

**Harbor Regional Center  
Board Planning Committee  
May 3, 2019**

Ron Bergman, Chair

Members: Patricia Jordan, LaVelle Gates, Steve Goclowski, Barry Finley, Nancy Spiegel

**HRC Performance Plan 2018 Year End Report**

The Department of Developmental Services provided their year-end report based on their data as of December, 2018, which was reviewed by the committee.

- In 2018 HRC served 14, 470 clients
- We noted that over time the percentage of clients with autism has grown while the percentage of clients diagnosed with intellectual disability has decreased. In 2018, 41.1% of our clients have a diagnosis of autism compared to 31.89% in 2012, and 41.5% have a diagnosis of intellectual disability, compared to 56.21% in 2012. \
- We noted that in 2018, the percentage of our clients who are Hispanic has increased 5%, from 39% in 2012 to 44% in 2018; while the percentage of our clients who are white has decreased 5%, from 27% in 2012 to 22% in 2018. The percentages of our client population that is Asian (8%) and African American (11%) has remained relatively unchanged.
- As of December 2018, 0.06 % of HRC clients lived in developmental centers (ie about 8 individuals in the forensic unit of Porterville by Court Order), compared to 0.12% statewide. All other HRC clients who were not required by the court to live in an SDC have moved into the community.
- The percentage of HRC clients living in a large facility such as a skilled nursing home has continued to decrease, to 1.05% as of December 2018, compared to 2.31% statewide.
- HRC continues to have no children residing in a large setting serving more than 6 children.
- DDS is beginning to include outcome data on client employment in year-end progress report:
  - They report that as of December, 2018, HRC had 10 clients who went on from the Paid Internship Program to competitive, integrated employment. On average they made \$11.22/hr for 17 hours per week.
  - Clients for whom Competitive Integrated Employment Incentives were paid worked an average of 25 hours per week.
- DDS is also beginning to include outcome data on reducing disparities in these annual reports:
  - For clients living in ILS/SLS, residential care or in health care settings, HRC clients' expenditures for all but one ethnic group fall within the 'green' zone of

being greater or equal to 75%, and less than 1.25% of authorized expenditures. The percentage is slightly lower at 70%, for Hispanic clients in ILS/SLS.

- For clients living in home, HRC clients' expenditure for all but one ethnic group are within the 'yellow' zone of being 60-68% of authorized expenditure. Native American or Other Pacific Islander clients living at home have a higher percentage at 1.35%.

## **Disparity Funded Projects**

HRC presented information on our activities to increase outreach, information, and access to services, together with our Community Based Organization Partners, at two public meetings in March.

At this meeting, the committee reviewed progress on projects currently in progress, with funding from DDS to reduce disparity.

- The Community **Outreach** Specialist: Marta Gomez worked in this position from April 2018- February 2019 before taking a position with another organization. During her time with HRC she worked with four parent support groups serving Spanish Speaking Parents, and with Community Based Organizations including 211 LA County, Pediatric Therapy Network, Learning Rights Law Center, Carolyn Kordich Family Resource Center, and Provident Health Care to coordinate outreach, information, support and training activities in the community. She gathered input from parents in the community regarding the type of information and training they would like to receive. This information will be very helpful to HRC and to the new Community Outreach Specialist who will begin this position in May.
- **Public Information:** During the first quarter of 2019, The HRC Video, *Partners in Lifelong Support*, (which was developed in English and Spanish in 2018), was translated into Korean and Japanese and posted on our website. Our New Parent Orientation training content was also translated into Korean and Japanese. These materials can be used for New Parent Orientation and other trainings, to help families learn about available services. Also during this first quarter, fact sheets for families completed publication in English and Spanish on the following topics. These are available in our Resource Center and were presented at our Public Meeting on *Our Diverse Community* in March.
  - **Transition/ Transicion**
  - **Adult Day Services/ Servicios Diurnos Para Adultos**
  - **Employment/Empleo**
  - **Living Options/Opciones De Vivienda**
  - **Respte/Servicios de Relevo**

**Licensed Living Options  
Service Review Summary #2  
March 26, 2019**

**ATTENDANCE:**

Ten (10) parents of HRC clients were in attendance at the licensed living options service review session 2 held on March 26, 2019. Of the ten (10) parents, four (4) had attended session one the previous month. There were also four (4) service providers who are currently providing support to HRC clients residing in licensed group homes. There were five (5) members from the Client Services Advisory Committee in attendance as well as six (6) HRC staff.

**PRESENTATION SUMMARY:**

Mary Hernandez, HRC Director of Adult Services facilitated the review session. After introductions were made, she reviewed the content for session two. Ms. Hernandez gave a brief overview of the Family Resource Centers (FRC) that is located at both the Torrance site and also at HRC's Long Beach office. Ms. Hernandez then introduced Maria Elena Walsh, assistant Manager of the Family Resource Center. Ms. Walsh went over the wide variety of materials that are available to families and service provider staff. She discussed how service providers can utilize curriculum located in the FRC. She reported that many home administrators utilize the FRC to obtain materials that they then use to train staff in assisting the individuals we serve. Examples include materials on; teaching independent living skills; healthy meal preparation, maintaining proper hygiene, exercise, and diet, nutrition and community engagement. Materials are also available in Spanish. Ms. Walsh also shared materials that could be beneficial to families who want to assist their son/daughter to gain the skills regardless of where they reside. Ms. Walsh also discussed that the FRC has several memoirs written by families who have made the decision to have their son/daughter move into a licensed living option. Ms. Walsh discussed the Family Support Programs that she oversees that includes the Parent to Parent program. A question was asked about the number of Parent to Parent mentors available. Ms. Walsh stated that currently HRC has about 20 volunteer parents who are currently available to talk with other families. She then went on to talk about the other parent support groups available to HRC families. Ms. Walsh ended the presentation by inviting any audience members to come and visit the FRC and encouraged licensed home staff in the audience to utilize the FRC.

Ms. Hernandez then introduced Judy Wada, HRC's Chief Financial Officer to present on data regarding licensed living options. HRC has 987 clients currently residing licensed living options of these 987 client, 130 are residing in Intermediate Care Facilities (ICF's) and these homes are funded by Medi-Cal. HRC currently has 239 licensed group homes. Data presented included; total numbers of clients residing in the licensed living homes, gender, age, ethnicity and languages of the clients that we serve in licensed group homes. Ms. Wada went on to discuss where our licensed group homes are located in our service area and the levels of the homes. She then discussed the purchase of service by HRC on average for clients residing in licensed homes which amount to annually \$78, 495,783.00. A question was asked about what service provider had the most licensed homes and the answer was Ambitions who currently owns 20 homes. Another question was asked about the number of clients who reside in each home (typically 4) and another audience member inquired if clients had their own rooms. Ms. Hernandez spoke about HRC's expectation that clients have their own rooms and all development for the past 10 years has been for individual bedrooms. There was a brief discussion about other living options for

clients that included continuing to reside with their families, individual living or supported living. Ms. Hernandez also spoke briefly about HRC's efforts to convert ICF's into licensed homes.

Ms. Hernandez then introduced Mercedes Lowery, Manager of Department of Community Services (DCS) who spoke about the role of Community Care Licensing (CCL). Ms. Lowery spoke about CCL's responsibilities to provide oversight and monitoring of licensed homes to ensure that the clients residing in these homes are receiving quality care. CCL are required to do unannounced visits to the homes. She also spoke about how HRC and CCL must collaborate as we are both providing similar oversight to the same homes. A question was asked if parents can just stop by anytime. Ms. Lowery stated that families are welcome to visit anytime but cautioned to keep in mind that this is a home and that families should not be stopping by during dinner time or late at night. Ms. Lowery urged family members to develop good communication with the group home staff.

Ms. Lowery then went on to speak about the role of the HRC service provider relations specialists. Staff is responsible for doing quality assurance to all 239 homes in our area. They conduct unannounced visits and complete quality assurance reports. Ms. Lowery also discussed consultations that may be provided to a specific home if deficiencies are identified.

Ms. Hernandez then spoke about the role of the Service Coordinator (SC) for those clients who reside in a licensed group home. SC's have three main roles: (1) conduct the IPP and hold quarterly meetings (2) Be a liaison to a specific licensed home and identify any issues (3) understand the licensed homes program design and ensure the licensed home is following their program design. She discussed how each home has a SC assigned as liaison to the home. She discussed the purpose of the quarterly meeting and what the SC should be looking for when visiting the client's home. Areas that may be discussed at each quarterly can include: clients' satisfaction, review of current goals, discussion of barriers to meet current goals, review of P&I money, discuss and identify any issues that require follow up by the SC, discussion and documentation of any medical issue or appointments. SC's duties also include conducting an unannounced visit to their homes and then report to DCS any issues or concerns. Ms. Hernandez stated that the SC's work in collaboration with the assigned service provider relations specialist in DCS. In addition, should a SC identify issues that may require follow up they have access to many HRC specialists that can include: HRC MD., pharmacist, nurse, behaviorist, benefit specialist and psychologist. SC's also have the option of presenting issues at HRC's health or mental health committees. Ms. Wada spoke briefly about the role of the HRC fiscal monitor who conducts internal monitoring of licensed homes.

Ms. Hernandez and Ms. Lowery then spoke about the more macro issues that affect current licensed home not only at HRC but for all Regional Centers:

**NIMBY** – (Not in my back yard) Discussion on how licensed homes in HRC's area deal with this issue by doing meet and greets having well maintained homes and educating the people in the neighborhoods. . HRC is careful not to over saturate neighborhoods with too many licensed homes

**Closure of "Mom and Pop "homes** – Many providers who have owned a licensed home for many years have decided to retire. Clients then need to be relocated.

**Wages for Direct Care Staff** – Minimum wage has gone up but the rate set by DDS for the homes has not risen for many years

**Lack of Resources for Individuals to age in place** – As clients' age they can develop more medical issues. If they require more medical care than they home is licensed to provide they will have to move. HRC is

working closely with CCL and our licensed homes to gain waivers to allow the individuals to stay in their home, even with the new medical issues, HRC is also asking homes to get hospice and dementia waivers so that our clients' can stay in their home. Unfortunately these waivers take a very long time to get these waivers approved

**Cost of homes in our area** – Homes in our service area are very expensive making it very hard for service providers to purchase homes. HRC is working with HOPE to purchase the home and then having service providers rent from HOPE. Should the service provider decide to go out of business the clients' can stay in their homes and a new service provider can take over the home. HRC places a high priority on sustainable housing.

### **Handouts:**

The following documents were handed out to those in attendance:

- Service Review Meeting Outline
- Power Point - Licensed Living Options
- Service Provider Quarterly Progress Report
- HRC "Provider Relations Specialist Licensed Home Monitoring Visit Checklist"
- HRC "Quarterly Review for Clients in Licensed Homes"
- HRC " Licensed Home Monitoring Unannounced Visit Checklist"
- HRC "Consultation Visit Summary"
- HRC Policy " Development of Living Options"

**Questions/Comments:** *\* Any questions that were asked during the individual presentations and have been captured in the body of this document\**

- A family member inquired about when the next licensed living option training would be held on July 8<sup>th</sup> from 6-8 p.m.
- One family member asked about the difference between the quarterly report , the IPP and the report that the service provider is responsible for submitting

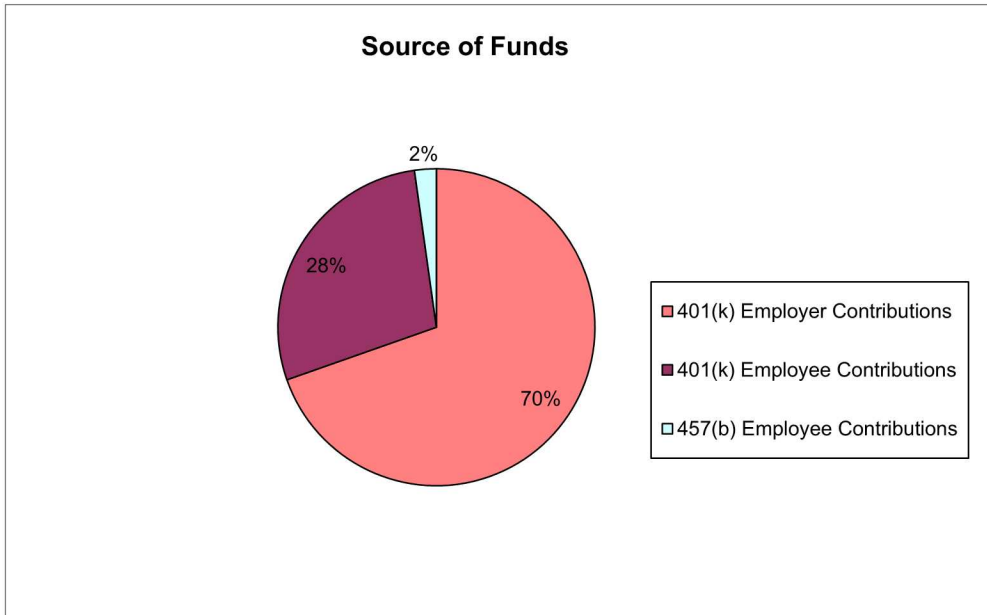
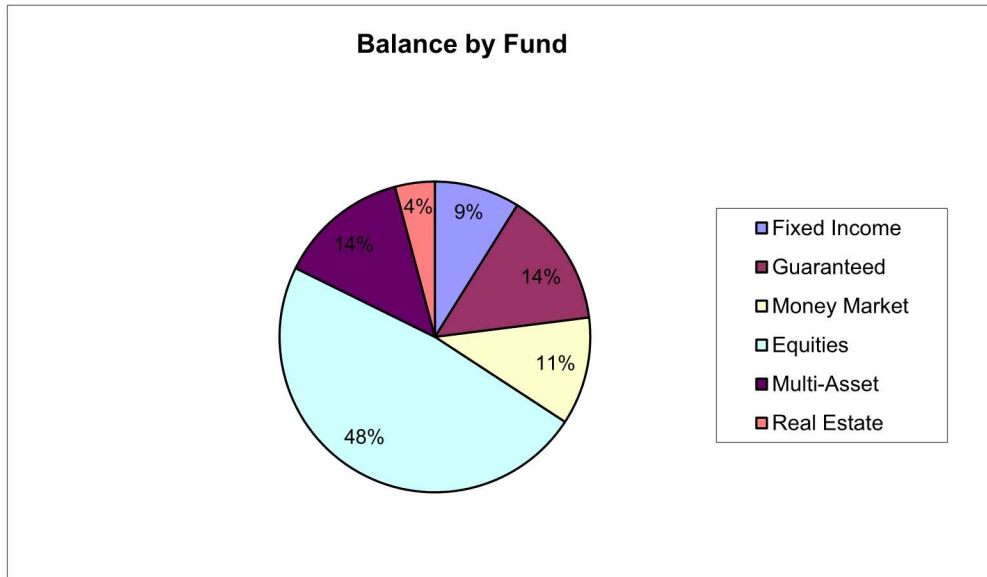
Ms. Hernandez advised that the third Licensed Living Option review session is scheduled to take place on the evening of May 28, 2019 at our Long Beach site in LB1 from 6- 8 p.m. During this meeting, we will share information on the process of having an individual move into a licensed living option. We will also have a presentation by a group home administrator and a family member who will discuss their journey of having their adult child move into a licensed group home.

**Harbor Regional Center  
Retirement Plan Balances as of 3-31-2019**

	<b>401(k) Employer Contributions</b>	<b>401(k) Employee Contributions</b>	<b>457(b) Employee Contributions</b>	<b>Total Balance</b>
Fixed Income	\$3,212,688	\$1,182,602	\$90,179	\$4,485,469
Guaranteed	\$4,025,277	\$2,503,827	\$591,375	\$7,120,479
Money Market	\$4,400,762	\$1,216,322	\$39,656	\$5,656,740
Equities	\$17,210,771	\$6,677,728	\$372,705	\$24,261,204
Multi-Asset	\$4,991,651	\$1,828,915	\$21,476	\$6,842,041
Real Estate	<u>\$1,284,937</u>	<u>\$801,394</u>	<u>\$3,445</u>	<u>\$2,089,776</u>
<b>Total</b>	<b>\$35,126,085</b>	<b>\$14,210,788</b>	<b>\$1,118,836</b>	<b>\$50,455,709</b>

\* Plan Balances include active and terminated employees still in the Retirement Plan.

\*\* Employee Contributions include \$1,428,486 in Rollover funds.



**Harbor Regional Center  
Retirement Plan Balances as of 3-31-2019**

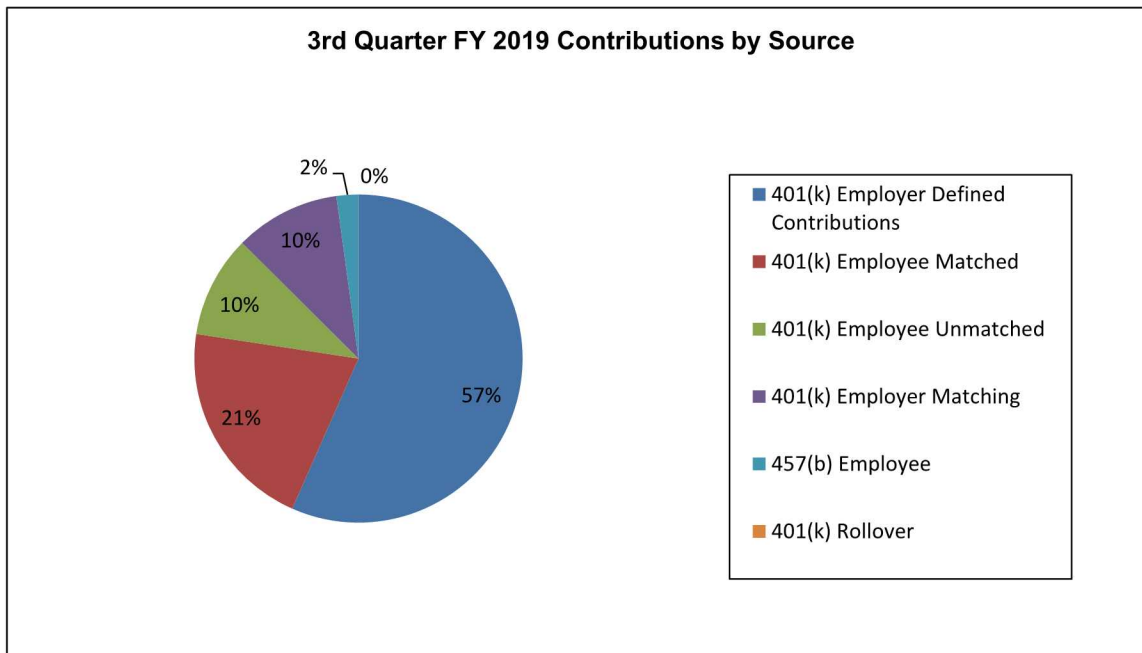
	<u>401(k)</u>	<u>457(b)</u>
<b>Fund Balance 12/31/18</b>	<b>\$44,968,495</b>	<b>\$1,048,050</b>
Activity 1/1/19 - 3/31/19		
Distributions	(\$303,239)	\$0
Contributions	<u>\$867,279</u>	<u>\$19,085</u>
Net	\$45,532,535	\$1,067,135
<b>Fund Balance 3/31/19</b>	<b>\$49,336,873</b>	<b>\$1,118,836</b>
Gain/(Loss)	\$3,804,338	\$51,701
% Gain/(Loss) for the Period	8.46%	4.93%

**Participants**

Active Employees in Retirement Plan	315	6	54%
Terminated Employees in Retirement Plan	276	3	47%
Active Employees Total Balance	\$34,271,698	\$852,701	70%
Terminated Employees Total Balance	\$15,065,176	\$266,136	30%

**Contributions**

Employer		
Defined (10%)	\$501,830	\$0
Matching (50% of Employee Matched)	\$92,133	\$0
Employee		
Matched (up to 6%)	\$184,230	\$0
Rollover	\$0	\$0
Unmatched	<u>\$89,085</u>	<u>\$19,085</u>
	\$867,279	\$19,085



**Harbor Regional Center  
Retirement Plan Balances as of 3-31-2019**

<u>Loan Information</u>	<u>as of 12/31/2018</u>	<u>as of 3/31/2019</u>	<u>Increase/ (Decrease)</u>
Employees with Loans			
Active Employees with Loans	33	29	(4)
Terminated Employees with Loans	<u>7</u>	<u>7</u>	<u>0</u>
Total	40	36	(4)
 Average Balance Amount	 \$8,350.80	 \$8,343.30	 (\$7)
 Loan Value			
Employee Contributions	\$334,032	\$300,359	(\$33,673)
Employer Contributions	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Loan Value Total	\$334,032	\$300,359	(\$33,673)



# Self-Determination Advisory Committee Harbor Regional Center Minutes, March 13, 2019



1. Meeting convened at 6:29pm

Present: David Gauthier, Mariano Sanz, Miriam Kang, Linda Chan Rapp

Harbor Regional Center [HRC]: Patricia Del Monico, Mary Hernandez, Diana Sandoval, Judy Taimi, Liz Cohen-Zeboulon

Absent: Rosalinda Garcia, Deaka McClain, staff from Disability Rights California;  
staff from State Council on Developmental Disabilities

Quorum established.

Guest: Frederico Santana Silvana

2. Minutes from 2/13/19 were approved as written.

3. Harbor Regional Center update - Mary Hernandez

a. Each client participating in Self-Determination Program [SDP] is being transferred to a service coordinator [SC] who is specifically trained in self-determination. These eleven SCs have been instructed to reach out to their new clients/families to introduce themselves.

b. For those clients with March birthdays, they will have their Individualized Person-centered Plan [IPP] with their regular coordinators – but both their regular SC and their new self-determination SC will be attending.

c. A bilingual letter is being sent out to all participants to bring them up to speed as to what is being done re: the SDP and what will happen next.

d. Judy Taimi and Mary Hernandez attended the Train the Trainers, and as anticipated, another training was added on March 15, bringing the total number of Train the Trainers sessions up to five. The first orientation needs to begin by 60 days after 3/15.

e. An Independent Facilitator Training by the State Council on Developmental Disabilities will occur in English 3/14/2019 and in Spanish 3/15/2019. Liz Cohen-Zeboulon will attend Thursday 3/14 and Diana Sandoval will attend on Friday. Other Independent Facilitators trainings will be scheduled (e.g., at Millers Children's).

f. When Mary Hernandez transitions to her next position, Antoinette Perez will take over her role serving on the Self-Determination Advisory Committee [SDAC]. Mary H's knowledge will be missed but we will have Judy Taimi, Antoinette Perez, Diana Sandoval and Liz Cohen-Zeboulon to draw on.

g. How do we roll out the orientation?

[1] work with small groups, with the powerpoint provided by Department of Developmental Services which can be edited and become handouts (e.g., Home and Community Based Services can be edited) ; This training will be small, for example, 4 trainings per Saturday for three days for a total of 12 meetings:

two simultaneous presentations Sat 9am-12pm

two simultaneous presentations Sat 1-4pm

[2] 99\* Individualized Person-centered Plans [IPPs] will need to be completed in addition to the SDP service coordinators's regular caseloads (73 clients each). \*Note: we are currently down to 90 since seven have notified their coordinators they want to withdraw from the program, and two have transferred to other regional center catchment areas.

[3] Roll out will need time to implement from the time orientation starts over 4-5 months, but there is not a fixed schedule yet. Mariano Sanz asked if it were possible to have all IPPs completed by October 2019... and there was consensus that it was possible.

#### 4. 2/21/2019 Statewide Self-Determination Advisory Committee, San Diego – Linda Chan Rapp

##### a. Followup from the January local SDAC meeting:

[1] The State Council on Developmental Disabilities Los Angeles office intends to have a representative attend our local SDAC meetings at Harbor, but right now they are short staffed; they are working on getting someone to our meetings in the near future, and I sent a copy of our meeting schedule to that office.

[2] In January Linda was authorized by the HRC local committee to set up a Person-Centered Plan [PCP] training for our SDP clients/families by contacting Christofer Arroyo at SCDD Los Angeles. Although SCDD did not get back to me, Liz Harrell, who is now the director of training not only of the Train the Trainers sessions but also for training for the local SDACs, agreed to do a training for our SDP clients/families. She is free after April 18, so all we need to do is send her a couple alternate dates and she will come to present a 3hour training on PCP. Mary Hernandez said she would contact Liz Harrell directly to set up a training date.

##### b. Statewide SDAC notes:

[1] This was a time of positive networking between the chairs of the local SDACs from all the Regional Centers, with considerable attendance from the general public.

##### [2] Statewide SDAC meeting Handouts/Guidelines/Agenda Items, San Diego

- Role of the local SDACs: support regional centers in training as part of statutory roles
- Train the Trainer Participant Orientation next steps – Liz Harrell & Jim Knight:

overviewed the Train the Trainer training content and then discussed how local SDACs can become training leaders in the community. Materials will be posted on the Department of Developmental Disabilities SDP site. It was noted by Judy Mark that local advisory committee members need to attend the Train the Trainer trainings.

- Review/discussion of implementation standards for Financial Management Services, the Independent Facilitator, and the Individual Budget

- Participant Retention and Replacement: What are regional centers doing to keep participants engaged while the SDP rolls out? What is the timeline to replace participants that have dropped out? Consensus is to encourage SDP participants to wait to withdraw until after orientation takes place. Some SDACs are bringing participants together (receptions, meet-&-greet, encouraging participation in the local SDAC meetings). Department of Developmental Disabilities will not be running a replacement selection before orientation is underway although no definite dates for replacement selection was given.

- Because of time constraints, the Statewide SDAC agreed to postpone discussion on the following agenda items:

[a] Opportunities for Local SDACs to Receive Federal Participant Funds till the next Statewide SDAC; Jim Knight committed to give a full report at that time.

[b] Self-Determination Program Evaluation

[3] Additional notes – When Liz Harrell reported on the Train the Trainer meetings, it was agreed that one of the trainings should be recorded so that those unable to make the training dates could watch them and get familiar with the procedures and materials. It was also announced that the State Council on Developmental Disabilities planned to meet the week of February 25 to discuss replacing vacant positions on local SDACs.

[4] SDAC exchange

- Several local SDACs have sponsored receptions for SDP participants and their families so they can get to know one another and start to network, share questions, ideas, etc.
- Tri-County has made a booklet for SDP participants; it was agreed that a online networking group needs to be formed from all the SDAC chairs so that information and resources can be more readily shared. Jim Knight passed a sign-up list around to create such a group.

5. Harbor Regional Center Local SDAC Public Comment – none

6. Announcement – our next SDAC meeting will be 6-8pm, April 10, 2019 in Harbor Regional Center in Torrance, 21231 Hawthorne Blvd, Torrance, CA 90503.

7. The meeting was adjourned at 7:31 pm

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Abbreviations

- IPP Individualized Person-centered Plan  
PCP Person-Centered Plan  
SC Service Coordinator  
SDAC Self-Determination Advisory Committee  
SDP Self-Determination Program

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Minutes submitted by Linda Chan Rapp

Harbor Regional Center  
Service Provider Advisory Committee  
April 2, 2019, 10:00 am

**Members Present:**

<b>Member Name</b>	<b>Organization</b>
Paul Quiroz, Chairperson	Cambrian Homecare
Pam Ryan	Canyon Verde
Jessica Beltran	Roundtrip Transportation
Baldo Paseta	Ideal Transit
Juan Sanchez	Birth and Family Services
Jazmin Zimmerman	Dungarvin
Scott Elliott	ICAN
Patricia Flores	Life Steps Foundation
Alex Saldana	Oxford Services
Rosalinda Garcia	Pediatric Therapy Network

**HRC Staff Present:**

<b>Staff Name</b>	<b>Title</b>
Patricia Del Monico	Executive Director
Erica Reimer Snell	Community Services Director
Kaye Quintero	Controller
Tes Castillo	Accounting Supervisor
Ashley Ayala	Fiscal Review Specialist
Judy Wada	CFO
Nancy Spiegel	Direct or Info & Development

**Call to Order**

Paul Quiroz called the meeting to order at 10:07 a.m.

### **Presentation on HRC Resource Center**

Maria Elena Walsh, Assistant Manager of the Family Resource Center gave a presentation on upcoming events, upcoming classes, and available resource material. Members were encouraged to visit the resource center.

### **DDS Updates**

Self Determination Program – Erica Reimer Snell reported that DDS has completed their train-the-trainer series. HRC will plan to host their training for clients and families in late May/early June.

Bridge Funding – Erica Reimer Snell reported that only a 12 month temporary 2.1% increase will be approved for community based day programs; service codes: 505, 510, 515, 520, 525, 805, 862 and ARM rate homes in high cost counties. DDS has submitted the state plan amendment, but no federal approved as of yet. Approval is anticipated by May 1, 2019. The DDS website has additional links.

### **HRC Updates**

HRC 45<sup>th</sup> Anniversary – Nancy Spiegel reported that the invitation for the event is included in the handout packet.

Legislative Advocacy – Nancy reported that HRC has met with several local elected officials with more upcoming appointment set. Advocacy handouts were included in the packets that review key talking points.

HRC Staff Changes - Erica Reimer Snell reported that Mary Hernandez is leaving HRC, Rick Travis is retiring, and Kaye Quintero is leaving HRC.

### **Rate Study**

Website material - Paul Quiroz and Erica Reimer Snell reviewed the Rate Study material located on the HRC website.

The group broke out into 4 small groups to discuss the rate study provider comments.

Next committee meeting is scheduled for 6/4/19