada, etc.

MOVILIDAD

El HRC ofrece una evaluación de las habilidades de movilidad, capacitación y referencia a clientes adultos, para apoyar el uso que hacen de los recursos de transporte público para ir y venir del trabajo o lugares de capacitación durante el día.

OPCIONES DE VIDA

Apoyo para adultos en el hogar

Se pueden prestar servicios de apoyo en el hogar para adultos que viven con miembros de la familia que están envejeciendo, están enfermos o no pueden de otra manera brindar todo el apoyo necesario para ayudar a establecer conexiones con los recursos comunitarios y mantener el bienestar del cliente adulto.

Servicios de vida con apoyos

Los servicios de vida con apoyos ofrecen a los adultos que ya no viven con su familia servicios de vida con apoyos para hacerse cada vez más independientes mientras viven por su cuenta en la comunidad. Esto puede incluir asistencia para tener acceso a opciones de vivienda asequible.





Casas autorizadas mediante licencia

Para los clientes que no pueden vivir con su familia ni por su cuenta, las casas autorizadas mediante licencia prestan cuidado individualizado, apoyos conductuales y de salud, así como las comodidades de una casa típica de la comunidad.

Capacitación para la vida independiente

El HRC ofrece a las personas adultas que ya no van a la escuela y que

están preparándose para llevar una vida más independiente una evaluación individual y capacitación en el centro sobre las habilidades para vivir de modo independiente.

PLANIFICACIÓN DEL FUTURO

El personal del HRC puede proporcionar asistencia a la familia de un adulto de edad para formular planes de cuidado y apoyo futuros.

PREPARACIÓN PARA EL EMPLEO

Se ofrecen clases de orientación de empleo y preparación laboral durante todo el año para adultos que no asisten a la escuela y que desean obtener empleo. El primer paso para encontrar trabajo a través de los servicios de preparación laboral del HRC es asistir a una reunión de orientación informativa de empleo. En el curso de preparación laboral del HRC se enseñan las habilidades necesarias para buscar y obtener trabajo. (Véase también "Empleo con apoyos").

PROGRAMAS DE ACTIVIDADES DIURNAS PARA ADULTOS

Los programas de actividades diurnas para adultos proporcionan actividades de apoyo durante el día para adultos que no pueden estar empleados. Las actividades están diseñadas para proporcionar la máxima inclusión posible en la comunidad y opciones individualizadas de capacitación en habilidades de vida para adultos, actividad laboral y voluntariado, expresión personal, socialización y apoyo terapéutico. Las opciones incluyen centros de inclusión, inclusión parcial, trabajo parcial, artes creativas y programas terapéuticos.

SERVICIOS DE CONDUCTA

Hay disponibles servicios conductuales para asistir a padres/guardianes a aplicar principios de intervención conductual y enseñar nuevas habilidades usando ejemplos prácticos e individualizados. Los cursos para padres y adolescentes brindan oportunidades para mejorar la socialización y la seguridad en la comunidad. Los cursos para clientes adultos y sus familias brindan oportunidades para mejorar la socialización y la seguridad en la comunidad.



SERVICIOS DE INTERPRETACIÓN Y TRADUCCIÓN

El HRC puede proporcionar interpretación de comunicación oral en reuniones con el HRC y traducción de comunicaciones por escrito (Plan de servicios familiares/individuales y Plan Individual Centrado en la Persona), del inglés al idioma primario del cliente/familia.

SERVICIOS MÉDICOS, DENTALES Y DE ENFERMERÍA

Se puede proporcionar la asistencia necesaria para satisfacer necesidades médicas, dentales y de enfermería para clientes que no tienen otros recursos de cuidado de la salud, tal como seguro privado o Medi-Cal. Se podrá proporcionar una evaluación de enfermería o cuidado de enfermería en el hogar para apoyar al cliente o a la familia a satisfacer necesidades especiales de cuidado médico.

TRANSPORTE

El HRC realizará una evaluación y, basándose en las habilidades y necesidades individuales, ayudará a conectar a clientes adultos con los servicios de transporte apropiados, tal como transporte público, servicios de paratransito comunitario y proveedores de servicios contratados por centros regionales. A veces contratamos a padres/miembros de la familia para proporcionar transporte cuando esto sea una opción rentable.

