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# Central District-Parent/Caregiver Meeting

October 29, 2015

# Agenda

- Introductions
- Hope Services Overview
- Work Activity Transition
- Self Determination or Self Destruction?
- Financial update
- Guest Speaker:
  - Law Offices: Cassandra Francois
  - Special Needs Trust
- Clients Having Fun!



# Introductions

- Lori Arnberg: Central District Manager
- Stacey Boydell: Family Coordinator
- Ray Smith- President and CEO
- Cassandra Francois: Law Offices



# Central District San Jose Programs



Community Employment



Community Access Network (CAN)



Work Activity



After School Program

Amazing is all in a day's work.



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# Central District San Jose Programs



Homestart



SVDN



Senior Center



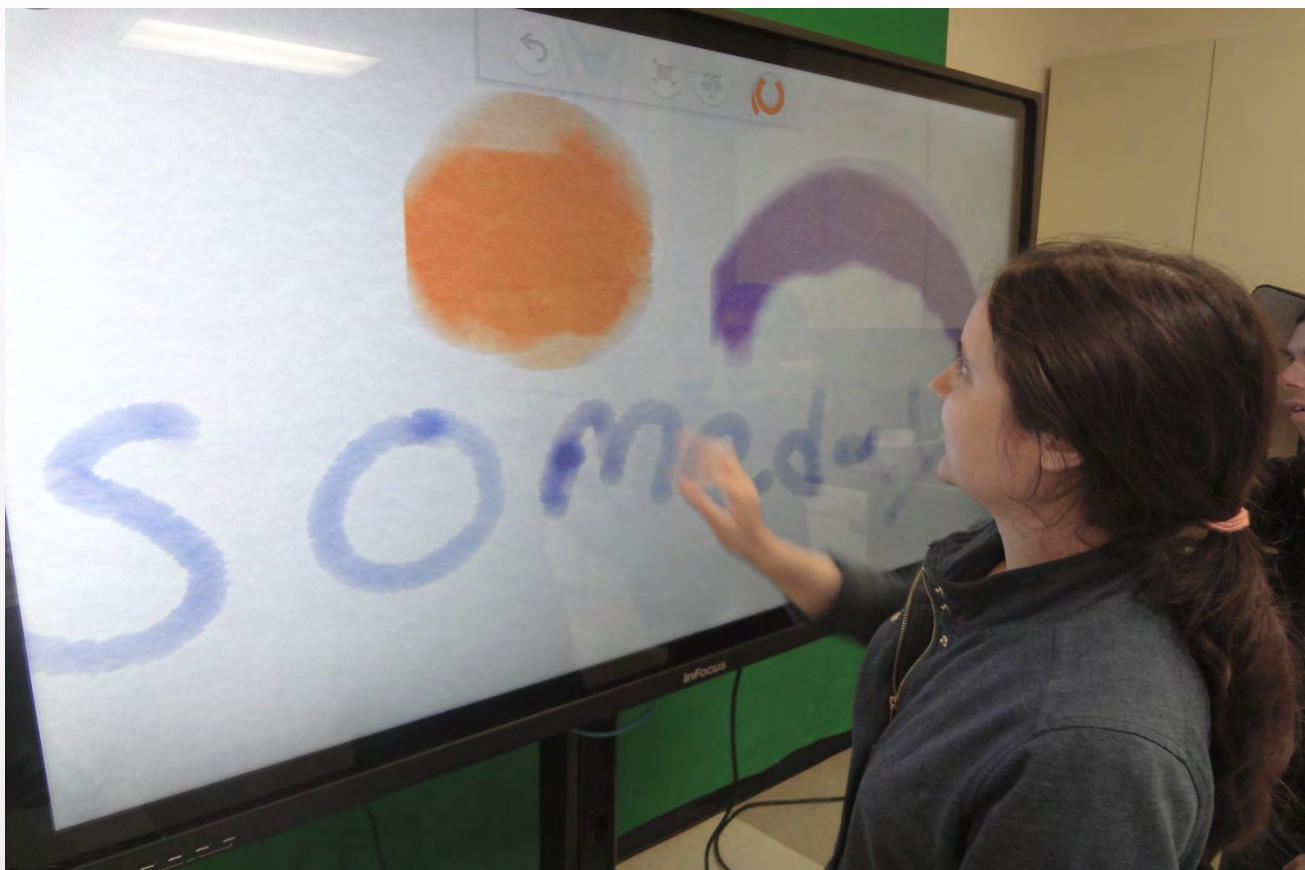
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# Central District San Jose Programs



Tailored Day Service

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San Francisco Bay Area

- Serving over 3,000 clients and families
- Six counties
- Largest Bay Area non-profit ~\$40 M



# Hope's Services (Old Focus)



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# Hope Services: Tracking our progress

Our Mission (updated 10-1-2014)

**To improve the Quality of Life for Individuals with Developmental Disabilities**

Using Eight Domains to measure our QOL: (agency score 3.26)

- Personal Development (3.68)
- Self-determination (3.29)
- Interpersonal Relations (3.18)
- Social Inclusion (2.73)
- Rights (3.49)
- Emotional well-being (3.14)
- Physical well-being (3.2)
- Material well-being (3.42)



# Scores impact program design

- We spend little time in clients neighborhood:.
- Use Google Earth and Google Maps to explore
- More time in client neighborhood (1:4)
  - Visit local Police and Fire Departments, do introductions
  - Visit nearest park (have lunch)
  - Visit nearest retail shops (be a consumer)
  - Learn bus route and take bus to a target location, learn route options from their home (with caregiver approval)
- We have developed a Quality of Life Course
  - Not Asking “Where do you want to go today? But rather: What would you like to do in your neighborhood?”



# Work Activity Transition

See Handout



# CMS & Department of Labor

- CMS ([Centers for Medicare & Medicaid Services](#)) – has issued new regulations for State's to be funded thru the Home and Community-Based Services Waiver.
- Initial Regulations are related to Residential Settings, but will apply to Day and Employment Services
  - Want to eliminate Work Activity Programs (sheltered workshops)
- Department of Labor wants to eliminate sub-minimum wage
  - Impacts Work Activity Programs and many Community Jobs
- Have 2 to 4 years to comply

# Impact of new proposed rules

- Work Activity Programs: do not meet community setting guidelines as clients are secluded and not integrated into community
- Sub-minimum wage: Department of Labor has proposed to do away with sub-minimum wage



# Hope operates 7 Sheltered Workshops:

Location (by order of implementation)	Start Date/Age	# of Clients	Staff to Client ratio
Whittier (San Jose)	1975/40 years	140	1:25
Gilroy	1972/ 43 years	53	1:26
Hollister	1980/ 35 years	20	1:20
Mountain View	1999?/	72	1:24
Alfred (Santa Clara)	1975/ 40 years	124	1:24
Brunken (Salinas)	1968/ 47 years	33	1:13
Seaside	1982/ 33 years	17	1:11
<b>TOTALS</b>		459	

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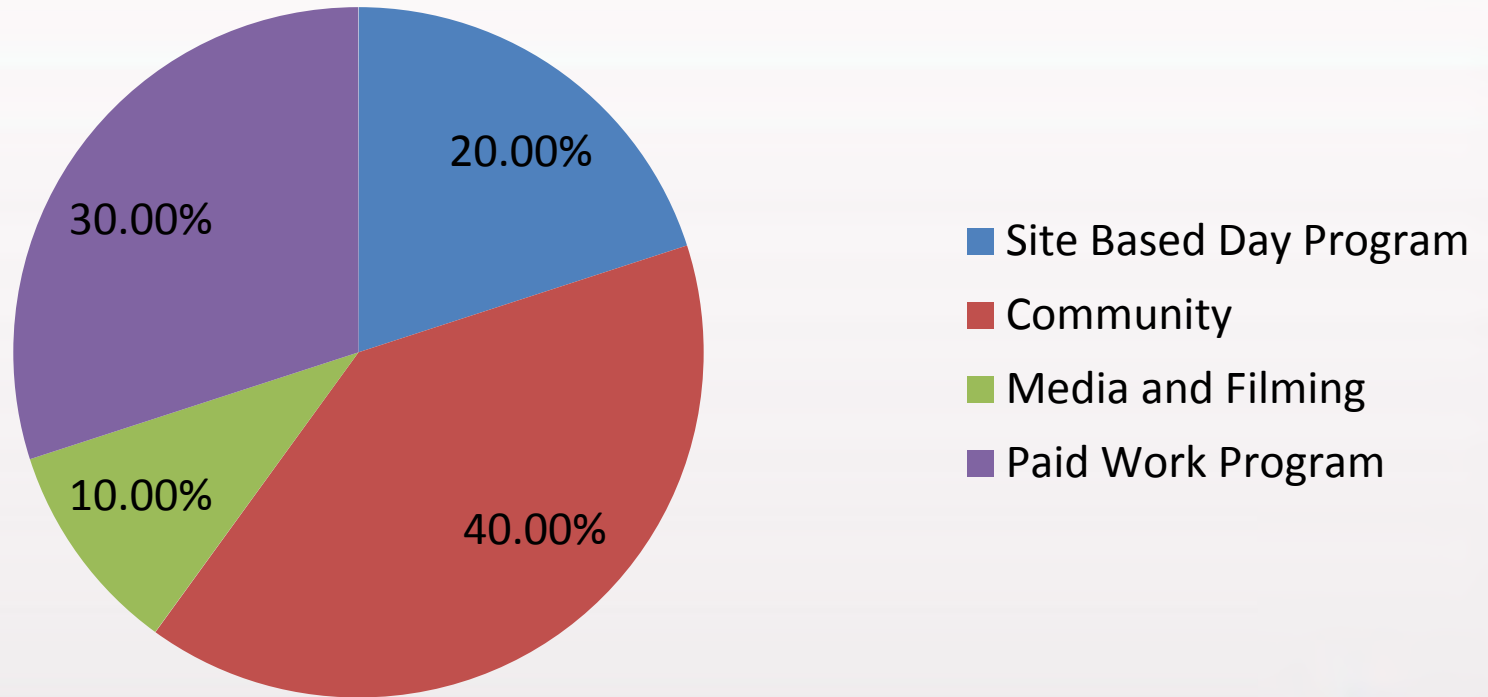
# Work Activity Transition Plan

- Transition all Work Activity Programs to Community based, person centered plan
- Improve client to staff ratios from 1:25 to 1:8 and 1:4 (community)
- Will add small class rooms for training
- No disruption in service (opt in or out)
- Transportation will be provided (MV, Outreach or Hope)
- Safety will be top priority
- Licensing and program design in final stages



# Approximate: Activity Profile for new Program

Person Centered Planning will be used for each client





# Media Examples

- Community Programs/Advocacy/Community Work...:
  - Participants film activities which is used for learning and review in small class rooms
  - Media is produced and shared with Friends/Family
  - Life Skills training documented in personalized annual movie for ISP meeting with family, SARC service coordinator, and others
  - Each annual movie should represent the person centered planning output objective



# Community Based Employment

- To meet federal guidelines we need to shift site work to community employment
- San Jose Leadership group is assisting
- Employment expansion ideas
  - Small business (flea market, jewelry, bike stores)
  - Expansion of our thrift stores, e-bay sales
  - Community based contract work
- Will work meet federal guidelines? min wage? self employment? Integrated?



# Self Determination?



# Self Determination: What is it?

- Federal program for person centered planning
- California has developed their own approach
- Allows all Regional Center provided funds to go into private bank account
- Funds are protected by paid financial trustee, and must have an approved budget
- Caregivers and Clients then spend according to approved budget, if money runs out then no day/employment program
- Does not provide for non-profit status
  - Program will lose matching funds, donations..
  - Allows providers to set rates versus Regional Centers



# Self Determination/Self Destruction

- Less money to spend on services (cost of financial planner and loss of out side funds)
- State Funding does not fully support programs now
- Efficiencies and expertise will be lost
  - Providing consistent reliable day programs
  - Advancing Quality of Life skills
    - Safety, Nutrition, Community Integration, Class Rooms....
    - Transportation, drivers, friends...
- There may not be a program to return to
  - If budget is spent prior to year end, many clients will be stranded at home
  - We may be full
  - We may have to charge more for clients opting in
  - Caregivers may have to make up the state short fall
  - Hope Services could fail as a result of disruption



# Financial Update: A System in Crisis



# Thank You for your Support

Program	Number of Clients	Annual Profit (Loss)	Donations/givers	Annual Client loss
Workshop	143	(\$435.8k)	\$2.5k/36	(\$3.1K)
SVDN, DTAC	70	(\$127.4k)	\$6.1k/15	(\$1.7K)
After School, CAN	74	\$65.5k	\$3.8K/17	.9K
Senior Center	53	(\$89.4k)	\$0.0	(\$1.7k)
Employment Group	31	(\$79.1K)	\$10k/1	(\$2.3K)
Employment IP	80	(\$112K)	\$0.0	(\$1.4)
Home Start	183	\$12.2K		\$.1K

- Serving 451 Clients, net loss of **(\$766K) or \$1.6k per client**
- Received: \$23.5k from 74 families (16% of the families) in past fiscal year
- This fiscal year we have received \$2.1k from 13 families
- The agency has had to sell land and borrow money to pay for deficits
- We need your help over the next three years to close these gaps

**Amazing is all in a day's work.**



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# Staff Affect Quality of Service

- Today: Average Support Staff Wage: \$15.20/hour
  - Continuation of state funding freeze (over 10 years)
  - Many staff have been forced out of their homes
    - Moved in with relatives or friends
    - Some staff are homeless
    - Many good employees have moved out of area
    - This impacts our ability attract and retain good employees
    - MV Transportation issues are just the beginning, next will be SLS staff impact, then other programs
- Direct Support Staff target wage: \$17.80/hour
  - This would get them back to where they were 10 years ago (buying power)
- Hope Services is executing a strategic plan, but will take 3+ years to be fully underway, will it happen in time?







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Cassandra Francois

Special Needs Trust