

Supported Living



Path to YOUR Home

Set up home

"You" sign lease

Look for your home

Choose, interview, hire
Support People

Plan how to meet Your needs for
Supported Living

Interview and chose
Supported Living Agency

add Supported Living to
Person Centered Plan

Attend SLS Orientation

Tell your Service Coordinator you
want to live on your own home



What is Supported Living?

Living Option

You control where you live

Support based on what you need

Supported Living is open to everyone

You choose who is part of your circle of support

Your circle of support helps you do what you choose to do

Supports help you develop relationships in the community

What's Good About Supported Living?

Having Privacy

Having Control

Feeling that you belong

Choosing where you live

Living the way you choose

Deciding when you do your chores

Eating what you want, when you want

Choosing what you want to do in your home

Choosing what time you go to bed or wake up

Picking out your decorations for your own home

Deciding if you want a roommate or if you want to live on your own

Supported Living and Independent Living Services are two alternative living arrangements offered by the North Los Angeles County Regional Center, to individuals who wish to live on their own.

In Supported Living an individual is able to choose how he/she wants to live. With assistance from a person's Circle of Support, the individual is able to adapt the service to his/her preferences and needs. Supported Living affords the individual the opportunity to choose who supports him/her, when he/she gets supports and how he/she receives support. The goal is that an individual is empowered with choice and is able to exercise that right to the fullest extent.

The process of Supported Living includes interviewing agencies that provide the service, hiring support staff, and identifying members of the Circle of Support. The Circle of Support is essential in Supported Living because it is the vehicle, which enables the individual to achieve his/her goals and dreams. In Supported Living, the individual receiving the services is in control and supported to attain the lifestyle he/she wants. There are no requirements or qualifications for one to receive Supported Living. Also, the person receiving the support decides upon the amount and duration of support a person receives. Once an individual decides that Supportive Living might be for them, they must contact their case manager and attend a Supported Living Orientation, which is held once a month at the Regional Center. The orientation is informational and directs the process within the Regional Center.

While Supported Living emphasizes support for an individual in order for him/her to live the lifestyle of his/her choice, Independent Living Services focus is on skills and training for an independent way of life. Like Supported Living, an individual is able to interview agencies and choose whom they would like working with him/her. The agency provides 1:1 support in the form of an Independent Living Skills instructor. The ILS instructor works with the individual to achieve specific goals and skills, which allow him/her to live independently. Examples of specific goal areas that people work on include budgeting, money management, nutrition and meal planning, self advocacy, household maintenance, personal hygiene, social recreational activities and community integration.

For more information on either Supported Living or Independent Living Services, contact your Service Coordinator.

The Principles of Supported Living

by Jay Klein

excerpted from “Not Just Another ‘Rung’ on the Continuum”. TASH Newsletter, 1994

Individualization:

Webster’s dictionary defines “individual” as a particular being or thing as distinguished from a class species or collection, a single human being as contrasted with a social group or institution, as a single organism, as distinguished from a group, as an invisible entity. Therefore, if we say supported living is “individual,” it must be something that is for one person without exception.

This does not mean that everyone has to live alone. What it does mean is that if people want to live with someone else, they choose with whom they live. The magic number becomes one. When people get to be adults in our society they choose to live with others who are close friends, are relatives, or whom they are romantically involved. Usually living with a close friend lasts longer than living with a relative. Unfortunately, in our country we have only a 50 percent chance of continuing to live with the first person we are romantically involved with. It makes sense that people with disabilities also prefer to have these same choices instead of being congregated or segregated based on their disability.

Some people with disabilities need intensive assistance to carry out their everyday tasks. In these situations, people may choose to live with someone who can assist them or may have their assistance provided on a regular schedule or on an all basis.

Everybody is ready:

There are no criteria to receive the support being described. Since what occurs is individually designed, there are no prerequisites. We must give up trying to make people ready by simulating how it is to live in a home and begin supporting people to have that home. If people cannot do something, then we can find someone to do it for them rather than requiring them to learn to do it before they will be ready.

There is nothing magical about any program or building. What can be magical is what the program, building, and the people who “hang out” there offer. Our challenge in supportive living is to create this “magic” in the person’s home.

Future Planning:

It is crucial to those people who are assisting others to find a home and to access needed supports to get to know these individuals, their desires and preferences, the people in their lives who care about them, and what an ideal living situation would look like for each of these people. Once this information is gathered, the people who care about the person get together regularly to develop a plan for getting as close as possible to the ideal living situation.

Use of Connections:

Our traditional residential services relied predominantly on system solutions to concerns and problems. By relying only on system solutions, a whole wealth of potential resources is ignored. One of the components of supported living is eliciting the assistance of all who want to and can help. Therefore, people who care about the individual along with the individual should continually ask, “Who do we know who can help?” “Who do we know who will help us think about it?” and “Who will ask for their assistance?”

Flexible supports:

Support is based on the individual’s schedule and needs, not on a program’s schedule and needs. Individuals receive support where, when, how, and with whom it is needed. Any support given must be flexible enough to be adjusted based on the individual’s changing needs, preferences, and desires.

CHOOSING A SUPPORTED LIVING AGENCY

Attached you will find a list of all the supported living agencies in NLACRC's area. One of the different things about supported living is that the person who wants supported living and their family has the right to choose who the provider will be, starting with the assessment for the supported living service

The first step is for you to choose the agency which you want to do the supported living assessment. Since this agency is the one that will probably be providing the ongoing supported living service, you should carefully evaluate whether their styles of service matches what you are looking for in an agency.

To do this contact each agency to see if they can meet with you or talk to you over the phone. We have attached a set of questions that you can ask each one. Think about what kinds of answers you want to see before you talk to them. Agencies differ in how they provide services. One agency may be just what one person and their family is looking for and another person may not like their answers at all. It's a very individual and personal decision.

One of the things to ask them is how soon they can begin the assessment and the ongoing service. Some agencies have a waiting list and might not be able to accept someone new for quite a while. Another issue is whether the agency can be cost effective with the amount of funding that the person has been allocated from Regional Center. Ask them if they support other people for the amount of funding that you will get and what support looks like.

Other questions on the attached list have to do with how much control the person and their family have about how the support is provided (do they get to choose who works with them, are support plans flexible to meet a person's individual needs, etc). Some agencies are more structured and have less variety and choice in the way they support people. This appeals to some people and is not acceptable to others.

If you need help with the process of deciding on an agency, please call your NLACRC case manager. Good luck! This is the first step in taking charge of your life through Supported Living.

POSSIBLE QUESTIONS TO ASK WHEN INTERVIEWING A SUPPORTED LIVING SERVICE PROVIDER:

1. How many people do you provide support to?
2. Who do you provide service to?
3. Are there any criteria to begin receiving services? Is there anyone you would not provide services to?
4. What communities/cities do people you support live in? *(Does the person get to decide what community they want to live in? How do they get help to decide where to live if they aren't sure?)*
5. Describe some of the living arrangements people are living in. *(Some possibilities include the person living alone; living with a roommate who does/does not have a disability, living with a paid roommate, living with an unpaid roommate, living with their significant other, renting a room with a family, in houses, apartments, mobile homes, etc. Probably the more variety, the better. How is each living arrangement decided upon?)*
6. If the person wants a roommate, what is the process for getting one? *(What involvement does the person have in deciding who they will live with? Are the person's preferences for number of people, smoking/non-smoking, paid/non-paid, young/mature, etc. asked and respected? What if they want to live with someone the agency won't hire/doesn't think is a good idea?)*
7. What do people that you are supporting do during the day? *(Again, the more variety, probably the better: work, school, staying home, raising their children, etc., are all possibilities.)*
8. How is staff re/assigned? What kind of screening is done for hired staff? What role does the person have in selecting the people who works with them? *(The person the staff are going to be working with should have AT LEAST the final decision about working with them or not. What happens if the person doesn't like the staff working with them? How is new staff introduced? How is the schedule between the person and the staff developed?)*
9. How many people does your middle management staff assist? *(What is their "case load?") (Many agencies that have been providing supported living services have found that 6-12 people is a good number, so that this person can truly build a relationship, get to know the person, etc.)*
10. How do you determine how much/what types of support to provide the person? Are the person's desires, etc. the guiding force? What is the range of services that you provide? How do you handle emergencies/unusual things that may come up that are not specifically listed in the service plan? Do you have 24 hours emergency on call? How does it work? What if the person wants to turn down some of the services or changes their mind about what they want?
11. Have you ever stopped providing services to someone? Why? *(What is the criteria to keep receiving services? Many agencies have "exit criteria." How long is the list of things that people can no longer receive services for will give you an idea of the agency's philosophy.)*
12. How would you assist the person to meet new people? *(Determining with the person if they want to meet new people, helping them join groups, clubs, etc. with other people with their interests, etc.)*
13. Describe some of the other community agencies, services, etc. that you have helped people to access. *Again, the more examples the better. Does the agency have the knowledge of other community*

resources and access those resources with the person or do they attempt to provide most of the services themselves? Examples of community services include counseling, crisis intervention, In-Home Support Services (IHSS), housing assistance, pregnancy help center, para-transit systems (dial-a-ride, metro access), food banks, supported employment agencies, community colleges, etc.)

14. What would you do if the person was making choices to do something that was unsafe/questionable? *(What if the person wasn't cleaning out their refrigerator and was eating food that was bad? What if they refused to take their medication? What if they were going home with people they met at a bar? What if they were drinking excessively? What if they were not cleaning their apartment to the point of neighbor and landlord complaints?)*
15. Scenarios – What-if questions: *(What if the person wasn't there for an appointment? This person visits his sister and crashes on the couch when he visits. What if she wants to come sleep on his couch when she visits? What if the person says they don't want to help with budgeting or cooking or something else? What if this person and their roommate are having conflicts, etc.?)*
16. What is your agency's understanding and use of "circles of support?" (Having a group of people – some paid, some not, that assist the person to live on their own).

If these questions don't cover your concerns, think of ones that address what you want to know. Think about what kind of answers you would like to see before you ask the question so that you will know if their answers are comfortable to you.

North Los Angeles County Regional Center
SLS AGENCIES CONTACT INFORMATION
Service Code: 896

Vendor #	Name of Agency	Office Address	Name of Contact	Phone #
PL2193	AAA Home Care	1607 E Palmdale Blvd. # C Palmdale, CA 93550	Erika Enyong EENYONG@AAAHOMECARESLS.COM	661-526-7319
PL2329	Access One Homecare Service	23550 Lyons Ave., #212 Newhall, CA 91321	Yemi Oguntolu INFO@ACCESSONECARE.COM	818-693-3411
PL2509	ARC – Activities, Recreation and Care	6456 Whitsett Ave North Hollywood	Corrine Botte CBOTTE@ARC-CARES.ORG	818-762-4365
P32958	AVENUES	28415 Industry Dr. Valencia, CA 91355	Scott Shepard avesls@pacbell.net	661-702-9788
PL1259	Better Life Services	6400 Laurel Canyon Blvd #555 North Hollywood, CA 91606	Ajashi Nzeribe betterlife.services@yahoo.com	818-506-6608
PL0796	Blazing New Trails	19197 Golden Valley Rd #649 Santa Clarita, CA 91387	Andre or Tiffany Vargas blazing_new_trails@yahoo.com	661-313-2059
PL1303	Blue Livin' Supports	950 E. Palmdale Bl #E Palmdale, CA 93550	Caleb Logan Jr. cloganjr@lifenvest.com	661-947-2583
PL1073	Choosing Independence	6320 Canoga Ave #1480 Woodland Hills, CA 91367	Christian Richards coach.richards@yahoo.com	818-938-4011
PL1808	Creative Choices For Independent Living	13741 Foothill Blvd #200 Sylmar, CA 91342	Lillian Broadous Smith CREATIVECHOICES2014@GMAIL.COM	747-500-7130
PL1293	Creative Minds ADP, Inc.	6045 Woodman Ave Van Nuys, CA 91401	Hector Martinez hector.martinez@creativemindsadp.com	818-780-1641
P32841	Easter Seals of So. Calif.	12510 Van Nuys Blvd. #103 Pacoima, CA 91331	Yadira Jasso YADIRA.JASSO@ESSC.ORG	818-996-9902
P32851	Elective Support Services (ESS)	17050 Chatsworth Street #234 Granada Hills, CA 91344	George Karapanian & Sonny Agbede electivess@aol.com	818-832-1339
PL1594	Etta Israel Center	13034 Saticoy Street North Hollywood, CA 91605	Kathy Zimmerman KATHYZ@ETTA.ORG	818-985-3882
PL0797	Explore Freedom Services	7100 Havenhurst Ave., Suite 322 Van Nuys, CA 91406	Rosemarie Navarro rosemnavarro@efs-corp.com	818-782-0647
PL1168	Future Transitions Inc.	44859 10 th Street West Lancaster, CA 93534	Dr. Gail Lasker glasker@futuretransitions.com	661-723-0288
P32840	Institute for Applied Behavior Analysis (IABA)	9221 Corbin Ave #130 Northridge, CA 91324	Carlos Marcia CMARCIA@IABA.COM	805-422-6270
PL0011	Jay Nolan Community Services/PRISM	15501 San Fernando Mission Blvd.#200 Mission Hills, CA 91345	Neerod Haddad nhaddad@jaynolan.org	818-361-6400 Ext. 110
PL2465	Liberated Franchise, LLC	21550 Oxnard St. FL 3 Suite #52 Woodland Hills, CA 91367	Isaiah Chatman LIBERATEDFRANCHISE@GMAIL.COM	213-282-1043

North Los Angeles County Regional Center
SLS AGENCIES CONTACT INFORMATION
Service Code: 896

Vendor #	Name of Agency	Office Address	Name of Contact	Phone #
PL1153	My Life Foundation, Inc.	1305 E. Palmdale Blvd., #5 Palmdale, CA 93550	Bernice Robinson & George Koren GEORGIOS.KOREN@MYLIFEFOUNDATION.ORG	310-410-3000
PL0864	McFarland's Support	15707 Mayall Street North Hills, CA 91343	Sara McFarland SARAMAC53@GMAIL.COM	323-428-8925
PL1421	Modern Support Services	10630 Sepulveda Blvd, Mission Hills, CA 91345	Jack Darakjian jackdarakjian@modernsupportservices.org	818-244-2677 Ext. 101
P32842	Momentum – SLS	18509 San Fernando Mission Northridge, CA 91326	Robyn Zelden RZELDEN@MOMENTUM4ALL.ORG	818-813-1345
P33026	New Horizons	15725 Parthenia St. North Hills CA 91343	Tetyan Wynte TWYNTER@NEWHORIZONS-SFV.ORG	818-894-9301 Ext. 330
PL1139	People Creating Success (PCS) North Los Angeles, LLC	9301 Oakdale Ave., STE 110 Chatsworth, CA 91311	Andrea Devers ANDREA@PCS-SERVICES.ORG	661-214-9224
PL1140	People Creating Success (PCS) Antelope Valley, LLC	42225 10th Street West Lancaster, CA 93534	Andrea Devers ANDREA@PCS-SERVICES.ORG	661-225-9700 Ext. 401
PL1367	Right Choice In-Home Care	7104 Owensmouth Avenue Canoga Park, CA 91303	Socorro Frias REFERRALS@RIGHTCHOICECARE.NET	818-836-6001 Ext. 1
PL1429	Road to Independence	45030 Trevor Avenue, Suite B Lancaster, CA 93534	Shreda Powell RTI.SPOWELL@YAHOO.COM	661-948-6760
PL2168	Start Fresh ILS, Inc.	28015 Smyth Dr. #123 Valencia, CA 91355	Brent Huff BHUFFSTARTFRESH@ATT.NET	818-486-5712
PL2250	Strategic Concepts ILS, Inc.	22048 Sherman Way #201 West Hills, CA 91303	Latisha Chavez LCHAVEZ@STGCONCEPTS.ORG	818-914-4790
PL0052	The Adult Skills Center (TASC)	16600 Sherman Way, #240 Lake Balboa, CA 91406	Lisa Steidl INTAKE@TASCHQ.COM	818-708-1756
PL2036	Village Touch, Inc.	22144 Clarendon St., #300 Woodland Hills, CA 91367	Lizete Robles LIZETE.R@VILLAGETOUCH.COM	757-888-3014
PL0693	Voices of Independent People	6520 Platt Ave., #308 West Hills, CA 91307	Julio Saldarriaga DIRECTOR@VIPSL.COM	818-694-7707

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, California 95814



July 9, 1998

ALL COUNTY LETTER NO: 98-53

TO: ALL COUNTY WELFARE DIRECTORS ALL
IHSS PROGRAM MANAGERS

REASON FOR THIS TRANSMITTAL	
<input type="checkbox"/>	State Law Change
<input type="checkbox"/>	Federal Law or Regulation Change
<input checked="" type="checkbox"/>	Court Order or Settlement Agreement
<input type="checkbox"/>	Clarification Requested by One or More Counties
<input type="checkbox"/>	Initiated by CDSS

SUBJECT: REGIONAL CENTER SERVICES ARE NOT ALTERNATIVE
RESOURCES UNDER THE IN-HOME SUPPORTIVE SERVICES AND
PERSONAL CARE SERVICES PROGRAMS

This All-County Letter informs counties of changes in the In-Home Supportive Services (IHSS) Program which resulted from the settlement of the Arp v. Anderson court case. These changes concern developmentally disabled people who are clients of Regional Centers and are also eligible for IHSS residual and Personal Care Services Program (PCSP) services.

Under the Lanterman Developmental Disabilities Services Act at Welfare & Institutions Code (W&IC) section 4500 et. seq., Regional Centers are prevented from purchasing services for their clients when these services can be provided by an agency which has a legal responsibility to serve members of the general public and receives public funds for providing such services. This is the so called "generic services rule". The IHSS program provides such "generic services". Therefore, IHSS and PCSP must be utilized first under this W&IC requirement.

Services provided by Regional Centers to their clients can no longer be considered an alternative resource under W&IC subsection 12301(a) and the Manual of Policies and Procedures subsection 30-763.61. PCSP/IHSS must be granted as though no services are being provided through a Regional Center. Determination of services to be provided by IHSS must be based strictly on the County Welfare Department's assessment of the developmentally disabled applicant.

To the extent permitted by law, county welfare departments may inform Regional Centers of the PCSP/IHSS services authorized for clients of both programs. Consent from the recipient or their legal representative is currently required before informing Regional Centers about the PCSP/IHSS services which are authorized. Regional

Centers can then determine what supplemental service(s) the client should receive that do not duplicate PCSP/IHSS services.

Please contact Cindy Munoz, Policy Analyst, at (916) 229-4587 or Phyllis Eversole, Manager, at (916) 229-4036 of my staff, if you have any questions regarding this All-County Letter.

Sincerely,

Original Document Signed By Donna L. Mandelstam on 7/3/98

DONNA L. MANDELSTAM
Deputy Director
Disability and Adult Programs Division

Principles of Supported Living

Supported living services are based on a set of principles or expected outcomes that set the service apart from any other vendored service. These principles give direction to the mission, policies and practices of the agency.

1. A Home of One's Own

- ✓ Individuals live in homes that they own, lease or rent like other members of their community.
- ✓ Individuals choose where they live and with whom and they control what happens in their home.
- ✓ Individuals' housing is separate from their services so they are secure in their homes and do not have to move if their needs, their services, or their service agency changes.
- ✓ Individuals are safe in their home and neighborhood.

2. Choice and Self-Directed

- ✓ Individuals make their own everyday choices.
- ✓ Individuals plan for their futures.
- ✓ Individuals direct the services they receive and have a choice of agencies and staff.
- ✓ Individuals are supported (e.g., technology, communication devices, behavioral support) to communicate their preferences, choices, and needs.
- ✓ Individuals are satisfied with the services they receive.

3. Relationships

- ✓ Individuals have family, friends, and neighbors who support them in regular ways or as paid help.
- ✓ Individuals and their circle of support work together as a team with the supported living agency and others to share responsibility for his or her well-being.

4. Community Membership

- ✓ Individuals fully participate in the mainstream of community life according to personal choice and preference.
- ✓ Individuals have opportunities to join clubs, groups, organizations, and religious groups.
- ✓ Individuals use local community resources and generic services.

5. Flexible, Tailored Services and Supports

- ✓ Individual Service Plans are developed through a person-centered planning process.
- ✓ Service plans reflect the support that each individual wants and needs and plans change as wants and needs change.
- ✓ Individuals have opportunities to increase their abilities, confidence, and quality of life and support to maintain an adequate level of health and safety.

Supported Living Process Agreement Form

The Referral Process:

1. I understand that In order to pursue supported living services, I must first attend a Supported Living-Orientation. I attended the orientation on (date)_____ and continue to be interested in pursuing supported living services.
2. I understand that I must contact the supported living service providers from the list provided to me at the orientation to inquire if they are accepting new applications at this time.
3. Once I have identified a service provider that does not have a waiting list and interests me, I understand that I must find out from them the time frame for the completion of their assessment, and contact my Service Coordinator to inform her or him of my supported living service provider choice, and to request funding for the assessment.
4. I understand that once I have started the process to receive supported living services, it can take 3 months to 1 year to get my individualized service program finalized.
5. I understand that is it my responsibility to provide the money for the cost of securing, occupying, or maintaining a home rented, leased or owned by me.
6. I understand that the primary residence I choose to live in cannot be the place of residence of my parent(s) or conservator(s).
7. I understand that the supported living service provider I chose may not have any type of financial involvement in the home/apartment in which I choose to live, and that they may not have financial involvement in any utility or other service contract required for me to reside in my home.
8. I understand that in receiving supported living services I have the right to:
 - a. Choose where and with whom I live
 - b. Control the character and appearance of my home
 - c. Choose and change my supported living service provider and direct service staff
 - d. Participate actively in the Individual Program Plan (IPP) Process so that the supported living services I receive are based on my needs and preferences
 - e. Receive services based on my changing needs and preferences for support without having to move from my home for as long as supported living services remains my preferred objective, as determined by the IPP process
 - f. Inform the regional center about how satisfied I am with the services I am receiving

I understand the Referral Process as described in the Supported Living Process Agreement Form regarding my request for supported living services, and:

_____ Agree with the conditions and want supported living services

_____ I decline supported living services at this time

Consumer Name: _____ Date: _____
Please print

Consumer Signature: _____ Date: _____
Please print

Conservator Name: _____ Date: _____

Consumer Signature: _____

_____ Date: _____
Service Coordinator Signature