



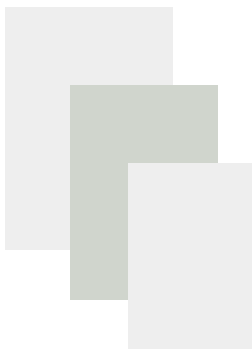
# SLS / ILS SERVICES

Supported Living Services and Independent Living Services

## Central California Adult Services

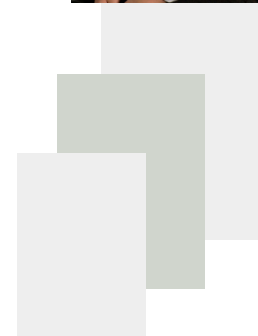
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LIFE STEPS FOUNDATION™  
*SLS/ILS Handbook*

Supported Living Services and Independent Living Services  
Provided by Central California Adult Services



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Supported Living Services and  
Independent Living Skills

*Provided by  
Central California Adult Services*



Revised October 2010 TCQM

LIFE STEPS  FOUNDATION



## Signature

Your signature on the line below acknowledges that the information in this handbook has been explained to your satisfaction and that you are in agreement with the contents.

Please check off each section you have read:

- Welcome
- Life Steps Foundation History
- Mission Statement
- About Supported Living Services
- About Independent Living Skills
- Individual Service Plans
- What We Do
- What We Don't Do
- Entering and Leaving the Program
- Attendance Policy for ILS
- About Your Rights
- Confidentiality
- You and Your Educator
- Your Health and Safety
- Your Health and Safety Plan
- Health and Safety Training
- Grievance Procedure
- Nondiscrimination Policy
- Hours of Operation
- Quality Assurance
- Sample Individual Service Plan
- Sample Consent for Photograph Release
- Sample Release of Info. Consent Form

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Release of Information Consent Form

I, \_\_\_\_\_, authorize Life Steps Foundation, Inc. to photograph/videotape me in producing ongoing information, training or publication materials, including Life Steps newsletters.

Content and purpose of production \_\_\_\_\_

By signing below, I also authorize Life Steps Foundation, Inc. to use the information or training materials or positions thereof in any capacity they choose as long as its intended use is to inform for educational purposes.

\_\_\_\_\_  
Person Served Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature (*if needed*)

\_\_\_\_\_  
Date

### Chief Editor

Virginia Franco, Chief Executive Officer

### Contributors

Life Steps Foundation Staff

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For more information, contact Life Steps Foundation, 5839 Green Valley Circle, Suite 204, Culver City, California 90230, or contact us electronically at:

<http://www.lifestepsfoundation.org>

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instructions to withdraw or otherwise restrict it and that a 10-day working period will be allowed for the withdrawal/restriction. If I withdraw or restrict this release in writing, I will not hold Life Steps responsible for publications that have already been released.

This release is valid for publications only for the photographs/likenesses, videotapes, and digital or other images taken on \_\_/\_\_/\_\_. Any new photographs, videotapes, and digital or other images will require a new release.

I understand that Life Steps Foundation will retain ownership rights to the photographs, videotapes, and digital or other images I release and that I have the right to view them or obtain a copy.

Special Instructions for this release:

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Signature of Person Served, Participant, Parent or Conservator	Date
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Relationship of Person Signing for Person Served  
(if applicable)

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Date

---

Date

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Signatures of Others in the photograph

---

Date

---

Witness

---

Date

## Consent for Photography, Videotaping, Digital or other Imaging for Educational, Training or Publicity Purposes

Life Steps Foundation, Inc. disseminates information about its services using photographs, videotapes, and digital or other electronic and print images and likeness. Sometimes these images are accompanied by written or spoken information about the client, by the client, and/or by other involved parties for the purpose of training and publicity. This information sharing process helps others learn to better understand the issues of individuals in the community who have special needs and the kinds of services available to them.

By signing the agreement below, you will help Life Steps Foundation, Inc. in its efforts to educate and inform others about its services and about individuals who need the services.

Examples of Life Steps publications are:

- ❖ Life Steps newsletters
- ❖ Annual reports
- ❖ Training materials
- ❖ Brochures
- ❖ Program Handbooks
- ❖ Strategic plans
- ❖ Fliers
- ❖ Website

I \_\_\_\_\_, authorize Life Steps Foundation, Inc. to photograph, videotape, and use digital or other electronic and printable imaging of me and/or my child or family members named here as \_\_\_\_\_ for use in Life Steps publications as described above. I understand that my participation in the publications through imaging and/or supportive information about me and/or my child/family member is voluntary and is used for education, information or publicity purposes.

This agreement encompasses the use of any and all training materials consistent with the copyright act of 1976. Life Steps Foundation will always utilize the fair use doctrine regarding the above mentioned.

I understand that any photos and information that appear on the Life Steps Web site will be properly encrypted.

I further understand that this authorization is only valid for twelve (12) months from the dated signed below and will remain valid unless I provide written

## Welcome

Thank you for choosing Life Steps Foundation to participate with you and your family as you work toward achieving your life goals and dreams. We will strive to give you the best services we can and meet those needs that are most important to you.

## Life Steps Foundation History

Life Steps Foundation, Inc. began in 1983 as a partnership of three mental health professionals. They identified the need for in-home educational, preventive interventions as an alternative for individuals and families who were unwilling or unable to receive services in an institutional setting. It started in the South Bay of Los Angeles County and has grown to over 400 employees who serve 1200 participants within Los Angeles County, Orange County, San Luis Obispo, San Francisco, San Mateo, Contra Costa, Alameda, and Santa Barbara counties.



Virginia Franco, MA

Life Steps Foundation provides in-home, community-based and center-based services to infants at risk for developmental delays and to developmentally/physically challenged adults. Center-based services are also offered to the frail elderly. Projects are available for parents with special needs, minority groups and other high-risk populations challenged by premature birth, child abuse/neglect and social or economic deprivation. Life Steps Foundation projects serve people of all ages.

## Mission Statement

Life Steps Foundation, Inc. is a fiscally responsible, culturally competent organization dedicated to meeting the health, psychological and socioeconomic challenges of people throughout their life span.

## About Supported Living Services

Independent Living Skills and Supported Living Services are programs that help you achieve the lifestyle you most desire. A Life Steps educator will work collaboratively with you to identify your life goals and help you make them a reality.

Your goals are unique to you, the individual. For example, you may want to live in your own home independently. Others may not feel ready to live completely independently and want to work on other skills, like managing money, banking and shopping. Still others may want help finding social outlets.

Other services might include:

- ❖ helping you get your bills paid
- ❖ helping you stay safe and healthy
- ❖ teaching you ways to be a good parent
- ❖ involving your family in your program according to your needs
- ❖ helping you find social experiences, roommates and personal attendants
- ❖ helping you find a means of getting around in the community

## About Independent Living Skills

Independent Living Skills (ILS) differ from Supported Living Skills (SLS) in some important ways. ILS is a service to an individual with developmental or physical disabilities who lives independently with others or is planning to live on his or her own. If you receive ILS services, we will help you either move to your own home and learn to be independent or help you be independent in the home and community of your choice. ILS services can sometimes be provided in the home of your parents or guardian. The training given is individualized and based on your needs and is like the training people get in SLS. It may also include helping you locate and get established in a new home. Your regional center may put a limit on how long it will pay for ILS. SLS differs because it is not time-limited and provides support services in addition to training.



## Individual Service Plan

Person Served \_\_\_\_\_  
 Date of Report \_\_\_\_\_  
 Counselor \_\_\_\_\_  
 Persons Participating \_\_\_\_\_  
 Educator \_\_\_\_\_

### Home

Current status \_\_\_\_\_  
 Desired outcomes \_\_\_\_\_  
 Plan—services and supports needed \_\_\_\_\_  
 Progress \_\_\_\_\_

### Earnings/financial

Current status \_\_\_\_\_  
 Desired outcomes \_\_\_\_\_  
 Plan—services and supports needed \_\_\_\_\_  
 Progress \_\_\_\_\_

### Health

Current status \_\_\_\_\_  
 Desired outcomes \_\_\_\_\_  
 Plan—services and supports needed \_\_\_\_\_  
 Progress \_\_\_\_\_

### Social/Recreational/Leisure

Current status \_\_\_\_\_  
 Desired outcomes \_\_\_\_\_  
 Plan—services and supports needed \_\_\_\_\_  
 Progress \_\_\_\_\_

## Nondiscrimination Policy

It is the policy of Life Steps that no person is excluded from participation in nor denied the benefits of, or otherwise subjected to, discrimination of services because of race, color, creed, national origin, the nature or severity of disability, religion, age, or gender. Your Life Steps Foundation program staff will give you telephone numbers for contacting the protective services, area board, ombudsman service (a person designated to investigate your complaints) or other appropriate contact in your area to report any offenses.

## Hours of Operation

Services occur either during usual workweek hours, evenings or weekends. If you have personal attendant services, you may also receive overnight or 24-hour services. The Life Steps office is open during regular weekday hours, and voice mail messaging is always available. If you leave a voice mail message, someone will respond within 24 hours or on the next business day. Your educator will give you any additional telephone numbers available for your use or in case of an emergency.

Life Steps holidays are as follows:

- ❖ New Year's Day
- ❖ Martin Luther King Day
- ❖ Memorial Day
- ❖ Independence Day
- ❖ Labor Day
- ❖ Thanksgiving and the day after
- ❖ Christmas Day

## Quality Assurance

Once a year we assess the program and make improvements where needed. Your feedback is an important part of this assessment. We will ask you to participate by completing a survey about the quality of your services. Please feel free to tell your educator or any Life Steps person about anything we can do to improve our services or to improve Life Steps in general.

## Individual Service Plans

You and your educator will write down your specific goals and make a specific plan for working together on the goals. Your participation is very important because you will be learning new skills. The learner must be actively involved to make learning occur. (See the example of an Individual Service Plan form in the back of this handbook. This form may vary depending on the office with which you work on your goals.)

## What We Do

- ❖ We keep appointments unless there is an emergency.
- ❖ If we must cancel we do so at least 24 hours in advance if possible.
- ❖ We try to reschedule another time with you if we have to cancel or:
  - If you agree, we try to find someone else who can work with you that day.
- ❖ We are on time for all appointments.
- ❖ We work with you according to your life goals.
- ❖ We follow good health and safety practices.
- ❖ We are ethical and responsible in our relationship with you.
- ❖ We help you identify people to be in your circle of supports.
- ❖ We work together with you and others involved in your program.

## What We Don't Do

- ❖ We do not provide any unauthorized services. For example:
  - The educator cannot stay overnight with you unless this is an authorized service. If you need overnight help, other arrangements have to be made, such as finding a personal attendant if that is needed.
  - The educator cannot drive you to places in his or her car without prior authorization.

## Entering and Leaving the Program

You have decided to enter into Independent Living Skills or Supported Living Services program, and you have chosen Life Steps Foundation. We will begin services by guiding an assessment of your needs with you. An important part of this assessment is to gain information from you that will help us and you create a plan for your health and safety.

The main intent of this part of the assessment is to plan ahead. This way, we prevent unnecessary crises or emergencies that put your health and safety at risk and delay progress toward your life goals. Your participation in creating and adhering to a health and safety plan individualized for you is critical to the success of your overall program.

Sometimes circumstances also occur that terminate your services. These include:

- ❖ Your wish to terminate services.
- ❖ You move out of the area and need a different provider.
- ❖ You cannot continue services for medical, health or safety reasons.
- ❖ You decide that different services will better meet your needs.
- ❖ Life Steps can no longer meet your service requirements and recommends termination of services.

If your services are terminated against your will, you have a right to appeal this decision. This is called the “Fair Hearing” process. Life Steps personnel involved in your program will assist you with this process by referring you to the appropriate advocates to help you.

## Attendance Policy for ILS

Your educator will establish a schedule of appointments with you. It will be necessary for you to follow the schedule and keep the appointments. If you cannot keep the appointments, you must call your educator to cancel. He or she will give you the telephone number(s) you need. It is important to call 24 hours in advance whenever possible.

Discussion took place with consumer \_\_\_\_\_  
and manager/educator \_\_\_\_\_  
on (date) \_\_\_\_\_

### Part II (restatement of problem and flaws with solution plan)

Solution plan:

Discussion took place with person served \_\_\_\_\_  
and manager/educator \_\_\_\_\_  
on (date) \_\_\_\_\_

### Part III (restatement of problem and flaws with solution plan)

Division director's solutions:

Discussion took place with person served \_\_\_\_\_  
and manager/educator \_\_\_\_\_  
on (date) \_\_\_\_\_

happen, you can discuss it with your educator. He or she will talk it over with you and help you create a prevention plan for any of the following circumstances:

- ❖ emotional crises
- ❖ abuse or neglect
- ❖ assaults
- ❖ drug or alcohol abuse
- ❖ arrests or other problems with the police
- ❖ problems in the community
- ❖ homelessness
- ❖ natural disasters
- ❖ medical problems

## Grievance Procedure

Sometimes people have disagreements. Most of the time disagreements can be resolved by discussing them. However, if you have disagreements with your Life Steps educator and you cannot resolve it through discussion, you can speak with his or her supervisor. If that does not help, you can ask to review the disagreement by implementing a grievance process. Please review the grievance procedure below.

If you undertake the grievance process, we can provide you with the Area Board contact person or with a consumer advocacy representative. You may also want your regional center counselor involved. The following is a sample of the grievance procedure form.

Purpose of grievance procedure:

- ❖ Ensure that you receive fair treatment.
- ❖ Provide you with a procedure for expressing dissatisfaction.
- ❖ Foster sound relations between you and your Life Steps staff through communication.

You may ask for assistance in preparing your grievance.

Date \_\_\_\_\_

**Part I** (state your problem or issue)

Solution plan:

What's most important is to keep your appointments. Keeping regular appointments usually means you achieve your goals faster and better. If you cancel frequently, you and your educator may want to review your need for services. Something may be interfering. It may be better to stop services temporarily or reevaluate the kinds of services you need. In any case, frequent cancellations may result in having your services terminated.

## About Your Rights

You have the right to shape your life the way you want it. You do not have to accept services you do not want, and you can ask for services you do want. Moreover, you have the right to appeal any decisions made about the services with which you do not agree. Likewise, you are entitled to ask for a different educator or personal attendant if you do not feel you work well with those assigned to you. You can also ask to work with someone who speaks your preferred language. To ask for changes, call the office in your area. The number is on the back of this handbook. These and other details about your rights are explained in state law Title 17, section 50510. If you are participating in our SLS projects, you have additional rights in Title 17, sections 58620, 58621 and 58653. You will receive additional information that discuss these rights in detail.

## Confidentiality

The people from Life Steps who work with you are not allowed to share personal information about you with anyone else without your written consent or permission. That includes your roommates, family members, friends, neighbors and any other professional people working with you. (See the consent form for release of information toward the back of this handbook.) Moreover, only you can decide who you want involved in your program and in what capacity.

Important: There are certain exceptions to the confidentiality rule that you should know. Information that we must share with someone else includes the following:

- ❖ if you say you will do something harmful to yourself or someone else

- ❖ if you dangerously neglect your own health and safety
- ❖ if you have children and you are not taking proper care of them or are doing something potentially harmful to them
- ❖ if someone else is endangering you or harming you
- ❖ if a court orders information about you or your services

Your Life Steps educator will also maintain communication with your regional center, according to the contract to which you have agreed.

## You and Your Educator

Your educator must always behave professionally with you. However, this does not mean that he or she is not friendly and that your service cannot be fun. What it does mean is that your educator or Life Steps personal attendant:

- ❖ is friendly and at all times respectful but is not a personal friend (therefore does not socialize with you and cannot be a boyfriend or girlfriend)
- ❖ never borrows money from you
- ❖ never receives payment from you for any services
- ❖ never provides any unauthorized services
- ❖ never speaks to you disrespectfully
- ❖ does not touch you inappropriately
- ❖ does not exchange gifts with nor take money from you for any reason (all money management assistance is authorized by you in writing)
- ❖ arrives on time for your appointment or gives you ample notification of a cancellation



## Your Health and Safety

We believe this is the most important topic of all! You will be asked to provide a photo of yourself that can be used in the event of an emergency but that is otherwise kept as a confidential part of your record. You will also be asked to identify those people who we can contact in the event of an emergency or crisis.

## Your Health and Safety Plan

When you begin services with Life Steps, you and your educator will create an individualized health and safety plan. It will include:

- ❖ directions about any medications you take or medical procedures you follow
- ❖ information regarding doctor appointments
- ❖ information regarding any possible emergencies or crises you may experience
- ❖ names and telephone numbers of people to call in case of a crisis or emergency
- ❖ names and telephone numbers of your doctors and preferred hospital or nearest hospital
- ❖ any health or safety risks unique to you and ways you prefer having health and safety issues managed

## Health and Safety Training

Once your health and safety plan is developed, your educator will help you learn how to use it. You will learn:

- ❖ best ways to prevent emergencies or crises
- ❖ when and how to reach Life Steps if you have an emergency
- ❖ when to call 911
- ❖ what to expect if you call 911
- ❖ how to identify available resources, such as support people
- ❖ when to call your support people
- ❖ what happens if someone calls a psychiatric emergency team to help you
- ❖ what to do in specific kinds of crises or emergencies

Emergencies and crises can be very upsetting to anyone's ability to function and achieve goals in life. The best plan is to prevent them if at all possible. Below are examples of emergencies and crises that can happen. If you have ever had any of these crises, or if you are worried that something could