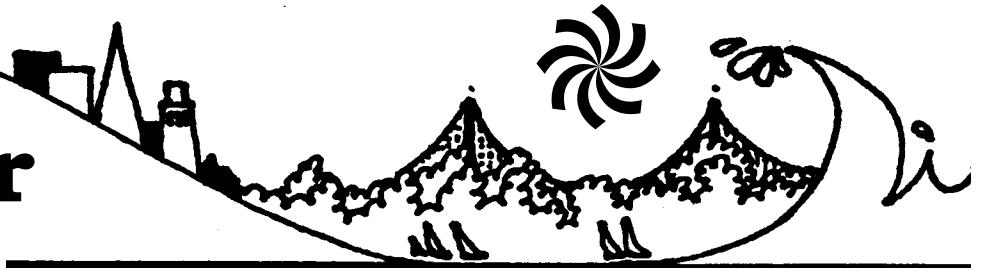


Spring 2000

Service Provider Update



A Publication for Service Providers of Golden Gate Regional Center

Golden Gate Regional Center – 120 Howard Street, 3rd Floor, San Francisco, California 94105 – 415/546-9222

Advocacy for Staff Wages: Now is the Time to Get Loud!

by Michael Williams,

Board Representative of the GGRC Service Provider's Advisory Committee

In the three counties served by the Golden Gate Regional Center, the average annual wage for staff members is approximately \$22,000 (statewide, the average is \$18,500). This figure applies not only to entry-level staff, but to program directors, line supervisors, and other experienced professionals. In fact, many direct care staff members earn as little as \$7.00 per hour.

According to the California Housing Finance Administration, persons earning salaries in this range are designated low income. In fact, a California citizen can earn up to \$43,000 while still qualifying for low-income home loan assistance. By this measure, staff members would have to almost double their earnings to avoid being classified as low-income.

These statistics are undoubtedly not surprising to veteran service providers. However, the problems associated with paying extremely low wages for highly demanding work have reached a crescendo. Specifically, there have been severe staffing shortages, marked by high employee turnover and an increase in absenteeism and workers' compensation benefits. In addition, service providers have had a

difficult time finding qualified candidates to fill many job posts. These hurdles have led to a troubling decline in the quality of service being provided. It is especially disruptive for the consumers, who must cope with a revolving door of people in and out of their lives.

Unfortunately, this crisis was inevitable considering California's systematic neglect of community programs. For example, this fiscal year the State of California enjoyed a historic budget surplus, yet Governor Davis vetoed a paltry 4% wage increase despite unanimous legislative support. In response to this snub, on January 18, 2000, service providers staged a walk-out on the Department of Developmental Services' *Service Delivery Reform Task Force*.

This action sparked the flame for a new movement as advocates and providers, regional centers and

(continued on page 6)

Eating Healthy for Good Digestion

by Theresa Keyes, M.D., GGRC Staff Physician



We all know that it is important for us to eat right, but we don't always think through the reasons why. Symptoms of malnutrition, such as kwashiorkor, beriberi, pellagra, scurvy and rickets are not often found in our country, however, osteoporosis and constipation are extremely common in the population we serve.

By now, most people are familiar with the food pyramid that appears in magazines and on packages of processed food. This is a diagrammatic way of showing that the average adult should have up to 10 servings per day of grains; 6 or more servings of fruits and vegetables; roughly 3 servings of protein; and a small amount of fats and sugars. In reality, few of us actually follow those recommendations. In fact, many people insist on eating only certain foods, while completely ignoring others.

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Service Provider Update Spring 2000

A publication of
Golden Gate Regional Center

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Challenging Stereotypes and Ignorance: The San Francisco Police Department

by Forrest Fulton

(Reprinted with Author's permission from the Summer 1997 edition of *Impact*).

Historically, police officers have been criticized by courts, citizens groups and government organizations for not properly responding in situations where a person has a disability or is in an emotional crisis. Many law enforcement misconduct investigations have found that the core of the problem is the lack of specialized training given to police and corrections officers about how to respond to persons who have physical or cognitive disabilities or a mental illness.

I have listened as family members have related to me horror stories about how officers treated their relatives who were in crisis. Some of these police contacts resulted in human tragedies and either the individual or the officer was seriously injured during what became a violent confrontation. Many family members have told me of their fears about calling the police because of concerns about the safety of their loved ones. Yet, if you go up to almost any law enforcement officer and ask him or her if there is any problem in their responding to people with disabilities, the officer will almost always say that there is no problem.

In response to this situation, the San Francisco Police Department, in 1995, developed the class *Law Enforcement Officers Responding to People with Developmental Disabilities*. The class came about when the California State Council on Developmental Disabilities funded a prototype lesson plan for training law enforcement officers.

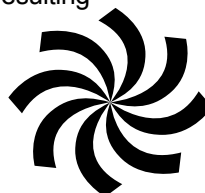
The council's requirement for the lesson plan was that it be formatted into a 3-day train-the-trainer system and that the content be acceptable for California State Certification and Approval. The resulting

class was developed by officers, for officers and approved by the California Commission on Peace Officer Standards and Training and the California State Training for Corrections officers.

The curriculum provides in-depth training for recruit and senior officers that prepares them to return to their home units or departments and train other officers in how to better serve persons with disabilities. It teaches officers how to respond appropriately to persons with disabilities in each of the three groups into which officers often categorize people: victims, suspects and witnesses. Content includes information about different types of disabilities, appropriate response procedures, providing ADA-mandated accommodations, department policies and techniques for communicating with persons who have disabilities.

During the class, officers who are accustomed to fighting crime and who routinely see the wreckage of illegal acts, are exposed to the physical and psychological battle that people with disabilities engage in on a daily basis. In the training, police officers talk directly to people who have disabilities and listen to their stories of what life is like with a disability. Family members talk to police about the needs of their member with a disability. Through this, officers learn to connect with people who have disabilities on a very human and personal level. As one officer stated after the training, "I have learned that basically all of us will become disabled, some of us early in life and some of us later in life. I've learned that it is not 'them and us', it is just 'us'. We are all in it together".

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The Anchor

Project: Providing Services to Individuals with Dual Diagnosis

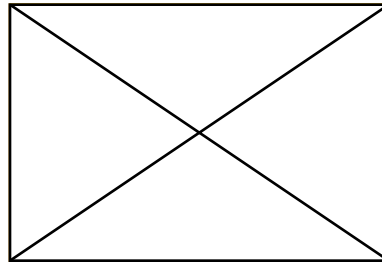
by Chad Lejeune, Ph.D.

The Anchor Project was developed in 1997 as part of the Wellness Initiative through the Department of Developmental Services (DDS). It is a collaborative effort between Golden Gate Regional Center (GGRC) and the San Francisco Department of Community Mental Health. The project serves individuals with developmental disabilities who reside in San Francisco and also have a mental health diagnosis.

Consumers participating in the project are offered a range of clinical services, which include: individual therapy and psycho-social treatment groups. The project also provides training workshops on mental health, behavioral interventions and psycho-social training for community group homes, supported living and day treatment providers, as well as professionals at GGRC and the San Francisco Department of Mental Health.

After the project's first year, most of the individuals receiving treatment showed improvement relative to the severity ratings of their presenting problems. From September 1997 to March 1998, none of the project participants were hospitalized. As of April 1999, the San Francisco Department of Mental Health reported that rates of acute psychiatric hospitalization among the targeted population have decreased by 62%. The Anchor Project is currently accepting referrals for new participants. All referrals should be made through a consumer's social worker at GGRC.

For more information contact your social worker or Lisa Rosene, Assistant Chief Social Work Services at GGRC 415/546-9222 ext. 309. ☺



The San Francisco Police Department

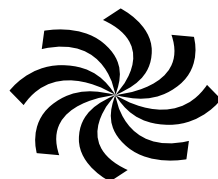
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The magic of the class occurs when hardened and sometimes cynical street cops become empowered agents for social, ethical, and human equity.

The reviews of the training from the class participants have been outstanding and the results are beyond expectations. Officers have related that they have noticed a change in how they communicate in everyday situations and with all types of people - not just with persons with disabilities. The class has also enabled officers to move beyond stereotypes of persons with disabilities and connect with the person who is requesting service.

As the success of the program has become known outside of California, requests for training have been coming from officers across the nation. The majority of the public and the majority of law enforcement officers believe that what the police do is catch bad guys, but what we really do is provide service to people in need of help. This includes people with disabilities, attempting to navigate the criminal justice system while dealing with animosity and social apathy.

Forrest Fulton is a Sergeant in the Behavioral Science Unit of the San Francisco Police Department, San Francisco, California and a police academy instructor. He may be reached at 415/837-0875. ☺



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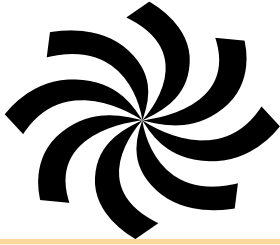
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120 Howard Street, 3rd Floor
Call Elizabeth Grigsby or
Barry Benda
415/ 546-9222 for information
All Consumers Welcome

Service Provider Education Committee

Call Annette Vitali-Thompson
415/ 547-1755 for time and date
55 Stevenson, San Francisco
All Welcome



Upcoming Events



Adult Services Information Fair

Hosted by Golden Gate Regional Center & The Service Provider Advisory Committee

When: Thursday - May 11, 2000
From 10 a.m. - 1 p.m.

Where: RCH, Inc., 207 Skyline Blvd.
San Francisco, CA 94132

Why: To educate consumers, families, social workers & other service providers about the range of services available in our community.

How: For further information contact Nancy Beck at GGRC 415/546-9222 ext. 350.

The 2000 Health & Wellness Forum Presented By

The Association of Regional Center Agencies & The California Department of Developmental Services

When: April 25-26, 2000
April 25 - Beginning at Noon
April 26 - 8:00 a.m. - 4:00 p.m.

Where: The DoubleTree Hotel
2001 Point West Way
Sacramento, California

How: To receive the government rate, make your reservations by calling (916) 929- 8855. Identify yourself as a participant in the health and wellness forum.

For More Information
Please call (916) 657-2692



The 4th Annual Golden Gate SELF-ADVOCACY CONFERENCE

Building Relationships: How to Make Them Work

Sponsored by the Consumer Advisory Committee & the Service Provider Education Committee
Golden Gate Regional Center

Thursday, April 13, 2000 ~ 10 a.m - 2:30 p.m.
Fort Mason Center, Bldg. A, Golden Gate Room
San Francisco, CA

For more information contact Nancy Beck at 415/546-9222 ext. 350

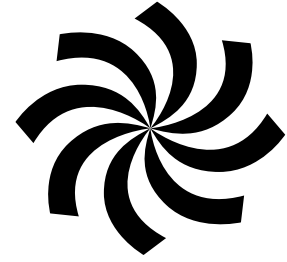
18th Annual Cal-TASH Conference

(CA Association for Persons with Severe Disabilities)

“Creating 21st Century Communities: Families, Schools and Beyond”

April 27-29, 2000
at the Burbank Airport Hilton Hotel
To register or for additional information call (410) 828-8274 or write
Cal-TASH
TASH, 29 W. Susquehanna
Suite 210
Baltimore, MD 21204

Bulletin Board



Short on Staff?? Post job listings for free on the internet at www.idealists.org.

Donated Dental Services Now Available! by Helen Raschke

The California Foundation of Dentistry for the Handicapped is now offering dental services to Golden Gate Regional Center (GGRC) consumers and the elderly free of charge. The Donated Dental Services (DDS) program is available for consumers who are unable to pay for dental services and require extensive treatment. Consumers may receive these services only once and regular services, such as dental check-ups and cleanings, will not be covered by the program.

The DDS program offers comprehensive dental treatment through the use of community dentists who volunteer their time and services in their own offices. In addition, dental laboratories that make dentures, crowns and bridges also donate their services. Consumers may apply for these services, however, there is a waiting list. Once the consumer is at the top of the list, the DDS program will coordinate services through a local dentist and set up an appointment. For an application, please contact an assigned GGRC social worker or speak with the DDS Referral Coordinator - Linda Herrera at (916) 498-6176.

Volunteers Wanted!

World Institute on Disabilities and the Pacific Disability and Business Technical Assistance Center are co-sponsoring the Bay Area's Initiative 2000 festival as part of the national celebration of the 10th Anniversary of the signing of the Americans with Disabilities Act.

The Bay Area will be the launch site for a 12K torch relay that is meant to symbolize the spirit of the ADA. The torch is scheduled to reach Washington D.C. on July 26th, the exact date on which the ADA was signed 10 years earlier. The Bay Area event will take place on June 17, 2000 and will begin at the new San Francisco Giants' Ball Park at China Basin and will be followed by an across the bay voyage of the torch on a sailboat that will be piloted by members of the Bay Area Disabled Sailors.

Organizers are looking for volunteers to participate on a variety of levels, including fundraising and administration. For more information, contact WID at 510/763-4100 or Pacific DBTAC at 510/848-2980.

3 What's happening?

We welcome photos, ideas or articles for the GGRC newsletters that show off the supports and services offered to consumers in our community. The "GGRC Focus" is published in June and December, and the "Service Provider Update" is published in March and September. Contact Nancy Beck 415/ 546-9222 x350 with suggestions or submissions.

Advocacy for Staff Wages

(continued)

community organizations, center-based and fully inclusive programs found exciting new areas of common ground.

In many ways, the walk-out was also a practical maneuver in that it highlighted the need to pursue alternative avenues for advocacy. Directors of community agencies were clear that their involvement in the DDS task force would only continue if they could be assured of some degree of relief going forward. They were simply unwilling to divert their time and attention from the pressing issues they are faced with daily, if there was to be no pay off in the end. DDS had been pursuing traditional channels within the administration to advocate for this cause, however their efforts bore no fruit, as was evidenced by the Governor's veto.

The major state-wide agencies involved in the walk-out include the California Rehabilitation Association (CRA), the Arc, and United Cerebral Palsy (UCP). Since January 18th, representatives from these agencies and countless others have been holding meetings and formulating a new plan of action. Representatives of this new task force have brought their case directly to the attention of the Governor's advisors and are in the process of crafting budget legislation to raise the average salary for all community programs by roughly 46% (average \$18,500 to \$27,000). Total costs for this initiative are estimated at \$342 million.

The time to act is now, as the potential for success has never been greater. At the very least, Senate Bill 1332 will provide a 20% salary increase for day program staff. There is nothing to lose and much to gain through our collective efforts. That is why it is essential that we seize this opportunity before next year's budget negotiations are upon us!



Here is what needs to be done:

1. MAKE OURSELVES HEARD AT THE ARCA GRASSROOTS DAY ON APRIL 12, 2000.

For the first time ever, the Association of Regional Center Agencies and community vendors are collaborating for this day in Sacramento to put forward a unified voice for a living wage for community program staff. Call Nancy Beck at GGRC for more information 415/546-9222 ext. 350.

2. PETITION THE GOVERNOR'S OFFICE.

If you have not received the CRA petition to the Governor, please e-mail me at mwilliams@ucpgg.org or call (415) 627-6939 ext.13. We want to get as many signatures as possible to present at the press conference.

3. COMMUNICATE WITH YOUR LEGISLATORS. Tell them to support budget language that provides a living wage for community program staff. Specific proposals are under development now, so keep in touch with state-wide organizations or the Bay Area Developmental Disabilities Coalition (BADD). Contact Patricia Kemerling at the Arc, SF for updates 415/255-7200.

4. MOBILIZE CONSUMERS AND FAMILIES!

Consumers have been most affected by staff turnover, therefore their stories need to be heard. Policy makers may listen to consumers and families more than they would to providers. Therefore, it is essential that consumers and their families sign the petitions, speak to their legislators and come out in force on Grassroots Day! ☺

Eating Healthy for Good Digestion

(continued)

By far the most common chronic medical condition I see among our consumers is chronic constipation. This disorder can occur for many reasons, the most common being poor diet. Many people simply prefer "junk food" and neglect to purchase and eat fruits and vegetables, milk or water. Edentulous people find milkshakes, pasta and mashed potatoes easier to take than salads, meats or whole grains. People with cerebral palsy frequently burn up a lot of energy because of muscle spasms. At the same time, they usually have poor oral-motor control, therefore they are unable to take in enough fluid and fiber to have frequent, spontaneous stools. Similarly, some of our young female consumers do not eat enough meat or eggs to replace the iron they lose during menstruation. This lack of attention to the recommended dairy intake can heighten the chances of developing osteoporosis in post-menopausal women.

Healthy people should get enough protein, fiber, fluid, vitamins and minerals in a balanced and varied diet without requiring dietary supplements. Most healthy consumers should only need some guidance from their families or caregivers to eat right. Either their regular physician, a nutritionist, dietician, or the Interdisciplinary Team Nurse should be able to assist in meal planning, if needed. The GGRC Interdisciplinary Team Nurse is available to work closely with consumers who have more severe medical problems in conjunction with their medical specialists to maintain both a palatable diet and a healthy body. If you wish to seek assistance with meal planning or nutrition needs for individual consumers, please contact your social worker for a referral to a GGRC Health Specialist. ☺

Direct Support Professional (DSP) Training Update: New Regulations in Effect!



by Richard Ushmann, Quality Assurance Supervisor

The State of California Department of Developmental Services has just released new emergency regulations regarding the Direct Support Professional (DSP) Training and Testing Program (Welfare and Institutions Code 4681.4 & 4681.5).

More than 1,000 direct care staff and administrators have received the first 35 hours of training and more than 15,000 tests have been administered by the Regional Occupational Centers and Programs in the State of California. The Department of Developmental Services has made several changes, effective immediately, with the release of the emergency regulations dated March 7, 2000:

TIME LINES FOR COMPLETION OF TRAINING AND TESTING ARE EXTENDED.

DSP WAIVER REQUIREMENTS NO LONGER IN EFFECT.

All direct care staff hired prior to January 1, 2000 have until January 1, 2001 to complete the first 35-hour segment and January 1, 2002 to complete the second 35-hour segment. (The deadline dates have been ex-tended and there is no longer an exception for facilities that serve a majority of consumers placed by another funding agency.)

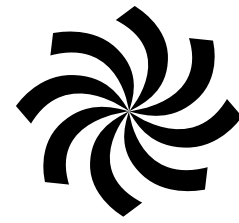
All direct care staff (regardless of date of hire) may take only one challenge test for either of the two 35-hour segments. If they fail the challenge test(s), then they are required to take additional coursework. Direct care staff shall take a competency test upon completion of the coursework to assess their proficiency in specific knowledge areas.

DDS shall provide the direct care staff and their administrator with written notice regarding their testing status. Notice will reflect one of the following three categories: The direct care staff has 1. satisfactorily completed the competency test; 2. satisfactorily completed the competency test with knowledge areas identified as needing improvement; or 3. failed to pass the competency examination. The administrator is required to provide training to any direct care staff who has knowledge areas identified as needing improvement.

Direct care staff who fail the competency test may continue to provide direct care and supervision only when the administrator ensures that they repeat the applicable 35-hour segment(s) and retake the competency test(s) and provide direct care only in the presence of another direct care staff member who has satisfactorily completed the applicable 35-hour segment(s). **If the facility is unable to satisfy this requirement, the administrator must then comply with any conditions put forward by the regional center, aimed at protecting the consumers' health and safety.**

If the direct care staff fails the first 35-hour segment competency test, they will be required to retake the coursework until such time as they pass the competency test. Direct care staff have one year from the date that they finally pass the first 35-hour segment or two years from the date of hire, whichever is greatest, to satisfactorily complete the second 35-hour segment.

For more information regarding the DSP requirements, please contact Richard Ushmann at 415/546-9222, ext. 339. ☒



Residential Services Specialist Training

Fall 2000

Classes begin Monday,
September 11, 2000 thru
Monday, November 6, 2000

For more information or to sign up for fall classes, contact Nancy Beck, GGRC Education & Training Specialist at 415/546-9222 ext. 350.

DSP Training and Certification?

For 35-hour training courses and Challenge Exams contact the Regional Occupational Program in your Area.

San Francisco:

-Dr. Elaine Swalley, SF Unified School District
415/759-2982

San Mateo:

-Ms. Barbara Kirkpatrick, Director of Instructional Services - San Mateo County Regional Occupation Program. (35-hour Class)
-Ms. Tasha Dean, Director of Student Services (Challenge Test).
-Both Directors can be reached at 650/802-5407

Marin:

-Ms. Tasha Dean, Marin County Office of Education.
415/491-6639

Reporting Suspected Abuse

For suspected abuse of Children:

1. Inform appropriate agency by telephone immediately.
2. Send written report to appropriate agency within 36 hours.
3. Always report to GGRC Case Manager as well.

For suspected abuse of Dependent Adults and Elders:

1. Inform appropriate agency by telephone immediately.
2. Send written report to appropriate agency within 36 hours.
3. Always report to GGRC Case Manager as well.

San Francisco County

Child Protective Services
PO Box 7988, San Francisco, CA 94120
415/558-2650 or 1-800-856-5553

Long-Term Care Ombudsman*
6221 Geary Blvd., 3rd Floor
San Francisco, CA 94121
415/751-9788

Adult Protective Services**
Dept. of Human Services/ APS
PO Box 7988, Attention: N-310, San Francisco, CA 94120
415/557-5230

Marin County

Child Protective Services
Dept. of Health & Human Services
10 North San Pedro Road; San Rafael, CA 94903
415/499-7153

Citizens Services Office
Ombudsman Program*
Marin County Civic Center, Room 423; San Rafael, CA 94903
415/499-7446

Adult Protective Services**
Dept. of Health & Human Services
10 North San Pedro Road; San Rafael, CA 94903
415/499-7118

San Mateo County

Child Protective Services
400 Harbor Blvd.; Belmont, CA 94002
650/573-2866

Long-Term Care Ombudsman*
c/o Catholic Charities
(address and phone subject to change in early October - call APS)
600 Columbia Drive; San Mateo, CA 94402
650/579-0277

Adult Protective Services**
Aging and Adult Services; 225 West 37th Ave.
San Mateo, CA 94403
650/573-3900

Licensing Agencies*

Community Care Licensing
(for Marin County licensed facilities)
101 Golf Course Drive #A230; Rohnert Park, CA 94928
707/588-5026

Community Care Licensing
(for San Francisco and San Mateo County licensed facilities)
851 Traeger Avenue, Suite 360; San Bruno, CA 94066
650/266-8800

Dept. of Health Services
(for Intermediate Care Facilities)
Licensing and Certification
350 - 90th Street, 2nd Floor; San Francisco, CA 94015
650/301-9971

*for suspected abuse in licensed residential facilities

**for suspected abuse of dependent adults anywhere else



WE WANT TO HEAR BACK FROM YOU!

Send your questions, comments or suggestions on what you would like to see covered in this newsletter to Nancy Beck, GGRC Education & Training Specialist 415/546-9222 ext. 350 or e-mail TNBeck99@aol.com. We look forward to hearing from you!

Name (Optional) _____

Organization _____

Title _____

Years Experience _____

Questions/Comments/Suggestions:

