

HARBOR REGIONAL CENTER  
BOARD DEVELOPMENT COMMITTEE  
April, 2012

1. The following are Trustees whose term will expire at the end of the current fiscal year and who are recommended to serve another term are:

Doug Erber – 2 year term  
John Rea – 2 year term  
Bobbie Rendon-Christensen – 1 year term

2. The following are Trustees whose term will expire and who are not eligible for another term at this time:

Rhiannon Acree  
Lisa Hall

The Board Development Committee wishes to thank these Trustees for their years of service and extends an invitation to each of them to continue to participate in various other capacities with Harbor Regional Center.

3. The Client Advisory Committee has recommended several clients to serve on the Board. The Board Development Committee is in the process of reviewing applications and will make recommendations at the May Board meeting.
4. The Board Development Committee has nominated the following slate for 2012-2013 Officers:

President:	John Rea
Vice-President:	Joe Czarske
Secretary:	David Gauthier
Treasurer:	Wendy Sorel

Nominations will be accepted from the floor and voting will take place at our annual meeting in May.

5. The Board Retreat is scheduled to take place here in our Torrance Office on Saturday, June 2. The new ARCA Director, Eileen Richey, will be our guest speaker as part of this Retreat. The Board Recognition Dinner will take place in the evening of the same day. Further details regarding the Retreat and the Dinner will be provided.



**HARBOR REGIONAL CENTER  
CLIENT SERVICES COMMITTEE  
March 27, 2012**

Members Present: Fu-tien Chiou, David Gauthier, Jeff Brower,  
Tina Clements, Mei Young, Mayeen Clayton.

Staff Present: Claudia DeMarco and Mary Hernandez,

The group welcomed Tina Clements to the Client Service Committee. The topic for this meeting was to review and discuss HRC's Website- especially the information available to the clients, families and the general public.

Claudia explained that currently HRC is in the process of updating both the internal and external websites. Nancy Spiegel, Director of Information and Development is responsible for updating our website. The members reviewed areas of the site, including the DDS requirements (several informational items need to be posted on regional center websites); ability to apply for services on line; the Family Resource Center's catalogue for publications brochures, etc. and the option for our families that live in the Northern areas of our service area to request items and then have them delivered to LB office for pick up; ability to search for items and you can be linked to other libraries and their search functions; Information on upcoming training and events; contact staff via e-mail through the website; and the tab for Service providers - important issues and information.

The group went through all the tabs available. The Committee noted the website has an enormous amount of information as well as offers links to other sites. The following recommendations were made by the group:

- There is no web analytics to show how many people have visited the website and/or what particular sections are visited/not visited.
- HRC smart pages-log in for staff-should not be seen for people who are viewing the site.
- "If don't know what you're looking for you really need to look through every tab – too many clicks to get to a certain topic"
- A lot of redundancy- for example "dental" showed up numerous times in various tabs.
- A quick link needed - to how to donate
- Site needs images – pictures of who is HRC & what we do
- Links to Facebook and other social media?
- application for services-should be under "contact us", took 4 clicks to get to application (too many)

**Next meeting will be held on April 24, 2012 from 6-8 p.m. at HRC – Topic will be on Early Start Services.**

**Harbor Regional Center  
Service Provider Advisory Committee  
Minutes: March 20, 2012**

**Members Present:** Harry Van Loon, Long Beach ARC; Kristine Engels, Life Steps Foundation; Nancy Langdon, Canyon Verde; Linda Poteet, Easter Seal Southern California, Veronica Gonzalez, Westview Services; Shelly Cohen, Independent Focus; Barbara Schlosser, Ability First; Rahil Rivssos, AST; Donna Koenig, Oxford Services;

**HRC Staff Present:** Patricia Del Monico, Executive Director; Judy Wada, Chief Financial Officer; Colleen Mock, HRC Community Services Director; Barbara del Monico, HRC Resource Center Manager

**Presentation of HRC Resource Center Service Provider Training Materials**

Ms. Barbara del Monico reviewed training materials for both clients and service provider staff that is available for either check out or purchase.

She also discussed the Assistive Technology Specialist who is available for on-site screening evaluations to determine whether or not a client would be a good candidate for a complete assistive technology evaluation.

The resource Center also has an early childhood specialist who provided parent education in areas such as “Teaching your Child to Play: and “Infant Massage”.

**Budget Update:**

Ms. Patricia Del Monico provided a budget update. Six stakeholder meetings have been held throughout California to receive input regarding budget reduction suggestions to save the additional \$200 million. There are upcoming budget hearings but DDS will not have the cost savings proposals prepared in time to have them introduced as part of the hearings.

Cash flow may be an upcoming concern and Ms. Del Monico again encouraged service providers to either obtain or maintain their lines of credit.

The service providers all expressed continued concern if the 4.25% reduction continues.

**Harbor Regional Center Update**

Ms. Colleen Mock announced that Requests for Proposals for development of housing, licensed homes and day programs for clients moving from the state developmental center will be posted on the HRC website on March 23, 2012.

**Harbor Regional Center  
Service Provider Advisory Committee  
March 20, 2012 Meeting Minutes  
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Ms. Judy Wada reminded service providers of the requirement to submit their billing by eBilling no later than June 30, 2012. More than 420 service providers are now using eBilling. With the eBilling system, service providers are able to electronically update and submit their monthly turn around invoicing and attendance via the internet. Additionally, service providers are able to access payment and billing history on the eBilling system. The HRC Accounting staff is contacting each of the HRC service providers directly to assist them in understanding and preparing for this change.

Ms. Mock reminded service providers of the new regulation disclosure requirements for Medicaid Integrity. By April 25, 2012, all existing service providers will need to submit the new DS 1891 form that requires the listing of all senior management, owners and board members. HRC will notify providers by email that this form can be downloaded from the HRC website. A DS 1891 must be completed and submitted to the vendoring regional center for every vendor number.

Ms. Mock also discussed a possible train-the-trainer on client safety in the community. The members were supportive of coordinating this training and recommended that Saturday would be the best training date.

**The next Service Provider Advisory Committee Meeting: May 15, 2012 at 10:00 a.m.**

**Harbor Regional Center  
Board Planning Committee  
Minutes: March 30, 2012**

Attendees: Wendy Sorel, Kathleen Keon, Harry Van Loon, Nancy Spiegel

**Review of Draft Core Values**

At the March Board meeting, Board members had their first opportunity to review this committee's most recently proposed core values. President John Rea made a suggestion for some minor wording change to the Core Values of "Sharing Information" and "Demonstrating Leadership", to better reflect HRC's desire for open two-way communication with our community. Therefore Committee Chair Wendy Sorel suggested that discussion of all of the remaining draft Core Values be held until the April Board Meeting.

We reviewed the current drafts and agreed upon recommended revisions for review in April. These will be included in the April Board packet separately from the minutes.

**Year End Performance Report**

Nancy shared the DDS year end Performance Contract Report for HRC for the 2011 calendar year. HRC has continued to maintain successful performance ratings i.e. better than prior year and/or better than statewide average.



**Performance Plan 2011  
Year End Progress Report**

**How well is HRC performing?**

The Department of Developmental Services (DDS) has established goals for all Regional Centers in California, to continuously improve outcomes for people with developmental disabilities. These goals are listed as Public Policy Outcomes in our annual Performance Plan.

Harbor Regional Center wants to improve every year, do better than the state average, and meet or exceed the statewide standard. The chart below shows some of these key areas in which Harbor Regional Center has continued to improve outcomes for the people we serve.

Regional Center Goals (based on Lanterman Act)	December 2010		December 2011	
	State Average	HRC	State Average	HRC
Less clients live in developmental centers	0.83%	0.78%	0.73%	0.65%
More children live with families	98.60%	99.56%	98.71%	99.60%
More adults live in home settings*	73.99%	76.51%	74.81%	77.39%
Less children live in large facilities (more than 6 people)	0.13%	0.00%	0.09%	0.00%
Less adults live in large facilities (more than 6 people)	3.80%	2.37%	3.50%	2.22%

The first column tells you how HRC was doing at the end of 2010

The second column tells you how HRC was doing at the end of 2011

The shaded boxes show the statewide average of results for all 21 regional centers in California

\*"home settings" for adults include the family home, independent and supported living, and Family Home Agency (FHA) homes.

In 2011, HRC's helped to ensure that people live with their families or in their own homes (99.6% of children and 77.39% of adults). Children and adults who do not live with their family or in their own home/apartment live in typical homes, in typical communities. We have also continued to support individuals to move from State Developmental Centers (SDCs) to new homes in the community, significantly decreasing the number of HRC clients living in SDCs from 120 in 2009, to 77 in 2010, to 68 individuals (0.65%) at the close of 2011.

We want to continue to identify and develop small licensed homes that can meet the needs of individuals who live in licensed homes for more than six individuals. Currently, 2.22% adults (and no children) live in larger licensed care settings, such as nursing homes or mental health programs.

HRC also continues to work with its partners in the community, including the HRC Employment Council, Project Search, local school districts, community colleges and service providers to increase opportunities for adults to participate in post-secondary education and work. At present approximately 500 adults are employed with or without supports. A new College2Career Program is supporting its first class of students at Long Beach Community College and in student housing. Adults who do not wish or are not able to work engage in meaningful, integrated and individualized day activities, and due to ongoing development, an increasing array of new adult day activity opportunities, such as therapeutic, partial work, and inclusion centers, are becoming available in different cities within our service area.

Harbor Regional Center also continues to do very well on compliance measures, such as passing audits by DDS and independent auditors, completing required audits of HRC service providers, and managing within our allotted Operations budget. 100% of HRC intakes were completed in a timely manner, within required timelines or sooner. Requirements for Individual Program Planning (at HRC, called Individual/Family Service Plans or IFSPs) were met 99.58%.

We hope this summary report helps you learn more about HRC. To see the complete Performance Plan report, demographic information, or our Annual Report go to: [www.harborrc.org](http://www.harborrc.org), / Guide to HRC section. If you have any questions or comments, please contact Nancy Spiegel, Director of Information and Development, Harbor Regional Center, at **(310) 543-0658**.

# **Harbor Regional Center Core Values Draft Revision 2011-12**

This document is divided into three parts:

- Part One contains the Core Values that were already approved earlier.
- Part Two was approved earlier but has a newly proposed revision.
- Part Three draft revisions have not yet been discussed or approved.

## **Part One: Approved by the Board in Fall 2011**

### **Fostering Empowerment /Self-Direction**

People with developmental disabilities and their families who are knowledgeable of their rights and opportunities are able to make decisions on their own behalf, and are empowered to exercise control of, and responsibility for their own lives.

Harbor Regional Center is committed to providing support, information and choices to facilitate the empowerment process, and to assisting our clients to achieve the greatest self-sufficiency possible.

### **Providing Support**

Ensuring that families receive early, continued, flexible and culturally-sensitive support assists them to maintain a secure and stable family system. A viable support system includes informal sources such as family, friends, and community, as well as formal support from educators, clinicians and service coordinators.

Harbor Regional Center's role is to respect, support and promote family and community relationships, and build partnerships that contribute to desired outcomes, hopes and dreams.

### **Promoting Informed Choice**

Individuals and families who are able to see themselves as capable and competent decision makers can take a leadership role in all areas of their lives.

Harbor Regional Center is committed to empowering our clients and families to be knowledgeable of their options, exercise informed individual choices, and pursue their desired outcomes based upon these choices.

### **Coordinating Family/Person Centered Services**

We respect the important roles and relationships of the individual, family, professionals, and the community, as equal participants on the individual's team.

Harbor Regional Center is committed to strengthening each family's ability to promote their family member's development.

**Harbor Regional Center  
Core Values  
Draft Revision 2011-12**

**Part Two: Approved by the Board in Fall 2011, but additional change requested:**

**Sharing Information**

Information provides individuals with developmental disabilities and their families with the knowledge to make decisions, and to be active participants in the planning and coordination of services. Information about our clients, our services, and our performance enables our community and legislative leaders to better understand and strengthen our service system.

Harbor Regional Center believes in openness and transparency. We are committed to **listening and receiving feedback, and** providing timely, accurate and comprehensive information to our clients, families, service providers, board, staff, and the general public.

**Harbor Regional Center  
Core Values  
Draft Revision 2011-12**

**Part Three: Draft Revisions Not Yet Approved by the Board**

**Least Restrictive/Most Inclusive Alternative**

**Current:** *Harbor Regional Center is committed to the principle of the “least restrictive/most inclusive alternative.” This means that services and supports should not restrict freedom to any degree greater than is essential to meet the individual’s desired outcomes, and that necessary services and supports should be provided in natural, as opposed to special or segregated environments. This principle cuts across all life experiences, including residential, educational, recreational/leisure, and work environments, and is embraced in the development and coordination of services and supports.*

**Proposed:**

**Advancing Inclusion**

Harbor Regional Center promotes services and supports that are provided in small, individualized, integrated and inclusive settings, utilizing natural environments and relationships whenever possible.

Harbor Regional Center is committed to maximizing opportunities for meaningful interaction with people without disabilities, and active participation in the community.

**Partnership**

**Current:** *We believe we have the best chance for success in service delivery if all stakeholders (clients, families, vendored and generic providers of service and supports, staff and board) are partners, committed to the vision and mission of the Center; if they are active participants in the activities of the Center; if they are involved in establishing the direction of the Center; if they face the challenges and the adversities together; and if they accept responsibility for the results. Harbor Regional Center values our relationship with all of our partners. We recognize that our success or failure is inextricably linked to theirs and theirs to ours. We know we must all work together with a common sense of purpose if we are to achieve the vision and mission we have established.*

**Proposed:**

**Respecting Partnership**

We recognize that the regional center and its clients, families, service providers legislative leaders, and funding sources must actively work together as partners within a complex system of services. We value our relationship with all of our partners, with whom we share responsibility for facing challenges and achieving results.

We are committed to working together with a common sense of purpose, to achieve the vision and mission we have established.

**Harbor Regional Center  
Core Values  
Draft Revision 2011-12**

**Current:**

**Evaluation, Innovation, Flexibility, and the Pursuit of Excellence:**

*The system within which we work is constantly changing. Sometimes this change is a slow evolutionary one, and at other times reforms, innovations or catastrophes happen exceedingly rapidly and without warning. In either instance, Harbor Regional Center and all of our partners must be flexible, and willing to adapt to the demands of difficult, unique, or new challenges.*

*Effective organizations are not static. Ideally they are continually re-examining their operations, keeping abreast of the latest technologies, and experimenting with innovative pilot projects, procedures, and studies to improve their service delivery. When public funds are expended in exemplary, innovative ways, a worthy return on these investments is realized, as well as advancement of the state-of-the-art. Harbor Regional Center is committed to the pursuit of excellence through this self-evaluation and renewal process.*

**Proposed**

**Embracing Excellence and Innovation**

We strive to be a learning and evolving organization. We promote the development of well-trained, knowledgeable and effective staff and service providers, with whom we share expectations for continuous quality improvement, innovative approaches, and evidence-based best practices.

We are committed to the development of services and supports that expand horizons, facilitate independent and productive lives, and support integration in the community for people with developmental disabilities.

**Demonstrating Leadership**

We take pride in our long history of compassionate service delivery, combined with conscientious stewardship and accountability. Our board, staff, clients, families and service providers are rich in experience and knowledge, and provide valuable guidance in establishing the future direction of our Center.

Together we value openness, communication, and accessibility, fiscal responsibility, and prudent effective use of available resources. **We work in partnership with our stakeholders in the exchange of ideas, and in establishing the direction of the Center,** for the achievement of our shared goals.

We are committed to continuing to develop strong leaders for the future.