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Gilroy/Hollister-Parent/Caregiver Meeting

October 14, 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

- Kristi Alarid: South District Manager
- Stacey Boydell: Family Coordinator
- Ray Smith- President and CEO
- Cassandra Francois: Law Offices



South District Gilroy and Hollister Programs



Community Employment



Community Access Network
(CAN)



Work Activity



Community Living Services

Amazing is all in a day's work.



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San Francisco Bay Area

- Serving over 3,500 clients and families
- Six counties
- Largest Bay Area non-profit ~\$40 M

Hope Services

Our Mission (updated 10-1-2014)

To improve the Quality of Life for Individuals with Developmental Disabilities

Using Eight Domains to measure our progress: (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 do street views to explore community and identify target visit sites
 - Take the client to their 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 and will ask all employees to improve their quality of life dialog skills
 - For Example, not asking “how are you today?” but rather “Did you choose what you are wearing today?”



Hope's Services (Old Focus)



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Hope's Services (updated)



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Work Activity Transition

See Handout



CMS – “Rule”

- CMS ([Centers for Medicare & Medicaid Services](#)) – has issued new regulations that must be met in order 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.
- Have 3 to 5 years to bring the waiver into compliance with the new rule.

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
TOTALS		459	

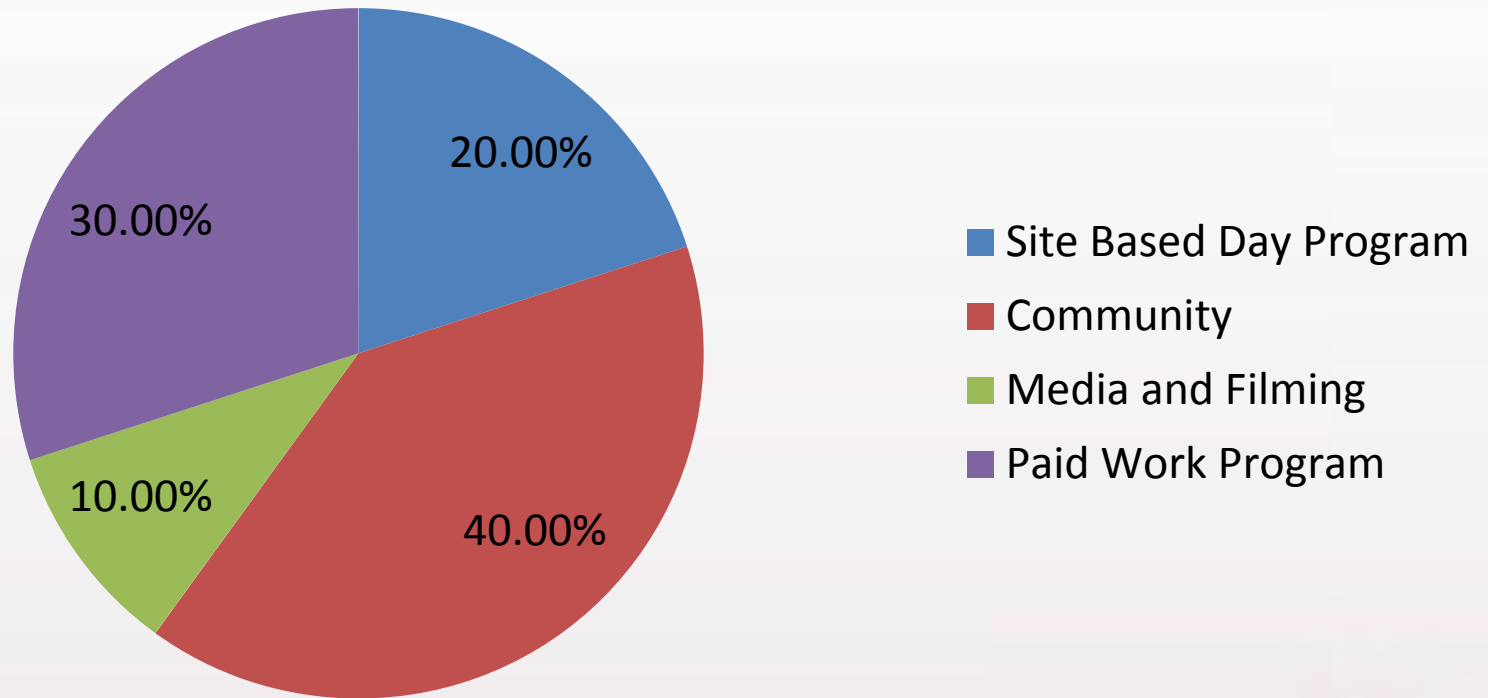
Plan

- 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
- 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
- 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 financial trustee and must have an approved budget
- Caregivers and Clients then spend according to approved budget
- 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 (financial planner 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
 - 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



Financial Update

State Funding Short fall

Program	Number of Clients	Annual Profit (Loss)	Annual Client loss
Hollister WAP	20	(\$83.5k)	(\$4.2K)
Gilroy WAP	55	(\$118.6k)	(\$2.2K)
Hollister CAN	18	\$14k	.8K
Gilroy CAN	26	(\$18.8K)	(\$.7k)
Employment Group	44	(\$60.2K)	(\$1.4K)
Employment IP	12	(\$6.9K)	(\$.6K)
Independent Living	22	(\$27.2K)	(\$1.2K)

- Overall net loss for past year was \$301K
- Have received: \$8.3K from United Way and \$2.3k from 22 families
- The agency has had to sell land and borrow money to pay for deficits
- We need your help to close these gaps, your contributions stay in your program

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