

Disability Rights of California
OCRA Advisory Committee Meeting Minutes
Friday, March 6, 2015, 3:00pm
Declan Suites, San Diego, CA

PRESENT: David Oster, Esther Kelsey, Charles Erlich, Howard McBroom, Judy Mark, Angela Van Ostran, Cheryl Hewitt (arrived at 4:45p.m.)

STAFF: Katie Hornberger, Megan Chambers, Susan Alvarado

GUESTS: None

FACILITATORS: Marcia James

1. Welcome and Introductions

David Oster called the meeting to order. Members and staff introduced themselves. New members Howard McBroom and Esther Kelsey were introduced.

2. Agenda Review

The Committee reviewed the agenda.

It was M/S/C (Erlich/Mark) that the agenda be approved.

3. Approval of September 19, 2014 Minutes

The Committee reviewed the minutes.

It was M/S/C (Erlich/Mark) to approve the September 19, 2014 OCRA Advisory Committee minutes. Howard McBroom and Esther Kelsey abstained.

4. Mini-Trainings

Ms. Hornberger asked if there were topics that members were interested in learning about. Committee members suggested:

1. Patient rights and medications hearing. Ms. Hornberger suggested having Michele Mudgett, California Office of Patients' Rights Director, to join next OCRA Advisory Committee Meeting to be held on September 18, 2015.

2. Self-determination local advisory committee.
 3. The best way to communicate directly with consumers as to what self-determination is. Particularly consumers who are not conserved.
- Ms. Hornberger offered to let this committee review the materials.

5. OCRA Program Metrics

Ms. Hornberger discussed OCRA Metrics and status on how OCRA is doing. Ms. Hornberger shared that OCRA is close to meeting all of the metrics that were approved in December.

OCRA did well meeting the first metric, which is serving diverse ethnic groups in each office catchment area. The area needing improvement is reaching the Asian and Pacific Islander community. OCRA has started to address this by targeted invitations to office open house and translations at open houses such as was provided at the Golden Gate Regional Center Open House, where we provided interpretation in ASL, two Chinese dialects and Spanish.

Ms. Mark invited OCRA staff to participate in a presentation on Self-Determination for the Japanese-Speaking Parents Association of Children with Challenges.

Ms. Hornberger continued sharing information regarding metrics. The second metric is related to training, specifically each staff member has to provide three trainings a year to the underserved community. OCRA has completed sixty target trainings in six months. The goal is that 90% of the surveys will be expressed that they learned something about their rights. This goal has been met.

The next goal is that callers will receive timely assistance. A survey is mailed to every fourth closed OCRA service request. 84% of people surveyed reported that they received a call back within 2 days, so OCRA is starting an electronic call log pilot program to track calls. A supervisor and staff will then monitor closely to make sure calls are being returned within the two days and shift resources to ensure a timely response. Another metric is that short-term assistance cases will be closed within 4 weeks. This area of satisfaction is at 88% and the goal is 90% of cases closed within four weeks.

Ms. Hornberger explained that a new Clients' Right Advocate in the north will be hired, and will work with people that live in facilities. Because of so many changes in the law, OCRA is getting more involved in helping people move into the community, and these types of cases can take up to a year. Ms. Mark reminded the committee that the committee testified to support this hiring of a new Clients' Rights Advocate at Capitol Action Day last year.

Ms. Hornberger added that the next OCRA hire will be for a Peer Advocate for northern California, similar to Scott Barron who is Peer Advocate for southern California.

Ms. Hornberger described the metric of each office having at least 30 service requests per month. OCRA did very well on it except for two offices. Plans are in place to get these offices up to speed. Every year the number of service requests continues to increase.

Ms. Hornberger talked about the metric regarding serving people that live in facilities which OCRA will exceed. These cases are described in the OCRA Advocacy Report.

Ms. Hornberger shared information regarding the client satisfaction metric. The survey questions inquire regarding satisfaction about OCRA services. The responses included: 96% percent of people felt like they were treated well by our staff. 95% of people reported that they could understand the information they received from OCRA, up from 5% compared to last year. 96% of people believed that CRA's listened to them. 85% of people felt that they were helped and we believe that this particular response sometimes is because people want higher representation from OCRA. 89% percent of people said they would ask for OCRA help again.

Ms. Hornberger explained that cases are taken based on merit, people's ability to self-advocate, the other advocacy resources available, and OCRA resources.

Members shared that it's important to explain to people why a case is rejected or accepted so they can better understand OCRA's decisions.

6. OCRA Report

Ms. Hornberger shared information from the recent OCRA Semi-Annual Report. The number of service requests increased, 207 trainings were

conducted and reached 8,196 people. There are 13 stories in the Advocacy Report regarding people moving into the community and getting to live full lives.

Ms. Hornberger shared details regarding a case where radiation therapy needed for Cancer treatment was denied due to a developmental disability. OCRA staff communicated with the hospital regarding the denial and the hospital allowed the treatment.

A second case was regarding a client who worked at a store for a number of years was placed on leave of absence until her new manager could investigate. OCRA contacted the employer and asked for the client to be reinstated. Within two days, the employer contacted client and told her that her job was reinstated.

Scott Barron, Peer Advocate, worked with a person with cerebral palsy. She outgrew her adaptive tricycle and was denied a new one from the regional center. After the regional center conducted an assessment, it was determined that the equipment was medically necessary. The regional center funded a new adaptive tricycle for the client and she is using it to access her community.

7. San Diego Regional Center OCRA Update

Megan Chamber, Clients Rights' Advocate and Susan Alvarado, Assistant Clients Rights' Advocate, introduced themselves.

Ms. Chambers talked about two San Diego Regional Center cases. The cases were regarding clients that live highly restricted lives. The first case described a young lady at Fairview Developmental Center. OCRA must be notified of the IPP to discuss that assessment so that planning can begin. The woman had trust issues due to past experiences. A provider is now assigned to her and she is scheduled to move into a group home in the community with three other women.

A second case described a young man who was living with his family but wanted to live independently. The man has physical needs and did not have a lot of family support. The regional center told him that he must go into a group home first. OCRA represented him at his IPP meeting and the regional center agreed he could attend a SLS orientation and that they would fund assessment. He was also going to need help to understand the

orientation and his family only agreed to give him a ride. OCRA supported him at the orientation and helped him interview several SLS agencies, so he could choose the best one for him. The agency then met with him and told him they could not serve him. The case continues and OCRA is meeting with the client next week to determine next steps. Ms. Mark recommended that this client be part of self- determination.

Ms. Chambers shared information regarding outreach into the San Diego and Imperial Counties and how Imperial Valley, is an underserved community. Imperial Valley has a large percentage of Spanish speaking people and there is a high unemployment rate. A lot of outreach is done in this community but response is low. If clinics are conducted however, the response is high. So, OCRA is scheduling more clinics.

Ms. Alvarado lived in Imperial County so she shared background information with the committee. Committee members expressed interest in having Ms. Alvarado return to a committee meeting to give a training.

8. Self-Advocacy on Self-Determination

Ms. Marks explained what the Self-Determination program is about and that specifically, for the first 3 years, only 2500 people can be in the program. This will be in addition to the people remaining from the 5 pilot programs. Self-Determination gives people the option to control their own services. The Department of Developmental Services is creating a short video to explain the program.

David Oster adjourned the meeting at 5:33p.m.

Attest,

David Oster, Chair