

APPENDIX C



SUPPORTED LIVING SERVICES REVIEW SESSION III

OCTOBER 9, 2017



HARBOR
REGIONAL
CENTER

SUMMARY
SERVICE REVIEW SESSION II



**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 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 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).



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SLS RATES

17 CA ADC BARCLAYS OFFICIAL CALIFORNIA CODE OF REGULATIONS
Title 17. Public Health
Division 2. Health and Welfare Agency -Department of Developmental Services
Regulations
Chapter 3. Community Services
Subchapter 19. Supported Living Service
Article 7. Rate Negotiation

17 CCR § 58660

§ 58660. General Requirements.

(a) Rates for SLS shall be:

(1) Cost effective to the State; and

(2) Agreed upon through contract negotiation between the regional center and the SLS vendor in accordance with Sections 58661 through 58663.

(b) The regional center may negotiate a rate for the direct services referenced in Title 17, Section 54349(a) through (d), and specified in Section 58614(b). The negotiated rate for direct services shall be established using one of the following methods:

(1) The direct service rate includes compensation for all SLS vendor's administration services specified in Section 58614(c). No additional rate shall be negotiated for SLS Vendor Administration (Service Code 894), and the vendor shall receive no additional compensation for administration costs;

(2) The direct service rate excludes all SLS vendor's administration costs for the services specified in Section 58614(c). An additional rate may be negotiated separately for SLS Vendor Administration (Service Code 894), to compensate the vendor for necessary administration costs.

(c) Negotiated rates shall not:

(1) Result in the regional center paying the vendor more for any service than the vendor would charge any other purchaser of the same or essentially similar service; nor

(2) Be subject to approval by the Department.

17 CCR § 58661

§ 58661. Direct Service Rates.

(a) Direct Service rates shall be:

(1) Limited to the following service code categories:

(A) Personal Support Service (Service Code 891), pursuant to Title 17, Section 54349(a);

(B) Training and Habilitation Service (Service Code 892), pursuant to Title 17, Section 54349(b);

(C) 24-Hour Emergency Assistance (Service Code 893), pursuant to Title 17, Section 54349(c); and

(D) Supported Living Service (Service Code 896), pursuant to Title 17, Section 54349(d);

(2) Negotiated separately for each service code category enumerated in (a)(1) until July 1, 2000, and based on any one or any combination of the following models that results in the most cost-effective purchase of services by the regional center:

(A) Hourly rates;

(B) Monthly rates;

(C) Flat rates;

(D) Rates based on anticipated average monthly costs;

(E) Rates based on the actual provision of services in a payment period;

(F) Rates applied to services to individual consumers, groups of consumers, or to all the consumers served by the SLS vendor.

(b) Rates may reflect, as appropriate to the applicable method of negotiation specified in Section 58660(b), any combination of the following:

(1) Salaries, wages, and benefits of all SLS staff and consultants to the vendor providing direct service;

(2) Travel and incidental costs designated in the contract as necessary for the provision of direct service; and

(3) Cost of the administration services specified in Section 58614(c), necessary to maintain the SLS vendor's direct service operation.

17 CCR § 58662

§ 58662. SLS Vendor Administration Rates.

(a) A separate SLS vendor administration rate shall be limited to SLS Vendor Administration (Service Code 894), pursuant to Title 17, Section 54349(e).

(b) The SLS vendor administration rate shall be:

(1) Negotiated only with SLS vendors whose direct service rates are negotiated pursuant to Section 58660(b)(2);

(2) A single fixed monthly rate; and

(3) Limited to the SLS vendor's costs of administration, as specified in Section 58614(c), which are required to maintain the SLS vendor's direct service operation.

17 CCR § 58663

§ 58663. Rate Review and Renegotiation.

(a) The regional center and contracting SLS vendor shall review all negotiated rates at the time of contract renewal, and at other times as specified in the contract.

(b) Regional centers shall, for at least three years from the date of the final payment to the SLS vendor in any State fiscal year, retain and make available to the Department upon request the cost data or analytical bases which the regional center relied upon during rate negotiation with the SLS vendor.