

APPENDIX D



ADULT DAY PROGRAM SERVICES

**SUMMARIES OF REVIEW SESSIONS ON
AUGUST 3
SEPTEMBER 7
OCTOBER 5**



**ADULT DAY SERVICES REVIEW SUMMARY
AUGUST 2, 2017**

ATTENDANCE:

Twelve (12) parents of ten (10) HRC clients were in attendance at the first adult day services review session on August 2, 2017. This does not include the one (1) HRC Board member/advisor who is also a parent of an HRC client who was participating as part of the Board Review Panel. In addition, there were four (4) representatives from three (3) adult day service programs in attendance. One representative from the State Council on Developmental Disabilities and one representative from the Office of Client Rights Advocacy were also present.

PRESENTATION SUMMARY:

Ms. Colleen Mock, HRC Director of Community Services, facilitated the review session. She then shared with the participants three (3) documents which had been developed and published by Harbor Regional Center and which are pertinent to individuals transitioning from the school system to adult services. She advised the participants that these booklets were currently under consideration for revision and suggestions for changes would be welcome.

Ms. Mock also shared the two (2) HRC handouts: one that describes the range of day program models within the Harbor Regional Center service area and the second that describes the HRC Adult Resources Team (ART). She introduced Mr. Rick Travis, Manager of the Health Services Team who spoke briefly about the membership, purpose and process of the HRC Adult Resources Team.

Next, Ms. Mock discussed the current Harbor Regional Center policy on adult day services and shared the adult day service policies of seven (7) other regional centers in Southern California.

At the end of the meeting, Ms. Mock invited the participants to sign up if they are interested in touring an adult day program. Three (3) families signed up to tour day programs in the Long Beach area and two (2) families and one service provider signed up to tour day programs in the Torrance area.

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 Adult Day Services Review Schedule
- Harbor Regional Center booklet "Planning for Your Future: A Roadmap to Your Goals"
- Harbor Regional Center booklet "Working with the Schools on Transition: A Booklet for Parents of Younger Teens"
- Harbor Regional Center booklet "Facing Transition: A Look at Your Adolescent's Future"
- Harbor Regional Center handout: "Work and Day Activity Services"

- Department of Developmental Services handout: “Home and Community-based Services (HCBS) Final Rule—for Consumers and Families”
- Harbor Regional Center handout: “Adult Resource Team (ART)”
- Harbor Regional Center Supported Adult Day Activity Policy
- Adult Day Services Policies for seven other Southern California regional centers

QUESTIONS/COMMENTS

There was a question about the effect employment might have on SSI and other benefits and whether there are financial incentives for people who work.

Some parents expressed concern about various aspects of job coaching. There was agreement that job coaching should not be entirely faded out, but rather maintained, at least minimally, on an ongoing basis.

Some questions arose concerning the HRC Adult Resources Team. It was confirmed that HRC does have a standard format that is used by service coordinators for their presentations and recommendations from the ART. It was also confirmed that, while typically the ART provides three day program options for families to explore, additional options may be suggested and provided upon request.

There were also several questions about HRC’s current day programs. Ms. Mock advised that, while HRC day programs offer a range of hours of service, we have heard from families they would like to have more choice of programs longer than 4 hours and that we are placing priority on this as we develop new programs. Ms. Mock also responded that when a client/family is not satisfied with a given day program, HRC will provide them with other options to explore. Finally, Ms. Mock shared that some programs do have waiting lists but that there are always others with vacancies so that clients can be accommodated elsewhere while they await an opening in a preferred setting.

Ms. Mock responded to a question about whether HRC could provide funding for horseback riding by explaining that changes to the Lanterman Act in 2009 prohibited the centers from funding therapies that are not “evidence based”.

One parent expressed her hope that HRC could provide some help for clients who are resistant to identifying as disabled and therefore resistant to accepting HRC supports.

The representative from the State Council on Developmental Disabilities thanked HRC for holding the service review meetings and noted that they can help to educate parents and clients.

Ms. Mock advised that the second Adult Day Services Review Session is scheduled to take place on the evening of September 7, 2017 from 6:30 pm to 8:30 pm in HRC Conference Room A4. During this meeting we will share information on the number and demographics of HRC clients who participate in each type of day program. We will share detailed information about the service providers themselves. We will review with those present the HRC Expectations for Adult Day Activities and the Quality Review Format HRC uses when conducting periodic reviews of the programs. We will share the various materials that service providers use to implement their programs and that are available to them from our HRC Resource Center. We will also hear from a client who participates in one of the programs.



ADULT DAY SERVICES REVIEW SUMMARY
September 7, 2017

ATTENDANCE:

Nine (9) parents of eight (8) HRC clients were in attendance at the second adult day services review session on September 7, 2017. This does not include the two (2) HRC Board members/advisors who were also parents of an HRC client and were participating as part of the Board Review Panel. In addition, there were two (2) representatives from two (2) adult day service programs in attendance. One representative from the State Council on Developmental Disabilities and one representative from the Office of Client Rights Advocacy were also present.

PRESENTATION SUMMARY:

Ms. Colleen Mock, HRC Director of Community Services, facilitated the review session. She began by reviewing the Adult Day Services Review Summary from the previous meeting held on August 2, 2017.

Ms. Mock also shared two (2) HRC handouts; a graph showing the percentage of clients over the age of eighteen who are either attending school or an adult day program, employed, looking for work or not working and also the listing of adult day service sites within the HRC service area by service provider, city and type of program.

Ms. Judy Wada, HRC Chief Financial Officer, shared the demographic information regarding clients attending our day programs, including gender, age, ethnicity, language, city of residence as well as the percentage of clients attending each program type. Ms. Wada also reviewed the percentage of clients being served and total expenditures for each of the day program service providers serving 20 or more clients.

Ms. Mock then reviewed the Harbor Regional Center Expectations for Adult Day Activities and the Quality Review Format HRC uses when conducting periodic reviews of the programs.

Ms. Maria Elena Walsh, Assistive Manager for the HRC Resource and Assistive Technology Center, shared the various materials that service providers use to implement their programs and are available to them from our HRC Resource Center. The bibliographies that were shared included recommended materials on safety and community access, supported employment, leisure and recreation, nutrition, independent living skills and staff training.

Ms. Mock introduced Matt, a client who shared his experience attending Social Vocational Services Lakewood East- Partial Community Inclusion program.

At the end of the meeting, Ms. Mock again invited the participants to sign up if they are interested in touring an adult day program. Three (3) families signed up to tour day programs in the Long Beach area and four (4) families and one service provider signed up to tour day

programs in the Torrance area. She also shared a flyer to an open house on 9/8/17 for a day program in San Pedro.

HANDOUTS:

The following documents were handed out to those in attendance:

- Adult Day Services Review Summary of August 2, 1017 session
- Graph showing HRC data for clients over the age of eighteen
- Listing of Adult Day Service Sites by service provider, city location and type of program
- HRC demographic data for Adult Day Programs
- HRC Expectations for Adult Day Activities
- HRC Quality Review Format
- HRC Bibliography on safety and community access
- HRC Bibliography on supported employment
- HRC Bibliography on staff training
- HRC Bibliography on nutrition
- HRC Bibliography on independent and supported living
- HRC Bibliography on leisure and recreation

QUESTIONS/COMMENTS

In response to a questions concerning the difference between a partial and a community inclusion program Ms. Mock provided clarifying information concerning the program models and how they differ.

Ms. Mock advised that the third Adult Day Services Review Session is scheduled to take place on the evening of October 5, 2017 from 6:30 pm to 8:30 pm in HRC Conference Room A4. This meeting will be dedicated to presentations from two of the service providers with programs in the HRC Service area. We will hear from both Social Vocational Services and Cole Vocational Services who will present detailed information about their programs including the typical activities offered and the service provider staff who create, supervise and provide the services. We will also hear from a client who participates in one of the programs.



ADULT DAY SERVICES REVIEW SUMMARY
October 5, 2017

ATTENDANCE:

Ten (10) parents of ten (10) HRC clients were in attendance at the third adult day services review session on October 5, 2017. This does not include the one (1) HRC Board member who was also a parent of an HRC client and participating as part of the Board Review Panel. In addition, there were ten (10) representatives from five (5) adult day service programs in attendance.

PRESENTATION SUMMARY:

Ms. Colleen Mock, HRC Community Services Manager, facilitated the review session. She began by reviewing the Adult Day Services Review Summary from the previous meeting held on September 7, 2017.

Ms. Mock introduced Ms. Angie Rodriguez, Director of Regional Administration for Social Vocational Services who first discussed the services provided by Social Vocational Services throughout the state and then more specifically in the HRC service area. She then provided information about the Community-Based Inclusion Services model including work options, client choice of activities, accessing the community and the individualization of programming options for each client, allowing for flexibility. She shared information about the process and requirements for hiring and training new staff. She also identified some of the barriers and challenges involved with opening new program sites.

Ms. Rodriguez then introduced Tommy who shared his experience participating in the SVS Old Town Torrance Community Inclusion Center.

Ms. Mock then introduced Ms. Sina Akai, Program Director for the Cole Vocational Services Therapeutic Services Torrance site. Ms. Akai provided information about California Mentor/Cole Vocational Services nationwide, throughout California and in the HRC service area. She summarized the therapeutic services model noting the staffing ratio, consultants available on site, and process for hiring and training of staff. Ms. Akai provided examples of some of the activities available in which clients may choose to participate.

Ms. Akai then introduced two (2) parents who shared their experiences with the Torrance Therapeutic site and the development they have seen over time in their adult children who have participated in the program.

HANDOUTS:

The following documents were handed out to those in attendance:

- Adult Day Services Review Summary of September 7, 2017 session
- Schedule of HRC Adult Day Program Tours

QUESTIONS/COMMENTS

One parent asked if SVS had waiting lists for their programs and expressed interest in data related to client turnover that might create vacancies in the programs in order to accommodate those on the waiting lists. Ms. Rodriguez explained that at this time SVS has three inclusion center programs with no waiting lists and that typically each month 2-3 new clients start at each SVS program site.

There was a suggestion that Harbor Regional Center might be able to solicit assistance from parents and other community members when there are barriers and delays related to the development of new program sites.

Ms. Mock reminded participants that the HRC Adult Day Program Tour will be coming up and reviewed the tour schedule with all those present.

Ms. Mock advised that the fourth Adult Day Services Review Session is scheduled to take place on the evening of November 2, 2017 from 6:30 pm to 8:30 pm 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.