

APPENDIX D



SUPPORTED LIVING SERVICES

SUMMARIES OF SLS REVIEW SESSIONS

ON

AUGUST 14

SEPTEMBER 11

OCTOBER 9



SERVICE REVIEW SUMMARY
AUGUST 14, 2017

ATTENDANCE:

Fourteen (14) parents of eleven (11) HRC clients were in attendance at the first supported living service review session on August 14, 2017. This does not include the four (4) HRC Board members/advisors who are also parents of HRC clients (one of whom is also an HRC client) who were participating as part of the Board Review Panel. In addition there were five (5) representatives from two (2) supported living agencies in attendance. One representative from the State Council on Developmental Disabilities and one representative from the Office of Clients Rights Advocacy were also present.

PRESENTATION SUMMARY:

Patricia Del Monico, HRC Executive Director, facilitated the review session. She provided a definition of “supported living services” and reviewed pertinent sections of the Lanterman Act and Title 17 of the California Code of Regulations.

Ms. Del Monico then shared with the participants three (3) documents which had been developed and published by Harbor Regional Center and which are pertinent to general living arrangements for adults or which specifically relate to supported living arrangements. She advised the participants that these booklets were currently under consideration for revision and suggestions for changes would be welcome.

Next Ms. Del Monico discussed the current Harbor Regional Center policy on supported living services (SLS) as well as the SLS policies of the six (6) other regional centers in Los Angeles County.

Ms. Del Monico advised those in attendance that HRC has identified three major issues related to SLS as follows:

- Housing costs have become a significant barrier to accessing SLS: Housing costs prevent regional center clients from accessing living arrangements outside of the family home, especially supported living arrangements, even in barely marginally safe neighborhoods;
- Conflicting values (choice vs. health and safety) must be balanced in the provision of SLS: we are committed to promoting client choice but regularly face obstacles when clients choose lifestyles that jeopardize health and safety; and
- Rates affect quality: the people who provide personal care, guidance and supervision for our clients in SLS deserve to make a living wage; rates DO affect quality of services and cannot remain frozen.

Ms. Del Monico introduced Kristin Martin, Executive Director of Home Ownership for Personal Empowerment, who spoke briefly to the group about the crisis in affordable housing.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Meeting Protocol
- Board Member Review Panel and Staff Facilitator names and roles
- Summary of Supported Living Review Schedule
- Sections 4689 and 4689.05 of the Lanterman Act

- Sections 58600 to 58680 of CCR Title 17
- Harbor Regional Center booklet “Planning for Your Future: A Roadmap to Your Goals”
- Harbor Regional Center booklet “Living on Your Own: A Guide to Supported Living Services”
- Harbor Regional Center booklet “It’s All About Options: Living Alternatives for Adults with Developmental Disabilities”
- Harbor Regional Center Supported Living Policy
- Supported Living Policies for six other Los Angeles County regional centers
- Excerpt from *Public Policy Institute of California: California Poverty by County* entitled “Los Angeles County Renters in Crisis: A Call for Action”
- Excerpt from *Out of Reach 2017*: National Low Income Housing Coalition

QUESTIONS/COMMENTS:

Several parents expressed their need to have more information about how to make a supported living arrangement happen for their children. They indicated they had many questions, especially about such things housing costs and providing rent subsidies without jeopardizing their family members’ benefits.

- There was a recommendation that HRC put together a “frequently asked questions” fact sheet addressing these supported living questions.
- There was also a recommendation that HRC have a seminar/workshop/training about housing issues that includes information about financing options such as special needs trusts, ABLE accounts, etc. (i.e. combine training about SLS in general and SLS housing with legal consultation about how to finance the housing portion without jeopardizing benefits...specifically SSI).

A few parents asked questions related to rates/payment for SLS.

- Several parents requested information about how rates for SLS providers compare to rates paid to group homes. Ms. Del Monico advised that she would provide more information about rates in future SLS review sessions.
- On a somewhat related topic, one parent observed that SLS agencies tend to be for-profit organizations and speculated that this distinction might impact quality of services (i.e. low rates would make it difficult to realize profit without cutting corners on expenditures?) Ms. Del Monico advised she would provide more detailed information about SLS service providers and about rates in a future SLS review session.

One parent asked whether it was possible for a combination of IHSS and HRC SLS to provide 24 hour/day services and supports for an adult who needed 24 hour/day care and supervision. Ms. Del Monico responded that if 24 hour/day care is needed this could be provided in SLS. She advised that she would provide more information in a future SLS review session about the range of SLS supports currently being provided for HRC clients in SLS.

Ms. Del Monico advised that the second SLS Review Session is scheduled to take place on the evening of September 11, 2017 from 6:30 to 8:30 in HRC Conference Room A4. During this meeting we will share information on the number and demographics of HRC clients who live in supported living arrangements. We will share information about the service providers currently available to provide SLS in the HRC service area. We will review with those present the HRC Expectations for SLS as well as the various assessment formats and progress reporting guidelines we expect to receive from SLS service providers on a regular basis. And, we will share some of the various materials that service providers use to implement their programs and that are available to them from our HRC Resource Center.



**SERVICE REVIEW SUMMARY
SEPTEMBER 11, 2017**

ATTENDANCE:

Four (4) parents of four (4) HRC clients were in attendance at the second supported living service review session on September 11, 2017. This does not include the four (4) HRC Board members/advisors who are also parents of HRC clients (one of whom is also an HRC client) who were participating as part of the Board Review Panel. In addition there were one (1) client and three (3) representatives from two (2) supported living agencies in attendance.

PRESENTATION SUMMARY:

Patricia Del Monico, HRC Executive Director, facilitated the review session. After introductions were made, she presented a brief analysis of the first Supported Living Review session including a summary of the questions and comments made by those who were present at the first review session.

Ms. Del Monico then shared with the participants several of the templates used by HRC for assessing the level of supports that might be needed for clients entering or residing in supported living settings. She advised the participants that these assessment tools (not including the DDS assessment questionnaire) would be under consideration for revision and suggestions for changes would be welcome.

Ms. Del Monico explained that some years ago HRC had asked people receiving SLS, their family members, HRC staff and service providers what SLS services should be like and, based upon their input, created the HRC Expectations for SLS. She also advised that HRC used a similar process to gather input about what each person involved should do to ensure that SLS is successful and the result was the creation of the SLS Roles. Both of these documents were reviewed with the group and Ms. Del Monico indicated that the SLS review currently underway would provide a good opportunity for HRC to update these documents and that we welcome their suggestions.

Ms. Del Monico introduced Maria Elena Walsh, Assistant Manager of the HRC Resource & Assistive Technology Center. Ms. Walsh brought with her a library cart filled with materials available to clients, parents, service providers and HRC staff on the topic of supported living and related matters. She shared some of the most popular books and videos and encouraged those present to visit the resource center.

After the break, Ms. Del Monico shared some documents that HRC and HRC service providers use to review and report on clients' progress in SLS. One document is specifically for use by service providers and is completed and sent to HRC twice annually. The other is the HRC quarterly report that is completed following the quarterly visit with the client, family, service provider and other individuals invited by the client.

Ms. Del Monico then reviewed several slides containing demographic data concerning HRC clients living in SLS. The demographics included data on clients by age, gender, ethnicity, city of residence and frequency of SLS supports provided. It also included data on per capita expenditures as well as the various service providers serving HRC clients and the numbers of clients each serves.

Before closing the review session Nancy Spiegel, HRC Director of Information and Development, provided a preview of the electronic training tool used by HRC to provide individualized computer-based training on SLS for HRC service coordinators.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Summary for the August 14 SLS Review Meeting
- HRC ILS Assessment Tool
- DDS SLS Standard Assessment Questionnaire
- HRC Independent SLS Assessment Template
- HRC Expectations for Supported Living
- HRC Roles for Persons Involved in Supported Living
- HRC SLS Progress Report Guidelines
- HRC Quarterly Review Guideline
- Several HRC Resource Center bibliographies on the subject of SLS and related topics

QUESTIONS/COMMENTS:

Because the participants were few at this review session we were able to accept questions throughout the presentation of materials in a more informal manner. We did capture the areas of key interest as follows:

- There were several questions and comments about the initial assessments prior to a client entering SLS and concern was expressed that some clients will assert that they are more capable than they may actually be. This dynamic will have an impact on such things as their assessed need for IHSS and also SLS supports. There was a clear recommendation that it is essential to ensure assessments include the observations of family members.
- There were also several questions about the role of IHSS workers. It appears it would be helpful for HRC to provide information for clients/families new to SLS concerning IHSS.
- Participants were very interested in all of the handouts especially related to expectations for SLS service providers as well as the roles of all parties related to SLS. There was a recommendation that these materials be provided to all clients/family members in a packet of information prior to transitioning into an SLS living arrangement.
- Participants were also very interested in the newly produced training module designed especially for regional center service coordinators. They suggested that this training module could also be made available to all clients/family members in a training session that would be provided prior to transition into an SLS living arrangement.

Ms. Del Monico advised that the third SLS Review Session is scheduled to take place on the evening of October 9, 2017 from 6:30 to 8:30 in HRC Conference Room A4. During this meeting we will have a brief presentation about SLS rates paid to service providers and then we will have presentations from two different HRC SLS service providers. Both service providers will bring at least one of their SLS clients who will share his or her experiences living in a supported living setting. Ms. Del Monico also advised that the November SLS Review Session will be held on the FIRST Monday evening, November 6 (NOT the SECOND Monday, as originally planned).



**SERVICE REVIEW SUMMARY
OCTOBER 9, 2017**

ATTENDANCE:

Nine (9) parents of seven (7) HRC clients were in attendance at the third supported living service review session on October 9, 2017. This does not include the four (4) HRC Board members/advisors who are also parents of HRC clients (one of whom is also an HRC client) who were participating as part of the Board Review Panel. In addition there were two (2) clients and nine (9) representatives from three (3) supported living agencies in attendance.

PRESENTATION SUMMARY:

Patricia Del Monico, HRC Executive Director, facilitated the review session. After introductions were made, she presented a brief analysis of the second Supported Living Review session including a summary of the questions and comments made by those who were present at the second review session.

Ms. Del Monico then introduced Colleen Mock, former HRC Director of Community Services, who provided a brief overview of the way in which rates are established for providers of supported living services. Both Ms. Mock and Ms. Del Monico commented upon the dampening effect that the state-imposed median rate methodology has upon the rates that are permitted to be set for new SLS service providers.

Ms. Del Monico introduced Ms. Roxanne Carter-Burnell, Area Director for California Mentor, one of HRC's providers of supported living services, including the services provided for HRC clients who are participants in the LBCC College to Career program. Ms. Carter-Burnell shared information about the way in which Mentor goes about providing SLS as well as the process and requirements for hiring and training new staff. She advised that Mentor has about 20 direct support professional (DSP) positions who meet one on one with their SLS clients. California Mentor focuses on three goals when working with their clients:

1. Connecting clients with various community resources (including generic resources such as IHSS);
2. Supporting individual success in the least restrictive environment; and
3. Assisting clients with decision making and facilitating informed choices.

Ms. Carter-Burnell reviewed the DSP job description. The responsibilities include: Assisting with finances, personal care as needed and assistance with community integration. She also identified some of the barriers and challenges involved in providing these services. Ms. Carter-Burnell introduced Emily Stark, one of Mentor's C2C graduates and continuing Mentor SLS clients. Ms. Stark talked about her experience receiving SLS as a participant in the C2C program as well as her more recent experience while living with two roommates in a three bedroom HOPE home in Norwalk. Ms. Stark's parents were present and also provided input about their daughter's achievements in the program.

After the break, Ms. Del Monico introduced Kristine Engels, CEO of Life Steps Foundation – SoCal Adult Services and Patricia Flores, also from Life Steps Foundation. They made a joint presentation about the way in which Life Steps goes about providing SLS in addition to more details about the staff of their organization and their various roles, including considerable emphasis on the quality management functions

they have implemented. Ms. Flores introduced Bryon Thomas, one of Life Steps' clients living with two roommates in a HOPE home in Norwalk. Mr. Thomas shared his experience receiving SLS services as well as a little bit about his experience with supported work.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Summary for the September 11 SLS Review Meeting
- Excerpts from Title 17 of the California Code of Regulations related to supported living rates.

QUESTIONS/COMMENTS:

There were some parents who expressed concern that most SLS appears to be provided for HRC clients who are more capable than their adult children and who may need assistance only a few times per week with such things as paying bills, shopping for food and household items, taking medications, and generally performing typical activities of daily living. They indicated that their adult children have far more needs, including the need for total personal care. These parents were assured that SLS is available for clients whose needs vary and they were reminded that HRC does currently provide 24 hour/day SLS for about 50 clients. This, of course, is less than 10% of all HRC clients living in supported living settings and, accordingly, the service review (including information provided by service providers) has focused on the more common circumstances. Nonetheless, Ms. Del Monico assured the parents that their sons and daughters would be able to be served in SLS settings with all of the supports needed, including personal care supports. Ms. Del Monico indicated that HRC will make arrangements for families to meet again about these issues.

Ms. Del Monico advised that the fourth SLS Review Session is scheduled to take place on the evening of November 6, 2017 from 6:30 to 8:30 in HRC Conference Room A4. This meeting will be dedicated to facilitating a discussion among those who have attended and participated in the prior three meetings. Based up the HRC policies and practices (including service provider policies and practices) we hope to identify those things that are working well and those areas where we might recommend modification. This discussion will form the basis of our draft report.