Frank D. Lanterman Regional Center
Home and Community-based Services Waiver
Monitoring Review Report

Conducted by:

Department of Developmental Services
and
Department of Health Care Services

July 7 – July 11, 2014

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EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) and the Department of Health Care Services (DHCS) conducted the federal compliance monitoring review of the Home and Community-based Services (HCBS) Waiver from July 7 - 11, 2014, at Frank D. Lanterman Regional Center (FDLRC). The monitoring team members were Kathy Benson (Team Leader), Ray Harris, and Mary Ann Smith from DDS, and Annette Hanson and Raylyn Garrett from DHCS.

Purpose of the Review

DDS contracts with 21 private, non-profit corporations to operate regional centers, which are responsible under state law for coordinating, providing, arranging or purchasing the services needed for eligible individuals with developmental disabilities in California. All HCBS Waiver services are provided through this system. It is the responsibility of DDS to ensure, with the oversight of DHCS, that the HCBS Waiver is implemented by regional centers in accordance with Medicaid statute and regulations.

Overview of the HCBS Waiver Programmatic Compliance Monitoring Protocol

The compliance monitoring review protocol is comprised of sections/components designed to determine if the consumers' needs and program requirements are being met and that services are being provided in accordance with the consumers' individual program plans (IPPs). Specific criteria have been developed for the review sections listed below that are derived from federal/state statutes and regulations and from Centers for Medicare & Medicaid Services directives and guidelines relating to the provision of HCBS Waiver services.

Scope of Review

The monitoring team reviewed a sample of 20 HCBS Waiver consumers. In addition, the following supplemental sample consumer records were reviewed: 1) three consumers who moved from a developmental center, and 2) ten consumers who had special incidents reported to DDS during the review period of April 1, 2013 – March 31, 2014.

The monitoring team completed visits to three community care facilities (CCFs) and seven day programs. The team reviewed three CCF and seven day program consumer records and had face-to-face visits and/or interviews with 15 consumers or their parents.

Overall Conclusion

FDLRC is in substantial compliance with the federal requirements for the HCBS Waiver program. Specific recommendations that require follow-up actions by FDLRC are included in the report findings. DDS is requesting documentation of follow-up actions taken by FDLRC in response to each of the specific recommendations within 30 days following receipt of this report.

Major Findings

Section I – Regional Center Self-Assessment

The self-assessment responses indicated that FDLRC has systems and procedures in place for implementing the state and HCBS Waiver requirements addressed in the self-assessment criteria.

Section II – Regional Center Consumer Record Review

Twenty sample consumer records were reviewed for 31 documentation requirements (criteria) derived from federal and state statutes and regulations and HCBS Waiver requirements. Criterion 2.10.a was 70% in compliance because six consumers' individual program plans did not identify all services and supports purchased by the regional center. One criterion was rated as not applicable for this review.

The sample records were 98% in overall compliance for this review. FDLRC's records were 99% and 98% in overall compliance for the collaborative reviews conducted in 2012 and in 2010, respectively.

Section III – Community Care Facility Consumer (CCF) Record Review

Three consumer records were reviewed at three CCFs for 19 documentation requirements (criteria) derived from Title 17, California Code of Regulations. Three criteria were rated as not applicable for this review. The sample records were 100% in overall compliance for the applicable criteria.

FDLRC's records were 100% in overall compliance for the collaborative reviews conducted in 2012 and in 2010.

Section IV – Day Program Consumer Record Review

Seven consumer records were reviewed at seven programs for 17 documentation requirements (criteria) derived from Title 17, California Code of Regulations. Three criteria were rated as not applicable for this review. The sample records were 99% in overall compliance for the applicable criteria.

FDLRC's records were 99% and 100% in overall compliance for the collaborative reviews conducted in 2012 and in 2010, respectively.

Section V – Consumer Observations and Interviews

Fifteen sample consumers, or in the case of minors, their parents were interviewed and/or observed at their CCFs, day programs, or in independent living settings. The monitoring team observed that all of the consumers were in good health and were treated with dignity and respect.

Section VI A – Service Coordinator Interviews

Five service coordinators were interviewed using a standard interview instrument. The service coordinators responded to questions regarding their knowledge of the consumer, the IPP/annual review process, the monitoring of services, health issues, and safety. The service coordinators were very familiar with the consumers and knowledgeable about their roles and responsibilities.

Section VI B – Clinical Services Interview

The Nurse Consultant of FDLRC's Clinical Team was interviewed using a standard interview instrument. She responded to informational questions regarding the monitoring of consumers with medical issues, medications, behavior plans, the coordination of medical and mental health care for consumers, the provision of clinical supports to service coordinators, and the clinical team's participation in the Risk Management Committee.

Section VI C – Quality Assurance Interview

A quality assurance coordinator was interviewed using a standard interview instrument. She responded to informational questions regarding how FDLRC is organized to conduct Title 17 monitoring reviews, verification of provider qualifications, resource development activities, special incident reporting, and QA activities where there is no regulatory requirement.

Section VII A – Service Provider Interviews

Three CCF and three day program service providers were interviewed using a standard interview instrument. The service providers responded to questions in the context of the sample consumers regarding their knowledge of the consumer, the annual review process and the monitoring of health issues, medications, progress, safety and emergency preparedness. The service providers were familiar with the consumers and knowledgeable about their roles and responsibilities.

Section VII B – Direct Service Staff Interviews

Three CCF and two day program direct service staff were interviewed using a standard interview instrument. The direct service staff responded to questions regarding their knowledge of consumers, the IPP, communication, service delivery, procedures for safety, emergency preparedness, and medications. The staff were familiar with the consumers and knowledgeable about their roles and responsibilities.

Section VIII – Vendor Standards Review

The monitoring team reviewed three CCFs and two day programs utilizing a standard checklist with 24 criteria that are consistent with HCBS Waiver requirements. All of the reviewed vendors were in good repair with no immediate health or safety concerns observed.

Section IX – Special Incident Reporting

The monitoring team reviewed the records of the 20 HCBS Waiver consumers and ten supplemental sample consumers for special incidents during the review period. FDLRC reported all special incidents for the sample of 20 records selected for the HCBS Waiver review to DDS. For the supplemental sample, the service providers reported all ten incidents to FDLRC within the required timeframe and FDLRC subsequently transmitted all ten special incidents to DDS within the required timeframe. FDLRC's follow-up activities on consumer incidents were timely and appropriate for the severity of the situation.

SECTION I

REGIONAL CENTER SELF ASSESSMENT

I. Purpose

The regional center self-assessment addresses the California Home and Community-based Services (HCBS) Waiver assurances criteria and is designed to provide information about the regional center's processes and practices. The responses are used to verify that the regional center has processes in place to ensure compliance with federal and state laws and regulations.

The self-assessment obtains information about Frank D. Lanterman Regional Center's (FDLRC) procedures and practices to verify that there are processes in place to ensure compliance with state and federal laws and regulations as well as the assurances contained in the HCBS Waiver application approved by the Centers for Medicare & Medicaid Services.

II. Scope of Assessment

FDLRC is asked to respond to questions in four categories that correspond to the HCBS Waiver assurances with which the regional center is responsible for complying. The questions are shown at the end of this section.

III. Results of Assessment

The self-assessment responses indicate that FDLRC has systems and procedures in place for implementing the state and HCBS Waiver requirements addressed in the self-assessment criteria.

- ✓ The full response to the self-assessment is available upon request.

Regional Center Self-Assessment HCBS Waiver Assurances	
HCBS Waiver Assurances	Regional Center Assurances
State conducts level of care need determinations consistent with the need for institutionalization	The regional center ensures that consumers meet ICF/DD, ICF/DD-H, or ICF/DD-N facility level of care requirements as a condition of initial and annual eligibility for the HCBS Waiver Program. Regional center ensures that the regional center staff responsible for certifying and recertifying consumers' HCBS Waiver eligibility meet the federal definition of a Qualified Mental Retardation Professional (QMRP). The regional center ensures that consumers are eligible for full scope Medi-Cal benefits before enrolling them in the HCBS Waiver.
Necessary safeguards have been taken to protect the health and welfare of persons receiving HCBS Waiver Services	The regional center takes action(s) to ensure consumers' rights are protected. The regional center takes action(s) to ensure that the consumers' health needs are addressed. The regional center ensures that behavior plans preserve the right of the consumer to be free from harm. The regional center maintains a Risk Management, Risk Assessment and Planning Committee. The regional center has developed and implemented a Risk Management/Mitigation Plan. Regional centers and local Community Care Licensing offices coordinate and collaborate in addressing issues involving licensing requirements and monitoring of CCFs pursuant to the MOU between DDS and Department of Social Services. The regional center has developed and implemented a quality assurance plan for Service Level 2, 3 and 4 community care facilities. The regional center reviews each community care facility annually to assure services are consistent with the program design and applicable laws, and development and implementation of corrective action plans as needed. The regional center conducts not less than two unannounced monitoring visits to each CCF annually. Service coordinators perform and document periodic reviews [at least annually] to ascertain progress toward achieving IPP objectives, and the consumer's and the family's satisfaction with the IPP and its implementation. Service coordinators have quarterly face-to-face meetings with consumers in CCFs, Family Home Agencies, Supported Living Services, and Independent Living Services to review services and progress toward achieving the IPP objectives for which the service provider is responsible.

Regional Center Self-Assessment HCBS Waiver Assurances	
HCBS Waiver Assurances	Regional Center Assurances
Necessary safeguards have been taken to protect the health and welfare of persons receiving HCBS Waiver Services (cont.)	The regional center ensures that needed services and supports are in place when a consumer moves from a developmental center (DC) to a community living arrangement. Service coordinators provide enhanced case management to consumers who move from a DC by meeting with them face-to-face every 30 days for the first 90 days they reside in the community.
Only qualified providers serve HCBS Waiver participants	The regional center ensures that all HCBS Waiver service providers have signed the "HCBS Provider Agreement Form" and meet the required qualifications at the time services are provided.
Plans of care are responsive to HCBS Waiver participant needs	The regional center ensures that all HCBS Waiver consumers are offered a choice between receiving services and living arrangements in an institutional or community setting. Regional centers ensure that planning for IPPs includes a comprehensive assessment and information gathering process which addresses the total needs of HCBS Waiver consumers and is completed at least every three years at the time of his/her triennial IPP. The IPPs of HCBS Waiver consumers are reviewed at least annually by the planning team and modified, as necessary, in response to the consumers' changing needs, wants and health status. The regional center uses feedback from consumers, families and legal representatives to improve system performance. The regional center documents the manner by which consumers indicate choice and consent.

SECTION II

REGIONAL CENTER
CONSUMER RECORD REVIEW

I. Purpose

The review is based upon documentation criteria derived from federal/state statutes and regulations and from the Centers for Medicare & Medicaid Services directives and guidelines relating to the provision of Home and Community-based Services (HCBS) Waiver services. The criteria address requirements for eligibility, consumer choice, notification of proposed action (NOA) and fair hearing rights, level of care, individual program plans (IPPs) and periodic reviews and reevaluations of services. The information obtained about the consumers' needs and services is tracked as a part of the on-site program reviews.

II. Scope of Review

1. Twenty HCBS Waiver consumer records were selected for the review sample.

Living Arrangement	# **of Consumers**
Community Care Facility (CCF)	8
With Family	9
Independent or Supported Living Setting	3

2. The review period covered activity from April 1, 2013 – March 31, 2014.

III. Results of Review

The 20 sample consumer records were reviewed for 31 documentation requirements derived from federal and state statutes and regulations and HCBS Waiver requirements. Three supplemental records were reviewed for documentation of face-to-face meetings no less than once every 30 days for the first 90 days following the consumer's move from a developmental center. One criterion was not applicable for this review.

- ✓ The sample records were in 100% compliance for 26 applicable criteria. There are no recommendations for these criteria.
- ✓ Findings for four criteria are detailed below.
- ✓ A summary of the results of the review is shown in the table at the end of this section.

IV. Findings and Recommendations

2.2 Each record contains a dated and signed Medicaid Waiver Consumer Choice of Services/Living Arrangements form, (DS 2200). (*SMM 4442.7*), (*42 CFR 441.302(d)*)

Finding

Nineteen of the 20 (95%) sample consumer records contained a dated and signed DS 2200 form. However, the DS 2200 form for consumer #9, an unconserved adult, was signed by the consumer's mother.

2.2 Recommendation	Regional Center Plan/Response
FDLRC should ensure the DS 2200 form for consumer #9 is signed by the consumer. If the consumer does not sign, FDLRC should ensure that the record addresses what actions were taken to encourage the consumer to sign and the reason why she did not sign.	Client #9 is an adult whose parents are divorced and she resides with each parent 2 weeks per month, which is the reason that she did not sign. However, when explained to the parents, client did sign her name to the DS 2200. FDLRC will continue to train service coordination staff on the importance of obtaining the signature of clients who are not conserved.

2.7.b IPP addenda are signed by an authorized representative of the regional center and the consumer or, where appropriate, his/her parents, legal guardian, or conservator.

Finding

Eleven of the 12 (92%) applicable sample consumer records contained IPP addenda signed by the consumer or their legal representative. However, the IPP addenda completed on February 25, 2014 for consumer #9 was not by signed the consumer.

2.7.b Recommendation	Regional Center Plan/Response
FDLRC should ensure that consumer #9 signs the IPP addendum. If the consumer does not sign, FDLRC should ensure that the record addresses what actions were taken to encourage the consumer to sign and the reasons she did not sign.	FDLRC will continue to train/re-train service coordinators regarding obtaining the clients' signature on the IPP addendum. Client's signature on the IPP addendum has been obtained and filed in the case record.

2.9.a The IPP addresses the qualifying conditions identified in the CDER and Medicaid Waiver Eligibility Record (DS 3770). (*WIC §4646.5(a)(2)*)

Finding

Nineteen of the 20 (95%) sample consumer records contained IPPs that addressed the consumers' qualifying conditions. However, the IPP for consumer #15 did not identify the supports or services that are in place for "diabetes", as indicated in the Annual Review dated January 30, 2014.

2.9.a Recommendation	Regional Center Plan/Response
FDLRC should ensure that the IPP for consumer #15 address the services and supports in place for "diabetes."	FDLRC will ensure that the IPP addresses the client's support services, both natural and funded services, as well as the responsibilities of the services and supports. The IPP will also note visits by Regional Center nurse consultant. Service Coordination staff will continued be trained on properly addressing qualifying conditions identified on the CDER and the Medicaid Waiver Eligibility Record.

2.10.a The IPP includes a schedule of the type and amount of all services and supports purchased by the regional center. (*WIC §4646.5(a)(4)*)

Findings

Fourteen of the 20 (70%) sample consumer IPPs included a schedule of the type and amount of all services and supports purchased by FDLRC. However, the IPPs for six consumers did not indicate FDLRC funded services as indicated below:

1. Consumers #2, #4, #5, and #9: Dental services.

2. Consumer #8: Day program and dental services. The current IPP, completed after the monitoring review period, reflects that day program services are purchased by FDLRC. Accordingly, no recommendation is required for day program services.

3. Consumer #11: Transportation and dental services.

2.10.a Recommendations	Regional Center Plan/Response
FDLRC should ensure that the IPPs for consumers #2, #4, #5, #8, #9, and #11	FDLRC will continue to conduct regularly scheduled trainings for

include a schedule of the type and amount of all services and supports purchased by FDLRC.	service coordination staff on the inclusion of funded services and their scheduled delivery on the IPP. Additionally, service coordination staff will be trained on dental services that are funded by Regional Centers and provided by the modified Denti-Cal service delivery system. IPP amendments have been completed for each of the clients mentioned, #2,#4,#5 and #9.

Regional Center Consumer Record Review Summary Sample Size = 20 + 3 Supplemental Records						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
2.0	The consumer is Medi-Cal eligible. (*SMM 4442.1*)	20			100	None
2.1	Each record contains a Medicaid Waiver Eligibility Record (DS 3770), signed by a Qualified Mental Retardation Professional (QMRP), which documents the date of the consumer's initial HCBS Waiver eligibility certification, annual recertifications, the consumer's qualifying conditions and short-term absences. (*SMM 4442.1*), (*42 CFR 483.430(a)*)	Criterion 2.1 consists of four sub-criteria (2.1a-d) that are reviewed and rated independently.				
2.1.a	The DS 3770 is signed by a Qualified Mental Retardation Professional and the title "QMRP" appears after the person's signature.	20			100	None
2.1.b	The DS 3770 form identifies the consumer's qualifying conditions and any applicable special health care requirements for meeting the Title 22 level of care requirements.	20			100	None
2.1.c	The DS 3770 form documents annual re-certifications.	20			100	None
2.1.d	The DS 3770 documents short-term absences of 120 days or less, if applicable.	1		19	100	None
2.2	Each record contains a dated and signed Medicaid Waiver Consumer Choice of Services/Living Arrangements form, (DS 2200). (*SMM 4442.7*), (*42 CFR 441.302(d)*)	19	1		95	See Narrative
2.3	There is a written notification of a proposed action and documentation that the consumer has been sent written notice of their fair hearing rights whenever choice of living arrangements is not offered, services or choice of services are denied, the consumer/parent/legal guardian or legal representative does not agree with all, or part of the components in the consumer's IPP, or the consumer's HCBS Waiver eligibility has been terminated. (*SMM 4442.7*), (*42 CFR Part 431, Subpart E*), (*WIC §4646(g)*)			20	NA	None

Regional Center Consumer Record Review Summary Sample Size = 20 + 3 Supplemental Records						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
2.4	Each record contains a current Client Development Evaluation Report (CDER) that has been reviewed within the last 12 months. (*SMM 4442.5*), (*42 CFR 441.302*)	20			100	None
2.5.a	The consumer's qualifying conditions and any special health care requirements used to meet the level of care requirements for care provided in an ICF-DD, ICF-DDH, and ICF/DD-N facility are documented in the consumer's CDER and other assessments. (*SMM 4442.5*), (*42 CFR 441.302(c)*), (*Title 22, CCR, §51343*)	20			100	None
2.5.b	The consumer's qualifying conditions documented in the CDER are consistent with information contained in the consumer's record.	20			100	None
2.6.a	IPP is reviewed (*at least annually*) by the planning team and modified as necessary, in response to the consumer's changing needs, wants or health status. (*42 CFR 441.301(b)(1)(l)*)	20			100	None
2.6.b	The HCBS Waiver Standardized Annual Review Form is completed and signed annually by the planning team to document whether or not a change to the existing IPP is necessary, and health status and CDER have been reviewed. (*HCBS Waiver requirement*)	15		5	100	None
2.7.a	The IPP is signed, prior to its implementation, by an authorized representative of the regional center and the consumer, or where appropriate, his/her parents or legal guardian or conservator. (*WIC §4646(g)*)	20			100	None
2.7.b	IPP addenda are signed by an authorized representative of the regional center and the consumer, or where appropriate, his/her parents, legal guardian, or conservator.	11	1	8	92	See Narrative
2.7.c	The IPP is prepared jointly with the planning team. (*WIC §4646(d)*)	20			100	None
2.8	The IPP includes a statement of goals based on the needs, preferences and life choices of the consumer. (*WIC §4646.5(a)*)	20			100	None

Regional Center Consumer Record Review Summary Sample Size = 20 + 3 Supplemental Records						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
2.9	The IPP addresses the consumer's goals and needs. (*WIC §4646.5(a)(2)*)	Criterion 2.9 consists of seven sub-criteria (2.9 a-g) that are reviewed independently				
2.9.a	The IPP addresses the qualifying conditions identified in the CDER and Medicaid Waiver Eligibility Record (DS 3770).	19	1		95	See Narrative
2.9.b	The IPP addresses the special health care requirements.	12		8	100	None
2.9.c	The IPP addresses the services for which the CCF provider is responsible for implementing.	8		12	100	None
2.9.d	The IPP addresses the services for which the day program provider is responsible for implementing.	12		8	100	None
2.9.e	The IPP addresses the services for which the supported living services agency or independent living services provider is responsible for implementing.	3		17	100	None
2.9.f	The IPP addresses the consumer's goals, preferences and life choices.	20			100	None
2.9.g	The IPP includes a family plan component if the consumer is a minor. (*WIC §4685(c)(2)*)	5		15	100	None
2.10.a	The IPP includes a schedule of the type and amount of all services and supports purchased by the regional center. (*WIC §4646.5(a)(4)*)	14	6		70	See Narrative
2.10.b	The IPP includes a schedule of the type and amount of all services and supports obtained from generic agencies or other resources. (*WIC §4646.5(a)(4)*)	20			100	None
2.10.c	The IPP specifies the approximate scheduled start date for the new services. (*WIC §4646.5(a)(4)*)	12		8	100	None
2.11	The IPP identifies the provider or providers of service responsible for implementing services, including, but not limited to vendors, contract providers, generic service agencies and natural supports. (*WIC §4646.5(a)(4)*)	20			100	None

Regional Center Consumer Record Review Summary Sample Size = 20 + 3 Supplemental Records						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
2.12	Periodic review and reevaluations of consumer progress are completed (*at least annually*) to ascertain that planned services have been provided, that consumer progress has been achieved within the time specified, and the consumer and his/her family are satisfied with the IPP and its implementation. (*WIC §4646.5(a)(6)*)	20			100	None
2.13.a	Quarterly face-to-face meetings are completed for consumers living in community out-of-home settings, i.e., Service Level 2, 3 or 4 community care facilities, family home agencies or supported living and independent living settings. (*Title 17, CCR, §56047), (Title 17, CCR, §56095), (Title 17, CCR, §58680), (Contract requirement)*	11		9	100	None
2.13.b	Quarterly reports of progress are completed for consumers living in community out-of-home settings, i.e., Service Level 2, 3 or 4 community care facilities, family home agencies or supported living and independent living settings. (*Title 17, CCR, §56047), (Title 17, CCR, §56095), (Title 17, CCR, §58680), (Contract requirement)*	11		9	100	None
2.14	Face-to-face reviews are completed no less than once every 30 days for the first 90 days following the consumer's move from a developmental center to a community living arrangement. (*WIC §4418.3*)	3		20	100	None

SECTION III

COMMUNITY CARE FACILITY
CONSUMER RECORD REVIEW

I. Purpose

The review addresses the requirements for community care facilities (CCFs) to maintain consumer records and prepare written reports of consumer progress in relation to the services addressed in the individual program plan (IPP) for which the facility is responsible. The criteria are derived from Title 17, California Code of Regulations.

II. Scope of Review

Three consumer records were reviewed at three CCFs visited by the monitoring team. The facilities' consumer records were reviewed to determine compliance with 19 criteria.

III. Results of Review

The consumer records were 100% in compliance for 16 of the 19 applicable criteria. Three criteria were rated as not applicable for this review.

- ✓ A summary of the results of the review is shown in the table at the end of this section.

Community Care Facility Record Review Summary Sample Size: Consumers = 3; CCFs = 3						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
3.1	An individual consumer file is maintained by the CCF that includes the documents and information specified in Title 17 and Title 22. (*Title 17, CCR, §56017(b)*), (*Title 17, CCR §56059(b)),* (*Title 22, CCR, §80069*)	3			100	None
3.1.a	The consumer record contains a statement of ambulatory or non ambulatory status.	3			100	None
3.1.b	The consumer record contains known information related to any history of aggressive or dangerous behavior toward self or others.	2		1	100	None
3.1.c	The consumer record contains current health information that includes medical, dental and other health needs of the consumer including annual visit dates, physicians' orders, medications, allergies, and other relevant information.	3			100	None
3.1.d	The consumer record contains current emergency information: family, physician, pharmacy, etc.	3			100	None
3.1.e	The consumer record contains a recent photograph and a physical description of the consumer.	3			100	None
3.1.i	Special safety and behavior needs are addressed.	3			100	None
3.2	The consumer record contains a written admission agreement completed for the consumer that includes the certifying statements specified in Title 17, and is signed by the consumer or his/her authorized representative, the regional center and the facility administrator. (*Title 17, CCR, §56019(c)(1)*)	3			100	None
3.3	The facility has a copy of the consumer's current IPP. (*Title 17,CCR, §56022(c)*)	3			100	None
3.4.a	Service Level 2 and 3 facilities prepare and maintain written semiannual reports of consumer progress. (*Title 17, CCR, §56026(b)*)	3			100	None

Community Care Facility Record Review Summary Sample Size: Consumers = 3; CCFs = 3						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
3.4.b	Semiannual reports address and confirm the consumer's progress toward achieving each of the IPP objectives for which the facility is responsible.	3			100	None
3.5.a	Service Level 4 facilities prepare and maintain written quarterly reports of consumer progress. (*Title 17, CCR, §56026(c)*)			3	NA	None
3.5.b	Quarterly reports address and confirm the consumer's progress toward achieving each of the IPP objectives for which the facility is responsible.			3	NA	None
3.5.c	Quarterly reports include a summary of data collected. (*Title 17, CCR, §56013(d)(4)*), (*Title 17, CCR, §56026*)			3	NA	None
3.6.a	The facility prepares and maintains ongoing, written consumer notes, as required by Title 17. (*Title 17, CCR §56026(a)*)	3			100	None
3.6.b	The ongoing notes/information verifies that behavior needs are being addressed.	3			100	None
3.7.a	Special incidents are reported to the regional center within 24 hours after learning of the occurrence of the special incident. (*Title 17, CCR, §54327*)	1		2	100	None
3.7.b	A written report of the special incident is submitted to the regional center within 48 hours after the occurrence of the special incident. (*Title 17, CCR, §54327*)	1		2	100	None
3.7.c	Follow-up activities were undertaken to prevent, reduce or mitigate future danger to the consumer. (*Title 17, CCR, §54327*)	1		2	100	None

SECTION IV

DAY PROGRAM
CONSUMER RECORD REVIEW

I. Purpose

The review criteria address the requirements for day programs (DP) to maintain consumer records and prepare written reports of consumer progress in relation to the services addressed in the individual program plan (IPP) that the day program provider is responsible for implementing. The criteria are derived from Title 17, California Code of Regulations.

II. Scope of Review

Seven consumer records were reviewed at seven day programs visited by the monitoring team. The records were reviewed to determine compliance with 17 criteria.

III. Results of Review

The consumer records were 100% in compliance for 13 of the 17 applicable criteria. Three criteria were rated as not applicable for this review.

- ✓ A summary of the results of the review is shown in the table at the end of this section.

- ✓ Finding for one criterion is detailed below.

IV. Finding and Recommendation

4.2 The day program has a copy of the consumer's current IPP.
(Title 17, CCR, § 56720)(b))

Finding

Six of the seven (86%) sample consumer records contained a copy of the consumer's current IPP. However, the record for consumer #4 at DP #4 did not contain a copy of the current IPP.

4.2 Recommendation	Regional Center Plan/Response
FDLRC should ensure that day program provider #4 receives a current copy of the IPP for consumer #4.	FDLRC will ensure that the day program providers receive copies of clients updated IPP's for the day program records. A copy of client #4's IPP has been provided to the day program.

Day Program Record Review Summary Sample Size: Consumers = 7; Day Programs = 7						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
4.1	An individual consumer file is maintained by the day program that includes the documents and information specified in Title 17. (*Title 17, CCR, §56730*)	7			100	None
4.1.a	The consumer record contains current emergency and personal identification information including the consumer's address, telephone number, names and telephone numbers of residential care provider, relatives, and/or guardian or conservator, physician name(s) and telephone number(s), pharmacy name, address and telephone number and health plan, if appropriate.	7			100	None
4.1.b	The consumer record contains current health information that includes current medications, known allergies, medical disabilities, infectious, contagious, or communicable conditions, special nutritional needs, and immunization records.	7			100	None
4.1.c	The consumer record contains any medical, psychological, and social evaluations identifying the consumer's abilities and functioning level, provided by the regional center.	7			100	None
4.1.d	The consumer record contains an authorization for emergency medical treatment signed by the consumer and/or the authorized consumer representative.	7			100	None
4.1.e	The consumer record contains documentation that the consumer and/or the authorized consumer representative has been informed of his/her personal rights.	7			100	None
4.1.f	Data is collected that measures consumer progress in relation to the services addressed in the IPP for which the day program provider is responsible for implementing.	7			100	None

Day Program Record Review Summary Sample Size: Consumers = 7; Day Programs = 7						
	Criteria	**+**	**-**	**N/A**	**% Met**	**Follow-up**
4.1.g	The consumer record contains up-to-date case notes reflecting important events or information not documented elsewhere.	7			100	None
4.1.h	The consumer record contains documentation that special safety and behavior needs are being addressed.	7			100	None
4.2	The day program has a copy of the consumer's current IPP. (*Title 17, CCR §56720(b)*)	6	1		86	See Narrative
4.3.a	The day program provider develops, maintains, and modifies as necessary, documentation regarding the manner in which it implements the services addressed in the IPP. (*Title 17, CCR, §56720(a)*)	7			100	None
4.3.b	The day program's ISP or other program documentation is consistent with the services addressed in the consumer's IPP.	7			100	None
4.4.a	The day program prepares and maintains written semiannual reports. (*Title 17, CCR, §56720(c)*)	6		1	100	None
4.4.b	Semiannual reports address the consumer's performance and progress relating to the services for which the day program is responsible for implementing.	7			100	None
4.5.a	Special incidents are reported to the regional center within 24 hours after learning of the occurrence of the special incident. (*Title 17, CCR, §54327*)			7	NA	None
4.5.b	A written report of the special incident is submitted to the regional center within 48 hours after the occurrence of the special incident. (*Title 17, CCR, §54327*)			7	NA	None
4.5.c	There is appropriate follow-up to special incidents to resolve the issue and eliminate or mitigate future risk. (*Title 17, CCR, §54327*)			7	NA	None

SECTION V

CONSUMER OBSERVATIONS AND INTERVIEWS

I. Purpose

The consumer observations are conducted to verify that the consumers appear to be healthy and have good hygiene. Interview questions focus on the consumers' satisfaction with their living situation, day program and work activities, health, choice, and regional center services.

II. Scope of Observations and Interviews

Fifteen of the 20 consumers, or in the case of minors, their parents, were interviewed and/or observed at their day programs, employment sites, community care facilities (CCFs), or in independent living settings.

- ✓ Eight adult consumers agreed to be interviewed by the monitoring teams
- ✓ Three consumers did not communicate verbally or declined an interview, but were observed
- ✓ Four interviews were conducted with parents of minors
- ✓ Five consumers/parents of minors were unavailable for or declined interviews

III. Results of Observations and Interviews

All consumers and parents of minors interviewed indicated satisfaction with their living situation, day program, work activities, health, choices, and regional center services. The consumers' overall appearance reflected personal choice and individual style.

SECTION VI A

SERVICE COORDINATOR INTERVIEWS

I. Purpose

The interviews determine how well the service coordinators know their consumers, the extent of their participation in the IPP/annual review process, and how they monitor services, health and safety issues.

II. Scope of Interviews

1. The monitoring team interviewed five Frank D. Lanterman Regional Center (FDLRC) service coordinators.

2. The interview questions are divided into two categories.

   - ✓ The questions in the first category are related to the consumers selected by the monitoring team.

   - ✓ The questions in the second category are related to general areas.

III. Results of Interviews

1. The service coordinators were very familiar with their respective consumers. They were able to relate specific details regarding the consumers' desires, preferences, life circumstances and service needs.

2. The service coordinators were knowledgeable about the IPP/annual review process and monitoring requirements. Service providers and family members provided input on the consumers' needs, preferences and satisfaction with services outlined in the IPP. For consumers in out-of-home placement settings, service coordinators conduct quarterly face-to-face visits and develop written assessments of consumer progress and satisfaction. In preparation for the quarterly visits, service coordinators review their previous progress reports, pertinent case notes, special incident reports, and vendor reports of progress.

3. To better understand issues related to consumers' use of medication and issues related to side-effects, the service coordinators utilize FDLRC's clinical team and internet medication guides as resources.

4. The service coordinators monitor the consumers' services, health and safety during periodic visits. They are aware of the consumers' health issues. The service coordinators were knowledgeable about the special incident report (SIR) process and work with the vendors to ensure all special incidents are reported and appropriate follow-up activities are completed.

SECTION VI B

CLINICAL SERVICES INTERVIEW

I. Purpose

The clinical services interview is used to obtain supplemental information on how the regional center is organized to provide clinical support to consumers and service coordinators. This interview aids in determining what measures the regional center is utilizing to ensure the ongoing health and safety of all Home and Community-based Services Waiver consumers.

II. Scope of Interview

The monitoring team interviewed Frank D. Lanterman Regional Center's (FDLRC) Nurse Consultant.

The questions in the interview cover the following topics: routine monitoring of consumers with medical issues; medications; behavior plans; coordination of medical and mental health care for consumers; circumstances under which actions are initiated for medical or behavior issues; clinical supports to assist service coordinators; improved access to preventive health care resources; role in Risk Management Committee and special incident reports.

III. Results of Interview

The FDLRC clinical team consists of physicians, registered nurses, psychiatrists, psychologists, a registered dental hygienist (RDH), an occupational and speech therapist.

The clinical team provides close monitoring of consumers who are hospitalized. Nurses may visit hospitalized consumers to assess health status, consult with staff and assist with discharge planning. Service coordinators can present cases to the interdisciplinary team during the Clinical Review Meeting for consumers with complex medical/behavioral needs. Consumers with unstable chronic medical issues are seen annually by a nurse; the visit includes an assessment, review of documentation, staff training and recommendations specific to the consumers' condition. Consumers that have moved from a developmental center are followed by a nurse for 1-2 years after discharge. Clinical team members may collaborate with the consumers' physician as necessary.

The clinical team participates in the monitoring of medications, particularly psychotropic medications. Service coordinators monitor medications during the IPP and annual review process, and have access to the clinical team with any concerns. Nurses are available to review medications and may refer questionable medication regimes to a physician or psychiatrist for a secondary review. Medication training may be offered to providers based on SIRs, compliance issues, or other concerns.

The clinical staff is also available to service coordinators for consultation regarding consumer's behavioral or mental health needs. After review, the clinical team may recommend additional services to support the needs of the consumer. Behavior plans are reviewed and monitored by the psychologists, psychiatrists, and also by the psychiatric nurse on the clinical team. Facilities that provide care for dually diagnosed consumers are regularly visited by a nurse and the director of clinical services.

Clinical team members collaborate with the Los Angeles County Department of Mental Health's crisis intervention team to improve services for dually diagnosed consumers. FDLRC's behavior consultants provide training and support to residential, day program, and regional center staff. The consultants also review and approve all behavioral intervention plans prior to implementation and evaluate progress reports to ensure that appropriate procedures are utilized. Members of the clinical team participate in discharge planning for all psychiatric hospitalizations.

FDLRC's clinical team is available to regional center staff, consumers and caregivers regarding preventive care, accessing community resources and consumer health issues. The nurses are available to attend annual reviews or quarterly visits with the service coordinators if needed for consultation. The clinical services staff is available for any staff training needed, including new service coordinator orientation.

FDLRC has improved access to preventive healthcare resources for consumers through the following programs:

- ✓ Contracts with the Neuropsychiatric Institute at University of California Los Angeles to provide psychiatric and behavioral health care for consumers
- ✓ FDLRC's registered dental hygienist performs dental screenings at the regional center
- ✓ Collaboration with University of California Los Angeles School of Medicine and Dentistry
- ✓ Dental Fairs held at the regional center
- ✓ Partnership with Children's Hospital of Los Angeles
- ✓ Preventative healthcare protocols

The Director of Clinical Services (nurse) is involved in FDLRC's Risk Management Committee. All special incident reports (SIRs) are reviewed by the Director of Clinical Service and a registered nurse. Further review by a physician and recommendations may be made as indicated. The Clinical Director provides a report to the Quality Management Committee regarding consumer deaths, and addressing possible trends or concerns.

The regional center pharmacist is available for consultation and training with service coordinators, service providers, consumers and their families. The pharmacist reviews all SIR's involving medication errors, which may result in onsite training as needed.

SECTION VI C

QUALITY ASSURANCE INTERVIEW

I. Purpose

The informational interview with quality assurance (QA) staff ascertains how the regional center has organized itself to conduct Title 17 monitoring of community care facilities (CCFs), two unannounced visits to CCFs, service provider training, verification of provider qualifications, resource development activities, and quality assurance among programs and providers where there is no regulatory requirement to conduct quality assurance monitoring.

II. Scope of Interview

The monitoring team interviewed a quality assurance coordinator, who is an integral part of the team responsible for conducting QA activities at Frank D. Lanterman Regional Center (FDLRC).

III. Results of Interview

1. QA staff is responsible for conducting the annual Title 17 reviews and the two required unannounced visits to CCFs and provider training. Results of the facility monitoring visits are shared with staff. Annual review activities include a review of records, medications, personal and incidental funds, consumer interviews, staffing ratios, first aid certificates, and a safety walk through.

2. When issues of substantial inadequacies are identified, corrective action plans (CAPs) are developed. After 30 days, an unannounced visit will occur to ensure that CAP issues have been resolved. The CCF must have two consecutive visits without any issues to remove the CAP. The QA coordinator may provide on-site technical assistance and training to vendors in order to help them resolve specific issues arising from these visits.

3. Unless there has been a problem reported, every three years the QA staff conducts a monitoring visit at other service providers such as day programs and independent/supported living services. Additionally, QA staff are involved in the orientation and training for new service providers

4. Special incident reports regarding vendors are forwarded to the QA staff. The QA coordinator and the Director of Community Services are responsible for reviewing the SIR, determining if the follow up is appropriate, tracking trends and providing vendor training, if necessary. The Director of Community Services attends the Risk Management Committee meetings. The information is shared with the staff and the service coordinators.

SECTION VII A

SERVICE PROVIDER INTERVIEWS

I. Purpose

The interviews determine how well the service provider knows the consumers, the extent of their assessment process for the annual IPP development and/or review, the extent of their plan participation, how the plan was developed, how service providers ensure accurate documentation, communicate, address and monitor health issues, their preparedness for emergencies, how they monitor safety and safeguard medications.

II. Scope of Interviews

1. The monitoring team interviewed six service providers at three community care facilities (CCFs) and three day programs where services are provided to the consumers that were visited by the monitoring team.

2. The interview questions are divided into two categories.

   - ✓ The questions in the first category are related to sample consumers selected by the monitoring team.

   - ✓ The questions in the second category are related to general areas.

III. Results of Interviews

1. The service providers were familiar with the strengths, needs and preferences of their respective consumers.

2. The service providers indicated that they conducted assessments of the consumers, participated in their IPP development, provided the program specific services addressed in the IPPs and attempted to foster the progress of consumers.

3. The service providers monitored consumer health issues and safeguarded medications.

4. The service providers communicated with people involved in the consumers' lives and monitored progress documentation.

5. The service providers were prepared for emergencies, monitored the safety of consumers, and understood special incident reporting and follow-up processes.

SECTION VII B

DIRECT SERVICE STAFF INTERVIEWS

I. Purpose

The interviews determine how well the direct service staff knows the consumers and their understanding of the IPP and service delivery requirements, how they communicate, and their level of preparedness to address safety issues, their understanding of emergency preparedness, and knowledge about safeguarding medications.

II. Scope of Interviews

1. The monitoring team interviewed five direct service staff at three community care facilities (CCF) and two day programs where services are provided to the consumers that were visited by the monitoring team.

2. The interview questions are divided into two categories.

   - ✓ The questions in the first category are related to sample consumers selected by the monitoring team.

   - ✓ The questions in the second category are related to general areas.

III. Results of Interviews

1. The direct service staff were familiar with the strengths, needs and preferences of their respective consumers.

2. The direct service staff were knowledgeable about their roles and responsibilities for providing the services addressed in the consumers' IPPs.

3. The direct service staff demonstrated that they understood the importance of communication with all individuals concerned with the consumers.

4. The direct service staff were prepared to address safety issues and emergencies, and were familiar with special incident reporting requirements.

5. The direct service staff demonstrated an understanding about emergency preparedness.

6. The direct service staff were knowledgeable regarding safeguarding and assisting with self-administration of medications where applicable.

SECTION VIII

VENDOR STANDARDS REVIEW

I. Purpose

The review ensures that the selected community care facilities (CCFs) and day programs are serving consumers in a safe, healthy and positive environment where their rights are respected. The review also ensures that CCFs are meeting the HCBS Waiver definition of a homelike setting.

II. Scope of Review

1. The monitoring teams reviewed a total of three CCFs and two day programs.

2. The teams used a monitoring review checklist consisting of 24 criteria. The review criteria are used to assess the physical environment, health and safety, medications, services and staff, consumers' rights, and the handling of consumers' money.

III. Results of Review

All of the CCFs and the day programs were found to be in good condition with no immediate health and safety concerns.

SECTION IX

SPECIAL INCIDENT REPORTING

I. Purpose

The review verifies that special incidents have been reported within the required timeframes, that documentation meets the requirements of Title 17, California Code of Regulations, and that the follow-up was complete.

II. Scope of Review

1. Special incident reporting of deaths by the Frank D. Lanterman Regional Center (FDLRC) was reviewed by comparing deaths entered into the Client Master File for the review period with special incident reports (SIRs) of deaths received by the Department of Developmental Services (DDS).

2. The records of the 20 consumers selected for the Home and Community-based Services (HCBS) Waiver sample were reviewed to determine that all required special incidents were reported to DDS during the review period.

3. A supplemental sample of ten consumers who had special incidents reported to DDS within the review period was assessed for timeliness of reporting and documentation of follow-up activities. The follow-up activities were assessed for being timely, appropriate to the situation, and resulting in an outcome that ensures the consumer is protected from adverse consequences, and that risks are either minimized or eliminated.

III. Results of Review

1. FDLRC reported all deaths during the review period to DDS.

2. FDLRC reported all special incidents in the sample of 20 records selected for the HCBS Waiver review to DDS.

3. FDLRC's vendors reported all ten (100%) incidents in the supplemental sample within the required timeframes.

4. FDLRC reported all ten (100%) incidents to DDS within the required timeframes.

5. FDLRC's follow-up activities on consumer incidents were appropriate for the severity of the situations for the nine incidents.

IV. Findings and Recommendations

None

SAMPLE CONSUMERS AND SERVICE PROVIDERS/VENDORS

HCBS Waiver Review Consumers

#	UCI	CCF	DP
1	XXXXXXX	3	
2	XXXXXXX	1	
3	XXXXXXX	2	
4	XXXXXXX		4
5	XXXXXXX		1
6	XXXXXXX		6
7	XXXXXXX		3
8	XXXXXXX		5
9	XXXXXXX		
10	XXXXXXX		
11	XXXXXXX		7
12	XXXXXXX		
13	XXXXXXX		
14	XXXXXXX		
15	XXXXXXX		2
16	XXXXXXX		
17	XXXXXXX		
18	XXXXXXX		
19	XXXXXXX		
20	XXXXXXX		

Consumers Developmental Center Movers

#	UCI
33-DC	XXXXXXX
34-DC	XXXXXXX
35-DC	XXXXXXX

HCBS Waiver Review Service Providers

CCF #	Vendor
1	XXXXXXX
2	XXXXXXX
3	XXXXXXX

Day Program #	Vendor
1	XXXXXXX
2	XXXXXXX
3	XXXXXXX
4	XXXXXXX
5	XXXXXXX
6	XXXXXXX
7	XXXXXXX

SIR Review Consumers

#	UCI	Vendor
21-S	4912655	XXXXXXX
22-S	7850001	XXXXXXX
23-S	6605219	XXXXXXX
24-S	6094643	XXXXXXX
25-S	1977013	XXXXXXX
26-S	7602442	XXXXXXX
27-S	6006795	XXXXXXX
28-S	6051679	XXXXXXX
29-S	6020192	XXXXXXX
30-S	6298860	XXXXXXX