

CLIENTS' RIGHTS ADVOCACY SERVICES

**Annual Report
July 2016 – June 2017**



State Council on Developmental Disabilities

<i>Developmental Center/Community Facility</i>	Canyon Springs	Fairview	Porterville	Sonoma	Total
# of Services Provided (Appendix A)	56	153	102	59	370
Denial of Rights (Appendix B)	4	10	11	6	31
# of Requests for Release forwarded to Superior Court (Appendix C)	3	4	32	3	42
Grievances	0	0	0	0	0
WIC 4731 Complaints filed	0	0	0	0	0
Complaints (Non-WIC 4731)	11	7	3	5	26
Incident Reports	0	19	1	0	20
Mandatory Abuse Reports	0	0	0	0	0
DC Staff and Provider Trainings	52	48	16	22	138
Self-Advocacy Trainings	12	7	4	8	31

<i>Meetings with DC Staff</i>	39	14+	19	128	200+
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Overview of Services Provided

Canyon Springs Community Facility

Canyon Springs will be open sixteen years in December 2016. The population at the time of this report is 48. A total of over 121 clients have been served by this facility. The CRA provides advocacy services to all individuals at Canyon Springs and those clients that have been transitioned into the community. The CRA is available by phone and in person. All clients can call the CRA by dialing *81 on any payphone located on the clients' residences. Here is a list of activities that the CRA is involved in:

- Provides self-advocacy training to individuals and in small group settings
- Participates in Client Council Meetings that are held monthly
- Facilitates a Client Advocacy Group which is held monthly
- Attends daily morning management meeting to discuss incident reports and other issues involving clients and provides advocacy input
- Visits all work sites clients are participating in those on Canyon Springs Campus and those off campus
- Participates and is a member of the Restrictive Intervention Review Committee (RIRC) Human Rights Committee (HRC)
- Reviews Canyon Springs policies and procedures and provides input concerning advocacy and clients' rights
- Facilitates/Coordinates meetings/phone calls between Riverside County Adult Protective Services, Long Term Ombudsman Services, Department of Public Health Licensing and Certification Services and Disability Rights of California
- Participates in weekly Emerging Risk Notification Evaluation Meetings (ERNE) and advocates for clients being discussed
- Provides consultation regarding rights issues and complaint processes to client families and conservators
- Reviews denial of rights reports with clients including restoration criteria and complaint process
- Meets quarterly with management team to discuss policies and procedures, client's concerns and rights protections
- Provides client's rights training to new employees, volunteers, families, conservators, and a refresher course to active employees on a monthly basis, and students from surrounding universities and colleges
- Investigate all suspected rights violations and discuss with the clients their rights and due process
- Represent clients to initiate proceedings in informal and formal fair hearings

Fairview Developmental Center

The CRA continues to provide services in the following areas:

- Investigates alleged clients' rights violations and abuse allegations brought to the CRA attention by consumer, family and/or staff
- Attends denial of rights meetings and approves/reviews denial of rights requests
- Assists consumers' requests for release with filing Writs of Habeas Corpus
- Assists consumers with pending court hearings and other legal matters by communicating with attorneys and helping consumers communicate with attorney and Regional Center (RC) representatives
- Consults with consumers, their families, ID Team and other FDC staff, Deputy Public Defenders and RC representatives regarding rights issues
- Attends Individual Program Plan (IPP) meetings, Transition Support and Review meetings and special meetings at the request of the consumer, parents, RC representatives, and FDC staff where rights are discussed or to convey consumer concerns
- Reviews all incident reports with recommendations, as warranted
- Reviews FDC policy and procedures
- Provides training and consultation to Orange County Public Defender's Office, District Attorney, and Superior Court, as necessary
- Makes referrals to various other advocacy agencies, as necessary
- Provides annual training for all FDC employees in Clients' Rights and SCDD Regional Office role in advocacy, as well as for new employees at orientation
- Provides training for FDC staff and other interested parties, as requested
- Provides Self-Advocacy training to consumers
- Provides technical assistance in filing complaints on behalf of consumers and/or their authorized representatives
- Provides technical assistance in filing Fair Hearings and supports consumers and/or their authorized representatives, as necessary

In addition to the above, the CRA attended weekly, monthly, and quarterly meetings to help ensure consumer rights were being protected. These meetings consisted of:

- Behavior Supports Committee (BSC)/Human Rights Committee (HRC)
- Incident Review Committee
- Bioethics Committee
- SCRP Liaison and SCRP Advisory Meetings
- Fairview Community Association meetings
- Regular meetings with Fairview Executive and Clinical Director

Porterville Developmental Center

The CRA continues to provide services in the following areas:

- ❖ Attends Individual Program Plan (IPP) meetings at the request of residents, parents, regional center staff and Porterville Developmental Center staff where resident's rights are discussed.
- ❖ Attends special meetings when issues of resident's rights arise.
- ❖ Speaks to administration on the behalf of residents when a right has been denied.
- ❖ Have residents sign Requests for Release when they state they want to leave Porterville Developmental Center. Assists them with contacting the Public Defender's Office, and liaison between consumers and Public Defender's Office when consumers cannot contact Public Defender on their own.
- ❖ Assists and represents residents in the fair hearing process.
- ❖ Investigates abuse complaints brought to our attention by the resident, family and/or staff.
- ❖ Approves and reviews denial of rights requests.
- ❖ Provides rights and self-advocacy training to residents and staff.
- ❖ Talks and works with family members on rights issues.
- ❖ Provides training to staff on how to effectively interact with residents and to use positive reinforcement
- ❖ Participates on committees to provide input into policies dealing with resident's rights.
- ❖ Reviews all proposed policy changes that involve clients' rights issues. Member of Policy Committee.
- ❖ Provides training to residents and staff on client's rights, the denial of rights process, and end of life decision making process.
- ❖ Provides self-advocacy training to residents.
- ❖ Provides training and consultation to the Public Defender, District Attorney and the Superior Court.
- ❖ Provide training to the Volunteer Advocates on a monthly basis
- ❖ Review all incident reports.
- ❖ Review all postural and medical supports prescribed in the acute care unit and the skilled nursing unit.
- ❖ Review restricted access plans.
- ❖ Research PDC policies and regulations

In addition to the above, weekly and monthly meetings were attended to help ensure the protection of resident's rights. These meetings consisted of:

- ❖ Human Rights Committee
- ❖ Behavioral Management Committee (reviewed 600 plans for Highly Restrictive Interventions)
- ❖ Incident Review Committee
- ❖ Dysphasia Committee
- ❖ Research Committee
- ❖ Bioethics Committee
- ❖ Secure Treatment Information Committee
- ❖ Family Life Committee
- ❖ Regular meetings were also held with the Executive Director and Clinical Director where issues were discussed and resolutions were sought. Meetings were also held with the Program Directors as needed.

Sonoma Developmental Center

CRA provided comprehensive clients' rights advocacy for persons with developmental disabilities who are residents of Sonoma Developmental Center. The CRA participated in various clinical, administrative and staff meetings and committees, when clients' rights issues were discussed or when the clients' rights advocate is named as a participant in regulation. This included the following:

- Human Rights Committee
 - Policy Review Committee
 - Whole Person Review Committee (formerly was known, as both Behavioral Intervention Review Committee and the Health Related Restraint Committee)
 - Human Social Sexual Development Committee
 - Bioethics committee
 - Member of the Incident Action Team (In the meeting CRA reviews facility IR/GER data and can investigate further if a rights issue is indicated). This group disbanded as a set daily event in 2015 however, incidents continue to be referred to CRA.
- CRA trained the clients and staff on civil, personal and service rights three times a month, two times on ICF units and once on an NF unit.
 - CRA had regular contact Executive Director and Clinical Director where issues were discussed and resolutions were sought.
 - CRA was in regular contact with program managers, social workers and unit supervisors to address any issues that did not require executive action.
 - CRA acted as clients' rights resource to consumers and their families, and to other interested persons or organizations in the community.
 - Investigated and helped resolve rights issues for consumers who were unable to

register a complaint on their own behalf.

- CRA attends Individual Program Plan (IPP) meetings at the request of residents, parents, regional center staff and Developmental Center staff where resident's rights are discussed.
- Asserted and protected the rights of consumers entering or changing their dwellings, including placement in community care and health care facilities; judicial commitments and/or re-commitments to DDS for placement at DCs/CF; and to assist with filing a Request for Release (Writ of Habeas Corpus).
- Aided the facility in facilitating Human Rights committees; one addresses human social sexual development on campus and the other is for Superior court planning and development. This facility accommodates the Sonoma Superior Court on campus.
- Presented denial of rights and court attendance data to Human Rights Committee (monthly)

Consumers Served by the Clients' Rights Advocate.

- CRA has been serving the clients of the Northern STAR Acute Crisis unit.
- CRA was accessible to consumers, including: visiting DC/CF service providers, facilities, and residences; attending planning conferences at the invitation of consumers, or their representatives; and participated in self-advocacy groups and conferences.
- CRA provides interim approvals/provides feedback as necessary for emergency request for restrictive interventions and/or medications with the senior psychologist and supervising pharmacist.
- CRA approves and reviews denial of rights requests.
- CRA acted as a liaison between the Superior court and Regional Centers with caseloads at SDC.
- CRA advocated for more participation by consumers in court and after court with the presiding judge and court personnel.
- CRA reviewed restricted access plans.
- CRA studied policies and regulations to keep informed of changing legislation affecting developmental centers.
- CRA provides training to residents and staff on end of life decision making and navigating outside hospital policies that differ from DC standards.

CRA covers for the SCDD Volunteer Advocacy Coordinator and assumes his roles and responsibilities in addition to the CRA position when warranted.

Consumers Served by the Clients' Rights Advocate

See Appendix A

Denial of Rights

See Appendix B

Request of Request for Release Activity

See Appendix C

Complaints Filed Under Grievance Procedure

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	None		
<i>Fairview</i>	None		
<i>Porterville</i>	None		
<i>Sonoma</i>	None		

Complaints Filed Under Section 4731 WIC and Section 50540 of Title 17, California Code of Regulations

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	None		
<i>Fairview</i>	None		
<i>Porterville</i>	None		
<i>Sonoma</i>	None		

Complaints NOT Filed Pursuant to Section 4731 and Section 50540 of Title 17, California Code of Regulations

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Canyon Springs</i>	Client wanted a different job	Resolved	Assessment completed. Client transitioned to another job
	Client wanted to eat at a different schedule	Resolved	Other meal time opportunities were given
	Client wanted to call family	Resolved	Arrangements made to facilitate phone call to family member
	Client wanted to work offsite from Canyon Springs	Resolved	Meeting held/Client was given tour of outside work agency
	Client wanted to visit another client that had moved into the community	Resolved	Meeting held/arrangements made for client to visit at Canyon Springs
	Client wanted to use cell phone during the day	Resolved	Meeting held; client able to use cell phone during work breaks
	Client wanted to get their monies	On going	CRA initiated discussion on greater Trust office access
	Clients wanted more computer time at computer lab	Resolved	Meeting held/schedule was made for more access to computer
	Client wanted to make more money	Resolved	Meeting held/options given for different work sites
	Client wanted an advocate	Resolved	Advocate/Volunteer assigned via VAS project
	Client wanted to move out	Resolved	Meeting held/options for independent living options;

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
			request for release initiated
Fairview	While attending IPPs there does not appear to be any unconserved consumers who have been found to be able to consent to simple medical procedures and treatment.	Ongoing	The CRA met Clinical and Medical Directors to discuss. The Clinical Director indicated consumers' ability to consent is folded into the IPP and that all programs are evaluating ability. The Medical Director indicated such a discussion should be taking place at the IPP and that it should be a standing IPP agenda item. In the IPPs attended, no discussion of consent has been discussed.
	A consumer's immigration status was discussed during an IPP during vocational needs.	Resolved	The CRA informed the Clinical Director of the need for timely renewal of immigration status. The Clinical Director informed the CRA that Trust will track this information. Trust has set a trigger for 6 months prior to expiration date to renew green cards.
	An unconserved consumer's family moved out of state. The consumer and family requested the consumer to be transferred to the same state. The regional center was not in support of the move.	Resolved	The consumer's team, in addition to the CRA and SCRP liaison held various meetings with the regional center to develop a plan which allowed for the eventual interstate transfer.
	A consumer who has one to one	Resolved	CRA discussed with FDC administration and a plan was

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	supervision was not provided privacy while engaging in private time		implemented to afford the client privacy.
	Two consumers separately informed the CRA that another consumer is disrupting the unit in the nighttime.	Ongoing	Team meeting was held to discuss viable options to serve needs of all consumers.
	CRA/VAS Program Manager received a fiduciary abuse allegation and passed the allegation onto CRA for follow up.	Pending	CRA conducted an investigation and made necessary reports.
	Conservator and consumer had met identified provider. TPM was held. After the TPM, Conservator notified the CRA with her and her conservatee's concerns. CRA also talked with consumer regarding the identified provider. Consumer and conservator did not want to continue with identified	Resolved	CRA discussed with conservator and consumer the necessary actions that should be taken to inform their regional center and SCRIP regarding their decision not to pursue placement with identified provider. Both consumer and conservator did notify them and a subsequent meeting was held.

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	provider and felt they were being pressured to accept the type of placement and provider.		
Porterville	Increase in client to client assaults in STA	On going	Antecedents reviewed; contraband found; prevention protocols put in place
	Client and client's family in need of interpretation services.	On going	CRA facilitated outside interpretation services for those in need at PDC
	Scope of Human Rights and Behavior management review only for behaviors keyed to medications	Resolved	CRA requested expanded, whole person review. HRC increased scope of focus
Sonoma	Person affiliated with family hospital group sought information on client who was not related to person	Resolved	Confidentiality protocols reviewed.

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	Client of the Northern Star unit does not have adequate placement prior to deadline for transfer	Resolved	CRA facilitated communication with client and Regional Center to prepare for discharge
	Nonconserved adults who are transitioning to the community do not have experience with providing consent	Pending	CRA informed SDC administration of concern. Training on the continuum of consent provision being discussed.
	Family of a client required an interpreter for meetings	Pending	CRA communicated the need to SDC administration. Outside resources are being investigated
	Client was unable to access areas outside the residence (backyard)	Resolved	Access was reviewed and implementation of unlocked doors ensued with lesser restrictive measures taken to ensure safety

Incident Reports Submitted by State Developmental Center

Developmental Center	Number	Type
<i>Canyon Springs</i>	0	
<i>Fairview</i>	9 7 3	Emergency Denial of Rights Deaths Allegations of Rights Violations
<i>Porterville</i>	1	Allegation of abuse
<i>Sonoma</i>	0	

Mandatory Abuse Reports Submitted to Other Protective Services Agencies

Developmental Center	Issue	Agency Submitted To
<i>Canyon Springs</i>		All incidences that meet reporting criteria per Department of Developmental Services policy 129 are reported to: Department of Health Services, Department of Developmental Services and the Regional Center.
<i>Fairview</i>	All above listed incidents are reported by FDC to appropriate agencies	
<i>Porterville</i>	None	
<i>Sonoma</i>	None	

DC Staff and Provider Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
<i>Canyon Springs</i>	Monthly Block Training - Clients' Rights Advocate duties and responsibilities	20 - Canyon Springs Developmental Center Employees	24
	New Employee/Volunteer/ Orientation Training - Clients' Rights, Requests for Release, Self-Advocacy	15- Canyon Springs Developmental Center's newly hired employees.	20
	Advocacy Training – Clients' Rights	8-Volunteers/ Advocates	6
	Clients' Rights Advocacy Training	10 – San Bernadino	2

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
		Valley College	
<i>Fairview</i>	Basic Principles of Clients' Rights presentation (one hour)	611 (all staff)	32
	New Employee Orientation – Clients' Rights presentation (1 ½ hours)	108 (all staff)	12
	Supporting Choices, Making Transition	77 (all staff)	4
<i>Porterville</i>	New Employee Orientation: Overview of Consumer's rights, function of the CRA, Denial of Rights process, responsibility of staff as advocates	20 DC Staff	8
	Monthly Advocacy Training	7 Volunteer Advocates	4
	Clients' Rights Training	7 Volunteer Advocates and multiple DC Staff	4
<i>Sonoma</i>	CRA trained employees on the history of the Lanterman Act, the civil, service and personal rights of consumers at the DC, CRA roles and responsibilities on campus, information on the State Council and its purpose, and information on regional	200+ SDC staff and ancillary entities	22

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
	centers and regional projects across the state.		

Self-Advocacy Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
<i>Canyon Springs</i>	Canyon Springs Statewide Self Advocacy Groups	50 residents total; 6 staff	12
<i>Fairview</i>	<u>July 6 People First of FDC General Meeting – What do Regional Centers do</u>	40 residents with support staff	One session
	<u>September 2016 – Community Options Fair</u>	117 residents; 51 support staff; 12 family members	One session
	<u>November 2016 – PF of FDC General Meeting – Regional Center supports and services</u>	27 residents with support staff	One session
	<u>January 2017 – FDC General Meeting – Regional Center supports and services</u>	29 residents with support staff	One session
	<u>March 2017 – PF of</u>	34 residents with	One session

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
	<p><u>FDC General Meeting – Healthy Relationships</u></p> <p><u>May 2017 – Pf of FDC General Meeting – Person Centered Planning</u></p> <p><u>May 2016 – PF of FDC General Meeting – Community Living Options</u></p>	<p>support staff</p> <p>24 residents with support staff</p> <p>40 residents and support staff</p>	<p>One session</p> <p>One session</p>
Porterville	Supporting Choices Placement Transition Money Management Clients' Rights at PDC and in the community	10-13 clients per session	4
Sonoma	<p>Training of civil, service and personal rights afforded to people with developmental disabilities in California. Voting rights and responsibilities. Group voting exercises to make decisions on guest speakers to present at advocacy sessions.</p> <p>Community Options trainings.</p> <p>Types of work and leisure options in the community.</p>	20+/- clients per session	8

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
	Individual Program Planning training on how to participate and empower individual choices during meetings.		

Meetings Attended with Specified Developmental Center Staff

Developmental Center	Type of DC Staff	Number of Meetings
<i>Canyon Springs</i>	Executive Director	3
	Administrative	16
	Clinical Staff	20
<i>Fairview</i>	Executive Team	8
	Bio-Ethics Committee	3
	BMC/HRC	Weekly
	FDC Community Association meetings	3
	South Coast Regional Project Liaison meetings	2
	Fairview Friends and Family meetings	3
	DDS Stakeholder, Public Hearings,	2

	FDC Closure meetings	
	Town Hall Meetings	
Porterville	Executive Director	3
	Administrative	16
Sonoma	Executive Director	8
	Administrative	120

Systemic Issues

Canyon Springs

Canyon Springs clients requested a store/canteen with a snack bar for socialization and vocational opportunities. CRA facilitated this request to CS administration.

Community placement transition: Several clients that are in placement planning are still residing at Canyon Springs with no definite target date to move into the community due to lack of specialized development.

Update: It's noted that transition moves faster when there is increased communication between the facility, the regional project and the Clients' regional center. CRA continues to advocate for increased communication between all entities by assisting clients with communication to Regional Center service workers and other agencies.

Trust account access: Canyon Springs trust accounts are being managed through Fairview Developmental Center. The clients' (SSI/SSA) benefits and P&I monies first go to Fairview. This process continues to cause delays in clients receiving their monies.

Update: Canyon Springs administration is establishing an independent trust office on site.

Fairview

Informed consent

There does not appear to be any consumers who are found to be able to consent to any simple medical procedures and treatment. The CRA first brought this issue to the

attention of the Clinical Director at their regular meeting. The Clinical Director indicated she would review programs and the Medical Director. The Clinical Director and Medical Director reviewed the policy with Program Directors. Per Clinical Director, discussion regarding consumers' ability to consent is folded into the IPP and that all programs are in compliance. Advocacy Services have not seen this occurring in the meetings they have attended and in most IPPs they have seen a boiler plate statement saying the consumer does not have the ability to make medical or treatment decisions involved in the discussion. At a subsequent regular meeting, the Medical Director was invited. The Medical Director indicated such a discussion should be taking place at the IPP and that it should be a standing IPP agenda item. Since our meeting, in the IPP meetings the CRA has attended, there has not been any discussion about a consumer's ability to consent. Advocacy Services will continue to bring this issue up on a case by case basis.

Update: We continue to have conversations about what decisions consumers can make while in their IPP.

Closure/Consolidation

There has been recent residence consolidation and staff movement within the programs/residences as a result of the closure announcement and ongoing movement of consumers returning to the community. Impact of these factors is being noted as there has been an increase in behaviors as well as emergency behavioral restraint usage.

Update: Advocacy Services informed FDC administration of consolidation concerns at their meeting with administration. We were informed Fairview began a central staffing office which will provide the staffing assignments across the board. Administration indicated this will allow all staff to get to know other consumers outside of their regular assignment. FDC is also looking at behaviors and trends so they can adequately meet the needs of consumers while closure and consumer movement continue. Advocacy services will continue to discuss this issue as necessary.

Porterville

Physical Assaults: Incidents of client on client verbal and physical assault have risen over the last fiscal year in the secure treatment area (STA). Client assault on staff have seen a slight increase also. The administration and staff have been working to identify the causes and effects of this increase. The increase in clients coming to PDC, to obtain court competency (commitment code 1370.1 – incompetent to stand trial), may be a contributing factor. Another issue is movement. There are two units, in the

STA (Program 7), that have been relocated so that the older units are “upgraded”. Historically, assault numbers are higher in Program 8. These are mostly individuals who are here under the Welfare and Institutions Code Section 6500 (danger to self and others). Some of the clients have been in jail, prison, the streets, have a history illegal drug abuse, refuse medications, and/or have been involved in gang activity.

Update: PDC has implemented a new program CMIT (Crisis Management Intervention Technique), mandatory for all staff, to aid in the prevention of escalation and injury to clients and staff. A noted increase in contraband including drugs, weapons, needles, etc. were found in the STA this past reporting period. Increased supervision occurred after noting trend.

Client Immediate Protection Plan (CIPP): CIPP is an increased supervision protocol for consumers. Generated for a variety of reasons including, but not limited to, the following: medical conditions-flu, allergies, injuries, etc., behavioral issues; stealing from others, being out of area without staff knowledge, assaulting others, injuring self, emotional instability, recent death in the family, known during the holidays, pending court hearings and any other issue(s) that the team feels might require monitoring. Increased supervision is designed to be individualized and responsive to the consumers’ needs. Since the implementation of the idea of increased supervision, it has evolved into 24 Hour supervision (referred to as 1:1). Twenty-four hours has become the standard time for increased supervision, and when increase supervision is extended, it is routinely extended for another 24 hours. The implementing staff document the time it was started and staff use this time as the measure for when the supervision will be lifted, instead of making a clinical assessment that is individualized for each consumer.

Update: There has been a notable decrease in CIPP usage for all 24 hours.

Community Placement: Regional Centers are developing community placement resources for consumers from the general treatment area (GTA) and STA, as per the ongoing closure process. Consumers are progressing through program plans and finding that lesser restrictive environments are not readily available. Regional Centers have the responsibility to create living options that serve the needed supports and services. Frequently, Regional Center staff state that there are limited resources in their areas to place consumers that reside in the STA at PDC. There are consumers in the STA that are ready for placement and are waiting for their Regional Center to find an appropriate lesser restrictive placement.

Update: There was a notable increase in transition activity for GTA activity this

reporting period.

Highly Restrictive Interventions (medications and restraint) and using medications to control behaviors:

The CRA is a member of the Human Rights Committee (HRC) who, in conjunction with the Behavioral Management Committee (BMC), reviews all highly restrictive programs. This committee meets weekly. Many of the behavior modification plans stay the same year after year with the only change being in the type or amount of medication used to attempt to control inappropriate behavior. At times, the dose exceeds the recommended FDA limits and in the past, very few had medication reduction plans. The CRA consistently advocated for the implementation of medication reduction plans or justification for not implementing reduction as per federal guidelines. Porterville Developmental Center has implemented policies to ensure that the federal guidelines for medication reduction plans are addressed. The facility has also addressed the use of poly-pharmacy and moved to have a “cleaner” pharmacological plan that attempts to meet the needs of the consumer.

Update: As of this reporting period, medication reduction plans have become the norm for HRC/BMC review. Plans are consistently falling within the federal guidelines of minimum effective dose. CRA will continue to monitor.

Translation services: Some clients are in need of a translator on a continual basis in order to achieve IPP goals and objectives. Some clients’ families would benefit from a translator for meetings and other events at PDC.

Update: A staff person at PDC who provided translation services has retired. The CRA collaborated with PDC administration to access an outside translation service to assist as needed on campus.

Sonoma

During the past reporting period, fiscal year July 1 2016 to June 30 2017, the following events and issues were raised at SDC:

The Sonoma Developmental Center has been slated for closure by the end of 2018.

The Northern Star Acute Crisis Unit, since its inception in February of 2015, has served numerous individuals from around the state. During this time some individuals filed a writ of habeas corpus (a request for release) to be heard in court. Because some of the clients served at the crisis unit live outside Sonoma County the cases are adjudicated in the superior court in the county the person was originally committed to SDC. This

has presented new challenges for all involved and has exposed deficits in the crisis system. At times, the superior court system that originally committed the individual to the developmental center is unaware of services offered at SDC and the community. In response, the CRA contacted various Public Defenders from Bay Area counties in an attempt to educate them on what the Northern Star and regional center options include. The CRA facilitated greater communication between the Public Defender's office and the clients at SDC. Confusion in interpretation of the law committing Star clients has delayed some cases. This CRA has had to provide court officials with Lanterman Act information to address the changes in commitment specifically for the acute crisis units.

The CRA advocated strongly for better support systems for clients nearing the thirteen-month time limit set by state law for the program. Some regional centers are unprepared to receive the client after the entire time period. Housing, psychiatric and medical supports are not always clearly defined by the time of discharge. These systematic deficits greatly work against all the progress individuals have gained while at the Northern Star unit.

As the Developmental Center population has decreased, day programs have been greatly affected. The CRA was informed of ICF clients not able to attend day programs as written in the Individual Program Plan. Upon investigation the CRA was informed that as clients leave to the community the unit staff assigned to those clients no longer are assigned to support day programming activities. Instead the staff are assigned to other areas of support on campus leaving the day program short of staff. This CRA met with the executive team and requested for regular day program reports indicating what was cancelled and the reason. The CRA is actively monitoring the situation. The facility has taken steps to hire two classifications other than Psychiatric Technicians and Psychiatric Technician Assistants. Now College Student Assistants and Certified Nursing Assistants have been hired. The CRA has engaged with the new people in these classifications. CRA will continue to monitor and take action if non-attendance becomes systematic.

This CRA was contacted by several concerned family members seeking information on obtaining conservatorship for residents on campus. This CRA responded by referring to legal counsel in the community and attempting to educate them more on Regional Center duties and responsibilities as well as licensing agencies functions in the system outside of the DCs. Alternatives to conservatorship were provided.

In past reports, the issue of hiring qualified applicants to vital staffing positions was of concerns. Now that a closure date has been selected there has been a notable exodus

of long-time employees with many years of irreplaceable experience. Pending closure status has made it difficult to recruit for some positions. Even before closure announcements, it was historically hard to attract personnel willing to re-locate to this relatively expensive part of California. Concerted efforts have been made to hire and re-staff personnel in critical areas. Job Fairs and community outreach through Craigslist and other social media have made an impact. A new factor is the Community State Staff Program that is now attracting many remaining staff that wish to continue state service in the community. In June 2017, four NF unit supervisors left and many other ancillary and level of care are taking advantage of retirement or other positions in the community.

As more and more people move into the community, training in such areas as activities of daily living and behavioral interventions have become more acute issues. As the developmental centers are considered the highest level of restriction for people with developmental disabilities in California there are interventions in place that cannot be easily replicated in the community. Although very few individuals on campus still have highly restrictive interventions in their plans, many have not had the opportunity to live in a non-congregate living situation. This can make adjusting to the wider community a challenge.

This CRA is a permanent member of the Whole Person Review (WPR) committee. The WPR functions is an extension of the Human Rights committee and comprised of community members, professionals of Interdisciplinary teams, a pharmacist, psychiatrist, senior occupational therapist and senior psychologists. During the meetings we review Individual Program Plans to ensure ID teams are taking the considerations such as HRIs and ADLs into consideration when reviewing plans for efficacy.

CRA attends community Transition Planning Meetings at the request of an individual client or ID team and now often in place of the Volunteer Advocacy Supervisor (VAS), or an advocate who cannot attend. During these TPMs, the CRA stresses the importance of working on trainings that translate into community living before the individual is transitioned.

The CRA actively consults with teams on widening greater access and unlocking areas that were historically restricted for the individuals who reside here.

The CRA assisted the center in helping to train new and returning employees. The CRA has trained individual ancillary staff, various professional groups, level of care staff and newly hired program managers in the area of rights, the Lanterman Act and

my role as well as responsibilities in assisting the clients they serve.

As closure/transformation announcements were made this CRA fielded numerous questions and anxious calls from families of residents, the residents themselves and those that support the population at the DC. In response, this CRA assisted the SCDD VAS Coordinator and the DC management team to facilitate a winter Opportunity Fair. It was designed to bring local regional centers and the community service providers to come and present what is offered for this population in the local catchment areas. Feedback from those who attended was very positive and more fairs/events are being planned to continue to try and bridge gaps in misperceptions of those involved in the process of closure.

As the Developmental Center population has decreased there is less resources to serve those individuals with communication barriers. Although there are individuals' on almost every residence that could benefit from ASL or a foreign language to be spoken with them it is currently not readily available. This CRA and the SCDD VAS coordinator have advocated for such services and trainings to be offered on campus and now the DC responded by contracting with an outside interpreter service and concentrating some resources to obtain a state employed interpreter dedicated to provide ASL on campus for those in need. Unfortunately, the state interpreter has since long departed the DC to a job in the community. This continues to be a work in progress situation. Outside interpreters are again being contracted when needed.

Service and Policy Recommendations

Canyon Springs

Canyon Springs has clients who sign their own consents for treatment, medications etc. Continued effort to increase informed consent abilities for all clients should continue.

CRA continues to request up to date notification of meetings and changes to scheduled meetings from CS. Improvement noted for this reporting period.

Fairview

In order to provide continuous, seamless advocacy, we believe additional provisions for the CRA to follow consumers once placed in the community is recommended. Our VAS project follows individuals for one-year post placement. However, not all FDC consumers receive VAS services. Many consumers and their family may benefit from independent advocacy once placement in the community has occurred. We feel this may be helpful particularly if there are ongoing placement issues.

Porterville

The CRA and Advocacy services recommend increased client attendance at IPP's and Transitional IPP's. The CRA recommends continued open communication with court officials, the District Attorney and Public Defenders Offices between PDC, Porterville Regional Project, CRA, and Regional Centers.

CRA will continue to foster open communication with clients and their families and their respective Interdisciplinary Teams (IDT).

CRA will assist with planning and execution of the PDC's Community Fair by inviting families, clients, providers and other stakeholders to an information sharing event.

The scope of the human rights and behavior review committees has been only focused on behaviors that are keyed to medication. Increasing this scope to include all aspects of the client will add greater impact to recommendations from these committees.

Sonoma

It is recommended to include additional provisions in the interagency agreement for the SCDD CRA to follow other DC clients further after community placement. This is currently done by SCDD VAS. The VAS project follows clients for one year after placement into the community. There is a significant amount of DC clients that do not have family or conservators to aid in independent avocations after placement in the community. Continuity of support and services from the DC to the community would enhance greater chance of successful transition into the community.

The CRA recommends requiring interdisciplinary teams to ready clients to transition by offering more frequent outings including that include work on social skills during dining out and/or bathroom skills while using public restrooms. Also, some clients are not accustomed to being on a long transportation experience. This can be a barrier upon placement as some of the catchment areas of residents here are several hours away. Some training is occurring to address this but more is needed. Unfortunately, a campus training house has not returned to the SDC campus as planned previously, thus there is an even greater need for cross training between potential community providers and the clients living on the units. More opportunities for clients to experience the wider community are vital for a smoother transition for individuals who do not typically travel off the SDC campus.

The CRA continues to advocate open access to possessions and storage space. Limiting individuals' access to these rights will not prepare people to live in that community. The SDC Human Rights Committee plays an essential role in vetting interdisciplinary teams' plans. The committee has persuaded interdisciplinary teams to review plans with community-based access in mind. Transferring individuals with plans that cannot legally be carried out in the community without a waiver from a licensing agency does not serve the people of California.

Appendix A

Appendix B

DENIAL OF RIGHTS
ANNUAL REPORT
Canyon Springs Community Facility
 July 2016 - June 2017

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
 DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C,S	I	01/11/16	02/11/16	01/09/2017
P	I, O, D	01/18/2017	04/18/2017	04/18/2017
C,P	I	02/27/2017	02/28/2017	02/28/2017
P	I	02/16/2017	03/14/2017	03/14/2017

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I Exercise of specific right would be *injurious* to the client; or
- O There is evidence that if the rights is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4505- Welfare and Institutions Code

**DENIAL OF RIGHTS
ANNUAL REPORT
Fairview State Developmental Center
July 2016 - June 2017**

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	4/5/16	12/28/16	1/27/17
T	I	6/1/16	12/28/16	1/27/17
P	I	7/14/16	6/21/17	Continued
P	I	1/31/17	3/1/17	3/1/17

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	2/3/17	4/26/17	4/26/17
T	I	2/6/17	4/26/17	4/26/17
P	I	5/5/17	6/7/17	Continued
T	I	5/5/17	6/7/17	Continued
P	I	5/5/17	5/8/17	5/8/17
P	I	6/10/17	06/10/17	Continued

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the rights is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Code

DENIAL OF RIGHTS
ANNUAL REPORT
Porterville State Developmental Center
 July 2016 - June 2017

State of California- Health and Human Services
DENIAL OF RIGHTS Semi Annual Report
 DS 308

Department of Developmental Services

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P, S	I	09/06/2016	06/05/2017	30 Day Review
M	I	04/04/2016	12/02/2016	01/23/2017
C, P, S	I	04/19/2001	06/19/2017	30 Day Review
P, S	I	09/09/2005	06/19/2017	30 Day Review
C	I	03/21/2017	05/01/2017	05/01/2017

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P, S	I	09/06/2014	06/23/2017	30 Day Review
P, S	I	01/13/2017	02/12/2017	02/12/2017
C	I	01/10/2017	06/19/2017	30 Day Review
P, S	I	11/23/2015	06/21/2017	30 Day Review
P	I	04/25/2017	05/26/2017	30 Day Review
V	I, O	09/08/2016	09/11/2016	09/11/2016

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.

- T** To have reasonable access to *telephones*, both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
- P** To keep and use one's own personal *possessions*, including toilet articles.
- S** To have access to individual *storage* space for one's private use.

Good Cause for Denial:

- I** Exercise of specific right would be *injurious* to the client; or
- O** There is evidence that if the rights is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D** The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Co

DENIAL OF RIGHTS
Sonoma State Developmental Center
July 2016 - June 2017

(Semi-Annual/Annual format)

State of California- Health and Human Services

Department of Developmental Services

DENIAL OF RIGHTS QUARTERLY REPORT

DS 308

Client Information

W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	12/30/14	06/28/17	
P	I	11/04/15	06/30/17	
P	I	11/04/15	06/30/17	
P	I	11/04/15	06/30/17	
P	O	10/03/16	11/1/16	10/24/16
T	O	10/03/16	11/1/16	10/24/16

Clients Rights:

- M** To keep and be allowed to spend one's own *money* for personal and incidental needs.
- V** To see *visitors* each day
- C** To keep and wear one's own *clothing*.
- T** To have reasonable access to *telephones* ,both to make and receive confidential calls, and to have calls made for one upon request.
- L** To mail and receive unopened correspondence and to have ready access to *letter* writing materials, including sufficient postage.
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Good Cause for Denial:

- I Exercise of specific right would be *injurious* to the client; or
- O There is evidence that if the right is not denied the client's exercise of it would seriously infringe upon the rights of *others*; or
- D The institution or facility would suffer serious property *damage* if the right is not denied.

Note: Authority Cited 4504- Welfare and Institutions Code

Appendix C

**Report of Request For Release Activity
For**

Canyon Springs Community Facility

Annual Report

July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept							
Oct-Dec	1			1			
Jan-Mar	2			2			
Apr-June							
Total	3	0	0	3	0	0	0

*Writs are still pending on court calendar

**Report of Request For Release Activity
For
Fairview Developmental Center
Annual Report**

July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept	1			1	1		1*
Oct-Dec	3			3			
Jan-Mar							
Apr-June						1	
Total	4	0	0	4	1	1	1

This information reflects Writs of Habeas Corpus processed in the last reporting period and current Writs of Habeas Corpus noted above.

10 Consumers at FDC with Writs pending (7 from FY 15-16).

2 Consumers at FDC had their Writs taken off calendar/withdrawn during this reporting period.

1 Consumer whose writ was granted in FY 11-12 has not been placed due to placement stay. Stay continues to be denied during this reporting period

*Original writ filed FY 15-16.

Report of Request For Release Activity
For
Porterville Developmental Center
Annual Report

July 1, 2016 - June 30, 2017

Quarter	Number of Requests without Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept	9			9	7		0*
Oct-Dec	3			3	2		0**
Jan-Mar	2			2	1		0***
Apr-June	18			18	8		0****
Total	32	0	0	32	18	0	0

Note:

* No response by court: 2

** No response by court: 1; 1 taken off calendar

*** No response by court: 1

****No response by court: 6

Report of Request For Release Activity
For
Sonoma Developmental Center
Annual Report
July 1, 2016 - June 30, 2017

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	Total Number of Requests Forwarded to Court	Number of Requests Denied by the Court	Number of Requests Approved by the Court	Number of requests Resulting in Release
Jul-Sept		2	1	1		1	1
Oct-Dec							
Jan-Mar	1	2		1	1		
Apr-June	1	2		1			
Total	2	6	1	3	1	1	1

Sonoma Developmental Center Writs of Habeas Corpus:

An ICF client walked out of his home residence and was found by staff walking toward a bridge leading to a public road that divides the facility. The CRA was notified by the team and through the daily Incident Report/Generated Event Review provided to the CRA by the Developmental Center. The CRA facilitated an interpretive conference for the client that included all of those who know and support the individual. The client chose not to stay during the conference. During the conference the clients past patterns and preferences were discussed. The client was engaging in a preferred activity of walking on a route that was very familiar to him. This individual used to walk regularly when his off-site program and general store were located there. The psychologist who would go on walks with him was in attendance at the conference. He indicated that this was a familiar/desired route for him to his day services site. In addition, this was a client who had exhibited this same behavior in the past. The behavior stopped after he was offered more opportunities to walk. The team agreed to honor his indication of wanting more frequent opportunities to go on walks and no further attempts were noted.

All other conferences were held for individuals that had recently moved to new residential units and were exploring areas un-familiar to them. After the conferences it was determined that none of the individuals' true intents were to leave the facility. No further incidents of clients leaving supervision occurred after the conferences.

CRA Roster

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCATES

State Developmental Center	CRA	Address	Telephone Number	E-mail Address
Canyon Springs	Robbin Puccio	69-696 Ramon Road Cathedral City, CA 92234	(760) 770-6251	Robbin.puccio@cs.dds.ca.gov
Fairview	Laurie St. Pierre	2501 Harbor Blvd. Building 19 Costa Mesa, CA 92626	(714) 957-5690	Laurie.st.pierre@fdc.dds.ca.gov
Porterville	Holly Bins (acting)	P.O. Box 2000 Porterville, CA 93258	(559) 782-2431	holly.bins@scdd.ca.gov
Sonoma	Tobias Weare	King Building #111 Sonoma SDC P.O. Box 1493 Eldridge, CA 95431	(707) 938-6501	tobias.weare@sonoma.dds.ca.gov
Headquarters	Holly Bins CRA/VAS Project Manager	1507 21 st St., Suite 210 Sacramento, CA 95814	(408) 834-2458	holly.bins@scdd.ca.gov