

Director's Report
Department of Developmental Services
Correspondence
Board Meeting
December 16, 2019

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 340, MS 3-12
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 651-6309



October 17, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: SURVEY ON SENATE BILL (SB) 826 FUNDING TO INCREASE SERVICE COORDINATOR STAFF

SB 826 (Budget Act of 2016) chaptered June 27, 2016, provided funding to regional centers to hire additional service coordinator staff. Item 4300-101-0001, Provision 8 of SB 826 requires regional centers to annually report to the Department of Developmental Services (Department) the number of staff hired with the additional funds and the effectiveness of these funds in reducing average caseload ratios. Additionally, regional centers must provide justification, in a manner determined by the Department, for the use of any funds to hire service coordinators who do not serve clients receiving services under the Home and Community-Based Services waiver. Enclosed is a questionnaire for reporting this information for fiscal year 2018–2019.

Please complete and submit the survey to the Department by **November 15, 2019**.

Your timely and complete response to this survey is important since the Department must also review and report on this information. Please email the completed surveys to:

OCO@dds.ca.gov

If you have questions about this correspondence, please contact Danielle Hurley, Office of Community Operations, at (916) 654-3228, or danielle.hurley@dds.ca.gov.

Sincerely,

Original signed by:

RAPONE ANDERSON
Manager
Office of Community Operations

Enclosure

cc: Regional Center Administrators
Amy Westling, Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Mary Hernandez, Department of Developmental Services
Patti Mericantante, Department of Developmental Services

“Building Partnerships, Supporting Choices”

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



December 5, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ASSEMBLY BILL 2083: REGIONAL CENTER SENIOR/SUPERVISING
SERVICE COORDINATOR POSITIONS

In 2018, Assembly Bill (AB) 2083 (Chapter 815, Statutes of 2018) was enacted adding section 16521.6 to Welfare and Institutions (W&I) Code, providing legislative intent to develop a coordinated, timely, and trauma-informed system-of-care approach to serving foster children and youth who have experienced severe trauma. AB 2083 requires each county to develop and implement a memorandum of understanding (MOU), with provisions as specified, setting forth the roles and responsibilities of entities, including regional centers, that serve children and youth in foster care who have experienced severe trauma by addressing systemic barriers to the traditional provision of interagency services.

For the initial implementation of AB 2083, the Department of Developmental Services (DDS) was allocated \$1.6 million (\$1.1 million General Fund) for Regional Center Operations to fund 15.0 Senior/Supervising Service Coordinator (AB 2083 Coordinator) positions statewide for a two-year, limited-term basis for FYs 2019/20 and 2020/21.

The position allocations are based on the distribution of foster children and youth served by regional centers. The regional center activities will focus on strengthening collaborations with multiple county systems. The AB 2083 Coordinator will be the lead regional center staff responsible for coordinating activities to implement AB 2083.

AB 2083 Coordinator activities include, but are not limited to:

- Developing and implementing MOUs in the regional center's catchment area, as specified in W&I Code section 16521.6 (a)(1);
- Collaborating and sharing information with counties, state agencies and other specified entities to identify and coordinate services for foster children and youth served by regional centers, who have experienced severe trauma as specified in W&I Code section 16521.6 (a)(3)(A);
- Identifying and coordinating available placement and service options for foster children and youth served by regional centers as specified in W&I Code section 16521.6.

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- Participating on interagency leadership and placement teams as specified in W&I Code sections 16521.6 (a)(2)(A) and (B);
- Providing expertise and guidance to regional center staff on service coordination for foster children and youth served by regional centers who have experienced severe trauma;
- Providing DDS with data, implementation updates and recommendations;
- Participating in state coordinated trauma-informed behavior support trainings and;
- Engaging and contributing to DDS coordinated technical assistance and collaborative opportunities.

AB 2083 requires the establishment of a state level Joint Interagency Resolution Team consisting of representatives from the Department of Social Services, Department of Health Care Services, Department of Education and DDS. As specified in W&I Code sections 16521.6 (b)(1)(B)(i) and (ii), the Joint Interagency Resolution Team is required to ensure that a process is developed and implemented for counties and local partners that are parties to the MOU to request and receive interdepartmental technical assistance regarding the development of the MOU and to identify and secure the appropriate level of services.

AB 2083 Coordinators will have an important role in coordinating with local partners in identifying and securing the appropriate level of services to meet the needs of children and youth in foster care who are served by the regional center. When a child or youth is in placement crisis and the local placement team has exhausted all placement options at the local level, the AB 2083 Coordinator will join local and state partners in interdepartmental technical assistance calls.

The goal of these calls will be to provide high-level state and local interdepartmental technical assistance as well as state and local decision-making authority for child-specific case resolution and/or multi-system process resolution. Interdepartmental technical assistance calls occur at the request of local partners or as needed and determined by the local placement team. Interdepartmental technical assistance calls will expand upon existing coordinated state and local calls, and may include but not be limited to:

- Interagency Placement Committee dispute resolution calls
- Joint Interagency Resolution Team calls
- Temporary Shelter Care Facility calls
- Non-Admit/Short-Term Residential Therapeutic Program calls

Regional Center Executive Directors
December 5, 2019
Page three

The California Health and Human Services Agency, in partnership with AB 2083 state partners, will provide additional information in a forthcoming correspondence regarding the process for requesting interdepartmental technical assistance from the state Joint Interagency Resolution Team.

The Department requests that each regional center provide the name and contact information for their regional center AB 2083 Coordinator to Christine Bagley at the email address provided below. If you have not yet hired an individual for this position, please provide the appropriate interim contact information by December 20, 2019.

We look forward to collectively working on this important initiative as we move towards a coordinated, timely, and trauma-informed system-of-care approach for foster children and youth who have experienced severe trauma. If you have any questions regarding this correspondence or AB 2083, please contact Christine Bagley, AB 2083 Specialist, Safety Net, at (916) 651-7070 or christine.bagley@dds.ca.gov.

Sincerely,

Original signed by:

BRIAN WINFIELD
Chief Deputy Director

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Directors of Community Services
Amy Westling, Association of Regional Center Agencies
LeeAnn Christian, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Mary Hernandez, Department of Developmental Services
Rapone Anderson, Department of Developmental Services

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



December 3, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: CENTRAL VALLEY STABILIZATION, TRAINING, ASSISTANCE AND
REINTEGRATION (STAR)

The purpose of this correspondence is to notify regional centers about the opening of a Central Valley STAR program for adolescents ages 13 to 17, who are in need of time-limited crisis stabilization services. The program opened this week, can accommodate up to five individuals, and is temporarily located at Porterville Developmental Center until a community program is developed in the central valley region in 2020.

The program design, admission and stay requirements, and statutes that pertain to other STAR programs apply to the Central Valley STAR program. Similar to other STAR programs, referrals should be made to the regional resource development project at: StarReferrals@dds.ca.gov

If you have questions regarding this correspondence, please contact Angie Smith, Porterville Regional Project Director, at (559) 782-2120, or angie.smith@pdc.dds.ca.gov.

Sincerely,

Original signed by:

BRIAN WINFIELD
Chief Deputy Director

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Directors of Community Services
Brad Backstrom, Department of Developmental Services
Dawn Percy, Department of Developmental Services
LeeAnn Christian, Department of Developmental Services

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DDS leadership has identified a need to better survey the consumer population to gain insight into customer satisfaction. DDS has invited the CHHS Office of Innovation (OI) to work with DDS staff on an engagement, where together with you, they will work to understand the challenge space, workshop ideas for solutions, prototype the most promising of those ideas, and provide a clear path toward implementation of a product and/or process that will tackle the problem.

The California Health and Human Services Agency's OI is staffed with agency employees on temporary assignment from their home state departments. Staff attend roughly eight (8) weeks of intensive, hands-on training in disciplines such as User-Centered Design; Agile; Lean; facilitation, and soft skills. OI staff use this training along with proven digital service and iterative product management to collaborate with departmental staff in engagements to improve the delivery of health and human services to all Californians.

The OI staff assigned to this DDS engagement are Cheryl Katzen, Don Meador, Maria Latino, and Dorian Rodriguez. The OI team is currently conducting interviews with DDS staff and stakeholders in order to gather the current lay of the land and to get a full picture of DDS as a department, its culture, organization, and current processes. The team meets with as many individuals as possible to better understand how business is currently being conducted. During these interviews, common themes may arise which may help determine possible pain points that can be used to plan next steps.

With DDS headquarters interviews nearing completion, OI staff have asked us to reach out to the Regional Centers so that they may begin to interview you. They are hoping to interview any and all staff who may be able to assist in their education about the intake process as well as staff who work with surveys and data collection and/or analysis. They are also seeking ways in which to engage consumers of the Regional Centers so that DDS may develop a broader, more encompassing medium for collecting insight and information. After OI speaks with Regional Center staff, they will be conducting interviews with consumers to gain an understanding of the diverse needs of the population, which will aid in the development of a prototype.

We are hoping that you will allow OI to engage with your staff as soon as possible. Interviews can be conducted in-person, over the phone, or using video chat such as Zoom and Skype. The more staff they speak with, the better understanding they will gain and, therefore, we ask for maximum participation. The interviews are individual, informal, and confidential.

The OI team is looking forward to speaking with you.



HEALTH AND HUMAN SERVICES

WELFARE & SAFETY CHECK

HOME VISIT LIST

- ☐ Discuss all durable medical equipment that is life-sustaining and necessary for the health and well-being of the individual.
- ☐ Discuss plans for how to keep the durable medical equipment powered throughout the power shutoff(s), especially if prolonged.
- ☐ Identify all prescription medications and use a Personal Emergency Plan to document.
- ☐ Develop plans for any prescription medications requiring refrigeration.
- ☐ Identify communication plans and points of contact that may include family, friends, and neighbors.
- ☐ Discuss all resource needs the individual may have and develop a list of those resources.
- ☐ Connect the individual to community and government resources that can address unmet needs in the short term and long term.
- ☐ Provide the individual with the Health and Human Services Hotline Number: 833-654-3304.

HEALTH CHECK

High Risk

- ☐ If the individual has major health issues and life-threatening concerns, do not wait. Immediately call 9-1-1. Stay with the individual until emergency service providers arrive.

Moderate Risk

- ☐ If the individual has unmet needs, such as food and medications, connect the individual to appropriate resources and develop a follow-up plan.

Low Risk

- ☐ If the individual has no unmet needs and has the appropriate support structure and plans in place to address needs that may arise throughout the power shutoff, provide a list of resources that may be needed in the future.

RESOURCE LIST

Health and Human Services Hotline

- ☐ A nonemergency hotline has been established to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs. The hotline is **(833) 284-3473**. During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm. Assistance is available in many languages. 711 Telecommunications Relay Services (TRS) are available for individuals with hearing or speech related disabilities. You can find more information on 711 TRS [here](#).

Crisis Counseling

- ☐ Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

Services for Seniors

- ☐ The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with disabilities. You can locate an AAA in your area by calling 1-800-510-2020 (TTY 1-800-735-2929) or visiting the website [here](#).

Services for People with Disabilities

- ☐ The California Department of Rehabilitation partners with a statewide network of Independent Living Centers (ILC) which provide services for people with disabilities. ILCs provide information and referral, peer counseling and support, individualized advocacy, and during emergency events can coordinate emergency preparedness, emergency assistive technology, and transition from temporary shelter. You can locate your local ILC on the [Independent Living Center Directory](#) or on the [ILC Locator](#).

Services for People with Developmental and Intellectual Disabilities

- ☐ During any emergency, regional center consumers who need assistance and their families can contact their service coordinator or call their regional center's main phone number for assistance. Regional center staff members are available 24 hours a day, 7 days a week. Find your local regional center [online](#). You can also email help@dds.ca.gov for assistance.

Food Banks

- ☐ Food Banks throughout California can provide relief to families affected by the wildfires by providing them with emergency food assistance at no cost. [Locate a food bank in your area](#).

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-8
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1954



November 4, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: SELF-DETERMINATION SERVICE PROVIDER BACKGROUND CHECKS

The purpose of this correspondence is to identify the providers of services and supports who must obtain a criminal background check in order to provide services for consumers in the Self-Determination Program [Welfare and Institutions (W&I) Code §4685.8(w)]. This correspondence, with the additional information below regarding the background check process, supersedes the September 24, 2015, memo on this subject.

The following individuals are required to obtain a criminal background check:

- Providers who provide direct personal care services (assistance with dressing, grooming, bathing or personal hygiene services); and,
- Any other provider of services for whom a criminal background check is requested by a participant or the participant's financial management service.

W&I Code §4685.8(w) notes that background checks for the Self-Determination Program shall be administered consistent with the process described in W&I Code §4689.2 to 4689.6 applicable to family home agencies (FHA). Section 4689.2 indicates that a full criminal history must be obtained from the Department of Justice and, if applicable, the Federal Bureau of Investigation (FBI). Consistent with the background check process for FHAs, information from the FBI must be obtained for individuals who have not resided continuously in California for the last two years [see Title 17, California Code of Regulations §56085(b)].

The participant's financial management service provider will assist applicable service providers in this process by directing them to appropriate locations where fingerprints can be taken. As a reminder, the cost for fingerprinting is the responsibility of the service provider.

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Regional Center Executive Directors

Page two

If there are any questions regarding the criminal background check requirements, please email sdpbackground@dds.ca.gov.

Sincerely,

Original signed by:

JIM KNIGHT
Deputy Director
Federal Programs Division

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Community Services Directors
Association of Regional Center Agencies
State Council on Developmental Disabilities
Disability Rights California
Self-Determination Program Advisory Group

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



October 1, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ANNUAL REPORTING ON PAID INTERNSHIP PROGRAM AND
COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS

Welfare & Institutions Code section 4870 (b) and (e) requires regional centers to annually report information to the Department of Developmental Services (Department) on placements and payments associated with the Paid Internship Program (PIP) and the Competitive Integrated Employment Incentive Payment (CIE-IP) program. Following this letter, the Department will send each regional center an encrypted email with an individualized survey for both PIP and CIE-IP. The Department requests regional centers to report Fiscal Year (FY) 2018-19 data to the Department by October 31, 2019.

The Department has the following requests and instructions to help with data gathering consistency across all programs and regional centers:

- Please only include individuals who participated in a PIP or CIE-IP in FY 2018-19.
- There is no minimum or maximum length of time an individual can participate in a PIP.
- A qualifying CIE-IP includes those individuals who may have only achieved the employment incentive of 30-days, or the 30-day and the 6 months, or the 30-day, the 6 months and the 12 months milestones. Note: Some individuals may have achieved multiple employment incentives within the fiscal year, and some incentives may have started in FY 2017-18 and continued into FY 2018-19. Please include only incentive payments made in FY 2018-19, regardless of payments made in the previous fiscal year.
- Please do not alter the survey spreadsheets.
- Please do not include ranges for hours worked.
- Please do not use dashes.
- Please utilize the drop-down menus where provided.

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Regional Center Executive Directors
October 1, 2019
Page two

The encrypted email that will be sent to you will contain Uniform Fiscal System (UFS), Client Development Evaluation Report (CDER) and Client Master File (CMF) data on consumers who had purchase of service payments under sub-codes PIP, CIEP, CIE6 and CIE12. Each spreadsheet contains data already populated by the Department, for your regional center, along with instructions on how to complete the survey. The Department's populated data includes:

- UCI Number;
- Social Security Number;
- Name;
- Date of birth;
- Gender;
- Ethnicity or Race;
- Diagnosis(es);
- Living arrangement;
- Vendor number(s) associated with the payment(s);
- Vendor name(s) associated with the payment(s);
- Service code(s) associated with the payment(s);
- Sub-code(s) associated with the payment(s); and,
- Payment amount(s) under each sub-code.

Regional centers should verify the data is accurate and/or make corrections and/or additions to the spreadsheet as needed. Please add any individuals, not already listed on your spreadsheet, who were engaged in a PIP and/or eligible for CIE incentive payments in FY 2018-19.

Please use the PIP spreadsheet to add current data for that program. The requested data includes:

- Paid Internship Program
 - Business name;
 - Start date;
 - End date, if applicable;
 - Type of internship;
 - Type of setting
 - Type of work performed;

Regional Center Executive Directors

October 1, 2019

Page three

- Type of employment-related supports provided;
- Hourly wage (most recent wage);
- Payroll costs;
- Average work hours per week;
- Employer of record type (i.e. paid by employer, financial management service or service provider); and,
- If the consumer subsequently entered paid employment:
 - Start date;
 - Hourly wage (most recent wage);
 - Average work hours per week;
 - Receives benefits;
 - Would the consumer have achieved paid employment without the internship program; and,
 - Description of what was successful in achieving paid employment.

Please use the CIE-IP spreadsheet to add current data for that program. The requested data includes:

- Competitive Integrated Employment Incentive Payments
 - Business name;
 - Start date;
 - End date, if applicable;
 - Type of employment;
 - Type of work performed;
 - Hourly wage (most recent wage);
 - Average work hours per week;
 - Receives benefits; and,
 - Whether the consumer is still employed:
 - If yes, a description of what has been successful; or,
 - If no, a description of what resulted in the consumer no longer being employed

Regional Center Executive Directors
October 1, 2019
Page four

We appreciate your assistance with this survey. If you have any questions, please contact one of the following members of the Work Services Section: Michael Luna via phone (916) 654-2208 or email michael.luna@dds.ca.gov; or, Michael Clay via phone (916) 654-3283 or email michael.clay@dds.ca.gov.

Sincerely,

Original signed by

BRIAN WINFIELD
Chief Deputy Director

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Community Services Directors
Regional Center Employment Specialists
Amy Westling, Association of Regional Center Agencies
LeeAnn Christian, Department of Developmental Services
Michael Luna, Department of Developmental Services