

CLIENTS' RIGHTS ADVOCACY SERVICES

**Annual Report
July 2018 – June 2019**



State Council on Developmental Disabilities

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCACY SERVICES ANNUAL REPORT

July 1, 2018 to June 30, 2019

I. Introduction

This report is respectfully submitted in accordance with the interagency agreement between the Department of Developmental Services and the State Council on Developmental Disabilities for the provision clients' rights advocacy services at Sonoma Developmental Center, Porterville Developmental Center, Fairview Developmental Center, and Canyon Springs Community Facility.

The unique characteristic of each center and facility is reflected in the information, observations and recommendations submitted by each office.

Developmental Centers/Community Facility	Canyon Springs	Fairview	Porterville	Sonoma	Total
<i># of Services Provided (Appendix A)</i>	48	115	336	43	542
<i>Denial of Rights (Appendix B)</i>	14	9	46	0	69
<i># of Requests for Release Forwarded to Superior Court (Appendix C)</i>	3	3	21	0	27
<i>Grievances</i>	0	0	0	0	0
<i>WIC 4731 Complaints Filed</i>	0	0	0	0	0
<i>Complaints (Non-WIC 4731)</i>	23	4	6	2	35

<i>Incident Reports</i>	0	1	14	0	15
<i>Mandatory Abuse Reports</i>	0	0	0	0	0
<i>DC Staff Provider Trainings</i>	42	54	14	3	113
<i>Self-Advocacy Training</i>	14	3	21	10	48
<i>Meetings with DC Staff</i>	72	23	50+	10	153+

OVERVIEW OF SERVICES PROVIDED

Canyon Springs Community Facility

The Department of Developmental Services requested and Canyon Springs was approved for the Desert Star Crisis Program, a ten bed crisis unit housed within the Canyon Springs facility. Desert Star admitted their first Desert Star Client in December of 2018. Canyon Springs will celebrate its 19th anniversary in upcoming December 2019. The population at the time of this report is forty-seven. The CRA provides advocacy services to those individuals at Canyon Springs and those clients now admitted into Desert Star. The CRA meets with each new arrival and provides information on how to reach the CRA by using the public telephone (*81) and explains their rights including giving a copy those rights to each client. Here is a list of some of the activities that the CRA is currently involved in:

- Participates in Client Council Meetings that are held monthly or as needed
- Provides self-advocacy training to individuals and in small group settings
- Attends daily management meetings to discuss incident reports and other issues involving clients and provide advocacy input
- Facilitates Client Advocacy Group held monthly
- Attends weekly/monthly Desert Star meetings
- Visits all work sites on and off campus where clients are currently working
- Assist clients to initiate informal and formal hearings
- Investigate all suspected rights violations and discuss with the clients their rights and due process
- Provides clients' rights training to new employees, volunteers, families, conservators, and students from surrounding universities and colleges

- Meets quarterly (or as needed) with management team to discuss policies and procedures, clients' concerns and rights protections
- Review denial of rights reports with clients including restoration criteria and complaint process
- Provides consultation regarding rights issues and complaint processes to client families and conservators
- Advocates for clients during weekly in Emerging Risk Notification Evaluation Meetings (ERNE)
- Facilitates/coordinates meetings/phone calls between County Adult Protective Services, Long Term Ombudsman Services, Department of Public Health Licensing and Certification Services, and Disability Rights of California
- Reviews all highly restrictive plans
- Reviews new policies, regulations, and legislation impacting Canyon Springs
- Provides coverage and training for SCDD Volunteer Advocacy Coordinator and Volunteers
- Sits as a member of the Canyon Springs Restrictive Intervention Review Committee (RIRC) and Human Rights Committee (HRC)
- Meets with clients to discuss community/living options and when requested files a Request for Release (Writ of Habeas Corpus)
- Facilitates voting registration presentations with Riverside County Registrar of Voters
- Facilitates with local public transportation services – Sun Line Transit, for clients to gain knowledge and experience riding on public transportation
- Facilitated meetings for clients with Disability Rights of California, Desert ARC and Eisenhower Hospital
- Provided Training to Desert ARC Staff regarding Self-Advocacy and Rights

Fairview Developmental Center

The CRA continues to provide services in the following areas:

- Investigates alleged client's 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 assisting 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 other advocacy agencies, as necessary
- Provides training on clients' rights and SCDD role in advocacy for FDC staff and new employees
- 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

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

- Behavior Supports Committee (BSC)/Human Rights Committee (HRC)
- Bioethics Committee
- SCRP Liaison 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 consumers, parents, regional center staff and Porterville Developmental Center staff where consumer's rights are discussed
- Attends special meetings when issues of consumer's rights arise
- Attends Transition Planning Meetings (TPM) and Transition Review Meetings (TRM)
- Speaks to administration on the behalf of consumers when a right has been denied
- Assist consumers in filing Requests for Release when they state they want to leave Porterville Developmental Center.
- Assists consumers in communicating with the Public Defender's office or communicating with the Public Defender's Office on the consumer's behalf.

- Assists and represents consumers in the Fair Hearing process
- Investigates abuse complaints brought to the CRA's attention by the consumer, family and/or staff.
- Reviews and approves denial of rights requests
- Provides rights and self-advocacy training to consumers and staff
- Discuss and assists family members on clients' rights issues
- Provides training to staff on how to effectively interact with consumers and to use positive reinforcement
- Reviews all proposed policy changes that involve clients' rights issues as a member of PDC Policy Committee
- Provides training to consumers and staff on client's rights, the denial of rights process, and end of life decision making process
- 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 also known as general event reporting (GER)
- Review all postural and medical supports prescribed in the acute care unit and the skilled nursing unit
- Review restricted access plans

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

- Human Rights Committee
- Behavioral Management Committee (reviewed 388 for Highly Restrictive Interventions)
- Member of the Incident Action Team (The CRA reviews facility IR/GER data and can investigate further if a rights issues are indicated).
- Dysphasia Committee
- Bioethics Committee
- Secure Treatment Information Committee
- Intermittent meetings are also held with the Executive Director and Clinical Director where issues are discussed, and resolutions are sought. Meetings are also held with the Program Directors as needed, including Quality Assurance

Sonoma Developmental Center

Sonoma Developmental Center closed on December 18, 2018 when the last resident transitioned to the community. After closure, the CRA served and continues to serve as the CRA of record for the five-bed Northern STAR crisis home during its operation on the Sonoma Developmental Center campus and at its' current location in Vacaville, CA.

CRA provided comprehensive clients' rights advocacy for persons with developmental disabilities who were 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 were 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 facilitates 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 serves 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		

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<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 to keep personal cd's/music	Resolved	Meeting held/Client allowed to keep their music cd
	The right to live in the least restrictive environment	Resolved	Meetings held. Advocacy services provided to assist with placement, writ filed
	Client requested to call parent/regional centers/volunteers	Resolved	Parent/regional centers/volunteers notified and called as requested

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	Client alleged personal items were taken, misplaced or stolen	Resolved	Investigation conducted; items replaced
	Client requested to wear clothing of choice	Resolved	Client purchased clothing of choice
	Client wanted to work 'off grounds' at work site	Resolved	Meetings held. Client is presently working off grounds.
	Client requested call family/regional center worker	Resolved	Family member/regional center worker called as requested
	Client requested a change in living arrangement (within Canyon Springs)	Resolved	CRA provided advocacy during special meeting. Client was moved as requested.
	Client had no key to own room	Resolved	Work order sent and keys given to client
	Client wanted to attend own court hearing	Resolved	Client participated in court proceedings as requested
	Client wanted access to own monies	Resolved	Trust office schedule was made available. Client currently has access to own money
	Client requested to visit friend	Resolved	Arrangements made for client to visit with friend
	Client requested to go to breakfast earlier than his group schedule	Resolved	Client was offered a different time to go to breakfast with another group

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	Client wants to ride bike	Resolved	Client given several opportunities during the day to ride bike
	Client wanted to go to a specific movie	Resolved	Arrangements made. Client attended movie of his choice
	Client didn't want to wear a medical helmet	Resolved	Meeting held. Client was offered different alternatives. Client selected a baseball helmet.
	Client wanted to try a different type of church	Resolved	Alternatives were offered. Client choose a different venue
	Client wanted to roller skate	Resolved	Meeting held. Parent brought roller skates and pads and client roller skated
	Client wanted her hair colored	Resolved	Appointment made. Client got hair colored per her request
	Client wanted to have therapeutic leave off CS grounds	Resolved	Meeting held. Client has off ground visits with family per his request
	Client wanted to purchase a beeper	Resolved	Meeting held. Client decided he would rather purchase a phone. Phone purchased
	Client wanted to change his annual meeting agenda	Resolved	Discussion held. Clients annual review meeting agenda changed per his request
	Client wanted to lose weight	Resolved	Discussions held. Client met with physician who made recommendations
<i>Fairview</i>			

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	Occupational Therapists using gloves while doing gait training on numerous occasions with different consumers	Resolved	The CRA has brought up this issue numerous times when meeting with administration. In our discussions with administration, we had been told it was brought to their attention. Issue is resolved.
	There continues to be a majority of un-conserved adult consumers not offered the opportunity to provide their own consent for simple medical procedures and treatment.	Ongoing	FDC administration informed. Individual monitoring continues.

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	<p>During a consumer's IPP, consumer's regional center reported they had identified a placement however, it was not an age appropriate placement. His mother/conservator had not been able to participate in the meeting and thus did not know of the identified placement.</p>	Resolved	<p>The CRA spoke with mother/conservator and provided her with assistance. Mother/conservator contacted the Regional Center informing them the family would like a more age appropriate placement option to be identified. An appropriate placement has been identified and a TPM will occur in new fiscal year.</p>
	<p>Consumer who used a waist belt while sleeping was presented to BSC for renewal. It was also a discussion at the TRM. From the presentation it appeared the waist belt was not being used for protection and it could not be used in the identified community facility. A request was made to discontinue its use.</p>	Resolved	<p>A special was held. It was decided one to one supervision would be provided at FDC until consumer was placed as one to one supervision would be provided in the home.</p>

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
<i>Porterville</i>	Client complained that his denial of rights plan was not being followed and it was too restrictive on certain items	Resolved	CRA reviewed the plan. IDT met to review DOR and made changes that made it less restrictive, with more clarity and put a plan to thoroughly train unit staff. Also, an updated psychological exam was ordered and evaluated by the team.
	Several clients advised that NOC shift checks were disturbing their sleep.	Resolved	Issue was elevated to the Clinical Director and Program Director for resolution.
	Client wanted to change the assigned regional center case manager as she did not find the case manager was fulfilling her duties and following through	Resolved	Client was assisted with writing a request letter to the director of the Regional Center and the CRA forwarded the letter to the director. A new case manager was assigned.
	Client filed a complaint as he was being denied the right to purchase and play certain video games although there was no justification to withhold them from his use	Resolved	CRA assisted the client draft a 4731 complaint which prior to submitting the complaint, the IDT team reconsidered and allowed him use and purchase of the video games.

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	A client had concerns regarding developing a therapeutic leave plan after he was admitted to the STA. (previously resided in the GTA)	Resolved	A special was held to discuss successful therapeutic leaves while residing in the GTA which assisted the team in developing a plan now that he resides in the STA.
	While attending a TPM special, the family and IDT felt the provider and Regional Center were rushing a placement for the client who has life threatening SIB.	Ongoing	Several specials were held, and additional cross training provided as well as a longer visit to the home. Additional TPM special or TRM will be held after this reporting period.
Sonoma	Family member of resident stated that there was a lack of communication from SDC regarding community placement transition activities	Resolved	SDC staff communicate transition activity to family of SDC resident. CRA monitored for consistency.

Developmental Center	Nature of Complaint	Status of Complaint	Outcome of Complaint
	CRA received complaints that unfamiliar staff were assisting SDC residents causing safety concerns and increases in behavioral episodes for some SDC residents.	Resolved	SDC administration assured CRA that additional training will be provided and familiar staff would be assigned to behavioral unit when needed. CRA monitored.

General Events Reports Submitted by CRA to State Developmental Center

Developmental Center	Number	Type
<i>Canyon Springs</i>	0	
<i>Fairview</i>	1	Allegation of abuse
<i>Porterville</i>	2	GER verbal abuse
	1	GER theft
	4	GER verbal/emotional abuse
	1	GER verbal/emotional/physical abuse
	2	GER physical abuse
	4	GER emotional abuse
<i>Sonoma</i>	0	

Mandatory Abuse Reports Submitted to Other Protective Services Agencies

Developmental Center	Issue	Agency Submitted To
<i>Canyon Springs</i>	0	
<i>Fairview</i>	0	

Developmental Center	Issue	Agency Submitted To
<i>Porterville</i>	0	
<i>Sonoma</i>	0	

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	34- Canyon Springs Community Facility Employees	24
	New Employee/Volunteer/ Orientation Training - Clients' Rights, Requests for Release, Self-Advocacy, Person-Centered Planning, Denial of Rights	28- Canyon Springs Community Facility newly hired employees.	14
	Advocacy Training – Client's Rights	16 - San Bernardino Valley College	4
<i>Fairview</i>	Annual basic Principles of Clients' Rights presentation (one hour)	401 FDC staff	34
	NEO - Principles of Clients' Rights	92 FDC staff	15
	Supporting Choices, Making Transition	34 FDC staff	5

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
<i>Porterville</i>	New Employee Orientation: Overview of Consumer's rights, function of Sequoia Regional Office/SCDD and CRA, Denial of Rights process, responsibility of staff as advocates	New Employees 139	11
	Clients' Rights Training	20-25 Clients and Staff	1
	Denial of Rights Training	14 staff and managers	2
<i>Sonoma</i>	Employee orientation rights training, including denial of rights, writs, and fair hearing appeals	20 SDC employees	3

Self-Advocacy Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
<i>Canyon Springs</i>	Canyon Springs Self Advocacy Group/Person-Centered Planning	47 – Clients 6 - Staff	12
	Advocacy/Work Options/Desert ARC	23 – Clients 5 - Staff	2

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
Fairview	<u>September 2018</u> – Program 3 FCA meeting – Community Living and Choices	15 residents with support staff	One session
	<u>November 2018</u> – Get Safe Training	15 residents with support staff	One session
	<u>June 2019</u> – Residence 39 Community Group – Think, Plan Do exercise	6 residents and support staff	One session
Porterville	People First, Client Human Rights Quarterly Committee, Client Residents Council.	10 -30	21
Sonoma	Due to impending closure, self-advocacy groups were discontinued. Small group discussions regarding individualized needs were conducted	1-5 clients with support staff	10

Meetings Attended with Specified Developmental Center Staff

Developmental Center	Type of DC Staff	Number of Meetings
Canyon Springs	Executive Director	14
	Administrative	

		20
	Clinical Staff	22
	Line of Care Staffing	16
Fairview	Executive Director	0
	Administrative/Committee Meetings:	
	• Bio-Ethics Committee	6
	• BMC/HRC	0
	• FDC Community Association meetings	Bi-weekly 3
	• Regional Project Liaison meetings	4
	• Town Hall meetings	0
	• Governing Body/Executive Committee	0 4
	• FFF meetings	4
Porterville	Administrative/Committee Meetings:	
	• Bio-Ethics Committee	1
	• BMC/HRC	Weekly
	• Human Rights Committee meetings	Monthly
	• Postural Restraint Review	24
	• Restricted Access Review	10
	• Town Hall meetings	0
	• Governing Body/Executive Committee	4
	• Escort Review meetings	Weekly
	• Handcuff Briefing	7
Sonoma	Executive Director	4
	Administrative	6

Systemic Issues

Canyon Springs Community Facility

The Department of Developmental Services requested through the legislature to include Canyon Springs Community Facility (Senate Bill 175- Developmental Services) in the

safety net services for the State of California. This crisis program is called Desert STAR (Stabilization, Training, Assistance, Reintegration). Canyon Springs admitted its first STAR Client in December 2018. Canyon Springs currently has ten (10) beds designated for this purpose. Census for the Desert Star Program currently is (3) at reporting time. The goal of this crisis program would be to stabilize the individual and return them to a residence in the community as soon as their needs can be safely served. The maximum time an individual would be approved to stay at Canyon Springs through this program would be twelve (12) months with the ability to receive a thirty (30) day extension. The inclusion of the Desert STAR unit in the facility meant increased capacity in other non-STAR units.

Canyon Springs now has a designated Trust Office to handle client accounts on site. The Clients (SSI/SSA) benefits and P&I monies are made available in a timely manner. Clients are still uncertain about their share of cost payments, and this continues to be an unmet need. CRA has met with administration to discuss ways to assist the clients in understanding their personal share of cost payments.

Clients who are transitioning from Canyon Springs has been informed of the following reasons for their delay to the community:

- Client requested to save money for community placement items
- Smoking
- Proposed community placement home is unlicensed
- Apartments are too expensive for some clients and/or located in impoverished neighborhoods
- Availability of work programs

Fairview Developmental Center

Informed consent:

Many un-conserved consumers are deemed unable to sign their own consents even for simple medical procedures and treatment. The CRA notified the Clinical Director at their regular meeting. At a subsequent regular meeting, the Medical Director was invited. The Medical Director indicated discussion should be taking place at the IPP regarding areas where consumers could provide consent and that it should be a standing IPP agenda item. During one meeting, the CRA initiated the ability to consent at an IPP after the team neglected to discuss the ability to give consent. The IDT members including the doctor and consumer voiced their opinions. The consumer was able to indicate areas he felt comfortable making decisions and informed the team of the areas he did not. As a result, the team came to an agreement regarding what decisions could be made by the consumer.

Update: There has not been any other meetings where consumers' ability to consent has been discussed. Advocacy Services would like to see more of these discussions initiated at the IPP to determine individualized ability to provide consent especially as closure becomes more imminent.

Closure/Consolidation:

Because of the impending closure of FDC, inconsistency of implementation of programs continues to be observed. Increased restraint uses and medication dosage had been noticed due to closure and loss of familiar, veteran staff. Floating and registry staff have been utilized to fill in staff vacancies. The CRA fielded complaints from clients and families about loss of staff while participating in Transition Planning Meetings (TPMs) and Transition Review Meetings (TRMs). The last two months of 2018, there had been a significant number of medication errors being reported. Also, lack of notification of significant incidents to the CRA increased during this reporting period. FDC administration has been kept abreast of the status of the above systemic issue.

Update: FDC administration began implementing increased training for medical staff. Additionally, float and registry staff had been provided more training to address these concerns. Despite these efforts, inconsistency of program implementation continues to be noted in most areas. CRA continues to monitor.

Porterville Developmental Center

Community Placement:

Regional Centers are developing community placement resources for consumers from the general treatment area (GTA) and Secured Treatment Area (STA), as per the ongoing closure process (although the STA is not affected by the closure). Consumers are progressing through program plans and finding that lesser restrictive environments are not readily available, especially now that many of the available openings have been filled. The 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 having challenging behaviors that reside in the GTA or consumers who 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: The proposed date of closure of the GTA is the end of September 2019. This has caused PDC to transition clients from the GTA to the community much sooner than previously expected. Many of the expected community homes are still waiting to be licensed and tentative dates for placement are being set for clients. The focus has been on ensuring that these clients, despite the time constraints, will have all the supports and services they need once they are placed in the community. The CRA/VAS team has been ensuring to have presence at all client TRM's (Transition Review Meetings), and

TPM's (Transition Planning Meetings) to ensure that supports and services are addressed and when necessary, that clients are referred for volunteer advocacy services. This has been putting many families/conservators of clients at ease, specifically when families live far distances away and are not able to visit often. The priority for placement is currently for GTA clients to transition into community homes over STA clients.

Changes to the Secure Treatment Non-Allowable Policy:

Proposed changes to the Secure Treatment Non-Allowable Policy, FB 109 is to be implemented on August 1st, 2019. Clients will have to surrender all gaming consoles, MP3 players and will have to limit their personal media (CD's, DVD's and games) to thirty per client. Consumers have been made aware of the changes and have been advised to prepare by sending their items home with relatives, otherwise they will be put in storage. Many clients disagree with the impending policy and have voiced their opinion that they feel the new policy is a punitive policy that is impeding their right to have access to their personal property. The CRA is actively educating staff and clients that the clients have a right to file an appeal once the property is seized. The CRA is currently assisting clients that will be affected by this policy.

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. The Committee continues to focus on least restrictive plans and ensuring that the medication plan has been effective in reducing behaviors. Justification for increasing meds or not to discontinue meds is a common discussion during the committee meeting. HRC requires further justification for medication for verbal aggression. The CRA continues to advocate for less restrictive means and the HRC committee continues to ensure that medication plans are effective and are tailored to each individual.

Sign language and Translation services:

Some clients need 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: There are several staff identified to provide Spanish translation services. Also, The CRA collaborated with PDC administration to access an outside translation service to assist as needed on campus. A sign language interpreter has also been hired to provide services to the deaf consumers.

STAT Medications:

Part of the monthly HRC meetings is the review of use of STAT medications. Often STAT medications are given after consumers have been in HRIs for four plus hours. When the CRA inquired why these medications are given after such a long period of time, the HRC chair indicated they have tried to get STAT meds to be given sooner and for them to be prescriptive. However, the CRA was told it is the physician who makes the final decision regarding when STAT meds are to be given. As a result of continued discussions, more teams have sought approval for pre-cursor STAT meds to reduce or eliminate the need for physical HRI's. The CRA was also informed PDC views chemical restraints to be more restrictive than physical restraints.

Update: An informative training: 'The Judicious Use of Chemical Restraints in the Developmentally Disabled Population' was held 2/27/2018 which impacted the mindset regarding chemical HRI's. At monthly HRC meetings, the members are noting a decrease in the use of physical HRI's now that physicians are prescribing more precursor STAT medications. The CRA continues to engage in discussions regarding consumers in HRIs for what is considered unnecessary amounts of time.

Use of restraint room for a "quiet room":

When participating in BMC/HRC it was mentioned that the "restraint room" is also being called the "quiet room".

Update: After several vigorous meetings with Program Directors and Quality Assurance staff, modifications are being made to the residences in Program 8 to incorporate separate "quiet rooms" equipped with large bean bag chairs, soothing music, and calming décor. Program 7 has begun modifying their residences to include separate "quiet rooms", however, space is limited. Program 5 has separate activity rooms that serve as their quiet rooms.

Increase in Denial of Rights:

There has been an increase in Denial of Rights with the completion of the Mental Health Intensive Behavior Residence (HM-IBTR) which includes an observation wing to monitor consumers who are on suicide observation. Both Program 7 and Program 8 utilize this observation wing for their consumers.

The CRA worked with Program Management and unit staff regarding policies and procedures. A tour of the unit raised some concerns that were quickly addressed by the Program Director and modifications were made. A facility wide training was provided in junction with Quality Assurances regarding the Denial of Rights process and how to correctly fill out the forms.

Update: A training module for Denial of Rights and Fair Hearing process is being developed by the CRA and the HRC chair to train supervisory and lead staff on how to properly complete the Denial of Rights form and what the roles and responsibilities are

in a Fair Hearing process. Once completed, the module will be used for training at PIP meetings. The CRA has received increased number of staff requests for CRA consult regarding DOR's for certain issues. The CRA is ensuring that the least restrictive plans and strategies are being implemented before a denial of rights is considered.

Lack of a less restrictive environment for the female population residing in the Secure Treatment Area:

There continues to be a lack of placement options for the female population at PDC. Currently, there are seventeen female consumers placed on an all-female unit and the remaining four female consumers are placed on two of the behavioral units with males. The all-female unit is structure as a dormitory style where clients share a room with other clients. PDC has six newer units that house up to sixteen consumers each and are equipped with bedrooms and bathrooms for each individual client, however these units only house male consumers. This housing structure allows the client to learn independence and the responsibilities of having an individual room, while residing in a less restrictive environment. Several female consumers have voiced their interest in living in a similar unit and there are several who would be potential candidates for a lesser restrictive environment setting. The issue has been elevated to administration and they are aware of the issue.

New Superior Court Judges:

There has been a recent shift in the local Superior Court judge appointments and PDC client cases are now being heard by new judges that may not have experience, background or knowledge of the needs of the clients. The CRA and VAS have been advocating for the local court judges to visit PDC or to have a "brown bag lunch" training in which judges can become educated on PDC clients' needs and PDC practices. The recommendation was given to the HRC committee and that has been elevated to the Executive Director.

Sonoma

Lack of familiar staff:

With the continued consolidation towards eventual closure, many veteran SDC staff have left SDC resulting in unfamiliar staff providing direct care to the remaining SDC residents. The unfamiliar staff did not have the knowledge to provide comprehensive cross training with community provider staff. This resulted in some providers needing additional assistance from SDC.

Update: CRA met with SDC Executive Director and the Clinical Director and discussed concerns about unfamiliar staff assisting SDC residents. Familiar staff would participate in cross training. Additional training would be provided registry staff assigned to behavioral units. CRA attends individual meetings for both ICF and NF clients. CRA

provides extended client history during these meetings and encourages extended cross training for individuals who experience transition harder than others.

The closure process was completed on December 17, 2018 when the last SDC resident was placed in the community. In May 2019, Northern STAR moved to a home in Vacaville with two residents. On May 28, 2019, one STAR resident was placed in the community. On June 19, 2019, an individual was placed at Northern STAR.

CRA continues to provide services to the residents of the Northern STAR.

Service and Policy Recommendations

Canyon Springs

Clients who have been identified by their ID Teams to be transitioned into the community are still residing at the facility. Due to pending closures of other Developmental Centers, some Regional Centers have stated that there are insufficient placements at this time for all clients deemed ready for transition. Canyon Springs could partner with the client's Regional Centers to plan transitioning to lesser restrictive environments. Canyon Springs could also restart the Regional Project Liaison Meetings to meet and discuss these issues.

Fairview

As mentioned in previous annual reports, we continue to believe additional provisions for the CRA to follow consumers once placed in the community should be implemented so that seamless advocacy would be provided. The VAS project follows individuals for one-year post placement. However, not all FDC consumers receive VAS services. We still believe many consumers and their family would benefit from independent advocacy once placement in the community has occurred, particularly if there are ongoing placement issues. Southern STAR will continue to provide crisis services. We feel CRA services should continue for the Southern STAR consumers as well.

Porterville

The CRA and Advocacy services continues to recommend increased client attendance at IPP's, Transitional IPP's, and court. During these meetings, staff will provide a reason is given if a client is not present. The CRA recommends continuing communication with court officials, the District Attorney and Public Defenders Offices between PDC, Porterville Regional Project, CRA, and Regional Centers.

The CRA recommends that a collaborative partnership be established with PDC and the local judicial system for better coordination and processing of client cases. It is recommended that PDC educate the judicial officers regarding PDC practices and on

PDC consumer needs.

CRA will continue to foster open communication with Administration, Program Directors, and staff regarding Denial of Rights, Highly Restrictive Interventions and client protections.

CRA recommends that PDC to continue providing formal training on policies, procedures, rules, and regulations pertaining to the use of highly restrictive interventions (medications, STAT medications, and physical interventions) and the changing trends.

CRA recommends that client's rights training be given to all STA unit staff to understand how client's rights relate to STA policies.

Sonoma

Development Centers should make sure that resident's service rights are protected such as day programming services and community integration opportunities prior to transition to the target community. Seamless transition occurs when all IPP service and supports are in place prior to transition.

CRA recommends a policy to have medical and dental services are identified before a Developmental Center resident is placed in the community.

Appendix A

CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Canyon Springs Community Facility
July 1, 2018 – June 30, 2019

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mod MR Int Expl	Caucasian	CS-B	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy provided; referral to volunteer
Mild MR NOS	Caucasian	CS-B	6500	ICF	Attended behavioral team mtg	Plans developed. Transition planning to community
Mild MR Imp Ctrl	Caucasian	CS-B2	LPS Conservatorship	ICF	Reviewed records	Advocacy provided; CRA attended special meeting
Mod MR Anxiety	Caucasian	CS-C	LPS Conservatorship	ICF	Attended team mtg at clients' request	Advocacy provided CRA attended annual meeting
Mild MR NOS Psych	Hispanic	CS-B	6500	ICF	Assistance required to ensure rights	Advocacy Provided referral to volunteer
Mild MR Int Expl	Hispanic	CS-C	6500	ICF	Attended team mtg at clients' request	Advocacy provided. CRA attended annual meeting
Mild MR NOS	Caucasian	CS-B	LPS Conservatorship	ICF	Attended team at client's request	Plans developed for different work assignment

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mild MR ODD	African American	CS-B	6500	ICF	Court hearing attended	Assistance with Public Defender meeting
Mild MR Imp Ctrl	Hispanic	CS-B	6500	ICF	Attended team at client's request	Plans developed for health care needs
Mild MR Anxiety	Caucasian	CS-B	6500	ICF	Assistance required to ensure rights	Advocacy provided referral to volunteer
Mild MR NOS Psych	Caucasian	CS-B2	LPS Conservatorship	ICF	Court hearing attended	Assistance with Public Defender meeting
Mild MR ODD	African American	CS-B	6500	ICF	Attended team at client's request	Advocacy provided. CRA attended annual meeting
Mild MR Int Expl	African American	CS-B	LPS Conservatorship	ICF	Attended team mtg at clients' request	Plans developed for transitioning into community
Mild MR Imp Ctrl	Caucasian	CS-C	LPS Conservatorship	ICF	Assistance required to ensure rights	Advocacy provided referral to volunteer
Mild MR NOS Psych	Caucasian	CS-B2	LPS Conservatorship	ICF	Assistance required to ensure rights	Assistance w/Public Defender meeting

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mod MR Int Expl	Caucasian	CS-B	6500	ICF	Assistance required to ensure rights	Advocacy provided referral to volunteer
Mild MR Imp Ctrl	African American	CS-B	6500	ICF	Attended team at client's request	Plans developed for personal items to be returned
Mild MR NOS Psych	Hispanic	CS-B	6500	ICF	Attended team at client's request	Plans developed for off grounds work program
Mild MR Int Expl	African American	CS-B	LPS Conservatorship	ICF	Attended team mtg at clients' request	Advocacy provided CRA attended annual meeting
Mild MR Imp Ctrl	Caucasian	CS-C	6500	ICF	Attended team mtg at clients' request	CRA facilitated communication between Public Defender and client
Mild MR NOS Psych	Caucasian	CS-B2	LPS Conservatorship	ICF	Attended team mtg at clients' request	Assistance with Public Defender meeting
Mild MR ODD	Caucasian	CS-B2	LPS Conservatorship	ICF	Attended team mtg at client's request	Facilitated phone call to family members
Mild MR ODD	African American	CS-B	6500	ICF	Attended team at client's request	Plans developed. Missing items to be replaced

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mild MR NOS Psych	African American	CS-B	6500	ICF	Attended team mtg at clients' request	Provide advocacy CRA attended special meeting
Mild MR ODD	Caucasian	CS-B2	LPS Conservatorship	ICF	Attended special mtg	Transition plans developed
Mild MR Imp Ctrl	Hispanic	CS-B	In-RE HOP	ICF	Facilitated phone call with Public Defender	Court procedure explained to client
Mild MR Imp Ctrl	Caucasian	CS-C	6500	ICF	Attended team mtg at clients' request	Facilitated phone call to requested family member
Mild MR ODD	Caucasian	CS-B2	6500	ICF	Attended special mtg	Transition plans developed
Mild MR NOS Psych	Caucasian	CS-C	4507	ICF	Facilitated phone call with outside agency	Rights reviewed. Transition plans developed
Mild MR Imp Ctrl	Hispanic	CS-C	4507	ICF	Attended special mtg	Transition plans developed
Mild MR Imp Ctrl	Caucasian	CS-C	6500	ICF	Attended team mtg at clients' request	Advocacy provided. CRA attended special meeting

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mild MR ODD	African-American	CS-B2	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR NOS Psych	African American	CS-B2	6500	ICF	Facilitated phone call with outside agency	Rights reviewed. Transition plans developed
Mild MR NOS	Caucasian	CS-B2	6500	ICF	Assistance required to ensure rights	Plans developed for day program transition
Mild MR ODD	Hispanic	CS-B2	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR NOS Psych	Caucasian	CS-C	IN RE-HOP	ICF	Special mtg attended	Plans developed for transitioning into community
Mild MR ODD	Caucasian	CS-B2	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR ODD	Mixed Heritage	CS-C	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR Imp Ctrl	African American	CS-B2	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mild MR Imp Ctrl	Caucasion	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR NOS Psych	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mod MR NOS	Mixed Heritage	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR ODD	Hispanic	Desert Star	6500	ICF	Attended team mtg at clients' request	Plans developed for transitioning into community
Mild MR Schizo-Aff	Hispanic	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed
Mild MR Imp Ctrl	Caucasian	Desert Star	6500	ICF	Attended team mtg at clients' request	Plans developed for transitioning into community
Mod MR NOS Psych	Hispanic	CS-C	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed

Primary Disability	Ethnicity	Program/Residence	Legal Classification	Level of Care	Services Provided	Summary of Outcomes
Mild MR Imp Ctrl	African-American	Desert Star	6500	ICF	Attended team mtg at clients' request	Plans developed for transitioning into community
Mild MR NOS Psych	Caucasian	CS-B	6500	ICF	Attended team mtg at clients' request	Advocacy provided. Work program discussed

CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
 Fairview State Developmental Center
 July 1, 2018 – June 30, 2019

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	336	RMRA	ICF	CRA requested to attend IPP/TM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	3	203	RMRA	NF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	1	331	DMR	ICF	CRA requested to attend preadmission preconference and admission, 30, 60, 90, 120, 150, 180, 210 day meetings and specials.	CRA attended meeting and provided support when necessary.
DD	2	338	RMRA	ICF	CRA met with consumer whereby he said he wanted to leave FDC.	CRA assisted consumer in completing a request for release.
DD	2	338	RMRA	ICF	CRA requested to attend IPP/TPM.	CRA attended meeting and provided support when necessary.
DD	1	336	JUDH	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into the community.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	RMRA	ICF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.
DD	1	208	RMRA	NF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	1	338	DMR	ICF	CRA requested to attend TPM.	CRA attended meeting and provided support when necessary.
DD	1	338	DMR	ICF	CRA requested to attend IPP.	CRA attended meeting and provided support when necessary.
DD	1	336	JUDH	ICF	CRA requested to attend TPM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD	1	318	DMR	ICF	CRA requested to attend IPP/TM.	CRA attended meeting and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend special to discuss medications.	CRA attended meeting and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	338	DMRH	ICF	CRA requested to attend IPP/TPM.	CRA attended meeting and provided support when necessary. TPM will need to be continued.
DD	1	338	DMRH	ICF	CRA requested to attend TPM part 2.	CRA attended meeting and provided support when necessary.
DD	1	215	RMRA	NF	CRA requested to attend TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.
DD		337	DMR	ICF	CRA requested to attend admission meeting, 60, 90, 120, 150, 180, 210, 270, 300, 365, TPM, TRM day meetings.	CRA attended meeting and provided support when necessary.
DD		337	DMR	ICF	CRA requested to attend specials to discuss medications.	CRA attended meeting and provided support when necessary.
DD	1	338	JUDH	ICF	CRA requested to attend IPP/TM and TRM.	CRA attended meeting and provided support when necessary. Consumer moved into community.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	4	215	RMRA	NF	CRA requested to attend TM and TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	336	RMRA	ICF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	339	DMR	ICF	CRA requested to attend meeting to discuss initiation of a Denial of Rights for ingestion.	CRA attended meeting. DOR initiated for personal possessions and use of telephone and restoration criteria determined.
DD	3	339	DMR	ICF	CRA requested to attend meetings to discuss progress on DOR.	CRA attended meetings. Consumer met restoration criteria and right to possessions and use of phone restored.
DD	3	339	DMR	ICF	Consumer requested CRA to attend special she asked for to discuss nicotine patch.	CRA attended meetings and provided support when necessary

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	3	339	DMR	ICF	CRA requested to attend special to discuss progress on nicotine patch and a discussion to reduce one to one supervision	CRA attended meetings and provided support when necessary
DD	3	339	DMR	ICF	CRA requested to attend special to discuss home visits	CRA attended meetings and provided support when necessary
DD	3	339	DMR	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary
DD	3	338	DMR	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary
DD	3	338	DMR	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary
DD	1	215	RMRA	NF	CRA requested to attend IPP/TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	215	RMRA	NF	CRA requested to attend special to discuss waist belt restraint	CRA attended meetings and provided support when necessary. FDC will provide 1:1 supervision in place of waist restraint
DD	1	203	JUDH	NF	CRA requested to attend TPM and TRM	CRA attended meetings and provided support when necessary Consumer moved into the community
DD	3	203	RMRA	NF	CRA requested to attend IHCP/ TRM	CRA attended meeting and provided support when necessary. Consumer moved into community
DD	1	318	RMRA	ICF	CRA requested to attend TRM	CRA attended meetings and provided support when necessary.
DD	8	336	RMRA	ICF	CRA requested to attend IPP/TM and TRM	CRA attended meetings and provided support when necessary. Consumer moved into community

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	336	JUDH	ICF	CRA requested to attend IPP/TRM	CRA attended meeting. Consumer moved into community.
DD	1	337	DMR	ICF	CRA requested to attend preadmission and admission meeting.	CRA attended meetings and provided support when necessary.
DD	1	337	DMR	ICF	CRA requested to attend special to discuss family contact and new medications	CRA attended meetings and provided support when necessary.
DD	1	337	DMR	ICF	CRA requested to attend 30, 60, 90, 120, 150, 180, 210, 240, 270 day meeting.	CRA attended meetings and provided support when necessary.
DD	1	337	DMR	ICF	CRA requested to attend special to discuss return to home unit after eye surgery.	CRA attended meeting. Consumer will return to home unit.
DD	1	203	RMRA	NF	CRA requested to attend TM, TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	318	DMR	ICF	CRA requested to attend special to discuss concerns brought up in TPM.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	3	318	DMR	ICF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary.
DD	1	208	RMR A/M	NF	CRA requested to attend special regarding initiation of a DNR.	CRA attended meeting. Team approved DNR.
DD	1	337	DMR	ICF	CRA requested to attend 210, 270, 300, 330 day meeting.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	2	318	RMRA	ICF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary.
DD	3	208	RMRA	ICF	CRA requested to attend special and bioethics committee meetings to discuss initiation of a DNR.	CRA attended meetings. Given prognosis, DNR was requested and initiated per bioethics approval. Consumer moved into community.
DD	1	215	RMRA	NF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	318	JUDH	ICF	CRA requested to attend special to discuss behavioral issues.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	JUDH	ICF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary.
DD	1	318	JUDH	ICF	CRA requested to attend TRM and administrative meeting.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	2	337	DMR	ICF	CRA requested to attend 150, 180, 210, 240, 270, 300, 330, 360, 390 day meetings and TPM/TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	2	337	DMR	ICF	CRA requested to attend specials to discuss placement options.	CRA attended meetings and provided support when necessary.
DD	1	336	DMR	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	1	336	DMR	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary.
DD	1	336	DMR	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	336	RMRA	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	8	208	RMRA	NF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	336	RMRA	ICF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	336	RMRA	ICF	CRA requested to attend TMs.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	208	RMRA	NF	CRA requested to attend TRM update.	CRA attended meetings and provided support when necessary.
DD	1	336	JUDH	ICF	CRA requested to attend special to discuss consolidation placement.	CRA attended meetings and provided support when necessary.
DD	1	336	JUDH	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	337	DMR	ICF	CRA requested to attend 270, 300/TRM and 330 day meeting.	CRA attended meetings and provided support when necessary. Consumer was directly discharged back into the community. Consumer moved into community.
DD	3	339	RMRA	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary.
DD	1	215	RMRA	NF	CRA requested to attend IHCP/TRM.	CRA attended meetings and provided support when necessary.
DD	1	318	RMRA	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	1	338	RMRA	ICF	CRA requested to attend IPP/TRM and TM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	203	RMRA	NF	CRA requested to attend IHCP/TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	RMRA	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary.
DD	1	318	RMRA	ICF	CRA requested to attend TPM and TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	339	LPS-DD	ICF	CRA requested to attend DOR reviews.	CRA attended meeting. Consumer continues to not meet restoration criteria and DOR is still in effect.
DD	3	339	LPS-DD	ICF	CRA requested to investigate an alleged rights violation.	CRA conducted investigation. No violation of rights substantiated.
DD	3	339	LPS-DD	ICF	CRA received telephone call from consumer who said she was hit by a staff.	CRA initiated a GER.
DD	3	339	LPS-DD	ICF	Social worker informed CRA consumer wants to file a writ.	CRA met with consumer and assisted in completion request for release.
DD	3	339	LPS-DD	ICF	CRA requested to attend special to discuss home visit.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	3	339	LPS-DD	ICF	Consumer called CRA indicating desire to file a writ.	CRA met with consumer and assisted in completion request for release.
DD	3	339	LPS-DD	ICF	CRA requested to attend special to discuss transfer to Canyon Springs.	CRA attended meetings and provided support when necessary. Transfer was a DDS decision. Consumer transferred.
DD	3	215	RMRA	NF	CRA requested to attend TM, IHCP/TRM an update.	CRA attended meetings and provided support when necessary.
DD	9	318	DMRH	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary. Concern about type of facility identified for consumer.
DD	3	215	RMRA	NF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	1	203	RMRA	NF	CRA requested to attend TM.	CRA attended meetings and provided support when necessary. Consumer moved into community.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	336	LPS-DD	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	208	RMRA	NF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	339	DMRH	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary.
DD	1	318	RMRA	ICF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	318	DMR	ICF	Consumer requested CRA to attend IPP/TPM.	CRA attended meetings and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend TM.	CRA attended meeting. Previous identified provider is no longer providing services. Meeting was held to discuss new potential provider and schedule initial meeting

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	DMR	ICF	CRA requested to attend special to discuss areas of concern brought up in TPM.	CRA attended meetings and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend administrative meeting and TPM part 2.	CRA attended meetings and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend special.	CRA attended meetings and provided support when necessary.
DD	1	336	RMRA	ICF	CRA requested to attend TM and special regarding placement.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	215	RMRA	NF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	318	JUDH	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary.
DD	1	318	JUDH	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	3	339	RMRA	ICF	CRA requested to attend TPM.	CRA attended meetings and provided support when necessary.
DD	3	339	RMRA	ICF	CRA requested to attend special to discuss medications.	CRA attended meetings and provided support when necessary.
DD	3	339	RMRA	ICF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary.
DD	1	215	RMRA	NF	CRA requested to attend TRM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	3	338	DMR	ICF	CRA requested to attend TMs.	CRA attended meetings and provided support when necessary. SLS is no longer the recommended community placement and a residential home is now the placement of choice.
DD	3	338	DMR	ICF	CRA requested to attend IPP/TPM.	CRA attended meetings and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	208	RMRA	NF	CRA requested to attend TM	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	215	RMRA	NF	CRA requested to attend IPP/TRM.	CRA attended meetings and provided support when necessary.
DD	1	338	DMR	ICF	CRA requested to attend IPP/TM.	CRA attended meetings and provided support when necessary.
DD	1	338	DMR	ICF	CRA requested to attend special regarding issues with provider identification for placement.	CRA attended meetings and provided support when necessary.
DD	1	203	RMRA	NF	CRA requested to attend TM.	CRA attended meetings and provided support when necessary. Consumer moved into community.
DD	1	318	DMR	ICF	CRA requested to attend IPP.	CRA attended meetings and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend DOR reviews.	CRA attended meetings. Consumer has not met restoration criteria.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	DMR	ICF	CRA requested to attend initiation of a DOR.	CRA attended meeting. Although consumer has a DOR for personal possessions, a new DOR with different restoration criteria. Consumer met criteria and right was restored.
DD	1	318	DMR	ICF	CRA requested to attend initiation of a DOR due to threats to harm self.	CRA attended meeting. The previous DOR for possessions has been suspended. Consumer met criteria and right was restored.
DD	1	318	DMR	ICF	CRA requested to attend DOR review meeting.	CRA attended meeting. Consumer has not met restoration criteria and DOR has been continued.
DD	1	318	DMR	ICF	Consumer requested CRA to be present at initial meeting with community vendor	CRA attended and provided support when necessary.
DD	1	318	DMR	ICF	CRA requested to attend special to discuss behaviors.	CRA attended and provided support when necessary.

Primary Disability	Ethnicity	Program Residence	Legal Class	Level of Care	Services Provided	Summary of Outcomes
DD	1	318	DMR	ICF	CRA requested to attend special to discuss emergency DOR and its continuance.	CRA attended and provided support when necessary. DOR for personal possessions will be implemented for 1 month.
DD	1	318	RMRA	ICF	CRA requested to attend IPP/TMR	CRA attended and provided support when necessary. Consumer moved into community.

CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Porterville State Developmental Center

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	717	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	129	RMRA	NF	Transition Planning Meeting	CRA attending meeting. No issues
DD	3	716	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	1	716	PCC	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	1	714	PCC	ICF	Client called for support with unit concerns	Concerns resolved
DD	7	714	PCC	ICF	Consumer contact for concerns with unit	Contacted unit staff, issues resolved
DD	1	852	DMR	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	716	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	2	718	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	717	PCC	ICF	Client called for unit issues	No action needed
DD	1	506	DMR	ICF	CRA requested to attend special meeting.	CRA attended meeting
DD	1	855	DMR	ICF	CRA called with concerns	Met with client, US issues resolved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	526	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	RMRA	ICF	CRA requested to review DORs for progress.	CRA reviewed DORs. Restoration criteria has not been met.
DD	2	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	506	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	7	853	DMR	ICF	Court attendance	No action needed
DD	4	715	RMRA	ICF	Court attendance	No action needed
DD	2	855	RMRA	ICF	Court attendance	No action needed
DD	1	718	DMR	ICF	Court attendance	No action needed
DD	2	717	DMR	ICF	Court attendance	No action needed
DD	3	853	RMRA	ICF	Court attendance	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	715	DMR	ICF	Court attendance	No action needed
DD	2	505	DMR	ICF	CRA requested to attend special IPP	CRA attended, no action needed
DD	1	506	DMR	ICF	Court attendance	No action needed
DD	2	505	DMR	ICF	Court attendance	No action needed
DD	1	506	DMR	ICF	Court attendance	No action needed
DD	3	718	DMR	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	852	DMR	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	1	506	RMRA	ICF	CRA requested to review attend DOR special IPP	Modified DOR restoration criteria.
DD	1	852	DMR	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	717	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	716	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	1	856	DMR	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	856	DMR	ICF	Concerns by IPC regarding rights	CRA discussed processes; resolved
DD	2	854	DMR	ICF	CRA requested to attend IPP	CRA attended meeting, no action needed
DD	2	717	PCC	ICF	Client contacted CRA to meet with her	CRA met with client, discussed concerns, resolved
DD	1	717	PCC	ICF	Client called for unit concerns	Issues resolved
DD	1	716	DMR	ICF	Client called for unit issues	Talked to Unit Supervisor, issues resolved
DD	1	716	DMR	ICF	Client called multiple times for issues	Face to face with client and Unit Supervisor, issues resolved
DD	1	854	DMR	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	1	526	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	RMRA	ICF	CRA requested to review DORs for progress.	CRA reviewed DORs. Restoration criteria has not been met.

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	851	DMR	ICF	Client called with unit issues	Resolved issues
DD	3	853	PCC	ICF	Client called with unit issues	Resolved issues
DD	2	717	PCC	ICF	Client called multiple times with concerns	CRA met with client, discussed concerns, resolved
DD	1	716	PCC	ICF	Client called for unit issues	Issues resolved
DD	8	851	DMR	ICF	Client called for unit issues	Issues resolved
DD	3	713	PCC	ICF	Client called for unit issues	Issues resolved
DD	3	717	PCC	ICF	Follow up regarding DOR	CRA reviewed DOR; approved
DD	3	717	DMR	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	2	717	PCC	ICF	Client called multiple times with unit concerns	CRA discussed with client concerns resolved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	506	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	716	DMR	ICF	Client called regarding referral to Canyon Springs	Talked to RC & DRC issues ongoing
DD	1	716	DMR	ICF	Client called for unit issues	Met with client issues resolved
DD	3	715	PCC	ICF	CRA requested to review GER	Reviewed GER. No action needed.
DD	2	855	RMRA	ICF	CRA requested to review GER	Reviewed GER. No action needed.
DD	1	716	DMR	ICF	Client called for unit issues	Issues resolved
DD	1	714	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	3	852	DMR	ICF	CRA requested to review GER	Reviewed GER. No action needed.
DD	3	714	PCC	ICF	Called CRA office with unit concerns	Spoke with Unit Supervisor and Program Director Issues resolved
DD	3	855	PCC	ICF	Called CRA regarding court issues	Spoke with Legal and Regional Center; issues resolved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	717	PCC	ICF	Client called multiple times with unit concerns	CRA met with client, US concerns resolved
DD	2	717	PCC	ICF	Client called for unit issues	Unit issues resolved
DD	1	716	DMR	ICF	Client called multiple times for unit issues	Collaborated with outside agency; monitoring continues
DD	3	714	PCC	ICF	Called multiple times with unit issues	Spoke with client, Social Worker, and Unit Supervisor No other action needed
DD	9	715	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR; approved
DD	1	716	DMR	ICF	Client called multiple times for unit issues	Collaboration with outside agency; monitoring continues
DD	1	716	DMR	ICF	Client called with unit issues	Spoke with client, issues resolved
DD	1	506	DMR	ICF	Client called with unit issues	Spoke with client, issues resolved
DD	2	505	DMR	ICF	Court attendance	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	716	DMR	ICF	Client called with issues	Spoke with client and Regional Center. No action needed
DD	3	717	PCC	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	2	715	PCC	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	2	851	DMR	ICF	Client called with unit issues	Spoke with US and resolved issues
DD	1	716	DMR	ICF	Client called with unit issues	Collaborated with outside agency; on-going
DD	1	526	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	RMRA	ICF	CRA requested to review DORs for progress.	CRA reviewed DORs. Restoration criteria has not been met.
DD	2	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	526	DMR	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	506	RMRA	ICF	CRA requested to review DOR for progress.	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	506	RMRA	ICF	Client called CRA regarding DOR	CRA spoke with staff, no further action needed
DD	1	714	PCC	ICF	CRA requested to review initial DOR	CRA reviewed DOR and signed it.
DD	1	716	DMR	ICF	Client called regarding unit issues	Met with client and Psychologist. Issues resolved
DD	2	851	DMR	ICF	Client called with unit issues	Issue resolved
DD	1	716	DMR	ICF	Client called regarding referral to Canyon Springs	Collaborated with outside agencies; issues ongoing
DD	3	505	DMR	ICF	Attended TPM	No action needed
DD	1	855	DMR	ICF	Client called regarding unit issues	Met with client, special IPP requested
DD	2	713	PCC	ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	851		ICF	CRA requested to review handcuff use	Reviewed GER. No action needed.
DD	1	855	DMR	ICF	CRA requested IPP special to address client concerns	CRA attended meeting and issue resolved.
DD	3	714	PCC	ICF	Called multiple times with unit issues	Spoke with client, Unit Supervisor and Program Director No other action needed
DD	1	855	DMR	ICF	CRA called with unit concerns	Met with client, US issues resolved
DD	1	715	DMR	ICF	CRA requested to review GER and possible DOR.	Reviewed GERs. No just cause. Will continue to monitor
DD	2	851	DMR	ICF	Client called with unit issues	Resolved issues
DD	3	714	PCC		Reviewed Initial DOR	DOR approved
DD	3	716	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	1	505	RMRA	ICF	Court Attendance	No action needed
DD	1	505	DMR	ICF	Court Attendance	No action needed
DD	2	851	DMR	ICF	Court Attendance	No action needed
DD	2	715	DMR	ICF	Court Attendance	No action needed
DD	2	708	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	2	717	PCC	ICF	Reviewed Initial DOR	DOR approved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	526	DMR	ICF	Reviewed DOR progress	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	Reviewed DOR progress	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	526	RMRA	ICF	Reviewed DOR progress	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	RMRA	ICF	Reviewed DOR progress	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	506	RMRA	ICF	Reviewed DOR progress	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	717	DMR	ICF	Reviewed Initial DOR	DOR approved
DD	1	714	PCC	ICF	Client had concerns with no TV and access outside	Contacted unit staff case worker and IPC. Concern resolved
DD	9	851	DMR	ICF	Court Attendance	No action needed
DD	3	718	PCC	ICF	Court Attendance	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	506	RMRA	ICF	Court Attendance	No action needed
DD	1	716	DMR	ICF	Court Attendance	No action needed
DD	2	855	PCC	ICF	Client contact issues regarding OPS search	Contacted unit staff and OPS
DD	2	853	DMR	ICF	Client contact issues regarding OPS search	Contacted unit staff and OPS
DD	2	716	PCC	ICF	Client contact issues regarding OPS search	GER generated by CRA
DD	3	715	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	1	717	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	3	853	RMRA	ICF	Reviewed Initial DOR	DOR approved
DD	2	715	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	1	717	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	2	717	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	2	708	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	2	717	PCC	ICF	Court process and Social Worker	CRA contacted unit staff and SW, resolved issues
DD	1	715	DMR	ICF	Staff contact to schedule possible DOR review	CRA attended meeting, DOR not needed, issue resolved

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	5	853	PCC	ICF	Client called for unit issues	Talked to Unit Supervisor, issues resolved
DD	2	718	PCC	ICF	Court Attendance	No client or CRA concerns
DD	9	716	PCC	ICF	Court Attendance	No client or CRA concerns
DD	4	717	DMR	ICF	Consumer contact for unit concerns	Contacted unit staff and SW issues resolved
DD	3	715	PCC	ICF	Consumer contact for concerns	Contacted unit staff, issues resolved
DD	2	717	PCC	ICF	Consumer contact for concerns with court and Regional Center	Contacted Regional Center and public defender; pending
DD	1	714	PCC	ICF	Consumer contact for unit issues	Contact unit staff, issues resolved
DD	2	717	PCC	ICF	Consumer contact for court issues	Contact on unit to review consumer court documents
DD	1	506	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	526	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	526	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	DMR	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	506	RMRA	ICF	Request CRA to attend Special	Attended special consulted team re DOR
DD	2	717	PCC	ICF	Court attendance	No action needed
DD	2	717	PCC	ICF	Court attendance	No action needed
DD	3	853	PCC	ICF	Court attendance	No action needed
DD	3	715	RMRA	ICF	Court attendance	No action needed
DD	2	715	PCC	ICF	Court attendance	No action needed
DD	2	717	PCC	ICF	Visited Client on unit	Reviewed her court paperwork and discussed court procedures, contacted her PD
DD	10	129	RMRA	NF	Attended IPP	No Action Needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	10	129	RMRA	NF	Attended IPP	No Action Needed
DD	10	129	RMRA	NF	Attended IPP	No Action Needed
DD	1	855	DMR	ICF	Inquiry regarding possessions	Talked to IPC staff and advised of client's concerns regarding possessions
DD	4	717	DMR	ICF	Inquiry about medications and court matters/placement	Contacted staff on unit about meds and contacted RC/DCL and SW; Resolved
DD	3	715	PCC	ICF	Inquiry issues with account/money	Contacted staff about client concerns, also contacted client and provided phone number to trust office
DD	1	716	DMR	ICF	Inquiry for issues with another client	Called staff on unit and advised of client's concerns with another client; resolved
DD	2	717	PCC	ICF	Inquiry for issues with court and other clients	Contacted staff to advise, staff advised of incident reported
DD	2	716	PCC	ICF	Inquiry about differential treatment and acquiring own room	Reviewed concerns; resolved
DD	4	717	DMR	ICF	Inquiry about court matters and medications	Writ initiated

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	717	PCC	ICF	Inquiry regarding treatment from staff	Investigated; resolved
DD	3	713	PCC	ICF	Inquiry regarding staff harassing him	CRA reported GER
DD	4	717	DMR	ICF	Inquiry regarding court and staff issues	Contacted client and gave her info and called unit staff, client reported satisfactory result
DD	2	717	PCC	ICF	Inquiry regarding staff issues	Contacted client back and client advised she was doing well, no concerns
DD	1	716	DMR	ICF	Inquiry regarding program issues and his classes	Contacted unit staff and SW to advise of clients' concerns
DD	3	713	PCC	ICF	Called CRA to report staff-verbal/emotional abuse	CRA initiated GER
DD	2	715	RMRA	ICF	Called CRA with unit concerns	Called unit staff and SW, issue resolved
DD	1	854	DMR	ICF	Called CRA regarding phone use and other clients on the phone	Contacted unit staff to advise of client's concerns; on-going

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	716	PCC	ICF	Called CRA to complain about others going into his room	Called unit staff and advised of client's complaints; resolved
DD	1	854	DMR	ICF	Called CRA to complain he wasn't taken to work	Called US, issue resolved, client taken to work
DD	1	855	DMR	ICF	Called CRA for concerns	Talked to unit staff and Prog asst. re policy, issue resolved
DD	1	855	DMR	ICF	Attended meeting for TL	Any issues resolved
DD	1	855	DMR	ICF	Attended special for upcoming TL	Issue resolved
DD	3	713	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	3	717	PCC	ICF	Called CRA regarding information on court matters	Provided information regarding her court dates
DD	1	854	DMR	ICF	Called CRA for trust office issue	Contacted unit staff and trust office, issue resolved
DD	3	506	PCC	ICF	Called CRA for staff issues	CRA contacted staff US and issue resolved, client being monitored

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	851		ICF	Called CRA, requesting a Volunteer Advocate	Advised VAS coordinator
DD	1	718	DMR	ICF	Called CRA to complain re staff	Contacted unit staff, issue resolved
DD	2	851	DMR	ICF	Called CRA to request contact to Regional Center Service Coordinator	Provided client with phone number
DD	1	716	DMR	ICF	Called CRA as he had a question and issues re class and court procedures	CRA contacted Regional Center and IPC
DD	1	716	DMR	ICF	Called CRA regarding trust account issue	Called Unit staff and clarified information; issue resolved
DD	3	851	DMR	ICF	Called CRA regarding trust account issue, request	Contacted staff, issue resolved
DD	2	708	PCC	ICF	CRA contacted by staff to review possible DOR	DOR not needed, issue resolved
DD	2	851	DMR	ICF	Contacted CRA for other client issue and staff issues	Contacted staff, issue resolved
DD	3	717	PCC	ICF	Court Attendance	No action needed
DD	3	713	PCC	ICF	Court Attendance	No action needed
DD	1	714	PCC	ICF	Court Attendance	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	851	DMR	ICF	Court Attendance	No action needed
DD	3	713	PCC	ICF	Court Attendance	No action needed
DD	9	716	PCC	ICF	Court Attendance	No action needed
DD	1	853	DMR	ICF	Court Attendance	No action needed
DD	5	853	PCC	ICF	Court Attendance	No action needed
DD	2	717	PCC	ICF	Court Attendance	No action needed
DD	3	854	DMR	ICF	Attended TPM	No action needed
DD	1	716	DMR	ICF	Attended TPM	No action needed
DD	1	853	DMR	ICF	Attended TPM	No action needed
DD	1	132	RMRA	ICF	Attended TRM	No action needed
DD	1	506	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	526	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	526	DMR	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	DOR progress Review	CRA reviewed DOR. Restoration criteria has not been met.
DD	1	716	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	2	717	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	3	506	PCC	ICF	Reviewed Initial DOR	DOR approved
DD	3	851	DMR	ICF	Attended TPM	No action needed
DD	1	716	PC	ICF	Attended TPM	No action needed
DD	1	855	DMR	ICF	Attended IPP	Advocated for his possessions
DD	1	716	RMRA	ICF	Called to ask about changing his class	Team notified, pending
DD	1	505	PC	ICF	Attended IPP	No action needed
DD	1	851	RMRA	ICF	Reviewed DOR	Restoration criteria has not been met
DD	2	717	PCC	ICF	Attended 6500 court in LA	Collaborated with court officials; result pending
DD	2	715	DMR	ICF	Attended 6500 court in LA	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	709	PC	ICF	Staff request for DOR consult	No DOR recommended at this time
DD	3	709	PC	ICF	Requests to move classes	Discussed with IPC as classes are limited
DD	2	851	DMR	ICF	Request to move class b/c instructor	Advised IPC and CP director issue resolved
DD	5	717	PC	ICF	NOC shift checks interrupting sleep	Elevated to Prog Director; Issue resolved client advised checks are now quiet
DD	3	718	DMR	ICF	NOC shift checks interrupting sleep	Elevated to Prog Director; Issue resolved client advised checks are now quiet
DD	1	851	RMRA	ICF	DOR Review	Has not met restoration criteria
DD	3	718	DMR	ICF	Contacted CRA with trust fund issues	Issue resolved; contacted Unit staff
DD	1	536	RMRA	ICF	Attended TRM	No action needed
DD	2	715	PC	ICF	Attended TRM	No action needed
DD	3	717	PCC	ICF	Wanted contact information for Public Defender	Provided phone information

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	716	PC	ICF	Attended Court	No action needed
DD	9	718	PC	ICF	Attended Court	No action needed
DD	3	716	PCC	ICF	Attended Court	No action needed
DD	2	855	PC	ICF	Attended Court	No action needed
DD	2	505	DMR	ICF	Attended Court	No action needed
DD	9	718	DMR	ICF	Attended Court	No action needed
DD	3	525	DMR	ICF	Attended Court	No action needed
DD	2	717	PCC	ICF	Inquiry about court dates	Provided her court dates in June
DD	4	717	DMR	ICF	Called to ask about court and Public Defender	Provided info for both court and public defender, contacted Public Defender
DD	2	505	DMR	ICF	Inquiry into placement process	Contacted her SW and received info on Regional Center activities
DD	1	855	DMR	ICF	States his purchase orders are not being reimbursed to father	Talked to Prog. Manager, issue has been resolved
DD	3	715	RMRA	NF	Attended Court	No action needed
DD	2	715	RMRA	ICF	Attended Court	No action needed
DD	3	715	RMRA	ICF	Attended Court	No action needed
DD	2	717	PCC	ICF	Wants to contact Public Def and Regional Center	Corresponded with agencies

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	716	PC	ICF	Client consult regarding rights for possessions and church services	Advised of rights, concern resolved
DD	2	716	PC	ICF	Client requested a unit change due to peers, discussed issues with US	Resolved
DD	2	717	PCC	ICF	IPC Staff request consult regarding issues	Consult with staff; DOR not recommended
DD	1	854	DMR	ICF	States that his access to his money is being denied	Investigated with unit staff, no rights are being denied. Issue resolved
DD	9	718	DMR	ICF	Attended Court	No action needed
DD	1	716	DMR	ICF	Attended Court	No action needed
DD	2	715	DMR	ICF	Attended Court	No action needed
DD	2	851	DMR	ICF	Attended Court	No action needed
DD	2	505	DMR	ICF	Attended Court	No action needed
DD	3	717	DMR	ICF	Attended Court	No action needed
DD	2	715	PCC	ICF	Attended Court	No action needed
DD	3	715	PC	ICF	Attended Court	No action needed
DD	2	505	DMR	ICF	Attended Court	No action needed
DD	1	716	PC	ICF	Attended Court	No action needed
DD	1	716	RMRA	ICF	Collaboration with outside agency for transition	Collaboration offered

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	4	717	DMR	ICF	Request to be present in non-appearance court	Contacted PD, RC and US, court changed to video court
DD	1	855	DMR	ICF	Attended Special mtg to discuss purchase order issues and possessions	Issues resolved with team; client will be receiving what was requested
DD	1	506	DMR	ICF	Required medical restraints assessment and authorization	Contacted client, assessed and signed authorization
DD	1	526	RMRA	ICF	DOR progress review	CRA reviewed DOR; Restoration criteria has not been met.
DD	2	526	RMRA	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	2	526	DMR	ICF	DOR progress review	CRA reviewed DOR. Restoration criteria has not been met.
DD	3	526	DMR	ICF	DOR progress Review	CRA reviewed DOR. Restoration criteria has not been met.
DD	9	718	DMR	ICF	Requested Advanced Directive	Facilitated process with SW and Physician AD on file

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	718	DMR	ICF	Complain about every 30 minute NOC shift checks interrupting sleep	Resolved
DD	1	855	DMR	ICF	Wants to purchase clothing	Spoke with team; resolved
DD	1	716	RMRA	ICF	Does not want to attend group therapy	Discussed with IPC and Program Director, alternatives offered
DD	4	717	DMR	ICF	Talked to Public Defender regarding client's request to be present in next court	Public Defender recommended for video court
					Staff consult regarding medical device	CRA consult given to ensure client has needs met
DD	2	717	PCC	ICF	Requesting to get a new Public Defender	Provided the contact number and case number
DD	1	536	DMR	ICF	DOR review	DOR implemented for SO
DD	2	505	DMR	ICF	Attended Court	No action needed
DD	1	718	PC	ICF	Attended Court	No action needed
DD	5	717	PC	ICF	Requesting a Volunteer Advocate	Referred to VAS, client now receiving VAS services

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	506	DMR	ICF	Called to advise about behavior of other clients	Advised staff, they have documented and will be working on behavior management
DD	1	851	RMRA	ICF	Advised CRA of lifestyle choice and requested assistance to pursue	Advised Program Director, consultation pending
DD	9	713	PC	ICF	Advised CRA that the client telephone needs repair	CRA elevated the issue and the phones were repaired
DD	1	851	RMRA	ICF	Advised CRA his room had been searched and items on DOR were confiscated	CRA investigated complaint, items returned that did not fall under; advised Program Director of need for DOR training specific to client and notified QA. Worked collaboratively to clearly define DOR items
DD	1	132	DMR	ICF	Attended TRM for client	No action needed
DD	3	716	PCC	ICF	Called to report excessive use of force by OPS	CRA initiated GER

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	855	DMR	ICF	Concerns with his therapeutic leave and purchasing items	Advised client and his team of the protocol
DD	1	716	RMRA	ICF	Client requested court documents from prior criminal case in home county court	Requested PDC legal department to send a request to county superior court for documents, provided case number
DD	2	715	PCC	ICF	Team meeting to review DOR	DOR not recommended-gave the team alternatives
DD	2	709	PC	ICF	Family contacted CRA to ask about plan for placement	Provided family with Regional Center phone number and notified IPC
DD	9	713	PC	ICF	Requested that team start him on medications	Advised team of request and team already submitted order for medications
DD	2	505	DMR	ICF	Requesting information on placement plans	Contacted SW and Regional Center case manager to inquire and relay to client
DD	1	855	DMR	ICF	Initiated complaint regarding access to possessions	Issue resolved
DD	1	716	DMR	ICF	Attended Court	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	7	853	DMR	ICF	Attended Court	No action needed
DD	2	715	RMRA	ICF	Attended Court	No action needed
DD	2	717	PC	ICF	Attended Court	No action needed
DD	3	715	PC	ICF	Attended Court	No action needed
DD	2	717	PC	ICF	Attended Court	No action needed
DD	3	717	DMR	ICF	Attended Court	No action needed
DD	3	855	DMR	ICF	Attended TRM	No action needed
DD	1	854	DMR	ICF	Family member complaint regarding client phone	Resolved; Issue about proper phone etiquette addressed in resident government meeting
DD	1	129	PC	ICF	Attended TRM	Referred for VAS services
DD	1	130	RMRA	NF	Attended TRM	Referred for VAS services
DD	2	715	DMR	ICF	Attended TRM	No action needed
DD	1	526	PC	ICF	Attended TRM	No action needed
DD	3	505	DMR	ICF	Attended TRM	No action needed
DD	1	521	PC	ICF	Attended TRM	Referred for VAS services
DD	1	506	DMR	ICF	Attended TRM	Provided consult for possible DOR
DD	1	130	DMR	ICF	Attended TRM	Referred for VAS services
DD	1	536	RMRA	ICF	Attended TRM	No action needed
DD	9	718	DMR	ICF	Attended Court	No action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	717	RMRA	ICF	Attended Court	No action needed
DD	3	717	PC	ICF	Attended Court	No action needed
DD	1	717	PC	ICF	Client inquired to advise he was not able to access possessions	Called US and IPC, issue resolved.
DD	1	851	RMRA	ICF	Consult with Social Worker regarding DOR	Advised on DOR; corrections/suggestions offered
DD	2	717	PC	ICF	Client called and was experiencing psychotic symptoms	Advised US and QA; US to refer to doctor
DD	9	718	DMR	ICF	Ensured client understood court proceedings and diversion plan	No action needed
DD	4	526	PC	ICF	Attended TPM	No action needed
DD	9	851	DMR	ICF	Attended Court	No action needed
DD	9	715	PC	ICF	Attended Court	No action needed
DD	1	714	PC	ICF	Attended Court	No action needed
DD	4	717	DMR	ICF	Client called in complaint that she was not allowed to finish test in programming	Resolved
DD	2	715	PCC	ICF	Called CRA and made allegation	CRA initiated GER
DD	1	855	DMR	ICF	Special meeting regarding games client ordered	CRA attended and ensured rights remained intact

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	505	DMR	ICF	DOR reviewed with HRC Chair and with SW	CRA recommendations included in DOR
DD	1	715	PCC	ICF	DOR review	No action needed
DD	3	717	PCC	ICF	Complaint about insects in room	Resolved; pest control contacted, team informed
DD	3	851	DMR	ICF	Client expressed issues with purchase orders	Resolved with US
DD	2	715	PCC	ICF	Client requested CRA to attend IPP	CRA attended IPP; change in Regional Center service manager initiated
DD	1	716	PCC	ICF	Reviewed DOR	No action needed
DD	1	851	RMRA	ICF	Reviewed DOR	No action needed
DD	3	713	PC	ICF	Called to complain that his plus point total did not allow him to go to the Oasis and is having self-injurious thoughts	Referred to unit psychologist regarding client's suicidal ideations
DD	1	855	DMR	ICF	Contacted Regional Center to inquire about placement plans	On-going
DD	1	851	RMRA	ICF	IPC consult for possible DOR for phone usage	DOR not recommended
DD	1	506	DMR	ICF	Reviewed Restricted Access	No Action needed
DD	2	505	DMR	ICF	Reviewed Restricted Access	No Action needed

July 1, 2018 – June 30, 2019 Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	506	DMR	ICF	Attended TRM	Consulted on possible DOR
DD	1	714	PCC		Signed writ of habeas corpus	Processed writ for court action
DD	1	129	PC	ICF	Attended TRM	No action needed
DD	2	717	DMR	ICF	Attended Court	No action needed
DD	3	851	PC	ICF	Attended Court	No action needed
DD	4	715	RMRA	NF	Attended Court	No action needed
DD	1	521	PC	ICF	Attended TRM	No action needed
DD	3	505	DMR	ICF	Attended TRM	No action needed

CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Sonoma Developmental Center
July 1, 2018 – June 30, 2019

Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	Cromwell	95	ICF	CRA is supporting client and giving information to family regarding Regional Center services	Client moved in November 2018

Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	2	STAR	95	CPS	CRA joined clients' intake meeting for the program. CRA informed client and family/conservator of services provided through SCDD.	On-going
DD	1	Cromwell	95	ICF	CRA attended TPM.	On-going
DD	1	Poppe	95	ICF	CRA attended TRM for client.	Client transitioned
DD	1	STAR	95	CPS	CRA attend IPP for client.	On-going
DD	1	Poppe	95	ICF	CRA attended TRM	Client transitioned
DD	1	Malone	77	ICF	CRA attended TRM	Client transitioned
DD	1	Poppe	95	ICF	CRA attended TRM for client.	Client transitioned
DD	1	Johnson C	95	NF	CRA attended TRM addendum meeting.	On-going
DD	1	Cromwell	95	ICF	CRA attended TRM for client.	Client transitioned
DD	3	Cohen	95	ICF	CRA attended TRM for client.	Client transitioned
DD	1	Nelson C	95	NF	CRA attended TRM for client.	Client transitioned
DD	1	Johnson C	95	NF	CRA attended TRM addendum meeting	Client transitioned
DD	1	Johnson C	95	NF	CRA attended TRM addendum meeting	Client transitioned
DD	1	Cromwell	95	ICF	CRA attended special meeting to receive updates on the home and CCL waiver for restraints in the community.	On-going
DD	1	Cromwell	77	ICF	CRA attended clients' IPP/TRM.	Client transitioned
DD	2	STAR		CPS	CRA attended client's IPP meeting.	On-going.

Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	Cromwell	95	ICF	CRA attended a tele-conference meeting with SDC staff, NBRC, CCL regarding obtaining waiver to use restraints in the community	On-going.
DD	1	Cromwell	95	ICF	CRA attended TRM addendum meeting for client	Client transitioned
DD	2	STAR	95	CPS	CRA attended client's IPP meeting.	On-going
DD	1	STAR	95	CPS	CRA attended IPP meeting for client.	On-going
DD	1	Cromwell	95	ICF	CRA attended a special meeting regarding obtaining waiver for restraints. Update on identifying a home for the client.	On-going
DD	1	STAR	95	CPS	CRA attended client's IPP meeting.	On-going
DD	1	Cromwell	95	ICF	CRA attended TRM addendum meeting for client.	On-going
DD	1	Cromwell	95	ICF	CRA attended a TRM addendum meeting for client. Provider obtained approval from CCL for the use of the restraints. A move date was set.	Client transitioned
DD	1	STAR	95	CPS	CRA attended informal meeting for NSTAR resident	On-going
DD	1	STAR	95	CPS	CRA attended client's IPP/TPM meeting.	On-going

Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	STAR	95	CPS	CRA attended IPP/TPM meeting for client.	On-going
DD	1	STAR	95	CPS	CRA attended IPP meeting.	On-going
DD	1	STAR	95	CPS	CRA attended client's IPP/TRM meeting.	On-going
DD	2	STAR	95	CPS	CRA attended IPP meeting for client	On-going
DD	1	STAR	95	CPS	CRA followed up on GER regarding allegation of abuse.	CRA obtained investigation status; on-going
DD	1	STA	95	CPS	CRA attended IPP meeting for client.	On-going
DD	1	STAR	95	CPS	CRA attended client's IPP meeting.	On-going
DD	1	STAR	95	CPS	CRA attended TRM meeting for client.	On-going
DD	2	STAR	95	CPS	CRA attended TRM for client.	On-going
DD	1	STAR	95	CPS	CRA attended client's IPP meeting.	On-going
DD	1	STAR	95	CPS	CRA attended IPP meeting for client.	On-going
DD	2	STAR	95	CPS	CRA participated in a tele-conference outside agencies for transitions. Writ initiated.	Transition date set. Writ hearing pending transition
DD	1	STAR	95	CPS	CRA attended IPP meeting for client.	On-going

Primary Disability	Ethnicity	Program/Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	STAR	95	DDS	CRA attended IPP meeting for client.	On-going
DD	1	STAR	95	DDS	CRA participated in pre-admission conference for a new admissions	On-going
DD	1	STAR	95	DDS	CRA attended IPP meeting	On-going

<u>Legal Class Codes</u>	<u>Description</u>	<u>Ethnic Code</u>	<u>Description</u>
95	RMRA	1	Caucasian
75	RMR A/M	2	Black
77	DMR	3	Hispanic
92	LPS-DD	4	A/Indian
76	JUDH	5	Chinese
86	DMRH	6	Japanese
		7	Filipino
		8	Other Asian
		9	Other Non-White
		10	Unknown

Confidential Client Information, Welfare and Institutions Code Section 4514

Appendix B

DENIAL OF RIGHTS
ANNUAL REPORT
Canyon Springs Community Facility
July 2018 - June 2019

State of California- Health and Human Services Department of Developmental Services

DENIAL OF RIGHTS Annual Report
DS 308

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C,S	I	02/17/18	07/31/18	Continued
C,P	I	07/17/18	08/14/18	08/14/18
C,P	I	02/12/18	09/12/18	09/25/18
C,P	I	05/14/18	10/02/18	09/18/18
C,P	I	06/12/18	11/27/18	11/27/18
C,P	I	09/09/18	03/26/19	03/12/19
C,P	I	01/28/19	04/01/19	04/01/19
C,P	I	04/02/19	05/28/19	Continued
C,P	I	03/11/19	06/04/19	06/11/19

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C,P	I	05/07/19	06/04/19	06/04/19
C,P	I	03/13/19	06/10/19	Continued
C,P	I	04/02/19	06/30/19	06/19/19
C,P	I	05/31/19	06/25/19	06/25/19
C,P	I	05/31/19	06/25/19	06/25/19

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

ANNUAL REPORT
Fairview State Developmental Center
July 2018 - June 2019

State of California- Health and Human Services Department of Developmental Services
DENIAL OF RIGHTS Annual 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	7/14/16	8/5/16- 7/27/18, 8/27/18, 9/27/18, 10/17/18, 11/16/18, 12/21/18, 1/17/19, 2/14/19, 3/12/19, 4/11/19, 5/9/19, 6/6/19	Continued
P	I	6/10/17	7/12/17- 7/16/18, 8/13/18, 9/10/18, 10/9/18, 11/6/18, 12/4/18, 2/5/19, 3/5/19	Transferred to another DDS facility
P	I	9/27/18	10/17/18, 12/21/18	12/21/18
P	D	10/17/18	11/16/18	11/16/18
P	I	11/21/18	12/20/18, 1/18/19, 2/15/19, 3/15/19, 4/10/19	4/10/19
T	I	11/21/18	12/20/18, 1/18/19, 2/15/19, 3/15/19, 4/10/19	4/10/19
P	D	11/21/18	12/21/18	12/21/18
P	I, O	3/12/19	4/11/19, 5/9/19	5/16/19

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I	6/17/19		

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- 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
Porterville State Developmental Center/Community Facility
 July 2018 – June 2019

State of California- Health and Human Services Department of Developmental Services

DENIAL OF RIGHTS Annual Report

DS 308

Client Information
 W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C,P,S	I	06/30/18	07/11/18	07/03/18
C,P	I	07/08/18	08/09/18	07/10/18
C,P	I	07/11/18	08/09/18	07/12/18
C,P	I	07/15/18	8/09/18	07/18/18
C,P	I	07/18/18	08/09/18	07/19/18
C, P, S	I	4/19/01	07/20/18 08/20/18 09/20/18 10/19/18 11/19/18 12/20/18 01/20/19 02/20/19 03/20/19 04/20/19 05/20/19 06/20/19	Continued

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P, S	I	9/9/05	07/20/18 08/20/18 09/20/18 10/19/18 11/19/18 12/20/18 01/20/19 02/20/19 03/20/19 04/20/19 05/20/19 06/20/19	Continued
P, S	I	9/16/14	07/20/18 08/20/18 09/20/18 10/20/18 11/20/18 12/20/18 01/20/19 02/20/19 03/20/19 04/20/19 05/20/19 06/20/19	Continued

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
C	I	1/10/17	07/20/18 08/20/18 09/20/18 10/20/18 11/20/18 12/20/18 01/20/19 02/20/19 03/20/19 04/20/19 05/20/19 06/20/19	Continued
P, S	I	11/23/15	07/23/18 08/23/18 09/23/18 10/22/18 11/20/18 12/18/18 01/18/19 02/18/19 03/19/19 04/16/19 05/14/19 06/18/19	Continued
C,P	I	07/25/18	08/09/18	07/26/18
C,P	I	08/10/18	09/13/18	08/15/18
C,P,S	I	08/16/18	09/13/18	08/20/18
C,P	I	08/16/18	09/13/18	08/20/18
C,P	I	08/19/18	09/13/18	08/20/18
C,P	I	08/21/18	09/13/18	08/22/18
C,P	I	08/25/18	09/13/18	08/27/18
C,P	I	09/01/18	10/11/18	09/04/18
C,P	I	09/26/18	10/11/18	09/28/18

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
P	I,O	10/09/18	11/08/18	11/07/18
T	I,O	10/09/18	11/08/18	11/07/18
C,P	I	10/22/18	11/08/18	10/24/18
C,P,S	I	10/24/18	11/08/18	10/26/18
C,P,S	I	10/24/18	11/08/18	10/25/18
C,P	I	11/01/18	12/13/18	11/02/18
C,P,S	I	11/07/18	12/13/18	11/08/18
C,P	I	11/08/18	12/13/18	11/09/18
C,P,S	I	11/08/18	12/13/18	11/14/18
C,P,S	I	11/09/18	12/13/18	11/16/18
C,P,S	I	11/13/18	12/13/18	11/14/18
C,P,S	I	11/24/18	12/13/18	11/26/18
C,P,S	I	12/01/18	01/10/19	12/05/18
C,P,S	I	12/20/18	01/10/19	12/21/18
C,P,S	I	12/25/18	01/10/19	12/26/18
C,P,S	I	12/26/18	01/10/19	12/28/18
C,P,S	I	02/02/19	03/14/19	02/06/19
C,P	I	03/30/19	04/11/19	04/04/19
C,P	I	04/16/19	05/09/19	04/18/19
C,P	I	05/14/19	06/13/19	05/16/19
C, P, A	I	05/19/19	06/13/19	05/22/19
C,P,A	I	06/06/19	07/11/19	06/07/19
C,P,A	I	06/09/19	07/11/19	06/10/19
C,P,A	I	06/14/19	07/11/19	06/17/19
C,P,A	I	06/18/19	07/11/19	06/26/19
C,P	I	06/19/19	07/11/19	06/28/19
M,P,A	I	06/05/19	07/11/19	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
Sonoma State Developmental Center
July 2018 - June 2019

State of California- Health and Human Services Department of Developmental Services

DENIAL OF RIGHTS Annual Report

DS 308

Client Information
W & I Code, Section 4514

Right(s) Denied	Good Cause	Date Denial Began	Date of Review	Date of Restoration
None				

Appendix C

Report of Request For Release Activity Canyon Springs Community Facility

Annual Report
July 1, 2018 - June 30, 2019

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	0	0	1	1	0	0
Oct-Dec	1	0	0	1	1	0	0
Jan-Mar	0	0	0	0	0	0	0
Apr-June	1	0	0	1	*	*	*
Total	3	0	0	3	*2	*	*

* Writ filed 06/27/2019 – Court hearing is pending.

Report of Request For Release Activity Fairview Developmental Center

Annual Report
July 1, 2018 - June 30, 2019

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	0	0	0	0	0	0	0
Oct-Dec	2	0	0	2	0	0	* **
Jan-Mar	1	0	0	1	1**	0	0
Apr-June	0	0	0	0	0	0	0
Total	3	0	0	3	1	0	0

*One Writ of Habeas Corpus was withdrawn at the court hearing

**Writ of Habeas Corpus hearing in February 2019; individual transferred to DDS facility

Report of Request For Release Activity Porterville Developmental Center

Annual Report
July 1, 2018 to June 30, 2019

Quarter	Number of Requests w/o Interpretive Conference	Number of Interpretive Conferences Held	Number of Requests Confirmed by Conference	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	0	0	0	5	3	0	0
Oct-Dec	0	0	0	5	2	0	0
Jan-Mar	0	0	0	4	2	0	0
Apr-June	0	0	0	7	2	0	0
Total	0	0	0	21*	9	0	0

* Writs of Habeas Corpus hearings are pending.

Report of Request For Release Activity Sonoma Developmental Center

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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	0	0	0	0	0	0	0
Oct-Dec	0	0	0	0	0	0	0
Jan-Mar	0	0	0	0	0	0	0
Apr-June	1	0	0	0*	0	0	0
Total	1	0	0	0*	0	0	0

*Writ of Habeas Corpus was not filed due to client move to community.

CRA Roster

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCATES

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Porterville	Erika Flores	P.O. Box 2000 Porterville, CA 93258	(559) 782-2431	Erika.flores@pdc.dds.ca.gov
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