

**HARBOR REGIONAL CENTER
CLIENT SERVICES COMMITTEE
September 25, 2012**

PRESENT:

Fu-Tien Chiou, Jeff Brower, Mei Chang, Mayeen Clayton Christine Clements, David Gauthier, Jodi Houston and Jahn Rokicki

MEETING NOTES:

HRC Performance Plan: The topic for this meeting was presentation and discussion of the Harbor Regional Center Proposed Performance Contract for 2012.

Public Policy Outcomes: The percent of clients In State Developmental Centers (SDC) for HRC is better than the Statewide average. The Trailer Bill which passed in 2011 emphasized moving clients out of Developmental Centers and preventing new admissions to the Developmental Centers. As of June Harbor Regional Center had only 63 clients in State Developmental Centers. There was discussion of the complex issue of where a client may go if not to the State Developmental Centers. In some cases we get Department of Mental Health involved. Regional centers cannot access locked facilities unless there are no community facilities, and then clients may only stay 180 days. HRC continues to successfully assist clients to move into the community and currently has only 63 clients in the Developmental Centers. HRC participates in the Southern California Integrated Health and Living Project in which several regional centers pool their CPP funds to create new community resources. Harbor Regional Center also has a specialized case manager position that working with State Developmental Center's clients.

The number of HRC minors living with families is better than the state wide average and we do not have any minors or adults living in group homes housing more than 6 clients. Adults living in home settings are also better than the statewide average.

Under the Compliance Measures section, Harbor Regional Center time taken to complete intake assessments for applicants age three and older is better than the statewide average. DDS has made some changes to and is not currently reporting intake timelines for applicants under age three and that data or for CDER or ESR. IPP/IFSP development is nearly at 100% for timely completion but the statewide average is not reported for comparison.

It was suggested that at a future meeting the Committee tour the HRC Resource Center.

FUTURE MEETING: Tuesday, October 23, 2012 at 6:00pm.

Community and Financial Development Committee

October 9, 2012

Bobbie Rendon-Christensen, Douglas Erber, Mercedes Guzman, Nancy Spiegel

We met to discuss our upcoming Holiday Giving Campaign.

Review of 2011 Holiday Giving Activities

In 2011 the Board approved an expenditure of \$35,000, and suggested that we should request more if needed. We purchased \$17,500 ea of Ralphs and Target cards in \$10 denominations.

In 2011 we raised a little over \$19,500 - \$8700 in grants and \$10,865 in cash donations to offset the above cost, in addition to finding Adopt a Family sponsors for 132 needy families.

Holiday Giving Campaign 2012

At the October 16, 2012 Board meeting, the committee will make a recommendation to the Board to authorize an expenditure from the Harbor Help Fund for the Holiday Giving Program.

Over the past several months applications for grants and toy donations have been submitted, in accordance with the various program timelines, and we are awaiting responses at this time.

We received a grant for the 2012 Holiday campaign from Boeing, for \$3000.

Our grant application for 2012 is currently being reviewed by Northrop Grumman.

After providing support last year, The Sandpipers organization has responded to this year's application and they were not able to provide us with funding, but their members do typically adopt families or conduct toy drives on behalf of HRC clients.

In-Kind Contributions

AT& T Pioneers is planning to again donate passes for an even larger group this year, of 50 clients, to view the Rose Parade. We have typically coordinated with some of our group homes to take their clients to this event.

The Children's Wish Foundation has send us one of three shipments of toys, games, and clothing for holiday distribution.

Disney Stores of North America will provide about 25 toys.

We are closely monitoring the Toys For Toys website for the opening of the 2012 application period.

Holiday Giving/Adopt A Family Mail Campaign

We are preparing to send information to our mailing list to solicit contributions and sponsors for the Adopt a Family program. These will go out before the Thanksgiving holiday. The committee may provide contact information for any additional contacts they may have.

Other Activity

The Rotary Club has informed us that we are still likely to receive a grant of approximately \$4000, for purposes of supporting Assistive Technology for the AT Lab).

We have again worked with the Disneyland Community Involvement Program to help qualify 1300 families who have expressed interest in purchasing tickets.

Harbor Regional Center
Board Planning Committee Minutes
Minutes: September 14, 2012

Members: Wendy Sorel, Chairperson, Kathy Keon, Annette Ross, Harry Van Loon, Nancy Spiegel

Annette Ross and Harry Van Loon were unable to attend in person, but provided input by email. Annette Ross, who has been a longtime member of this committee, will be unable to participate. The committee appreciates her very valuable contributions over the years.

Performance Plan

The Committee Reviewed the Performance Plan which is now being widely distributed to our community for review and input. We discussed new and continuing initiatives for the coming year. The committee is very interested in the exploration of social networking as an additional communication tool with our community. It was suggested that we also explore available guidelines and training on the maximal use of this tool. Wendy will remind the Board that the Plan will be presented at the October meeting for their approval. It is on the HRC website, and is provided as a handout at the September meeting for their review.

Survey of HRC Community Groups

This committee's next ongoing project will be to develop surveys to reach out to selected groups of HRC clients/families at key transition times, and get their feedback about their experiences. We will distribute surveys via client/family's email address, with a link to Survey Monkey.

The committee agreed that we tailor questions to that specific transition experience (eg intake, transition to school or from school to adulthood, move to a new living option, etc.). For example, the committee would be interested in learning about the value to families of information packets provided at intake, and whether some of information could be provided via the website for families who are comfortable using online resources.

Our next meeting will be scheduled in early December. In the meantime, we will work on recruiting at least one new member who is a parent.

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Public Policy Outcomes

Public Policy Measures	Statewide Average	HRC Outcomes	Planned Activities
<p>Percent of clients in State Developmental Centers (lower is better)</p> <p>Achieving Desired Outcome? YES</p>	<p>12/06 1.36%</p> <p>12/07 1.2%</p> <p>12/08 1.03%</p> <p>12/09 0.91%</p> <p>12/10 0.83%</p> <p>12/11 0.73%</p> <p>6/12 0.67%</p>	<p>12/06 1.5% 138 clients</p> <p>12/07 1.38% 125 clients</p> <p>12/08 1.12% 108 clients</p> <p>12/09 0.96% 93 clients</p> <p>12/10 0.78% 77 clients</p> <p>12/11 0.65% 68 clients</p> <p>6/12 0.59% 63 clients</p>	<ul style="list-style-type: none"> • Implement the Community Placement Plan: Continue to assist developmental center residents to move into the community, and to provide options in the community for individuals who might otherwise be referred to an SDC or other living options not eligible for federal financial participation. <ul style="list-style-type: none"> ○ Continue development of new homes in HRC area to serve individuals with intensive health, mental health and behavioral needs ○ Continue to partner with the Southern California Integrated Health and Living Project and Southern Cal Regional Centers, under the Community Placement Plan, to jointly develop sustainable homes in the greater Southern California area. These resources shall also be used by other Regional Centers as needed for community placement from Lanterman Developmental Center or other state developmental centers. ○ Continue coordination with HOPE for the development of affordable and sustainable housing.

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

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<p>Percent of minors living with families (includes own family, foster family, and guardian). (higher is better)</p> <p>Achieving Desired Outcome? YES</p>	<p style="text-align: center;">Statewide</p> <p>12/06 97.65%</p> <p>12/07 98.06%</p> <p>12/08 98.38%</p> <p>12/09 98.48%</p> <p>12/10 98.6%</p> <p>12/11 98.71%</p> <p>6/12 98.78%</p>	<p style="text-align: center;">HRC Outcomes</p> <p>6/06 98.71%</p> <p>12/07 99.21%</p> <p>12/08 99.36%</p> <p>12/09 99.37%</p> <p>12/10 99.56%</p> <p>12/11 99.60%</p> <p>6/12 99.63%</p>	<ul style="list-style-type: none"> • Continue to provide family support services, such as respite, consultation and training for parents in behavior management, toilet training, etc. • Coordinate with health plan provider agencies, and provide information and support for families, to access behavioral health treatment and other medically necessary services. • Continue to identify and promote best practices in assessment and treatment of autism. • Provide orientation and educational groups for parents, including Together from the Start workshops for families of infants and toddlers, to learn strategies for promoting their children's development, in areas such as communication, motor and behavioral skills. • Continue to coordinate support groups for parents, siblings, and other family members.
<p>Percent of minors living in licensed homes serving greater than 6 (lower is better)</p> <p>Achieving Desired Outcome? YES</p>	<p style="text-align: center;">Statewide</p> <p>12/06 0.17%</p> <p>12/07 0.15%</p> <p>12/08 0.14%</p> <p>12/09 0.13%</p> <p>12/10 0.13%</p> <p>12/11 0.09%</p> <p>6/12 0.08%</p>	<p style="text-align: center;">HRC Outcomes</p> <p>12/06 0.02%</p> <p>12/07 0.00%</p> <p>12/08 0.00%</p> <p>12/09 0.02%</p> <p>12/10 0.00%</p> <p>12/11 0.00%</p> <p>6/12 0.00%</p>	<ul style="list-style-type: none"> • Continue to encourage development of homes, to meet special health and behavioral needs, for four or fewer children/adolescents.

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

Harbor Regional Center Proposed Performance Contract 2013

<p>Percent of adults living in home settings (independent & supported living, with parent, or with adult family home agency) (higher is better)</p> <p>Achieving Desired Outcome? YES</p>	<p style="text-align: center;">Statewide</p> <p>12/06 70.68%</p> <p>12/07 71.38%</p> <p>12/08 72.25%</p> <p>12/09 73.20%</p> <p>12/10 73.99%</p> <p>12/11 74.81%</p> <p>6/12 75.29%</p>	<p style="text-align: center;">HRC Outcomes</p> <p>12/06 72.64%</p> <p>12/07 73.13%</p> <p>12/08 73.67%</p> <p>12/09 75.33%</p> <p>12/10 76.51%</p> <p>12/11 77.39%</p> <p>6/12 78.16%</p>	<ul style="list-style-type: none"> • Continue to coordinate with HOPE program for the development of affordable housing options. • Continue development of supported living and family home environments for adults with developmental disabilities. • Continue development of day activity programs, to include innovative models such as inclusion centers, partial inclusion, and therapeutic models. • Coordinate with community college districts, HOPE and supported living service providers to expand post-secondary education options, including student housing, student support services, and supported living services. • Continue to provide information for parents of adults and young adults in transition regarding available service and support options, including post-secondary education, internships, job preparation, and supported employment.
<p>Percent of adults living in licensed homes serving greater than 6 (lower is better)</p> <p>Achieving Desired Outcome? YES</p>	<p style="text-align: center;">Statewide</p> <p>12/06 5.36%</p> <p>12/07 4.94%</p> <p>12/08 4.55%</p> <p>12/09 4.10%</p> <p>12/10 3.80%</p> <p>12/11 3.50%</p> <p>6/12 3.40%</p>	<p style="text-align: center;">HRC Outcomes</p> <p>12/06 4.03%</p> <p>12/07 3.58%</p> <p>12/08 3.16%</p> <p>12/09 2.50%</p> <p>12/10 2.37%</p> <p>12/11 2.22%</p> <p>6/12 2.05%</p>	<ul style="list-style-type: none"> • Continue to encourage development of homes for four or fewer adults, including adults with special health, mental health, or behavioral needs. • Continue to assess adults living in licensed home and skilled nursing settings and identify more integrated/less restrictive living options whenever possible.

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

Harbor Regional Center Proposed Performance Contract 2013

Compliance Measures

	Statewide Average	HRC Outcomes	Planned Activities
Intake/assessment timelines, 3 and above <p style="text-align: center;">142 days or less</p> <p style="text-align: center;">143-240 days</p> <p style="text-align: center;">Over 240 days</p> Achieving Desired Outcome? YES	12/06 93.63% 12/07 95.35% 12/08 93% 12/09 97.85% 12/10 98.64% 12/11 97.52% 6/12 98.83% 12/06 4.81%% 12/07 6.31% 12/08 5.26% 12/09 1.89% 12/10 1.24% 12/11 1.30% 6/12 1.13% 12/06 1.77% 12/07 .99% 12/08 1.53% 12/09 0.26% 12/10 0.15% 12/11 0.13% 6/12 0.04%	12/06 98.33% 12/07 100% 12/08 100% 12/09 100% 12/10 100% 12/11 100% 6/12 100% 12/06 0.47% 12/07 0% 12/08 0% 12/09 0% 12/10 0% 12/11 0% 6/12 0% 12/06 0% 12/07 0% 12/08 0% 12/09 0% 12/10 0% 12/11 0% 6/12 0%	<ul style="list-style-type: none"> Continue to provide timely completion of intake/assessment for children & adults 3 years of age and above.
Intake/assessment and IFSP Development (0-3) (Title 17 requirements)	DDS to determine baseline in 12/2012, using Early Start Report	<ul style="list-style-type: none"> Continue to comply with all requirements of Title 17 for timely intake, assessment, and development of individual/family service plans, for infants and toddlers receiving early intervention services. 	

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

Harbor Regional Center Proposed Performance Contract 2013

	HRC Outcomes	Planned Activities
IPP Development (Welfare and Institutions Code requirements)	Current period 99.46%	<ul style="list-style-type: none"> Continue to comply with all requirements of the Welfare and Institutions Code, for timely completion of individual/family service plans for clients receiving services under the Lanterman Act.

	Statewide Average	HRC Outcomes	
Individuals with Current CDER or ESR (Client Development Evaluation Report or Early Start Report)	Measurement on hold until 2014		<ul style="list-style-type: none"> Continue to monitor timely completion of CDER/ESR

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

Harbor Regional Center Proposed Performance Contract 2013

Public Policy Outcomes for which Statewide Data Collection Is Not Yet Available:

Measures	Planned Activities
Number and percent of adults with earned income and average wage (aggregate)	<ul style="list-style-type: none"> • Implement statewide data collection methodology, when available. As of 2012 more than 500 adults are employed with or without supports.
Number and percent of adults in <ul style="list-style-type: none"> • supported employment • competitive employment 	<ul style="list-style-type: none"> • Continue coordination with HRC Employment Council, local employers, supported employment, and job development service providers to promote supported and competitive employment opportunities. • Continue coordination with school districts, Project Search, etc. to promote student participation in internship and job training programs. • Coordinate Employment Orientation sessions to provide information to transition age and adult clients and families regarding employment service and support options. • Coordinate Job Preparation Classes for adults seeking employment services and supports.
Access to medical and dental services	<ul style="list-style-type: none"> • Continue to assist clients and families to access medical support resources such as MediCal, Managed Care Plans, PRUCOL, Institutional Deeming, private Insurance plans for ABA and other medically necessary services, etc. • Continue to provide individual assessments of clients' health, mental health, and dental needs, provide referral to local health providers, and coordinate follow-up as needed. • Continue to provide health and wellness information and training to adults, their families, and their service providers.
Number of consumers per 1,000 who are victims of abuse	<ul style="list-style-type: none"> • Continue to offer training for clients, families and service providers to increase awareness, promote safety, and prevent exploitation and abuse of clients.

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.

Harbor Regional Center Proposed Performance Contract 2013

HRC Local Policy Outcomes	Planned Activities
<p>Assist Clients, Families and Service Providers to be well-informed, active and successful participants in client/family-centered services.</p> <p>2012 Baseline</p> <ul style="list-style-type: none"> • We have published one issue of our newsletter, the Harbor Happenings, and two issues of the semi-annual Training and Events Catalog, sharing information about important developments and opportunities available. • We distributed frequent electronic bulletins called HRC E-News, to all members of our electronic mailing list • Our website has been continuously updated with information on services, resources, training opportunities, online publications, videos, online library catalog, etc. • The Resource and Assistive Technology Center Library was visited by an average of 250 users/month including clients, parents/family members, and professionals, and offered: <ul style="list-style-type: none"> ○ 6100 print and audio-visual media materials ○ 175 developmental toys ○ Computer Lab which assisted adults to increase word processing skills, develop resumes, and apply for employment ○ 8 AT evaluations/consultations per month ○ Over 100 pieces of AT equipment available for loan ○ 5 monthly family support groups, sibling groups, and 24 trained parent mentors • A Resource Center Branch is available at our Long Beach site. It is stocked with over 300 books, videos and toys. 	<ul style="list-style-type: none"> • Continue to operate a comprehensive, multi-media Resource Center, including a library, assistive technology lab, adaptive computer lab, shared reading and developmental toy programs. • Continue to offer an array of training and support opportunities for clients, families and service providers throughout the year, including infant massage, early childhood development, mommy/daddy and me, speech and language development groups, parent and sibling support groups. • Continue to develop and distribute information through HRC publications including the Harbor Happenings newsletter, HRC E-News, Training and Events Catalog, and HRC booklets, as well as the HRC website. • Update and improve the HRC website for increased user-friendly accessibility of information. • Explore the use of social media such as Facebook and Twitter to share information with our community.

Measures of Success: •Maintain or show improved performance over prior year, and/or •Equal to or better than statewide average.