CLIENTS' RIGHTS ADVOCACY SERVICES

Annual Report
July 2019 – June 2020

State Council on Developmental Disabilities

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCACY SERVICES
ANNUAL REPORT

July 1, 2019 to June 30, 2020

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.

State Operated Facilities	Canyon Springs	Central STAR	Desert STAR	Fairview	Northern STAR	Porterville	Southern STAR	Total
# of Services Provided (Appendix A)	54	4	24	40	80	267	55	**524**
Denial of Rights (Appendix B)	5	0	0	2	1	53	4	**65**
# of Requests for Release Forwarded to Superior Court (Appendix C)	7	3	0	0	0	14	2	**26**
Grievances	0	0	0	0	0	0	0	**0**
WIC 4731 Complaints Filed	0	0	0	0	0	2	0	**2**
Complaints (Non-WIC 4731)	9	0	4	1	0	12	1	**27**
GERs Filed	0	0	0	0	0	14	0	**14**
Mandatory Abuse Reports	0	0	0	0	0	0	0	**0**
Staff Provider Trainings	52	4	2	19	2	10	1	**90**

Self-Advocacy Trainings	19	1	3	2	2	20	1	**48**
Meetings with State Staff	24	2	13	25	16	118	26	**224**

OVERVIEW OF SERVICES PROVIDED

Canyon Springs Community Facility

The Governor declared a state of emergency due to concerns regarding the COVID-19 outbreak. The County of Riverside and the Public Health Department declared a local health emergency. At the direction of the Department of Developmental Services State Operated Facilities Division, for the protection and safety of everyone, Canyon Springs Community Facility is taking precautions to help reduce the potential spread of COVID-19.

Canyon Springs has updated/revised their client visits and therapeutic leave policy to address the COVID-19 outbreak which continues as of this report. The following changes were implemented: starting March 12, 2020, all visits at Canyon Springs were suspended. Facility management set-up video conferences so that family members, conservators, case workers, Advocates and friends would have the ability to see and speak with client who reside at CSCF. Anyone wanting to set-up a video conference with CSCF clients were instructed to contact the unit supervisor or social worker to set-up a time and obtain a phone number. CSCF actions were taken as a precautionary measure in hopes that this responsible and proactive approach will prevent the spread of the disease. CSCF management and staff are continuing to be committed to providing a safe and healthy environment with the lowest risk of exposure.

Canyon Springs Community Facility was approved for the Desert Star Crisis Program one year ago. The Desert Star Crisis Program has successfully transitioned four clients into the community. Canyon Springs will celebrate its 20th anniversary in December of this year. The Client Rights Advocate provides advocacy services to those individuals in the general population and also those in Desert Star. The CRA meets with each client individually and in small groups to provide information on how to reach the CRA by using the public telephone on each unit (*81) and explaining their rights including detailed explanation of denial of rights and procedures to file a complaint.

CRA activities include:

- Attend daily management meetings to discuss incident reports and other issues regarding clients and provide advocacy input
- Facilitate Client Council meetings held monthly/or as requested

- Provide self-advocacy training to individuals and in small group settings
- Attend weekly and monthly Desert Star meetings
- Visit on site work programs to observe and follow-up on client's requests
- Represent clients to initiate proceedings in informal and formal court hearings
- Provide clients rights training to new employees, volunteers, family members, friends, conservators and students (prior to COVID-19)
- Facilitate meetings with clients and public defenders to assist clients in their court cases
- Meet quarterly (or as needed) with Canyon Springs administration team to discuss policies and procedures
- Investigate all suspected rights violations and discuss with clients their rights and due process
- Review all denial of rights with clients including restoration criteria and complaint process
- Meet with clients individually and in small groups to discuss community living/options and when requested file a request for release
- Participate weekly in emerging risk notification evaluation meetings (ERNES) and advocates for clients
- Facilitate meetings/phone calls between clients and: County Adult Protective Services, Long Term Ombudsman Services, Department of Public Health Licensing and Certification Services
- Review all highly restrictive plans
- Meet with Psychologists, Psychiatrist to discuss behavioral plans, medications and side effects
- Review new policies and regulations of changing legislation affecting Canyon Springs clients
- Participate and is a member of the Restrictive Intervention Review Committee (RIRC) and the Human Rights Committee (HRC)
- Facilitate phone calls/zoom meetings between families and clients
- Facilitate/coordinate with Office of Protective Services to provide training to clients who are transitioning into the community
- Assist with facilitation of the SCDD San Bernardino Regional Office to provide on-going training to clients on regular basis
- Provides coverage and training for Advocacy Services Volunteers
- Provide consultation regarding rights issues and complaint processes to client families, conservators and friends
- Meet monthly (or as needed) with social workers to discuss clients' rights and follow-up on conservator and family issues

Central STAR

CRA attends Individual Program Plan meetings, transition review meetings, transition planning meetings, and court sessions for both 1370.1 and 6500 hearings along with the consumer to provide both support and advocacy. The CRA attends special interdisciplinary team meetings upon request of the consumer or staff to discuss matters of clients' rights, program and medication changes, denial of rights and special education. The CRA acts as a liaison and an advocate between administration and the consumer when a consumer believes their rights have been violated. The CRA facilitates due process for a consumer according to the Lanterman Act, and assists consumers with requests for release, fair hearings, grievances and investigating rights violations. The CRA provides training to employees regarding consumer rights, denial of rights and end of life decision making. The CRA provides training to consumers regarding self-advocacy and clients' rights. The CRA administratively reviews proposed policy changes that involve clients' rights issues and reviews escort planned physical restraints as well as handcuff usage. The CRA contacts the Public Defender on behalf of the consumer and provides consultation to the Public Defender, District Attorney and Superior Court affiliates. The CRA reviews all incident reports known as GER, (General Event Reporting) and CIPP's (Client Incident Protection Plans) as well as the postural and medical supports prescribed and restricted access plans and use of special programs such as posey mittens, helmets, gait belts, and walking restraints.

Additionally, the CRA is a member of several meetings and review committees: Human Rights committee, Behavioral Management Committee, Incident Action Team, Dysphasia Committee, Bioethics Committee, Secure Treatment Information Committee, and intermittent meetings with the Executive Director, Clinical Director and Program Management. Additionally, the CRA reviews the medication plan, consents and IPP narratives for consumers on a weekly basis that are coming due for their six month or one year approval. The CRA generates a lengthy report each week that details issues found in the plans, medication regimen, clients' rights section or any other pertinent information included in the packet and these issues are discussed with the teams for each consumer. The CRA provides reports and summaries on a variety of investigations, issues, policy changes, and regular reporting such as the monthly denial of rights reports, the weekly human rights committee/behavior management committee report, council data report, semi-annual and annual report, the weekly task report which includes systemic issues and a weekly restraint usage statistics report. The CRA also receives calls daily directly from consumers to discuss issues with their programming, medication, staff, court proceedings or placement planning. The CRA assists with providing information, making contact to service provider on their behalf and discussing issues with supervisory staff and/or program management as well as formally reporting any abuse or neglect by generating a GER (general event report) and following reporting

protocol and notifications.

Desert STAR

The SCDD CRA at Canyon Springs participates in pre-admission meetings and attends the admission meeting of each individual placed at Desert STAR. CRA meets with the Desert STAR client individually to discuss any client rights issues and to share contact information. The CRA participates in the individual program plan (IPP) meetings which are held weekly at CS. The CRA provides training to the Desert STAR staff on a monthly basis and also attends group sessions with the unit clients.

Fairview Developmental Center

The CRA provided services in the following areas:

- Investigated alleged clients' rights violations and abuse allegations brought to the CRA attention by consumer, family and/or staff.
- Attended denial of rights meetings and approves/reviews denial of rights requests.
- Assisted consumers' requests for release with filing Writs of Habeas Corpus.
- Consulted with consumers, their families, ID Team and other FDC staff, Deputy Public Defenders and RC representatives regarding rights issues.
- Attended Individual Program Plan (IPP) meetings, transition support and review meetings and special meetings at the request of the consumer, parents, Regional Center representatives, and FDC staff where rights are discussed or to convey consumer concerns.
- Provided annual training for all FDC employees in Clients' Rights and SCDD Regional Office role in advocacy, as well as for new employees at orientation.
- Provided training for FDC staff and other interested parties, as requested.
- Provided self-advocacy training to consumers.
- Provided technical assistance in filing complaints on behalf of consumers and/or their authorized representatives.
- Provided technical assistance in filing fair hearings and supports consumers and/or their authorized representatives, as necessary.

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

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

In February 2020, FDC closed after the last resident was placed in the community. The

CRA continued providing services for residents of the Southern STAR unit.
Due to the COVID 19 pandemic, FDC opened a surge unit for individuals with I/DD that tested positive for COVID-19 and could not be served in their community placement. The CRA participated in two admission and thirteen discharge meetings. The CRA reviewed GERs for individuals living on the surge unit.

Northern STAR

The CRA provided services in the following areas:

- Investigated alleged client's rights violations and abuse allegations brought to the CRA attention by consumer, family and/or staff
- Attended denial of rights meetings and approves/reviews denial of rights requests as needed
- Assisted consumers' requests for release with filing Writs of Habeas Corpus
- Consulted with consumers, their families, individual team members, and regional center representatives regarding rights issues
- Attended individual monthly review meetings, transition support and review meetings as well as special meetings
- Provided rights and self-advocacy training for Northern STAR residents.
- Provided clients' rights training for facility staff
- Provided technical assistance in filing complaints on behalf of consumers and/or their authorized representatives
- Provided technical assistance in filing fair hearings and supports consumers and/or their authorized representatives, as necessary

Porterville Developmental Center

The CRA provided services in the following areas:

- Attended 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
- Attended special meetings when issues of consumer's rights arise
- Attended Transition Planning Meetings (TPM) and Transition Review Meetings TRM)
- Communicated to administration on the behalf of consumers when a right has been denied
- Assisted consumers in filing Requests for Release when they state they want to leave Porterville Developmental Center.
- Assisted consumers in communicating with the Public Defender's office or communicating with the Public Defender's Office on the consumer's behalf.
- Assisted and represented consumers in the fair hearing process

- Investigated abuse complaints brought to the CRA's attention by the consumer, family and/or staff.
- Reviewed and approved denial of rights requests
- Provided rights and self-advocacy training to consumers and staff
- Discuss and assisted family members on clients' rights issues
- Provided training to staff on how to effectively interact with consumers and to use positive reinforcement
- Reviewed all proposed policy changes that involve clients' rights issues as a member of PDC Policy Committee
- Provided training to consumers and staff on client's rights, the denial of rights process, and end of life decision making process
- Provided training and consultation to the Public Defender, District Attorney and the Superior Court
- Provided training to the Volunteer Advocates on a monthly basis
- Reviewed all incident reports also known as general event reporting (GER)
- Reviewed all postural and medical supports prescribed in the acute care unit and the skilled nursing unit
- Reviewed restricted access plans

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

- Human Rights Committee
- Behavioral Management Committee
- Member of the Incident Action Team. The CRA reviewed facility GER data and investigated 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

Southern STAR

The CRA provided services in the following areas:

- Investigated alleged clients' rights violations and abuse allegations brought to the CRA attention by consumer, family and/or staff
- Attended denial of rights meetings and approves/reviews denial of rights requests.

- Assisted consumers' requests for release with filing Writs of Habeas Corpus
- Consulted with consumers, their families, individual team members, and regional center representatives regarding rights issues
- Attended monthly stabilization meetings, transition support and review meetings and special meetings
- Provided rights and self-advocacy training to consumers
- Provided technical assistance in filing complaints on behalf of consumers and/or their authorized representatives
- Provided technical assistance in filing fair hearings and supports consumers and/or their authorized representatives, as necessary
- Behavior Supports Committee (BSC)/Human Rights Committee (HRC)

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

STATE FACILITY	Nature of Complaint	Status of Complaint	Outcome of Complaint
Canyon Springs	None		
Central STAR	None		
Desert STAR	None		
Fairview	None		
Northern STAR	None		
Porterville	None		

Southern STAR	None		

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

STATE FACILITY	Nature of Complaint	Status of Complaint	Outcome of Complaint
Canyon Springs	None		
Central STAR	None		
Desert STAR	None		
Fairview	None		
Northern STAR	None		
Porterville	Right to personal possessions denied due to recently instituted secure treatment area nonallowable policy (gaming console system)	4731 initial to PDC; 4731 appeal to DDS	DDS determined that no right was violated as reasonable access was provided for the same activity
	Right to personal possessions denied due to recently instituted secure treatment area nonallowable policy (gaming console system)	4731 initial to PDC; 4731 appeal to DDS	DDS determined that no right was violated as reasonable access was provided for the same activity

	Right to personal possessions denied due to recently instituted secure treatment area nonallowable policy (media movies and music cd's)	4731 initial to PDC; 4731 appeal to DDS	DDS determined that no right was violated as reasonable access was provided for the same activity
Southern STAR	None		

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

STATE FACILITY	Nature of Complaint	Status of Complaint	Outcome of Complaint
Canyon Springs	Client requested an overnight visit with family	Resolved	Meeting held. Leave granted per team meeting
	Client requested to watch personal videos	Resolved	Meeting held. Videos approved per client request
	Client requested to sleep later in the morning	Resolved	Discussion during (ERNES). Client offered later report time for breakfast and work
	Client requested to work off site	Resolved	Meeting held. Alternative work site offered.
	Client requested to go on outing with friend	Resolved	Meeting held. Client able to meet friend at restaurant
	Client requested to have more time on computer	Resolved	Discussion during (ERNES); Client offered different times for computer use

	Client wanted to attend different church/worship	Resolved	Meeting held. Alternative churches/venues offered. Client selected preferred worship format
	Client requested to participate in Special Olympics	Resolved	Meeting held. Clients ratio was increased to ensure participation
	Client wanted to give money/gift to a friend	Resolved	Discussion during (ERNES). Client able to give gift/money as requested
Central STAR	None		
Desert STAR	Client did not like work assignment	Resolved	Meeting held. Client assigned to another workplace
	Client shared they were bored and unhappy	Resolved	CRA met with unit supervisor to discuss activities to be offered. CRA also spoke with Psychologist who made arrangements to speak with client to discuss mental health issues
	Client wanted to speak to family member	Resolved	Phone call made to unit staff. Arrangement made for contact with family
	Client wanted information about transition activities	Resolved	Meeting held. Transition information including dates were shared with client

Fairview	Regional Center staff pursued a short transition period for a client. The residential provider had a two day visit for cross training. Placement was far away. CRA collaborated with client and family to enhance transition services	Resolved	Transition services were slowed to accommodate more cross training and visitation
Northern STAR	Service provision in family's home for transition	Resolved	Service provided
Porterville	Client called CRA to state that they wanted their cigarettes back as the client had a denial of rights recently implemented for possession	Resolved	CRA advised team staff members and team advised that the client is more open to the DOR (Denial of Rights). CRA contacted the consumer and advised them of the right to appeal the DOR and client declined to appeal stating that the DOR does helps them make better choices and they wish to continue with the restoration plan.

	Client wants to be present at all court hearings	Resolved	CRA notified client's public defender of client's request. Client now attends all court hearings and also video court hearings when needed
	Client contacted CRA stating that they had not received a purchase order made previously	Resolved	Client received information regarding purchase order and their items ordered
	Client contacted CRA for assistance with purchase orders	Resolved	CRA contacted Unit Supervisor who advised that client requires help with purchase orders because of writing ability and communication and that staff would assist them. CRA contacted client back and client was satisfied with outcome.
	Client called CRA to advise that the television on the unit is still broken	Resolved	CRA contacted Program Director for status. CRA contacted plant operations to inquire about repair and ordering of part. CRA advised staff to advise clients on unit regarding approximate timeframe/status of television repair. CRA confirmed television was repaired.

	Client stated that staff withheld their mail packages	Resolved	CRA contacted unit staff who advised that the client's family mailed the package to the wrong address and the client has already been contacted by family to advise him. CRA contacted client who advised that they understood the delay and client complimented a staff member for their efforts. CRA forwarded compliment to program director.
	Client requested a new job coach	Resolved	CRA advised both the social worker assigned and programming supervisor. Investigation ensued for staff. Client was transferred to a different work site.
	Client called CRA advising that they were not going to transported to attend relative's funeral after requesting to attend	Unresolved	CRA contacted Public Defender assigned and staff who both advised that court order was required and not possible in time for service. Client was not transported however additional emotional support was provided.

	CRA was contacted by client advising that another peer whom he/she has a restraining order against was going to be placed in the same unit	Resolved	CRA contacted program director and HRC chair to advise of potential violation of court order. Individuals were placed on different units.
	Client called CRA advising that they wanted to be changed to another classroom due to disruptive peer; client submitted a client memo to make the request and no action has been taken	Resolved	CRA contacted unit supervisor who stated that request would be accommodated. CRA confirmed move was made.
	Client contacted CRA stating of refusal to take medications and that staff were withholding breakfast in order to force medications	Resolved	CRA investigated the unit procedures. CRA advocated for right to refuse be upheld. Right was upheld; staff educated
	Client contacted CRA to complain that they were not additional food at meal-time	Resolved	CRA contacted staff to clarify procedure. CRA contacted client back and they were satisfied with the response.
Southern STAR	Lack of educational service provided	Resolved	Educational services provided

General Events Reports Submitted by CRA to State Operated Facility

STATE FACILITY	Number	Type
Canyon Springs	0	
Central STAR	0	
Desert STAR	0	
Fairview	0	
Northern STAR	0	
Porterville	1 1 3 1 2 6	GER physical/verbal abuse GER neglect abuse GER verbal/emotional abuse GER verbal/emotional/physical abuse GER physical abuse GER emotional abuse
Southern STAR	0	

Mandatory Abuse Reports Submitted to Other Protective Services Agencies

STATE FACILITY	Issue	Agency Submitted To
Canyon Springs	0	
Central STAR	0	
Desert STAR	0	
Fairview	0	
Northern STAR	0	
Porterville	0	
Southern STAR	0	

DC Staff and Provider Trainings

STATE FACILITY	Summary of Content	Number and Type of Attendees	Number of Sessions

Canyon Springs	Monthly Block Training - Clients' Rights Advocate duties and responsibilities New Employee/Volunteer/ Orientation Training **-** Clients' Rights, Requests for Release, Self-Advocacy, Person-Centered Planning, Denial of Rights Advocacy Training – Client's Rights, Complaint Process, Person Centered Planning	32- Canyon Springs Community Facility Employees 30- Canyon Springs Community Facility newly hired employees. 16 - San Bernardino Valley College	24 14 4
Central STAR	Clients' Rights	9 Level of Care	4
Desert STAR	People First Language	6	2
Fairview	Annual Basic Principles of Clients' Rights presentation	98 FDC staff	14
	NEO - Principles of Clients' Rights	24 FDC staff	4
	Supporting Choices, Making Transition	8 FDC staff	1
Northern STAR	Clients' Rights	4 staff	2

Porterville	New Employee Orientation: Overview of clients' rights, function of Sequoia Regional Office/SCDD and CRA, denial of rights process, responsibility of staff as advocates	PDC Employees 95	10
Southern STAR	Client's rights and community living options	Facility staff	1

Self-Advocacy Trainings

Developmental Center	Summary of Content	Number and Type of Attendees	Number of Sessions
Canyon Springs	Canyon Springs Self Advocacy Group/Person-Centered Planning	8 Clients 18 Staff	9
	Advocacy/Work Options/Desert ARC	23 Clients 20 Staff	6
	"Where do I go from here?" training about transition to the community	10 Clients	4
Central STAR	Clients' Rights	2 Clients with support staff	1
Desert STAR	Advocacy, Rights, Abuse Training	6 residents	3
Fairview	August 2019 – FCA Quality of life goals/outcomes	2 residents with support staff	1

	September 2019 – Residence 38 – Community Living and Choices	5 residents with support staff	1
Northern STAR	Clients' Rights training	4 residents with support staff	2
Porterville	People First, Client Human Rights Quarterly Committee, Client Residents Council	10 – 30 residents	20
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
Southern STAR	Community living options and choices	4 residents and support staff	1

Meetings Attended with Specified Facility Staff

State Facility	Type of Facility Staff	Number of Meetings
Canyon Springs	Executive Director Administrative	12 12
Central STAR	Executive Director Administrative	1 1
Desert STAR	Executive Director Administrative	5 8
Fairview	Administrative/Committee Meetings: • BMC/HRC • Regional Project Liaison meetings	 Bi-weekly 1

	• FFF meetings • Administrative	1 3
Northern STAR	Administrative	16
Porterville	Administrative/Committee Meetings: • Bio-Ethics Committee • BMC/HRC • Human Rights Committee meetings • Postural Restraint Review • Restricted Access Review • Governing Body/Executive Committee • Escort Review meetings • Handcuff Briefing • Executive Director	 2 Weekly Monthly 24 10 4 Weekly 3 4
Southern STAR	Administrative	26

Systemic Issues

<u>Canyon Springs Community Facility</u>

CSCF clients transitioning into the community had slowed. The regional centers stated that there were not enough placements/facilities to meet the needs of the closing facilities and the clients who are waiting to transition into the community from CSCF.
Update: CRA requested that the regional centers provide an update on a quarterly basis of all clients residing at CSCF. These meetings were placed on calendar to encourage updated information for successful transitioning into the community.

Clients have requested alternative work programs other than what is offered at CSCF onsite and an offsite work program. This also includes alternative work schedules that would include evening and weekend opportunities and alternative work times.
Update: CRA is working with CSCF vocational services and local businesses/groups in researching and seeking creative work programs to provide a variety of choices for work in the community.

Thirty (30) clients received stimulus check from the federal government. These checks were direct deposited into each of their bank accounts. Due to the COVID-19 pandemic and the shelter in place order, the clients were not able to spend the monies ($1200) in person but placed orders for wanted items to be delivered to the facility.
Update: CRA requested that clients be given an opportunity to utilize the computer room on a scheduled basis in order for them to select and purchase wanted items as independently as possible. Clients were given added computer time during the weekdays and weekends in order to skim thru the internet and purchase wanted items.

Central STAR

CRA recommended staff training on California child abuse mandated reporter training. CRA facilitated collaboration with the local Tulare County Child Abuse Prevention Council to provide required training to STAR staff.

CRA recommended trauma informed training and resources to trainers and to staff at STAR. Video training on trauma informed awareness is now being provided during the employee client abuse training.

Desert STAR

Vocational and educational opportunities need to be explored for all STAR individuals. COVID-19 protocols have impaired options outside the facility, but enhancement of virtual opportunities is needed.

Fairview Developmental Center

CalABLE accounts

Numerous consumers had large balances in their trust account. In individual transition review meetings, requests to open a CalABLE account were made. When the social worker attempted to assist families in opening an account, they were told monies in trust could not be used to open these accounts. The CRA along with one of the social workers contacted the fiscal officer at FDC. They were than instructed to contact client financial services at DDS. Contact was made and the CRA and Social Worker were instructed that DDS policy dictated that funds were to be held in consumers' accounts for a period of 45 days after placement. Trust would then call client financial services billing unit to inquire on any balance due. SSA regulations indicated that any funds left after all debts were paid would be returned to SSA as conserved funds. SSA would then forward the funds to the current representative payee. CalABLE accounts could be opened once the payee received the funds.
Update: Once in the community, consumers opened Cal-Able accounts.

Northern STAR

CRA continued overseeing the rights of Northern STAR residents. The CRA attended monthly review and special meetings for NSTAR residents. During this reporting period, one Northern STAR I resident moved to the community and there were two admissions to Northern STAR I. Northern STAR II had two admissions.

In March 2020, Northern STAR restricted visitors due to COVID-19. The CRA participated in meetings for residents by tele-conference or video. Due to the restriction of visitors the CRA spoke with NSTAR resident managers on a weekly basis to receive updates on the residents. The CRA inquired about COVID-19 protocols for the staff and the residents. Since residents are restricted from attending community events, going to stores, and restaurants; the CRA receives updates on activities provided to the residents. The CRA conducted video conferencing with residents.

The shelter in place order due to COVID-19 slowed the transition process for Northern STAR residents. Residential providers were reluctant to accept new residents. In person meet and greet meetings as well as cross trainings were more difficult to schedule. In May 2020, Northern STAR staff began using video conference for meet and greets and some cross training.

One NSTAR resident's thirteen-month NSTAR commitment ended so the resident had to move to a temporary home while the supported living service provider found an apartment or home.

Shortage of enhanced behavioral support homes (EBSH) in the community caused people in crises to be placed in hospitals or mental health facilities for extended periods of time. The shortage caused delays in residents moving from Northern STAR even though they were stable and ready for a lesser restrictive placement.

Porterville Developmental Center

Community Placement

All clients on the general treatment area transitioned to the community as of January 1, 2020. SCDD VAS coordinator continues to make visits to consumers now placed in their new community placements to ensure a smooth transition and assist with any issues that may arise during the transition period.

Employment/Training in the community

The CRA and VAS coordinator continued to attend all Transition Review Meetings (TRM) and Transition Planning Meetings (TPM) for all clients to ensure there is a plan for programming or a viable employment/training path.

Update: There continues to be a challenge in finding gainful employment in the community for the transitioning consumer population due to lack of employers open to hiring the consumer population.

Lack of less restrictive environment/living quarters available for the female population residing on the Secured Treatment Area continues to be a systemic issue. The women reside only in units where there are dormitory type rooms that share bathrooms. There are male only occupied units that are equipped with single bedrooms with personal bathrooms and locking keys for each bedroom. There are female consumers that would benefit from this less restrictive setting. This issue has been elevated to PDC administration.

The HRC/BMC committee now includes the Medication Plan Proof Document and the ER- 2000 in the submission review packet. This allows the committee to closely review the accuracy of the medication plan and the physician's orders to make recommendations regarding the justification of increased medication and to ensure that no rights violations of medication administration have occurred.

New local court judges are now presiding over the departments that our consumers are ordered to appear in. New court personnel are not familiar with the operations of PDC. The CRA recommended coordination of a "meet and greet" with the local judges and the local District Attorney for a tour of PDC to educate them on the unique needs of our consumers and common issues with court procedures.
Update: The administrative team expressed postponement of this activity due to pandemic restrictions.

The CRA submitted three 4731 complaints regarding client' property policy for those residing on the secure treatment area. This policy came into effect on August 1st, 2019 when the clients were instructed to surrender their media and gaming consoles in their possession. The 4731 complaints were elevated to the DDS director on September 4, 2019 for investigation. The DDS response failed to meet Welfare and Institutions Code Section 4731 timelines.
Update: DDS submitted a late response indicating no right violation as it found that PDC made adequate efforts to accommodate the clients.

A need for training and coping strategies for staff on secondary traumatic stress and PTSD has been noted by the Psychology department at PDC. Training sessions continue to be conducted to bring awareness and training to staff in this needed area. This training will enable staff to be self-aware and equip them to handle stressful situations with consumers and how to appropriately response.

Update: The abuse training module for employees has incorporated a childhood trauma awareness video for staff to view.

Issues with court escort have arisen as there have been several errors with consumers being transported to court on wrong or vacated dates, or consumers being transported in restraints if there is not a justifiable need. There has also been lack of communication when consumers refuse to attend court, and this is not communicated prior to their court hearing which can result in a warrant being issued without knowledge that a consumer is a PDC client. This has been elevated to PDC administration with several recommendations with OPS responding that they will take action on the recommendation to review court calendars the day prior to a client's court date.
Update: This issue has been resolved. Additionally, due to COVID restrictions, consumers have been attending court via zoom or tele court conferencing.

Southern STAR

In March 2020, the Governor ordered shelter in place due to COVID-19 pandemic. This order put on hold admissions and discharges to Southern STAR. Also, visitors to Southern STAR were restricted. The CRA participated in resident meetings by telephone or video conference. The CRA contacted the Southern STAR residential manager weekly to receive updates on the SSTAR residents and provide consultation with the manager.

With the SIP order and visitor restriction regional center delayed sending referral packets for Southern STAR to other regional centers or to providers. This caused delays in the transition process for some of the residents. In May 2020, transition activities (transition meetings, meet and greets, and cross training) began by using telephone and video.

Educational services for Southern STAR residents under age 22 were delayed due to communication issues between Southern STAR and the local school district. Southern STAR has limited WIFI and equipment causing a barrier to distance learning.

Community integration for Southern STAR residents has been limited to van rides for weekly visits to drive thru restaurants. For most residents, community integration is part of their stabilization plan.

Some medical/dental procedures have been delayed because of risk of COVID-19 infection. Most medical and psychiatric visits are done by video appointment.

Not being able to visit their family members has been a hardship for some residents and their families. CRA recommended socially distant visitations as well as increased video

conferencing.

Service and Policy Recommendations

Canyon Springs

Clients who have been identified by their interdisciplinary teams to be transitioned into the community are still residing at CSCF. Reasons cited for the delay in transitioning include: client smokes, proposed community placement is unlicensed/unstaffed, housing is too expensive for some clients and/or located in impoverished neighborhoods, and the unavailability of work programs. CRA recommends recommencing the Regional Project Liaison Meetings to meet and discuss these issues.
Update: South Coast Regional Project staff will participate in all client IPP and special team meetings in the fall of 2020.

Clients are scheduled to participate in weekend groups and scheduled programming. It would be beneficial if the clients could choose which programs, if any, they would like to participate in during the weekend.

Some individuals at CSCF exhibit behaviors that cause property destruction. These behaviors include breaking glass fixtures and dismantling electrical outlets.
Update: CRA requested that CSCF investigate different types of lighting fixtures or brackets/guards to secure the lighting bulbs/fixtures from shattering. CRA advocated for research of secure or tamper proof electrical outlets so that the clients remain in a safe environment.

Central STAR

CRA facilitated child welfare services abuse training for the STAR unit staff. Video training on trauma informed awareness is now being provided during the employee client abuse training.

CRA collaborated with PDC administration for educational opportunities for STAR clients. Continued research on local educational services is needed.

Desert STAR

Due to the COVID 19 pandemic, Desert STAR clients have not participated in community outings and have not had physical contact with vendors and family members. It would be beneficial if Canyon Springs had not only zoom capabilities but to explore other options so that clients have an opportunity to have regular and constant communication

with their families/friends and vendors.

Fairview

In order to provide continuous, seamless advocacy additional provisions for the CRA to follow consumers once placed in the community is recommended. Many consumers and their family would benefit from independent clients' rights advocacy once placed in the community; this may be helpful particularly if there are unresolved issues during transition. Additionally, the Southern STAR will continue to provide crisis services. It has been proposed to increase service provision to ten individuals (increased from the current five). Advocacy services should continue for the Southern STAR consumers as well.

Northern STAR

The CRA recommends improving the transiting process by giving regional centers clear instructions on transition timelines, referral policies, and community placement during the pandemic.

CRA recommends an increase in the number of EBSH homes so individuals with significant behavioral needs can remain in their community.

CRA recommends developing a plan on community integration so Northern STAR residents can meet their stabilization plan during the pandemic.

Porterville

CRA advised of the importance of consumer visits to continue occurring in some form during the COVID pandemic as the emergency declaration has prohibited any physical visitation. PDC administration has achieved the ability to use technology such as iPad, zoom and facetime to continue face to face visitations for consumers. For those visitors that are unable to have virtual visits, the telephone is still available for calling.

The CRA recommends that there be implemented an evidence based, fundamental focus to screen and treat effects of childhood trauma of the consumer population.

To ensure the safety of all staff and residents, a policy memo was created and distributed after the CRA advised administration of consumer relatives issuing threats to Porterville Development Center staff over the phone and the need to have an updated protocol for threats being called in.

Consumers whom were transitioning to the community were having issues retaining their original birth certificates from the PDC trust office. This concern was elevated to

administration and practice was changed that PDC would no longer have a right to keep original birth records and upon discharge, consumers or the appropriate regional center would receive the original birth certificate from PDC.

The CRA recommends and concurs that any visits that have been denied for any reason or stopped will have to be reported to the Clinical Director and that no OPS officer is to have the autonomy of denying a visit. Additionally, if a visit is ever denied, there should be a proper denial of rights form documented.

Southern STAR

To improve transitional activities, educational services, and recreational opportunities for residents, upgrade the internet connections and equipment at Southern STAR.

CRA recommends improving the transiting process by giving regional centers clear instructions on transition timelines, referral policies, and community placement during the pandemic.

Appendix A

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Canyon Springs Community Facility
July 1, 2019 - June 30, 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
Mod MR Int Expl	1	B-2	77	ICF	Court hearing prep	Facilitate call with Deputy Public Defender
Mild MR NOS Psych	9	B-1	77	ICF	Attended special mtg	Plans developed with client input
Mod MR Autistic NOS	1	B-2	77	ICF	Special mtg held	Dietary needs discussed
Mild MR NOS Psych	1	B-1	77	ICF	Attended annual review	Off-site work program offered
Mild MR Imp ctrl	1	B-2	92	ICF	Attended Special mtg	Transition plans developed
Mod MR ODD	1	B-1	77	ICF	Attended IPP mtg	Plans developed with client input
Mild Mr NOS	2	B-2	77	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mod MR Imp ctrl	1	B-1	77	ICF	Met with client at work program	Mtg schedule to discuss alternative work program
Mild MR NOS	1	B-2	77	ICF	Attended IPP mtg	Plans developed with client input
Mod MR anxiety	1	B-1	77	ICF	Assistance required to ensure rights	Facilitated phone call with family
Mild MR NOS psych	3	B-2	92	ICF	Attended team mtg	Advocacy provided referral to VAS program
Mild MR Schizo aff	1	B-1	77	ICF	Mtg with client at work program	Unit Supervisor notified of request for shopping trip
Mild MR Imp ctrl	3	B-2	77	ICF	Attended IPP mtg	Plans developed w/Client input
Mild MR Schizo aff	3	B-1	77	ICF	Mtg with client at work program	Facilitated phone call w/family
Mild MR Int expl	3	B-1	92	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mild MR NOS	1	B-2	77	ICF	Attended IPP mtg	Plans developed with client input
Mild MR NOS	7	B-1	77	ICF	Attended team mtg	Advocacy provided referral to VAS program
Mod MR anxiety	1	B-2	92	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to Public Defender

Mild MR NOS	3	B-2	92	ICF	Mtg with client on unit	Facilitated phone call w/family
Mild MR Schizo aff	1	B-1	77	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mild MR Imp ctrl	1	B-2	77	ICF	Facilitated phone call with Public Defender	Court procedures put in place
Mild MR Schizo aff	2	B-1	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to DPD
Mild MR ODD	2	B-1	77	ICF	Mtg with client on unit	Facilitated phone call with family
Mild MR NOS	1	B-1	77	ICF	Attended IPP mtg	Plans developed w/Client input
Mod MR anxiety	3	B-1	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to public defender
Mild MR NOS psych	3	B-2	92	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mild MR Schizo aff	2	B-1	77	ICF	Attended team mtg	Advocacy provided referral to VAS program
Mild MR Imp ctrl	1	B-2	77	ICF	Attended team mtg	Discussion of reinstatement criteria for DOR
Mild MR Schizo aff	2	B-1	77	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mod MR anxiety	2	B-2	77	ICF	Attended IPP mtg	Plans developed w/Client input
Mild MR NOS	1	B-2	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to DPD
Mild MR NOS psych	1	B-2	92	ICF	Facilitated phone call with public defender	Info shared re: upcoming court date
Mild MR Imp ctrl	7	B-1	77	ICF	Attended IPP mtg	Plans developed w/Client input
Mild MR NOS	3	B-1	92	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to DPD
Mod MR anxiety	3	B-1	77	ICF	Attended special mtg	Writ filed
Mild MR NOS	1	B-2	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to public defender
Mod MR anxiety	1	B-1	77	ICF	Mtg with client at work program	Advocacy provided for use of media
Mild MR NOS psych	1	B-2	92	ICF	Attended IPP mtg	Plans developed with client input
Mild MR Schizo aff	1	B-1	77	ICF	Attended team mtg	Advocacy provided referral to VAS program
Mild MR anxiety	3	B-2	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to DPD
Mild MR Imp ctrl	1	B-2	92	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mild MR NOS	1	B-2	77	ICF	Attended special mtg	Writ filed

Mod MR anxiety	1	B-1	77	ICF	Mtg with client on unit	Unit Supervisor notified of request of hair services
Mild MR Schizo aff	3	B-1	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to public defender
Mild MR Imp ctrl	1	B-2	77	ICF	Attended team mtg	Advocacy provided referral to VAS program
Mild MR Schizo aff	1	B-2	77	ICF	Assistance required to ensure rights	Discussion held/plans developed
Mild MR Schizo aff	1	B-1	77	ICF	Attended IPP mtg	Plans developed with client input
Mild MR Schizo aff	1	B-1	77	ICF	Attended team mtg	Plans developed for transitioning

Confidential Client Information, Welfare and Institutions Code Section 4514 -

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

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Central STAR Unit
July 2019 - June 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	3	205	DMRH	ICF	CRA attended IPP	Support provided
DD	3	205	DMRH	ICF	CRA attended Special Team Meeting	Support provided
DD	**0**	205	DMR	ICF	CRA attended special for admission	Referral for education surrogacy made
DD	**1**	205	DMRH	ICF	CRA attended special meeting	No action needed

Confidential Client Information, Welfare and Institutions Code Section 4514 -

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

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
DESERT STAR
July 1, 2019 – June 30, 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
Mild MR ODD	7	STAR	77	ICF	Mtg with client on unit	Advocacy provided. Facilitated phone call to regional center
Mild MR Schizo aff	3	STAR	77	ICF	Attended weekly IPP mtg	Plans developed plan updated
Mod MR anxiety	1	STAR	77	ICF	Mtg with client on unit	Advocacy provided. Personal items purchased
Mild MR Schizo aff	1	STAR	77	ICF	Attended weekly IPP mtg	Plans developed plan updated
Mild MR Imp ctrl	1	STAR	77	ICF	Attended transitional mtg	Plans developed. Transition on-going
Mild MR NOS	1	STAR	77	ICF	Attended weekly IPP mtg	Plans developed plan updated
Mild MR Schizo aff	1	STAR	77	ICF	Attended weekly IPP mtg	Plans developed plan updated
Mild MR anxiety	2	STAR	77	ICF	Attended special meeting	Behavioral plans updated
Mild MR NOS	3	STAR	77	ICF	Mtg with client on unit	Updated menu created

Confidential Client Information, Welfare and Institutions Code Section 4514 -

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

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Annual Report
Fairview Developmental Center
July 1, 2019 – June 30, 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	208	RMRA	NF	CRA requested to attend TPM and TRM	CRA attended meeting and provided support when necessary; Consumer moved into the community
DD	1	331	DMR	ICF	CRA requested to attend 240, 270, 330, 360 day meetings and specials	CRA attended meeting and provided support when necessary
DD	1	331	DMR	ICF	CRA requested to attend TPM and TRM	CRA attended meeting and provided support when necessary; Consumer was directly discharged back into the community
DD	2	338	RMRA	ICF	CRA requested to go to court regarding offense outcome	CRA attended meeting and provided support when necessary
DD	2	338	RMRA	ICF	Consumer called CRA asking to file a request for release	CRA met with consumer and assisted in completing request for release
DD	2	338	RMRA	ICF	CRA requested to attend special regarding placement concerns	CRA attended meeting and provided support when necessary
DD	2	338	RMRA	ICF	CRA requested to attend TRMs	CRA attended meeting and provided support when necessary
DD	2	338	RMRA	ICF	CRA requested to attend IPP/transfer meeting	CRA attended meeting and provided support when necessary; Consumer transferred to another facility.
DD	1	318	DMR	ICF	CRA requested to attend special regarding parent complaint	CRA attended meeting and provided support when necessary
DD	1	318	DMR	ICF	CRA requested to attend TPM	CRA attended meeting and provided support when necessary
DD	1	318	DMR	ICF	CRA requested to attend TM	CRA attended meeting and provided support when necessary
DD	1	318	DMR	ICF	CRA requested to attend special to discuss placement	CRA attended meeting and provided support when necessary; Consumer to be transferred to facility while waiting community placement

DD	1	338	DMRH	ICF	CRA requested to attend an administrative meeting to discuss transfer to another facility	CRA attended meeting and provided support when necessary; Transfer date set and consumer was transferred
DD	3	339	DMR	ICF	CRA requested to attend TPM and TRM	CRA attended meeting and provided support when necessary; Consumer moved into the community
DD	3	338	DMR	ICF	CRA requested to attend IPP/TM	CRA attended meeting and provided support when necessary
DD	3	338	DMR	ICF	CRA requested to attend TRM	CRA attended meeting and provided support when necessary; Consumer moved into community.
DD	3	203	RMRA	NF	CRA requested to attend TM	CRA attended meeting and provided support when necessary; Consumer moved into the community.
DD	1	318	RMRA	ICF	CRA requested to attend TM	CRA attended meeting and provided support when necessary; Placement date set; 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
DD	3	318	DMR	ICF	CRA requested to attend TRM	CRA attended meetings and provided support when necessary; Consumer moved into community
DD	1	208	RMR A/M	NF	CRA requested to attend TPM	CRA attended meetings and provided support when necessary
DD	2	318	RMRA	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary
DD	1	336	DMR	ICF	CRA requested to attend TM	CRA attended meetings and provided support when necessary
DD	1	336	DMR	ICF	CRA requested to attend TRM/IPP	CRA attended meetings and provided support when necessary; Consumer moved into the community
DD	1	208	RMRA	NF	CRA requested to attend TPM and TRM	CRA attended meetings and provided support when necessary; Consumer moved into community
DD	3	339	RMRA	ICF	CRA requested to attend TPM and TRM	CRA attended meetings and provided support when necessary; Consumer moved into the community
DD	1	318	RMRA	ICF	CRA requested to attend TRM	CRA attended meetings and provided support when necessary

DD	1	336	RMRA	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary
DD	9	318	DMRH	ICF	CRA requested to attend TPM and TRM	CRA attended meetings and provided support when necessary; Consumer moved into the community
DD	3	339	DMRH	ICF	CRA requested to attend TRM	CRA attended meetings and provided support when necessary
DD	1	318	JUDH	ICF	CRA requested to attend TRM	CRA attended meetings and provided support when necessary; Consumer moved into the community
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 TRM	CRA attended meetings and provided support when necessary; Consumer moved into the community
DD	3	338	DMR	ICF	CRA requested to attend meeting about medication change	CRA attended meeting and provided support when necessary
DD	3	338	DMR	ICF	CRA requested to attend TPM, TRM and TM	CRA attended meeting and provided support when necessary; Consumer moved into the community
DD	1	338	DMR	ICF	CRA requested to attend IPP/TPM	CRA attended meetings and provided support when necessary
DD	1	338	DMR	ICF	CRA requested to attend TM and TRM	CRA attended meetings and provided support when necessary; Consumer moved into the 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
DD		814		ICF Surge unit	CRA received a GER for allegation of abuse	CRA investigated and concurred with conclusion

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

APPENDIX A -
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE -
Northern STAR -
July 1, 2019 – June 30, 2020 -

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	NSTAR	95	DDS	CRA attended Client's IPP meeting	On-going
DD	1	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting	On-going
DD	7	NSTAR	95	DDS	CRA attended pre-admission meeting to NSTAR	On-going
DD	1	NSTAR	95	DDS	CRA attended Client's TPM.	On-going
DD	1	NSTAR	95	DDS	CRA attended Client's TRM	On-going
DD	1	NSTAR	95	DDS	CRA attended special meeting for Client regarding incident during visit to potential home	On-going
DD	1	NSTAR	95	DDS	CRA collaborated with regional project for secondary plans after refusal for admission	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	NSTAR	95	DDS	CRA attended Client's TPM for another home;	NSTAR agreed to provide staff at the home for the first month
DD	1	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting	On-going
DD	7	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting.	On-going
DD	1	NSTAR	95	DDS	CRA participated in tele-conference regarding Client's community placement.	On-going
DD	1	NSTAR	95	DDS	CRA participated in tele-conference about possible placement for Client.	CRA advocated for that Client should be placed in another home that would reduce the number of moves; advocacy was successful
DD	1	NSTAR	95	DDS	CRA participated in Client's TRM; Client will move to new home	Client to move
DD	1	NBRC EBSH-N	NA	ICF	CRA attended 6 month follow up meeting	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended Client's 5 day review meeting	On-going
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended Client's 30 day review meeting	On-going
DD	7	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting.	On-going
DD	1	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting.	On-going
DD	1	NSTAR	95	DDS	CRA attended a pre-admission meeting for Client.	Client was admitted to NSTAR
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended a PDR behavioral meeting for Client.	On-going
DD	7	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting	On-going
DD	1	NSTAR	95	DDS	CRA attended Client's monthly IPP meeting	On-going
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended Client's PDR meeting.	On-going

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended special meeting for Client to discuss his behavior plan and psychotropic medication	Conservator declined a change in medications. CRA provided alternatives
DD	1	NBRC EBSH Crises Home	NA	ICF	CRA attended Client's monthly PDR meeting	On-going
DD	8	NSTAR	95	DDS	CRA attended a pre-admission meeting to NSTAR	Tentative admission date to NSTAR set
DD	1	NBRC EBSH Crises Home	N/A	ICF	CRA attended special meeting for Client	On-going
DD	1	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	8	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	7	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	8	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	7	NSTAR I	95	DDS	CRA attended special meeting regarding SIRs of allegation of abuse by staff	The allegation was investigated and found no evidence of abuse
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	8	NSTAR I	95	DDS	CRA attended client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going

DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA participated in special meeting regarding recent SIRS and restraint use	CRA investigated; more information pending
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client.	On-going
DD	7	NSTAR I	95	DDS	CRA participated in client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA participated in monthly client IPP meeting	On-going
DD	8	NSTAR I	95	DDS	CRA participated in monthly client IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NATAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	3	NSTAR II	95	DDS	CRA received update on client	On-going
DD	3	NSTAR II	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA received update on client	On-going
DD	8	NSTAR I	95	DDS	CRA received update on client	On-going
DD	7	NSTAR I	95	DDS	CRA received update on client	On-going
DD	1	NSTAR I	95	DDS	CRA participated in client IPP and transitional planning meeting	On-going
DD	7	NSTAR I	95	DDS	CRA participated in client IPP meeting	On-going
DD	1	NSTAR II	95	DDS	CRA participated in client pre-admission meeting	Client was admitted
DD	1	NSTAR I	95	DDS	CRA participated in monthly IPP meeting	On-going
DD	8	NSTAR I	95	DDS	CRA participated in monthly IPP meeting	On-going
DD	1	NSTAR I	95	DDS	CRA participated in client TPM	Client will move
DD	1	NSTAR I	95	DDS	CRA participated in video tour of client’s new home	Client will move

Confidential Client Information, Welfare and Institutions Code Section 4514 -

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

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
Porterville Developmental Center
July 2019 - June 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	**1**	129	RMRA	GAC	CRA Attended Bio-ethics meeting and Transition Review	No action needed
DD	**3**	855	PC	ICF	Client advised that they wanted to change classes	CRA contacted unit supervisor
DD	**1**	505	DMR	ICF	CRA investigated complaint that client's parent did not get reimbursed for items they purchased for them	Resolved complaint
DD	**1**	715	DMR	ICF	CRA consulted with team regarding possible DOR regarding client using outlets to light cigarettes indoors.	DOR was not implemented as CRA advised; team to make the least restrictive plan
DD	**2**	708	PC	ICF	Client called stating medications not being yet administered	CRA advised the Unit Supervisor who advised the med plan was already submitted and waiting for approval. Supervisor will contact the unit psychologist for evaluation of the client.
DD	**1**	506	RMRA	ICF	Attended special regarding psychological assessment	No action needed
DD	**3**	851	DMR	ICF	Client called CRA to advise of problem with another client on the unit	CRA notified the Unit Staff who advised that the other client had already been moved off the unit
DD	**1**	506	DMR	ICF	Client called CRA to regarding denial of rights implemented	CRA advocated for lesser restrictive plan
DD	**1**	854	DMR	ICF	Client complaint regarding property	CRA Investigated and resolved
DD	**1**	129	RMRA	GAC	CRA reviewed Postural Restraints	CRA approved Postural Restraints
DD	**1**	521	RMRA	ICF	CRA reviewed Postural Restraints	CRA approved Postural Restraints
DD	**2**	715	PC	ICF	CRA consult with staff regarding possible violation of privacy	CRA advocated and provided input for protection of privacy
DD	**1**	854	DMR	ICF	CRA consult with staff regarding possible DOR	CRA advocated for lesser restrictive plan; no denial in place
DD	**1**	506	RMRA	ICF	DOR review	CRA reviewed and approved denial
DD	**1**	506	DMR	ICF	DOR review	CRA reviewed and approved DOR
DD	**1**	715	PC	ICF	Client complaint regarding food item and gaming console seizure	CRA advocated; pending
DD	**2**	715	PC	ICF	CRA consult to IPC staff regarding possible DOR	CRA advocated for lesser restrictive plan

DD	**1**	505	DMR	ICF	Client requesting information regarding community placement dates	CRA contacted the Regional Center. Regional Center advised of placement plans, met with team and Regional center. Meet and greet have now taken place with the home staff.
DD	**1**	130	RMRA	NF	CRA attended TRM	No action needed
DD	**2**	717	PC	ICF	CRA attended BIRT review	No action needed
DD	**1**	506	RMRA	ICF	Client requested CRA to meet on the unit	Client made allegations against staff, CRA reported GER and Serious Event Notification.
DD	**1**	130	RMRA	NF	CRA attended TRM	No action needed
DD	**1**	506	DMR	ICF	CRA attended TRM	No action needed
DD	**1**	506	DMR	ICF	CRA attended TRM	No action needed
DD	**2**	717	PC	ICF	Client requests to be present at all court hearings	CRA advised Public Defender of client's request to be present at all court dates; client present now
DD	**5**	717	PC	ICF	Client requesting pencil sharpeners to be available at tech stations	CRA notified the program director and electrical pencil sharpeners were distributed to the units to be available for client use
DD	**1**	506	RMRA	ICF	Client contesting STA non allowable item	Item not allowed per facility policy; CRA sought alternatives
DD	**2**	714	PC	ICF	DOR review	CRA reviewed and approved DOR
DD	**9**	718	DMR	ICF	Advised CRA that they do not want to do Diversion Plan	Advised Client of their right to not participate and also notified of the potential consequence; Client decided to continue to participate in diversion
DD	**1**	715	PC	ICF	Complaint regarding personal dvd collection removed from their possession	CRA filed 4731; appeal denied
DD	**1**	854	DMR	ICF	Complaint regarding gaming console removed from possession	CRA filed 4731; appeal denied
DD	**1**	505	DMR	ICF	Complaint regarding gaming console removed from possession	CRA filed 4731; appeal denied
DD	**1**	523	RMRA	ICF	CRA attended TPM	No Action Needed
DD	**2**	708	PC	ICF	CRA attended Special	Special meeting held by team to discuss strategy for behavior and behavior plans and intervention. CRA provided consult.
DD	**1**	505	DMR	ICF	CRA attended TPM	No Action Needed

DD	**1**	716	DMR	ICF	Client contacted CRA regarding allegation of abuse	CRA initiated GER for allegation of abuse against staff
DD	**3**	718	DMR	ICF	Client contacted CRA to advise they do not want to leave PDC and not feeling good	CRA advised unit staff, Individual program coordinator and to notify the unit psychologist to assess the client.
DD	**2**	717	PC	ICF	Special Team Meeting to discuss DOR progress	CRA attended and gave input on DOR progress and client's ability to reach reinstatement plan
DD	**3**	171	DMR	ICF	Client did not wish to continue medication	CRA advised the Unit Supervisor to refer to the treating psychologist; advocated for right to refuse
DD	**2**	855	PC	ICF	Client sought help in information about a purchase	CRA notified unit staff to review the purchase order and advise client of the status
DD	**2**	717	PC	ICF	Client contacted CRA to inquire about case and placement	CRA contacted Regional Center Case Manager to get status and relayed information back to the consumer; advocated for faster plan
DD	**3**	171	DMR	ICF	Attended Client's Weekly Meeting	No action needed
DD	**3**	718	DMR	ICF	Attended Client's TPM	No action needed
DD	**1**	506	RMRA	ICF	DOR review	CRA reviewed and approved DOR
DD	**9**	718	DMR	ICF	DOR review	CRA reviewed and approved DOR
DD	**1**	716	DMR	ICF	DOR review	CRA reviewed and approved DOR
DD	**2**	717	PC	ICF	Client requesting Regional Center contact	CRA contacted Regional Center for client and case manager advised that they will communicate with client; CRA followed up

DD	**3**	851	DMR	ICF	Client complaint regarding purchase orders	CRA contacted Unit Supervisor who advised that client requires help with purchase orders because of writing ability and communication and that staff would assist them. CRA contacted client back and client was satisfied with outcome
DD	**2**	717	PC	ICF	Unit Staff contacted CRA to consult re. DOR	CRA attended meeting to consult and give input regarding DOR and ensure DOR is justified and restoration plan achievable
DD	**1**	714	PC	ICF	Client conservator contacted CRA regarding medical issues and wanted certain tests expedited	CRA contacted nurse and treatment team to advise of conservator concerns. Tests were expedited and results were given in a timely manner.
DD	**9**	718	DMR	ICF	Client contacted CRA to advise that they were not transported to work site	CRA investigated; client was off baseline; CRA advocated that once baseline to transport client to site
DD	**2**	708	PC	ICF	CRA requested by staff to attend Special	Treatment team discussed behavior strategies and interventions for safety, CRA provided input, no DOR needed at this time, as behaviors will be addressed by plan strategies
DD	**1**	521	PC	ICF	CRA requested to attend Special Meeting held for transition	No action needed
DD	**2**	715	PC	ICF	Client contacted CRA to advise that client memos were not being addressed and also made an allegation of abuse	CRA initiated GER; investigated communication of client memos
DD	**2**	715	PC	ICF	Client contacted CRA to advise they no longer wanted to be at PDC and wished to file a writ	CRA collaborated with unit Social Worker and assisted client with request for release
DD	**1**	715	PC	ICF	Advised client of first level 4731 request denial and right to appeal	Client wishes to appeal Executive Director's decision. CRA sent appeal 4731 to Director of DDS.
DD	**1**	505	DMR	ICF	Advised client of first level 4731 request denial and right to appeal	Client wishes to appeal Executive Director's decision. CRA sent appeal 4731 to Director of DDS.
DD	**1**	854	DMR	ICF	Advised client of first level 4731 request denial and right to appeal	Client wishes to appeal Executive Director's decision. CRA sent appeal 4731 to Director of DDS.

DD	**2**	717	PC	ICF	Client inquired about writ status	CRA researched and advised client of writ status as still pending
DD	**1**	713	PC	ICF	Client did not like living on particular unit	CRA contacted unit staff, senior psych tech who advised that client had already reached competency and would be transferring to another unit; CRA corroborated transfer
DD	**2**	717	PC	ICF	Client contacted CRA to request information on upcoming court dates and contact with public defender	CRA provided client with upcoming court dates and also contacted public defender with a request to contact from the client and included the contact information for the client; CRA followed up
DD	**3**	713	PC	ICF	Client contacted CRA and advised that they are currently having psychological/emotional issues and would like to talk to the unit psychologist	CRA contacted unit staff and advised that client is requesting unit psychologist assessment as they are experiencing symptoms, unit staff paged assigned psychologist to attend to client.
DD	**2**	717	PC	ICF	Client contacted CRA to make an allegation of abuse against staff	CRA initiated GER alleging abuse by unit staff; CRA followed up
DD	**1**	505	DMR	ICF	Client contacted CRA to advise that he hasn't received a response on a request for certain movies	CRA contacted both unit staff and program director to get an answer as to status of approval. Program Director advised item was approved. Contacted client back and advised of outcome
DD	**1**	714	PC	ICF	Client's relative/conservator contacted CRA to advise that client's social worker is not responding in a timely manner regarding visits and scheduling of visits	CRA contacted the Program Director to advise of the conservator's concerns, program director advised that they will contact the conservator to address client concerns regarding visitation. CRA contacted conservator and advised that the program director will be contacting them to resolve some of their concerns and if they are not satisfied with the outcome, they can contact the CRA
DD	**1**	506	RMRA	ICF	DOR review	CRA reviewed and approved DOR
DD	**9**	718	DMR	ICF	CRA contacted by unit staff to consult on possible DOR	CRA met with team and consulted regarding DOR. DOR approved with justification and reinstatement plan is achievable

DD	**2**	851	DMR	ICF	CRA was contacted by client and requested to come to the unit to address concerns	CRA met with client; CRA referred to the unit psychologist for current symptoms and also advised the unit supervisor of client's memos. Referral was made to the unit MD for review; CRA contacted the Regional Center case manager to advocate for placement.
DD	**2**	708	PC	ICF	Client stated television was broken on the unit	CRA contacted Program Director for status and they emailed plant operations to see about repair and ordering of part. CRA advised staff to advise clients on unit regarding approximate timeframe/status of TV repair
DD	**5**	717	PC	ICF	Client inquired about court hearing	CRA advised client that they will have an upcoming hearing and any plans for placement will be through the regional center. Client advised he knows the contact information for their regional center and will be contacting them.
DD	**3**	130	DMR	NF	CRA attended TRM	No action needed
DD	**1**	526	PC	ICF	CRA attended court hearing	No action needed
DD	**9**	718	DMR	ICF	Client was refused programming, and also wants to talk to public defender	CRA contacted unit supervisor who advised that consumer is experiencing maladaptive behaviors currently and is off baseline requiring transport back to the unit. CRA provided client with assigned public defender's phone number. CRA followed up
DD	**2**	717	PC	ICF	Client contacted CRA in emotional distress because of placement planning options requested to talk to psychologist	CRA contacted Unit supervisor and advised that client is experiencing emotional distress and is requesting psychologist. Unit Supervisor advised that the unit psychologist was on the unit and would be notified promptly
DD	**3**	716	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	708	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	708	PC	ICF	CRA attended Court Hearing	No Action Needed

DD	**3**	718	PC	ICF	CRA reviewed DOR	CRA reviewed and approved DOR
DD	**1**	526	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	717	PC	ICF	Client contacted CRA to advise that another client on the unit was disrupting the unit	CRA investigated; followed up with client
DD	**2**	715	PC	ICF	Client contacted CRA to report abuse by staff	CRA initiated GER
DD	**3**	709	PC	ICF	CRA attended Court Hearing	No Action Needed
					CRA attended Court Hearing	No Action Needed
DD	**1**	526	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**1**	506	RMRA	ICF	DOR review	CRA reviewed and approved DOR.
DD	**2**	715	PC	ICF	Special Investigation regarding Previous GER	CRA met with special OPS investigations for follow up on initiated GER
DD	**9**	718	DMR	ICF	Client contacted CRA to advise that they were being denied their privileges and missed going to work	CRA investigated; client is off baseline and will return to work once baseline is met
DD	**1**	716	PC	ICF	Client contacted CRA to report abuse by staff	CRA initiated GER
DD	**1**	506	RMRA	ICF	CRA attended Court Hearing	No Action Needed
DD	**1**	716	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	851	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	PC	ICF	Reviewed DOR	CRA Reviewed and approved DOR
DD	**1**	505	DMR	ICF	Client contacted CRA to advise that door to bedroom was not being closed properly and upon return on the unit some of their belongings had been missing but now had been returned	CRA investigated; janitorial staff had cleaned room. CRA advised client if there is another occurrence, to notify CRA
DD	**3**	717	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**1**	853	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	715	PC	ICF	Client contacted CRA to report abuse by staff	CRA initiated GER

1	**716**	PC	ICF		Client contacted CRA to state that they are not in agreement with the plus point incentive system and criteria for privileges	CRA contacted Program Director to inquire about the plus points incentive system. Program Director provided information on criteria advising that clients have other opportunities to go to the Oasis that do not involve the point system. Client was informed that the criteria set forth was not as they thought; client satisfied with options
DD	**2**	851	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	708	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	708	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	709	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	851	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	715	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	713	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	715	PC	ICF	TPM	CRA attended client's TPM- no action needed
DD	**2**	505	DMR	ICF	TPM	CRA attended client's TPM-no action needed
DD	**3**	715	PC	ICF	CRA consult with PDC staff	No action needed at this time advised Social Worker staff regarding court order and visits
DD	**2**	715	PC	ICF	Provided supplemental information for GER	CRA received voicemail from client alleging abuse by staff; CRA contacted PDC Quality Assurance and was advised allegations already were reported and CRA information will be added as supplemental information in the GER
DD	**9**	718	DMR	ICF	Client contacted CRA to advise that they were being denied their possessions although their rights had been restored	CRA investigated; possessions returned

DD	**2**	717	PC	ICF	Client inquired about court and placement	CRA advised client of last court date records and proceedings and also contacted the client's unit team to advise them of placement information and progress. Unit staff stated that they would discuss with client
DD	**2**	717	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**2**	708	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	709	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**3**	717	DMR	ICF	CRA attended Court Hearing	No Action Needed
DD	2	715	PC	ICF	CRA attended Court Hearing	No Action Needed
DD	**1**	854	DMR	ICF	4731 process	CRA initiated a letter to DDS to request a response to 4731 appeal as due date for response has lapsed
DD	**1**	505	DMR	ICF	4731 process	CRA initiated a letter to DDS to request a response to 4731 appeal as due date for response has lapsed
DD	**1**	715	PC	ICF	4731 process	CRA initiated a letter to DDS to request a response to 4731 appeal as due date for response has lapsed
DD	**3**	718	PC	ICF	DOR reviewed	CRA reviewed and authorized DOR
DD	**2**	715	PC	ICF	TPM attendance	CRA attended TPM – no action needed
DD	**3**	717	RMRA	ICF	TPM attendance	CRA attended TPM-no action needed
DD	**1**	717	PC	ICF	DOR consult with PDC staff	CRA did not recommend DOR; lesser restrictive plan implemented
DD	**1**	506	RMRA	ICF	DOR review	CRA reviewed and approved DOR.
DD	**2**	717	PC	ICF	DOR consult with PDC staff	CRA authorized DOR with provisions and ensured justifiable evidence was present, least restrictive interventions were exhausted and there is an achievable reinstatement plan.
DD	**5**	853	PC	ICF	Client did not wish to move to new unit	CRA contacted unit staff which advised that client was misinformed by a rumor and that the client was to stay on unit

DD	**1**	716	PC	ICF	Client contacted CRA stating that their mail packages were being withheld	CRA contacted Unit Supervisor who stated that no purchases or packages are being held back from client as the client has not received any packages, but client does tend to get anxious when family advises they are going to send packages. Unit Supervisor advised that they will provide client with emotional support
DD	**2**	717	PC	ICF	Client contacted CRA to ask about placement planning	CRA contacted client's regional center case manager and also advised client to submit a client memo to talk to social worker and Individual program coordinator regarding progress
DD	**1**	854	DMR	ICF	Client inquired about 4731 appeal response	CRA advised client no response has been given but a request for response has been submitted to DDS
DD	**1**	506	RMRA	ICF	Client contacted CRA to advise that staff withheld their mail packages	CRA contacted Unit Supervisor who advised that at shift change both the client and several other clients were impacted because there was not sufficient staff to escort clients to retrieve packages however AM shift will escort those clients first to retrieve packages. CRA contacted back client to advise and client was satisfied with the outcome
DD	**1**	716	PC	ICF	Client contacted CRA to advise that staff withheld their mail packages	CRA contacted unit staff who advised that the client's family mailed the package to the wrong address and the client has already been contacted by family to advise him. CRA contacted client who advised that they understood the delay and client complimented a staff member for efforts. CRA forwarded compliment to program director
DD	**2**	717	PC	ICF	Client requested information on public defender to write correspondence	CRA identified Public Defender assigned for the client, confirmed the public defender contact information by contacting the designated county office and CRA contacted the client and provided contact information for public defender

DD	1	505	DMR	ICF	CRA received call from client regarding requested items and requested CRA to attend upcoming Transition Review Meeting	CRA contacted unit supervisor regarding items and was advised that the team received list and processing. CRA attended TRM as client requested
DD	3	855	DMR	ICF	CRA received a request from client stating that they want a different job because they do not like job coach	CRA advised both the social worker assigned and programming supervisor. Supervisor to look into staff complaint and social worker found new position; CRA followed up
DD	2	708	PC	ICF	Client advised that he didn't feel well emotionally.	CRA immediately contacted the unit, unit staff paged assigned psychologist to attend to client; CRA followed up
DD	2	708	PC	ICF	Client advised that they want to change classroom due to disruptive peer and that they submitted a client memo but no action taken	CRA contacted US who stated that they would accommodate the move and IPC confirmed move has been made; CRA followed up
DD	2	717	PC	ICF	Client requested that placement preference is to live in family home rather than a group home	CRA contacted assigned Regional Center Case Manager and advised of client's preferences
DD	2	708	PC	ICF	Client called CRA requesting to public defender contact information	CRA researched court documents and confirmed public defender assigned and facilitated contact between the client and their public defender
DD	1	854	DMR	ICF	Family Relative contacted CRA office to make allegations against staff for neglect	CRA generated General Event Report to be investigated for allegations of staff neglect
DD	1	506	RMRA	ICF	DOR review Jan 2020	CRA reviewed and approved DOR.
DD	9	718	DMR	ICF	DOR review Jan 2020	CRA reviewed and approved DOR.
DD	1	506	RMRA	ICF	CRA attended 6500 hearing in court	No action needed
DD	3	852	DMR	ICF	CRA attended 6500 hearing in court	No action needed
DD	1	716	PC	ICF	Client alleged that privacy was being violated and right to attend worship services and visitation	CRA investigated; provided training to unit staff and gave feedback to client on restrictions
DD	2	717	DMR	ICF	CRA attended Transitional Review Meeting	No action needed
DD	1	505	DMR	ICF	CRA attended Special Team meeting	No action needed
DD	1	714	PC	ICF	Client contacted CRA to allege physical abuse by staff	CRA initiated a General Event report; investigation

DD	3	171	DMR	ICF	Client contacted CRA to request a request for release	CRA contacted assigned social worker who advised that the client already has a pending Writ on file at this time that yet to be heard
DD	2	708	PC	ICF	Client requested contact with public defender	CRA facilitated contact between public defender and client
DD	1	132	RMRA	ICF	Relative conservator contacted CRA regarding dental care	CRA provided facilitation and referral to the appropriate CRA jurisdiction as client now lives in the community in a different catchment area
DD	1	505	DMR	ICF	CRA attended Transitional Review Meeting	No action needed
DD	3	716	DMR	ICF	CRA attended 6500 hearing	No action needed
DD	1	854	DMR	ICF	CRA consulted with client to provide 4731 response	No further action needed
DD	1	505	DMR	ICF	CRA consulted with client to provide 4731 response	No further action needed
DD	2	717	PC	ICF	CRA attended Special Meeting	No action needed
DD	3	718	DMR	ICF	CRA attended Transition Review Meeting	No action needed
DD	2	714	DMRH	ICF	CRA attended admission special meeting	No action needed
DD	2	717	PC	ICF	Client inquired transportation to relative's funeral	CRA contacted Public Defender assigned and staff; court order required but no time for hearing; however staff would have psychological and behavioral support on standby for client
DD	1	505	DMR	ICF	Client contacted CRA with a concern that they may be placed on a unit with another peer which has a restraining order	CRA contacted program director and HRC chair to advise of potential violation of court; Program Director agreed and ensured client was not placed on same unit as peer that is restrained, issue resolved; CRA followed up
DD	1	506	RMRA	ICF	DOR review Feb 2020	CRA reviewed and approved DOR
DD	9	718	DMR	ICF	DOR review Feb 2020	CRA reviewed and approved DOR
DD	2	717	PC	ICF	DOR review Feb 2020	CRA reviewed and approved DOR
DD	2	715	PC	ICF	DOR review Feb 2020	CRA reviewed and approved DOR

DD	3	713	DMR	ICF	Client inquired why plexiglass being used as a partition for their visit	CRA contacted Clinical Director and advocated against the use of plexiglass partition Program Director resolved issue stated that OPS made an error thinking that the client had an active restraining order with the visitor and therefore they were using the plexiglass; Plexiglass use will be examined more closely for each client issue resolved
DD	2	851	DMR	ICF	CRA attended Transitional Review meeting	No action needed
DD	3	718	PC	ICF	CRA attended Transitional Review meeting	No action needed
DD	2	717	PC	ICF	CRA attended court hearing for charges	No action needed
DD	2	505	DMR	ICF	CRA attended court hearing for charges	No action needed
DD	3	717	PC	ICF	CRA attended Transitional Planning Meeting	No action needed
DD	2	716	RMRA	ICF	CRA attended Transitional Review Meeting	No action needed
DD	2	715	PC	ICF	Client alleged physical abuse against staff	CRA generated a General Event Report; investigation
DD	9	718	DMR	ICF	Client informed CRA that medication and meal refusal	CRA investigated; issue resolved
DD	2	716	PC	ICF	Client concerned over placement	CRA facilitated communication between Regional Center and public defender to clarify placement and CRA notified both client and staff as to placement planning
DD	2	717	PC	ICF	Client contacted CRA to inquire about placement planning and court issues	CRA provided client with the most recent information on court and placement planning
DD	2	717	PC	ICF	Client requested CRA to attend special conference	No action needed
DD	2	506	DMR	ICF	Client requested placement planning update	CRA contacted Regional Center on behalf of client and provided placement information to client
DD	1	506	RMRA	ICF	DOR review Mar 2020	CRA reviewed and approved DOR
DD	9	718	DMR	ICF	DOR review Mar 2020	CRA reviewed and approved DOR
DD	3	718	PC	ICF	DOR review Mar 2020	CRA reviewed and approved DOR

DD	1	717	PC	ICF	DOR review Mar 2020	CRA reviewed and approved DOR
DD	9	718	DMR	ICF	Client advised they didn't want to attend IPP out of frustration	CRA encouraged client to attend and offered for CRA or VAS services to attend IPP with client; client agreed
DD	9	718	DMR	ICF	Client advised that staff is forcing him to take medications by withholding breakfast	CRA forwarded issue to Human Rights Committee Chair requesting that practice be stopped, complaints have ceased as staff has stopped this practice
DD	2	717	PC	ICF	Client stated placement to community is delayed	CRA advised legal history and client has a writ pending, CRA advised client option of contacting outside advocacy options to assist with placement
DD	1	716	DMR	ICF	Client relative contacted CRA to complain that package they sent was being held up by OPS	Contacted clinical director; issue was a misunderstanding with OPS, packages will be distributed as normal
DD	1	506	RMRA	ICF	Client contacted CRA complaining that package was being held up	Contacted clinical director; issue was a misunderstanding with OPS, packages will be distributed as normal
DD	2	717	PC	ICF	Client stating that they were not taken to their regular class this morning	CRA contacted staff who advised that there was an altercation between client and another peer but that they would soon be returning client to a classroom; CRA contacted client and client was satisfied with outcome; CRA followed up
DD	1	716	DMR	ICF	Client upset threatening to engage in self harm and upset at staff	CRA contacted unit staff immediately to notify, staff ensured client was provided with support and CRA also referred to VAS Coordinator to increase skype visits with Volunteer Advocate
DD	2	716	PC	ICF	Client contacted CRA to complain regarding their meal choices	CRA contacted staff to clarify and staff advised all clients will not be allowed seconds of the main entrée until all clients have been able to get one; CRA contacted client back and client was satisfied with the answer
DD	2	715	PC	ICF	DOR review Apr 2020	CRA reviewed and approved DOR
DD	9	716	PC	ICF	DOR review Apr 2020	CRA reviewed and approved DOR
DD	1	506	RMRA	ICF	DOR review Apr 2020	CRA reviewed and approved DOR
DD	9	718	DMR	ICF	DOR review Apr 2020	CRA reviewed and approved DOR
DD	2	715	PC	ICF	Second DOR review Apr 2020	CRA reviewed and approved DOR

DD	3	171	DMR	ICF	Client requested to change from class to a work position and inquired into Writ status	CRA investigated and followed up with client
DD	2	717	PC	ICF	Client requested information for public defender and also an orientation handbook	CRA provided contact information and contacted staff to provide orientation handbook; CRA confirmed
DD	2	717	PC	ICF	Client contacted CRA to advise they were in emotional distress and refused programming	CRA contacted unit supervisor to request psychologist assessment and emotional support; staff followed through
DD	2	715	PC	ICF	CRA participated in special meeting for possible denial of rights	CRA consulted with staff, no DOR implemented
DD	1	718	DMR	ICF	Client was upset after a verbal altercation with other peer and was denied to go to programming	CRA contacted unit staff and client returned client to programming
DD	3	718	PC	ICF	CRA was contacted by team staff to refer client to VAS services	Client referred for VAS services
DD	2	506	DMR	ICF	CRA consulted with doctor and team regarding implication of possible denial of rights	CRA affirmed provisions on implementing a denial of rights; denial of rights not recommended by CRA and was not implemented
DD	2	717	PC	ICF	Client contacted CRA in emotional distress crying and upset because they were put in restraints and unable to go to the Oasis	CRA contacted unit staff immediately to provide psychological assessment and emotional support to client, affirmed that when client in distress threatening to harm self that psychologist should be contacted to assess risk
DD	1	506	RMRA	ICF	DOR review May 2020	CRA reviewed and approved DOR

DD	9	718	DMR	ICF	DOR review May 2020	CRA reviewed and approved DOR
DD	3	718	PC	ICF	DOR review May 2020	CRA reviewed and approved DOR
DD	2	851	DMR	ICF	CRA attended Transition Review Meeting	No action needed
DD	1	716	PC	ICF	Client reported emotional abuse by staff	CRA initiated a general event report submitted for investigation
DD	1	717	PC	ICF	Client reported emotional abuse by staff	CRA initiated a general event report submitted for investigation
DD	2	717	PC	ICF	Client inquired about placement planning	CRA contacted Regional Center on behalf of client and relayed placement update
DD	2	506	DMR	ICF	Client complained of teasing by staff	CRA investigated; abuse report not warranted; CRA advocated for boundaries training for staff
DD	1	506	RMRA	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	9	718	DMR	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	9	718	PC	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	3	506	PC	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	2	709	PC	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	2	715	PC	ICF	DOR Review Jun 2020	CRA reviewed and approved DOR
DD	2	717	PC	ICF	Client stated they did not receive their possessions	CRA investigated; staff were delayed but resuming distribution
DD	1	856	DMR	ICF	CRA attended special meeting for transfer between units	No action needed
DD	2	505	DMR	ICF	CRA attended special meeting for DOR consult	DOR not recommended; lesser restrictive plan implemented
DD	2	717	PC	ICF	Client inquired about regional center and court dates	CRA provided court dates and contacted Regional Center on client's behalf
DD	3	171	DMR	ICF	Client inquired regarding upcoming court dates and placement planning	CRA provided court dates and contacted regional center on client's behalf
DD	2	708	PC	ICF	Client relayed frustration and inquiring how to put money on card from trust office	CRA contacted staff and there was a misunderstanding; staff was attempting to assist the client, but client is angry; CRA put client at ease by assuring staff will help; client was assisted by staff

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

APPENDIX A
CONSUMERS SERVED BY CLIENTS' RIGHT ADVOCATE
SOUTHERN STAR
July 1, 2019 – June 30, 2020

Primary Disability	Ethnicity	Program/ Residence	Legal Class	Level of Care	Services Provided	Summary of Outcome
DD	1	337	DMR	ICF	CRA attended pre-admit and admission meetings	CRA attended meeting and provided support when necessary
DD	3	337	DMR	ICF	CRA attended 13 month meeting	Consumer was placed in the community
DD	1	337	DMR	ICF	CRA attended meeting to discuss emergency DOR	DOR was initiated as no less restrictive interventions were successful
DD	1	337	DMR	ICF	CRA requested to attend 120, 150, 180, 210 day meetings	CRA attended meeting and provided support when necessary
DD	1	337	DMR	ICF	CRA attended meeting to discuss emergency DOR	DOR was initiated
DD	1	337	DMR	ICF	CRA requested to attend DOR review meeting	CRA attended meeting; restoration criteria met thus right to possessions restored
DD	1	337	DMR	ICF	CRA attended client's TPM	On-going
DD	1	337	DMR	ICF	CRA attended client's monthly review meeting	On-going
DD	1	337	DMR	ICF	CRA attended monthly review meeting	On-going
DD	2	337	DMR	ICF	CRA attended client's monthly review meeting	On-going
DD	2	337	DMR	ICF	CRA requested to attend 90, 120, 150, 180 day IPP meetings	CRA attended meetings and provided support when necessary
DD	1	337	DMR	ICF	CRA attended client's pre-admission meeting	On-going
DD	1	337	DMR	ICF	CRA attended special meeting to discuss if the emergency DOR will continue	DOR will continue
DD	1	337	DMR	ICF	CRA attended client's 30 day meeting. At the meeting consumer made request for release	CRA assisted consumer in filing request for release
DD	1	337	DMR	ICF	CRA requested to attend 150, 180, 210, 240 day meetings	CRA attended meetings and provided support when necessary

DD	1	337	DMR	ICF	CRA attended DOR review meeting	CRA attended meetings and provided support when necessary; DOR was modified, adding to restoration criteria. Consumer met restoration criteria and right was restored.
DD	3	337	DMR	ICF	CRA attended client's 30 day meeting	On-going
DD	NA	337	DMR	ICF	CRA attended pre-admission meeting	The person was not admitted to facility
DD	3	337	DMR	ICF	CRA attended client's 60 day meeting	CRA attended meeting and provided support when necessary
DD	3	337	DMR	ICF	CRA participated client's monthly meeting	On-going
DD	2	337	DMR	ICF	CRA participated client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA participated client's monthly meeting	On-going
DD	2	337	DMR	ICF	CRA spoke with client's conservator regarding educational services for client	On-going
DD	1	337	DMR	ICF	CRA participated in Whole Person Review for client	On-going
DD	1	337	DMR	ICF	CRA participated client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA participated in admission meeting for client	Client admitted
DD	3	337	DMR	ICF	CRA participated client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	2	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	3	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	2	337	DMR	ICF	CRA participated in client monthly meeting	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	2	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	3	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA participated in meet and greet meeting for client	The meet and greet was successful the TPM scheduled
DD	1	337	DMR	ICF	CRA participated in client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	3	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going

DD	2	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client, CRA suggested that a CalABLE account be opened for client	On-going
DD	1	337	DMR	ICF	CRA participated in special meeting regarding funds accumulated by former payee for client.	The client's funds were returned to SSA. The client's payee will obtain funds from SSA
DD	1	337	DMR	ICF	CRA participated in client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA participated in client's monthly meeting	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	2	337	DMR	ICF	CRA received update on client	On-going
DD	3	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	1	337	DMR	ICF	CRA received update on client	On-going
DD	2	337	DMR	ICF	CRA spoke with client's conservator regarding educational services for client. Sent client's conservator information regarding providing educational services during pandemic	On-going
DD	2	337	DMR	ICF	CRA received update on communication device assessment for client	Assessment put on hold until client moves to community

Confidential Client Information, Welfare and Institutions Code Section 4514 -

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

Appendix B

DENIAL OF RIGHTS

Canyon Springs Community Facility
July 2019 - June 2020

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	*03/13/19 * admission	07/30/19 08/27/19 09/24/19 10/24/19 11/16/19 12/12/19 01/07/20	Continued
C,S	I	07/29/19	08/29/19 09/24/19 10/24/19 11/24/19 12/24/19	12/17/19
C,S	I	10/08/19	11/05/19	11/06/19
C,S	I	01/08/20	02/04/20 03/03/20 04/01/20 04/28/20 05/26/20 06/23/20	Continued

C,S	I	*03/13/19 * admission	02/04/20 03/03/20 04/02/20 05/01/20 06/01/20 07/01/20	Continued

DENIAL OF RIGHTS
Central STAR
July 2019 - June 2020

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				

DENIAL OF RIGHTS
Desert STAR
July 2019 - June 2020

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				

DENIAL OF RIGHTS
Fairview Developmental Center
July 2019 - June 2020

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	8/5/16-7/3/19, 7/30/19, 8/30/19, 9/27/19	Transferred to CS
P	I	6/17/19	7/3/19, 7/24/19	7/24/19

DENIAL OF RIGHTS
Northern STAR
July 2019 - June 2020

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
T	O	3/16/2020	4/20/2020	5/18/2020

DENIAL OF RIGHTS
Porterville Developmental Center
July 2019 – June 2020

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
M,P,S	I	06/05/19	08/08/19 09/12/19 09/20/19 10/10/19 11/14/19 12/12/19 01/09/20	12/30/19 - Discharge date
P, S	I	11/23/15	08/08/19 09/12/19 10/10/19 11/14/19 12/12/19 01/09/20 01/21/20 02/18/20 03/17/20 04/15/20 05/19/20 06/16/20	
P, S	I	9/16/14	08/08/19 09/12/19	08/30/19- Client deceased
C	I	1/10/17	08/08/19 09/12/19	08/23/19- Discharge date
P, S	I	9/9/05	08/08/19	08/16/19- Discharge date
C, P, S	I	4/19/01	08/08/19 09/12/19	09/20/19- Discharge date

M,S	I	07/10/19	08/08/19	09/12/19-Discharge date
M,S	I	07/19/19	08/08/19 09/12/19	09/12/19-Discharge date
C,P,S	I	07/16/19	08/08/19	07/17/19
C,P,S	I	07/17/19	08/08/19	07/17/19
C,P	I	07/31/19	08/08/19	08/01/19
T	I,O	08/08/19	09/12/19	09/05/19
P	I	08/17/19	09/12/19	08/19/19
C,P	I	08/17/19	09/12/19	08/19/19
C,P,S	I	08/26/19	09/12/19	08/27/19
C,P,S	I	09/10/19	10/10/19	09/11/19
C,P	I,O	09/17/19	10/10/19	10/17/19
C,P,S	I	09/27/19	10/10/19	10/01/19
C,P,S	I	10/10/19	11/14/19	10/14/19
C,P,S	I	10/19/19	11/14/19	10/22/19
C	I	10/25/19	11/14/19	11/14/19
C,P	I	11/08/19	12/12/19	11/12/19
C,P,S	I	12/16/19	01/09/20	12/18/19
C,P,S	I	12/19/19	01/09/20	12/20/19
C	I,O	12/20/19	01/09/20	01/09/20
P,S	I	12/22/19	01/09/20	12/23/19
C,P	I	1/28/2020	02/22/20 03/11/20 04/28/20 05/26/20 06/26/20	07/27/20
C,P	I	01/22/20	01/22/20	01/28/20
C,P,S	I	02/17/20	02/17/20	02/28/20
C,P,S	I	02/28/20	02/28/20	03/02/20

C,P,S	I	03/01/20	03/01/20	03/02/20
C,P,S	I	03/04/20	03/04/20	03/06/20
C,P,S	I	03/11/20	03/11/20	03/13/20
S	I	4/14/2020	4/14/2020	4/14/2020
C,P	I	4/17/2020	4/17/2020	4/21/2020
C,P	I	4/27/2020	4/27/2020	5/5/2020
C,P,S	I	5/7/2020	5/7/2020	5/8/2020
C,P	O	6/1/2020	6/1/2020	7/1/2020
C	I	6/22/2020	6/22/2020	6/25/2020
C,P	I	6/25/2020	6/25/2020	6/29/2020
C,P,S	I	6/5/2020	6/5/2020	6/17/2020

DENIAL OF RIGHTS
Southern STAR
July 2019 - June 2020

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	12/31/19	1/29/20	1/29/20
P	I	10/25/19	10/28/19	10/28/19
P	I	8/25/19	9/23/19, 10/23/19	10/23/19
P	I	2/21/20	2/19/20, 3/19/20, 4/13/20	4/13/20

Denial of Rights Key

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 right is not denied the client's exercise of it would seriously infringe upon the rights of others; or
D	The institution or facility would suffer serious property damage if the right is not denied

Note: Authority Cited 4505- Welfare and Institutions Code

Appendix C

Report of Request For Release Activity

Canyon Springs Community Facility

Annual Report
July 1, 2019 - June 30, 2020

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	5	0	0	5	5	0	0
Jan-Mar	0	0	0	0	0	0	0
Apr-June	1	0	0	1	1	0	0
Total	7	0	0	7	7	0	0

Report of Request For Release Activity

Central STAR

Annual Report
July 1, 2019 - June 30, 2020

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	2	0	0	2	1	0	0
Apr-June	1	0	0	1	0	0	0
Total	3	0	0	3	0	0	0

Report of Request For Release Activity

Desert STAR

Annual Report
July 1, 2019 - June 30, 2020

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	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Report of Request For Release Activity

Fairview Developmental Center

Annual Report
July 1, 2019 - June 30, 2020

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	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Report of Request For Release Activity

Northern STAR

Annual Report
July 1, 2019 - June 30, 2020

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	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Report of Request For Release Activity
Porterville Developmental Center

Annual Report
July 1, 2019 to June 30, 2020

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	7	0	0	7	1	0	0
Oct-Dec	4	0	0	4	4	0	0
Jan-Mar	1	0	0	1	2	0	0
Apr-June	2	0	0	2	0	0	0
Total	14	0	0	14	7	0	0

Report of Request For Release Activity
Southern STAR

Annual Report
July 1, 2019 to June 30, 2020

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

CRA Roster

STATE DEVELOPMENTAL CENTER CLIENTS' RIGHTS ADVOCATES

State Operated Facility	CRA	Address	Telephone Number	E-mail Address
Canyon Springs and Desert STAR	Robbin Puccio	69-696 Ramon Road Cathedral City, CA 92234	(760) 770-6251	Robbin.puccio@cs.dds.ca.gov
Fairview	Laurie St. Pierre	2501 Harbor Blvd. Building 19 Costa Mesa, CA 92626	(714) 957-5690	Laurie.st.pierre@fdc.dds.ca.gov
Porterville and Central STAR	Erika Flores	P.O. Box 2000 Porterville, CA 93258	(559) 782-2431	Erika.flores@pdc.dds.ca.gov
Northern STAR and Southern STAR	Ross Long	236 Georgia St., #201 Vallejo, CA 94590	(707) 227-0250	ross.long@scdd.ca.gov
Headquarters	Holly R. Bins CRA/VAS Program Manager	3831 North Freeway Blvd, #125 Sacramento, CA 95834	(408) 834-2458	holly.bins@scdd.ca.gov