

Advocacy Center
Quarterly Report to the DD Council
April 19, 2018

Update/progress on Advocacy Center initiatives

1. Supported Independent Living Advocacy Program (SILAP)

The Supported Independent Living Advocacy Program (SILAP) continues to provide services to people with developmental disabilities who receive Medicaid-waiver services in Regions I, II, and X. SILAP staff regularly attend Regional Advisory Committee meetings in Capital Area Human Services District, Metropolitan Human Services District, and Jefferson Parish Human Services Authority.

From October 2017 through February 2018, SILAP advocates opened 28 new service requests and closed 39 services requests. As of February 28, 2018, SILAP had 35 open service requests.

In addition, SILAP advocates performed five (5) trainings to a total of fifty-two (52) individuals on legal status issues, and conducted outreach at an additional five (5) events. SILAP staff have submitted a proposal for conducting a legal status workshop at the September 2018 AAIDD conference.

AC is working for the expansion of SILAP into additional service areas.

2. Community Living Ombudsman Program (CLOP)

The Community Living Ombudsman Program (CLOP) makes routine visits to ICF/DDs in every region of the state. Per the Advocacy Center's contract with the AG's office, CLOP ombudsmen visit at least 25% of the ICF-DD homes in their respective regions each month and report back to the AG's office each month. They also submit a quarterly and annual report.

Cases, October 2017 through February 2018:

Total: 2,774 people visited across 457 facilities, with 577 complaints reported.

- 7 referrals to AC legal.
- By Region:
 - Orleans Region
 - 152 people visited in 21 facilities.
 - 18 complaints reported.
 - Baton Rouge Region
 - 357 people visited in 58 facilities.
 - 24 complaints reported.
 - Lafayette Region
 - 284 people visited in 42 facilities.
 - 86 complaints reported.
 - Alexandria Region
 - 437 people visited in 64 facilities.
 - 97 complaints reported.
 - Lake Charles Region

- 211 people visited in 33 facilities.
- 43 complaints reported.
- Houma Region
 - 137 people visited in 24 facilities.
 - 94 complaints reported.
- Shreveport Region
 - 324 people visited in 44 facilities.
 - 22 complaints reported.
- Monroe Region
 - 285 people visited in 51 facilities.
 - 36 complaints reported.
- Covington Region
 - 295 people visited in 49 facilities
 - 27 complaints reported.
- Jefferson Parish Region
 - 292 people visited in 46 facilities.
 - 131 complaints reported.

Referred one case to Medicaid fraud unit for criminal investigation.

Outreach and Training:

- 9-7-17 Legal Status/AC Basics at Region 5 Provider Meeting
- 9-13-17 HRC Basics/Quality of Life- ResCare
- 10-4-17 CLOP Basics- St. Patrick's Hospital Rehab Unit/Social Service Coordinators
- 10-11-17 AC/CLOP Basics- FHFSWLA Education/Family Empowerment Conference
- 10-17-17 AC Basics/Federal Access Authority- Louisiana Correctional Association Conference
- 10-23-17 – Resident Rights Training – 17th St. Community Home / Res Care 14 participants
- 11-8-17 CLOP Basics- Oceans Behavioral Health Social Service Coordinators/Floor Managers
- 12-14-17 – OCDD / JPHSA Community Providers Meeting Region 1 and Region 10 – CLOP Training and Invitation to Legal Status, Resident Rights and CLOP training by the Advocacy Center

3. Employment Initiatives

AC continues to work with Employment First to increase employment opportunities for people with disabilities and handle cases under the Client Assistance Program (CAP) on behalf of people seeking services from LRS.

We will begin implementing phase II of our sheltered employment initiative to monitor 14c providers and review compliance with regulations that govern 14c sub-minimum wage standards. We anticipate monitoring 10 providers statewide.

Advocacy Center has undertaken a new initiative, in collaboration with Crescent Care, under our Work Incentives Planning & Assistance (WIPA) program. The goal of the initiative is to provide basic information to clients and answer questions that will keep them engaged.

Once clients have an employment/earnings goal, or have a job offer, they will be referred to WIPA. Through this pilot, we anticipate that more clients will receive the intensive services needed to consider employment, increase employment and remain employed.

WIPA staff are available to conduct outreach and training on benefits planning issues. Requests for O/T should be directed to David Gallegos at the Advocacy Center, dgallegos@advocacyla.org.

4. **Personnel Updates**

- **Executive Director search.** Kim Jones stepped down as Advocacy Center's Executive Director in January. Our interim Executive Director is Bob Whitney, who retired in 2013 from his position as executive director of Disability Rights Florida. AC is currently undergoing a search for executive director. Information about the position is on our website, advocacyla.org.
- **Community Advocacy Director.** In March, Kathryn Fernandez resigned as Director of Community Advocacy. This position oversees our SILAP, CLOP, and employment-related programs. Information about this position is also available on our website.
- **CLOP Ombudsman.** We have an opening for a CLOP ombudsman to cover the Alexandria and Lake Charles regions.