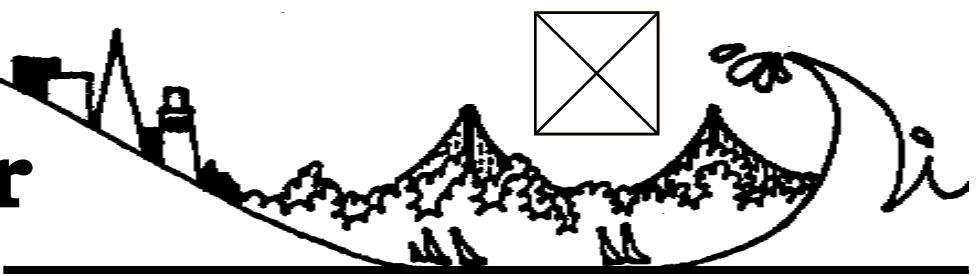


Service Provider Update



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

Journey to Employment

by Annette Vitali-Thompson and Shirley Rodriguez

A conference is typically a time for seeing friends and colleagues, sharing ideas, learning together and having some fun. We had no idea, however, that these common conference experiences would combine in such a way at Cal-TASH '98 that the result would be jobs for people with disabilities.

At the conference we had the opportunity to conduct a session which centered on the changes in integrated work support services over the past ten years. One major issue we discussed was job development and how different it looks in 1998 from when we started in 1988. The result of the March 1998 conference was yet another new version of job development.

Maureen Kennedy, our friend and colleague from a local California school district, attended our presentation. Looking to the future of her students, she was interested in learning more about available types of inclusive adult services. Also attending the Cal-TASH conference in Sacramento was Mark Sturges, a parent of one of her students. Looking to his own daughter's future, he was attending sessions about adult services and employment. As he heard more about work support services, the business side of Mark saw exciting possibilities within his own company, Journey Education Marketing, a computer software catalog company for which he is vice president.

When Maureen and Mark spoke later, he told her of his ideas to develop employment opportunities within Journey for persons with disabilities

while addressing the company's business needs. Maureen told him of our employment support services and soon we were talking with Mark about employment possibilities.

Today we are working collaboratively with Mark on a pilot employment program in the San Francisco area. Currently, Mark is pursuing expansion into other areas of California. This would create numerous job opportunities for persons with disabilities throughout the state.

Through the pilot in San Francisco, several individuals with significant disabilities have gained employment. The impact this work opportunity has had in the lives of these individuals is truly significant.

Sally

After a second emotional, and perhaps final, turbulent break from a very difficult living situation, Sally (not her real name) was dealing with very shaky self-confidence. She was connected with our agency through advocates and, now in a situation to express and begin to pursue her dreams, she hoped among other things to earn a paycheck of her own. *(continued on page 4)*

Legislative Update

summarized by DDS,
adapted by Heidi Huhn

Keeping on top of the many changes to the Lanterman Act is a difficult task at this point in the history of our service system. Recently Senate Bill 1038 was signed into law. However, the changes that resulted from Senate Bill 1039, which became law last January, are still being absorbed by our system. Here's a summary of the changes which are *now* in effect due to Senate Bill 1039.

- Requires DDS to monitor regional centers to ensure that eligible consumers receive the services and supports identified in their IPPs. (Sections 4500-4501)
- Extends the provisional placement for consumers who move from the State Developmental Centers to a period of 12 months. These individuals have an automatic right of return during the period of their provisional placement. (Section 4508)
- The "planning team" is defined as the consumer, his or her parents or guardian if the person is a minor, the legal conservator of an adult, one or more *(continued on page 4)*

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Making Opportunities for Collaboration

by Michael Williams,

Service Provider Representative to GGRC Board of Trustees

This Service Provider Update represents a new phase in the increasing collaboration between Golden Gate Regional Center and those of us who provide daily services and supports to individuals with developmental disabilities.

In the past year, through the Service Provider Advisory Committee (SPAC) to the Board of GGRC, providers have had unprecedented opportunities to work closely with GGRC to improve services and outcomes to the individuals we support.

Our Provider forums and meetings with Client and Program Services Chiefs have helped to clarify issues facing providers and consumers and work toward solutions. Our Service Provider Education Committee has provided and sponsored conferences on Self Advocacy and Aging. Providers and GGRC staff gathered recently for an Adult Services Information Fair. And finally, with encouragement and support from GGRC, local service providers have made the case to legislators for improved day program rates.

All of these efforts will continue into 1999, and I encourage all providers to become involved.

And now, we have a quarterly newsletter to further our collaboration for making relevant resources available to service providers. We can use this as a vehicle to share ideas, innovations, news, and updates on statewide vendor requirements and resources.

Mostly, this newsletter should be a vehicle to get involved. Take a look through these pages and find ways to participate in improving conditions for service providers and the people we support. If you have ideas for additions or topics to publish, call Heidi Huhn at GGRC 415/ 546-9222. Or, if your interest is in the Service Provider Advisory Committee, you can call me at 415/ 627-6939. ☒

Training Requirements

Do you know what's required of you as a staff person or administrator of a program by the laws that govern services for people with developmental disabilities? Given that the increased monitoring of programs in 1999 will include monitoring of training participation, now is a good time to review the regulations.

New residential administrators are required to have the following to open a home:

- RSST class (Residential Services Specialist Training), our regional center orientation
- 35 hour introduction through a Community Care Licensing certified vendor
- 2 day CCL orientation

Ongoing residential providers are required to have the following:

- Administrators must have 40 hours of CCL approved training every two years
- Level 2 administrators and staff need 8 hours of regional center approved training per year as per Title 17.
- Levels 3 & 4 administrators and staff need 12 hours of regional center approved training per year as per Title 17.
- For more information on the new training for direct care residential staff, see page 6.

Keep copies of all of the records for the trainings that you and your staff attend. Make sure you know what kind of documentation you'll receive if you walk away from a training with no certificate! Currently there are no training requirements for Day Program Staff, although this is likely to change after the implementation of the new training for residential staff. ☒

DDS Service Delivery Reform

Working Group: Community Input Needed

The California Legislature has charged the Department of Developmental Services with the task of reforming the design and funding of services to individuals with developmental disabilities. Recommendations will be made to the state legislature for the 2000-2001 budget year. This is a unique opportunity to improve funding, make services more consumer responsive, and make our efforts for greater inclusion for all more cost effective.

A diverse working group has begun to meet, but broader input is needed from service providers, consumers and families. Eleven meetings have been scheduled between now and July 2000, alternating between Sacramento and Burbank. Smaller working groups will also be assembled to focus on: rates, day programs, supported living, respite and early start. It's in your interest to get involved by contacting one of the resources below:

- Julie Jackson, DDS: 916/ 654-2716**
- DDS web site: www.dds.ca.gov**
- Michael Williams, UCP/San Francisco: 415/ 627-6939**
- Shirley Rodriguez, CES/Snyder Support Services: 415/ 547-1755**

Locally, the Bay Area Developmental Disabilities Coalition is also developing plans to improve wages for direct service staff, with actions targeted for the 1999 state budget. Local legislative forums and another Sacramento Rally are in the works. For more information, call Patricia Kemerling at 415/ 255-7200. ☒

3 Join us to plan for the 1999 Self-Advocacy Conference

The Service Provider Education Committee is currently working with the Consumer Advisory Committee to plan for the third annual local Self-Advocacy Conference. Consumers, providers and other advocates are invited to join us: First Thursdays of each month at 4:00 - 5:00 at Community Employment Services, 55 Stevenson, San Francisco. Call Annette-Vitali Thompson 415/ 547-1755 or Heidi Huhn 415/ 546-9222 for more information. It's never too late to get involved.

January 7, 1999 • February 4, 1999 • March 4, 1999

Make a Difference: 1999 Meetings Scheduled

Service providers have opportunities to influence policy and projects at GGRC. The GGRC Board of Trustees meets on the third Monday each month, except July and December, with the Service Provider Advisory Committee meeting **from 5:30-7:15 PM** before each Board meeting. The 1999 dates for the GGRC Board and SPAC meetings are:

- (Tuesday) January 19 • San Francisco
- (Tuesday) February 16 • San Francisco
- March 15 • San Mateo
- April 19 • San Francisco
- May 17 • Corte Madera
- June 21 • San Francisco
- August 16 • San Francisco
- September 20 • San Francisco
- October 18 • San Francisco
- November 15 • San Francisco

Call Shirley Rodriguez at 415/ 547-1755 or Michael Williams at 415/ 627-6939 for more information about the Service Provider Advisory Committee. ☒

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1998-1999



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3rd Monday of each month, 7:30 PM
(except July and December)
Call 415/ 546-9222 for location
All Welcome

Service Provider Advisory Committee

3rd Monday of each month, 5:30 PM
Call 415/ 546-9222 for location
Service Providers Welcome

Consumer

Advisory Committee
2nd Monday of each month, 5:00 PM
120 Howard Street, 3rd Floor
Call 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

Journey to Employment

(continued from cover)

Sally's new job with Journey Education Marketing is her first paid job. As a catalog distributor she is meeting a crucial need of the company: getting the company's materials out to potential customers. As Sally learns her distribution route in San Francisco's downtown area, those who provide support services to Sally see her blossoming. She is developing her work skills, showing initiative, relying more on her own judgement and feeling good about it. And, as an employee of Journey, she is earning a paycheck of her own and you can bet she has plans for those earnings.

Clark

Having met with far-from-desirable endings to his two past jobs, Clark (not his real name) was reluctant to try again. Sometimes his behavior got the best of him, and after incidents where he had difficulty controlling his emotions, he was left feeling embarrassed and with a heavy sense of failure upon him.

As job opportunities with Journey began to take shape, Clark immediately came to mind as a candidate. Many features of the job as a computer software catalog distributor seemed to be a good fit for Clark. The job allowed for flexibility in scheduling work days and times, taking into account how he was feeling or doing on that particular day. In following his distribution route, Clark could be on the move, while also having the chance to get to know others along the route's stops. On a practical, workaday level, Clark could be his own boss. The job seemed to practically guarantee a successful re-entry into the world of work.

After discussing the job with Clark, he expressed interest in giving it a try. When Mark held a presentation for the new company employees, Clark was a very eager and enthusiastic participant. Along his distribution route at a large university campus, Clark is greeting and being greeted by folks along the way. Having used other facilities on the campus, Clark now has a new role and status there. After his first day of work his support staff assisted Clark to call our office; he happily told us, "I did it." Clark is now working every chance he has and is proud to be a working person again.

As the pilot employment program with Journey Education Marketing evolves, those of us involved in it are continuing to share ideas and learn together; that's how positive change happens. And, yes, we're having some fun, too. ☒

Editor's Note: We will be looking for articles which focus on progressive service approaches and successes for consumers. Please share your ideas!

3 What do you want to know?

Are there questions about regional centers, providing quality services or regulations that you wonder about but don't know who to ask? Ask the Service Provider Update! Send questions or concerns to: Heidi Huhn/Update, GGRC, 120 Howard Street, San Francisco, 94105. If I can't answer your question, I'll try to find someone who can. Chances are, somebody else is wondering the same thing...

Legislative Update

(continued from cover)

regional center representatives (including the designated social worker), and anyone invited by the consumer, the guardian or conservator. "Stakeholder organizations" means statewide organizations representing the interests of consumers, family members, service providers, and statewide advocacy organizations. (Section 4512)

- Requires the state council to make a best effort to have members of advisory groups represent California's multi-cultural diversity. (Section 4542)

- Permits Area Boards to appoint a representative to assist consumers who have no guardian or conservator to represent their interests at either the request of the consumer or according to the Area Board's assessment that a consumer's rights or interests will not be properly represented without an additional representative being present. (Section 4590)

- Streamlines the process for Area Board's review of publicly funded local agencies who are believed to be failing to meet their obligations. (Section 4593)

- Requires that when a consumer moves from one regional center to another, the types of services and supports specified in the consumer's IPP will be honored, to the best extent available in the new area, pending a new IPP. DDS must develop guidelines to ensure a smooth transition for consumers. (Section 4643.5)

- Requires that the IPP be prepared jointly by the planning team, and that decisions on goals, objectives and purchase of services must be made at the planning meeting between the consumer (and/or his or her representative) and the regional center representative. If final agreement cannot be reached, a follow-up meeting shall be held within 15 days. In the case of a disagreement, the consumer and his or her representative shall be sent written notice of fair hearing rights on the issues where the disagreement exists. (Section 4646)

- Requires the IPP to specify start dates, timelines for actions needed to be taken, and establishes the responsibility for review and modification of the IPP to be made by the planning team. This section also adds annual review by DDS of a random sample of IPPs. (Section 4646.5)

- Requires the planning team to consider all appropriate options for meeting IPP objectives. This includes allowing consumers to receive supplemental services, including additional staffing, as determined necessary by the planning team, and requires regional center monitoring of these supplemental services. (Section 4647)

- Requires notice to the area board and the clients' rights advocate when a consumer needs assistance with a fair hearing appeals procedure. (Section 4705)

- Establishes a consumer complaint process for any consumer or his or her representative who believes that a consumer's rights have been abused, punitively withheld or denied by a regional center, developmental center or service provider, to the clients' rights advocate for that regional center or developmental center. This section also stipulates the turn around time for investigation and a written solution. (Section 4731)

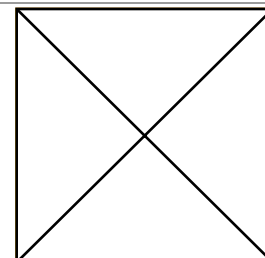
- Amends the list of individuals who must certify they have no objection to the placement of a consumer in a licensed facility to include the area board appointed representative. (Section 4803)

Because the law is changing so quickly these days, DDS is not currently printing copies of Lanterman. You can, however, access the most up-to-date laws at the DDS website at: www.dds.ca.gov.

In addition, we'll try to do our best to keep you up to date through this publication. ☒

3 Job Listings

Looking for new staff? Did you know that GGRC has a job book at the front desk in our San Francisco office? Job seekers are welcome to come into our office and review the listings to find out what opportunities exist in our field. Providers who are looking for staff are encouraged to send job descriptions to Kristin Frey, Human Resources Manager, in our San Francisco office. Many staff within the regional center get calls about where and how people can get experience in our field. Help us to attract people to join our community! Send in your job announcements today!



Meet GGRC's Transportation Specialist



Claudia Boudreau joined GGRC just six months ago as our Transportation Specialist. Claudia completed her Master's in Social Work in 1988 from California State University in Sacramento. She brings sixteen years of experience in working with people with developmental disabilities and twenty-five years of experience in

nonprofit social services to her new position. For the last decade Claudia has been directing Senior Programs, both in Half Moon Bay and in Ft. Bragg, where she facilitated the inclusion of aging people with developmental disabilities. Transportation coordination has been an element of her responsibilities for many years.

Claudia came on board in June with contracts expiring and no state budget, so she had to dive right in. Negotiating contracts for transportation is especially tricky given the scarcity of competition in the field, the high overhead costs in running a transportation company, and a staff turnover rate which is even higher than that of our day and residential programs. Transportation is one of the largest items in GGRC's annual budget. Claudia has initiated the first contract that includes both incentives and penalties for timeliness, safety and other criteria. If you have feedback on transportation, call or fax Claudia in our San Francisco office...and positive comments are surely welcome as well! ☒

Meet GGRC's Vendor Coordinator

Jacqueline Law joined us in December of 1997 as our Vendor Coordinator. Under the direction of Jim Burton, Chief of Administration and Finance, Jacqueline has responsibility for implementation and coordination of all aspects of vendorization, that is, certifying that all service providers meet the minimum criteria to provide services. She also provides technical assistance to new providers or to existing providers regarding changes in services. She has begun some of the increased fiscal monitoring of community programs which is being required of the regional centers, and will work closely with a new person to be hired for that purpose in 1999.

Jacqueline, a native San Franciscan, received her Bachelor's degree in a double major of Accounting and Japanese in 1991. She then went to work at Deloitte & Touche for two years. She broadened her experience by working with the external reporting department of Bank of America, and by working in the brokerage field. GGRC and our provider community are definitely benefitting from Jacqueline's solid accounting background, and the fact that she's a people person too, make her new direction in working in nonprofit social services to be a very good fit. Welcome, Jackie! ☒



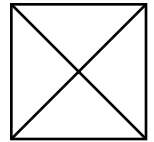
Training Registration to be Streamlined

The GGRC "Training Opportunities" bulletin, which lists our training schedule, has been in existence for about a year now. The training program we've developed seems to be a case of "build it and they will come," for this last year our trainings have been increasingly well-attended. As some of you know, we've had to close the registration to a number of the training sessions because the response was so overwhelming. As such, in the new year we'll be going to a new system for registration.

Registrations will be required to be mailed or faxed. In return, we'll send you a confirmation card, telling you we have a space reserved for you, and providing directions to the location. As always, registrations will be made on a first-come, first-served basis. Because of this new system, it's especially important that you call if you are unable to make a training for which you've registered, that way we can accommodate anyone on a waiting list. The new procedures will be spelled out in the next "Training Opportunities." We're sorry to become so formal, but thanks to everyone for your enthusiasm and support! Working and learning together, we're all building a better support system for the people we serve.

See you at a training in the New Year! ☒

First Adult Services Information Fair a Success



On November 5, 1998 Golden Gate Regional Center and the Service Provider Advisory Committee presented the first annual information fair at RCH in San Francisco. All providers were invited to have an information table to educate other providers and GGRC social workers about the scope and approaches they use in serving and supporting consumers. Participants found the Fair to be very educational... and a lot of fun!

Feedback on the Fair revealed the following:

133 people participated:

<i>47% providers</i>	<i>37% regional center staff</i>
<i>11% consumers</i>	<i>5% other</i>

People rated the Fair an 8.45 (out of 10).

- 97% rated the Information Tables "Good" to "Excellent"*
- 33% rated the Videos & Slides "Good" to "Excellent" (while 44% said they did not utilize this element of the Fair)*
- 79% rated the Speakers' Comments "Good" to "Excellent" (while 18% said they did not utilize this element of the Fair)*
- 94% rated the Materials provided "Good" to "Excellent"*

Respondents reported overwhelmingly that networking and the printed materials would be most helpful and relevant to them in their work.

100% of respondents said they would attend another Information Fair. 64% said it should be an annual event.

Many said that parents and families should be included next year.



Sandra Grijalva of The Arc San Francisco and Annette Vitali-Thompson of Community Employment Services enjoyed the unique opportunity to discuss the options they provide for consumers.

Jay Gaillard, GGRC Director, and Ron Hamilton, RCH, Inc., share mutual appreciation: for the use of RCH's auditorium, and for a successful first information fair.



Sara Desumala, with People First, hosted an information table to educate Joe Asaro and others about their events and activities.

Jamie Spooner and Kathy Perry of STA NorCal attracted visitors to their table with treats prepared by the Culinary Arts Program.



Eric Vanderville of OFI, Inc. and Marion Kung of Community Care Licensing, were able to share ideas and concerns.



New Training Requirements for Residential Staff Effective 1/1/99

Mandatory new training for residential services staff is currently being developed by DDS. The "Direct Support Professional" (DSP) training is for all direct care staff, that is, anyone who spends over 50% of their working time in direct care, and who works more than ten hours per month in a community care facility which serves people with developmental disabilities. The new law requires successful completion of a competency test to be administered in two parts, the first in 1999, and the second in 2000. All current residential staff will have the opportunity to test-out of the training requirement. If they fail, they'll need to take the training. The training for DSPs will also happen in two parts, each one equal to 35 hours of study. All testing and training will be offered free of cost to students. Staff who fail the test two times will not be allowed to continue to work in community care facilities unless given a waiver by DDS. The general areas of competency to be addressed include: values and self-determination, communication, positive behavior supports, health and safety, instructional techniques, legal issues and consumer rights, documentation and goal attainment, daily living and leisure and recreational strategies.

DDS has entered into a Memorandum of Understanding with the State Department of Education which says that the Regional Occupational Projects will be invited to implement this new training program. Individuals with solid background in working with people with developmental disabilities who are interested in applying to be trainers for this program should contact Richard Uhsman at GGRC or their local ROP directly. Information about the implementation of this training program will be sent out in the new year. ☒