



THE DESERT ENTERPRISE

**Second Half
issue
Jan–Jun
2017-2018**

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**Desert Haven
Wants...**



Interested in supporting the mission of DHE by employing those whom we serve, donating your time or financial resources, or joining our team as an employee...

**Call us today
661-948-8402**

Accredited Agency



Commission on
Accreditation of
Rehabilitation Facilities

DHE AWARDED 3-YEAR CARF ACCREDITATION



In April 2018, Desert Haven Enterprises participated in an accreditation survey conducted by the Commission on Accreditation of Rehabilitation Facilities (CARF), an independent, not-for-profit accreditor of health and human services, since 1966. The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

During the exit meeting and in the summary report, CARF surveyors noted that “Desert Haven has done an excellent job of understanding and demonstrating substantial conformance to the CARF standards through its strong leadership, effective board governance, and well-trained and dedicated personnel.” Surveyors further cited DHE’s “commitment to ongoing quality improvement,” and indicated their belief that this commitment would lead the organization through the ongoing challenges that service providers face, particularly within the State of California.

In reviewing the organization’s efforts toward compliance with the 1,018 standards to which DHE is accountable, surveyors noted just

two recommendations, as follows:

- Section 1.I. (Human Resources) 3.c: “It is recommended that Desert Haven review personnel turnover to identify any trends it may be experiencing.”
- Section 2.A. (Program/Service Structure) 13.a-e: “The organization should ensure that any release of confidential information is consistently authorized by the consumer and/or his legal representative, is limited to the specific information identified, has a time limitation, conforms to the guidelines of funders and/or referral sources, and complies with applicable laws.” In particular, CARF was concerned that DHE include in documented release forms the consent of consumers to release or not release particular types of information to parents and significant others, unless those individuals have legal guardianship over the consumer.

To ensure conformance, Desert Haven has implemented the following Quality Improvement Plan for the aforementioned recommendations:

- Section 1.I.3.c: The Director of Human Resources is now tracking the reasons for staff departures on her monthly report to the Executive Director and will note any trends occurring over time. The information from the monthly report is included in a more comprehensive monthly report to the Board of Directors, with information from all departments. This document is further used to update the strategic plan and to develop additional or future organizational goals and objectives, which may include objectives to manage any trends in turnover identified by administration.
- Section 2.A.13.a-e: DHE has modified a consent to release information form, provided by the Program Surveyor, to make it applicable to our organization and implemented it in May 2018. The form more specifically identifies the parties to whom information regarding the consumer may be released and from whom information regarding the consumer may be received. It further identifies the timeframe for release and/or receipt of information, the format in which information may be received and/or provided, the purpose of the information, the individual authorizing the release, and/or receipt of information, and the authorized signatures. Once the form was implemented, DH program staff went about the business of having every consumer advised of the new form and complete and sign the form, which has become a part of their individual case record.

How are we doing?...Keeping a finger on the pulse of our consumers

Following is a summary of performance in DHE's key program areas, based upon a review of data for the second half of the 2017-18 fiscal year:

Work Readiness Services: Food Service, Housekeeping, and Off-Site Hab Crews

- ✓ Sixty-six percent of consumers placed in the Work Readiness program were trained on jobs new to them.
- ✓ The availability of paid work averaged 70% for all consumers in the Work Readiness program.
- ✓ A total of fifty-five off-site hab crews were developed or expanded in the second half of the fiscal year.
- ✓ Three consumers obtained individual, community-based employment from the Work Readiness Program during this review period.
- ✓ One hundred percent of consumers placed in the Work Readiness program expressed satisfaction with DHE's services, as did 100% of the customers utilizing the off-site hab crew service.

Community Employment Services: Supported Employment - Individual Placement

- ✓ A total of 4.2 individual placements were achieved for the second half of the year for consumers seeking community employment.
- ✓ Hourly earnings exceeded minimum wage with an average of \$11.75 per hour for consumers in individual placement.
- ✓ Three consumers working within the community transitioned into follow-along status this review period, while another transitioned into competitive employment, working completely independently.
- ✓ Consumers within active job search averaged 7.0 months of job seeking for the job of their choosing.
- ✓ One hundred percent of responding consumers placed in program expressed satisfaction with DHE's services, as did 100% of employers responding to the survey.

Day Training Activity Services: Project Independence

- ✓ Forty-one percent of consumers in the DTAC program achieved individual ISP/IPP goals.
- ✓ No consumers graduated from the DTAC program into the Work Readiness Program this review period.
- ✓ Consumers in program had opportunity to participate in a total of 76 diversified, meaningful community outings.
- ✓ Thirty-five percent of consumers in the program demonstrated skill acquisition and retention in a key area.
- ✓ One hundred percent of consumers placed in program expressed satisfaction with the services offered.

NEW JOBS WITHIN THE COMMUNITY

The following employers have recently hired consumers into regular jobs within their business:

- ✓ **Walmart** (West Palmdale) **GM/Dry Stocker**
- ✓ **The Whole Wheatery** (Lancaster) **Dishwasher**
- ✓ **Smart & Final** (W. Palmdale) **Courtesy Clerk**

Please show your appreciation to these businesses for supporting persons with developmental disabilities in achieving their career aspirations.

NEW CREWS WITHIN THE COMMUNITY

The following companies and corporations have recently contracted with DHE for the listed outsource services within their business:

Off-Site Habilitation Crews

- ✓ **AV Christian Church** Janitorial Crew
- ✓ **Casablanca Apartments** Janitorial Crew
- ✓ **Copper Apartments** Grounds Maintenance Crew
- ✓ **City of Lancaster Code Enforcement** Clean out/Board up 21 Properties
- ✓ **Don Sal's Restaurant** Janitorial Crew
- ✓ **Lamar Advertising** Grounds Maintenance Crew
- ✓ **Michaels Stores** Fabric Insert Crew
T-Shirt Relabeling Crew
Adhesive Paper Relabeling Crew
Picture Frame Quality Check Crew
Puzzle Box Relabeling Crew
- ✓ **Private Residences** (8) Grounds Maintenance Svcs
- ✓ **St. Stevens Church** Grounds Maintenance Svcs
- ✓ **Valley Oasis** (Palmdale) Janitorial Crew
- ✓ **Village Pointe Apartments** Janitorial Support Crew
- ✓ **West Point Physical Therapy** Janitorial Crew

STATE OF THE STATE

California State Budget Update

The Governor signed into law the 2018-19 California State Budget and, once again, the hopes of service providers to the ID/DD community for some kind of reprieve from the ongoing rate cuts and rate freezes were dashed. While the ID/DD community will benefit with regard to investments made to SSI/SSP and special education, the budget lacked the needed investments into community services and supports. The specifics are as follows:

- ◇ No restoration of social recreation or camping services (eliminated during the recession);
- ◇ Re-implementation of the 14-day mandatory furlough schedule on July 1, 2019, which equates to yet another rate cut as a result of requiring service providers to close for an additional two days; and
- ◇ Half-day billing remained in the budget and is being enforced again as of July 1, 2018, which means that a program may only bill for a half day for a consumer if he or she is not in attendance a minimum of 65% of the program day (at least 4.5 hours for DHE), despite programs having to maintain and pay staff for the entire day to ensure ratios are met;

There is a small glimmer of hope in that a \$25 million provider rate increase (for only one year) has been approved and is to be used as a "bridge" to help fund services until a new rate study is released in 2019. However, there are no details as to how this money will be allocated or to which providers.

Additional dollars authorized in the ID/DD Budget include:

- ◇ \$330 million increase in Regional Center purchase of service dollars to account for growth (estimated from 317,837 to 332,738 consumers);
- ◇ \$200,000 increase to provide supplemental payments to ICF/ID's (Intermediate Care Facilities) consistent with a corresponding Medi-Cal increase;
- ◇ \$300,000 increase to Kern Regional Center for management oversight and accountability; and
- ◇ \$1.5 million to the Best Buddies program.

As noted, the State Budget once again failed to recognize the need for rate increases in consideration of the ever-rising cost of doing business in

ANNUAL INSTALLATION AND AWARDS CEREMONY

DHE Recognizes Efforts of Business Leaders, Consumers and Staff Members



Above, parent, service provider, and advocate Michelle Heid accepts the Bozgian Exceptional Achievement Award.



At right, Rite Aid accepts the Contractor of the Year Award, for large, for-profit site.



At left, Ironwood Properties accepts the Contractor of the Year Award, for mid-range, for-profit.



At right, the Rosamond Community Services District accepts the Contractor of the Year Award for a non-profit or public entity site.



Above, Grand Knight Sam Sampilciano, ID Drive Co-chairs Vince Fisher and Rick Iosue, Deputy Grand Knight Rick Biggs, and District Deputy Jacob Billeter accept the Henstra Award on behalf of the Quartz Hill Knights of Columbus.

On May 31, 2018, Desert Haven held its annual Installation and Awards Ceremony, installing the 2018-19 Board of Directors and recognizing individuals, groups and businesses having made significant contributions toward the fulfillment of the agency's mission. Superior Court Judge the Honorable Brian Yep served as installing officer and Jenni Moran, DHE's Executive Director, served as the mistress of ceremonies.

This year, fourteen awards were presented to the following recipients:

Henstra Award
Friends of Desert Haven Award
Employer of the Year Award
Contractor of the Year Award

Consumer of the Year Award

Employee of the Year Award

Distinguished Service Award
Volunteer of the Year Award
President's Award
Bozgian Award
Ten-Year Service Award

Fifteen-Year Service Award

Quartz Hill Knights of Columbus
Hit Machine
BYD Coach and Bus
Rite Aid Southwest Customer Support Center;
Ironwood Properties; Rosamond Community Services District
Jonathan Roberts, Off-site Hab Crews; Vanessa Bailey, Off-site Hab Crews; Jesus Garibay, On-site Crews; Nekor Dummett, Individual Placement; and Shana Walker, DTAC
Veronica Ramirez, Counselor/Program Manager; Carol Rawlins, Lot Crew Trainer; and Danette Bronson, DTAC Receptionist
Linda Ascencio - Baja Bash Committee
Brian Almiron
Premier Events Party Rentals
Michelle Heid
Leticia Cambaliza, Hab Crew Trainer; David Gonzalez, Sr., Maintenance Technician; Rebekah Young, DTAC Instructor; Diana Saldivar, DTAC Counselor/Program Manager; Maria Campos, Hab Crew Trainer; Christina Bonner, DTAC Instructor; Norma Farias, Time Study Assist
Shelley Runner, Hab Crew Specialist; Marylou



Vice-President Bobby Hill and Sr. Project Mgr Ralph Serrano accept the Employer of the Year Award on behalf of BYD.



Baja Bash Committee Member Linda Ascencio accepts the Distinguished Service Award.



Above left, Kenny Herrera accepts the Friends of Desert Haven Award on behalf of Hit Machine.



Above right, Sandra Sandoval accepts the President's Award on behalf of Premier Events Party Rentals.

ANNUAL STRATEGIC PLANNING SESSION

Following are a few of the objectives authorized by the Board of Directors during the June 2018 Board Retreat to be pursued/achieved in the 2018-19 fiscal year:

- ⇒ Secure additional community-based crews, including a variety of volunteer options, to support growth and diversity of work training opportunities within the Work Readiness Program to better prepare consumers for transition into supported employment;
- ⇒ Convert the Work Readiness Program to a completely community-based service and increase community integration for DTAC in keeping with the CMS Final Rule;
- ⇒ Secure a minimum of ten (10) new community-based, individual placements;
- ⇒ Initiate and complete vendorization process for the Paid Internship Program and for the Competitive Integrated Employment Incentive Program; and
- ⇒ Explore expansion of the Work Readiness Program into the Santa Clarita area.



Desert Haven Enterprises
43437 Copeland Circle
Lancaster, CA 93535

**HAPPY ANNIVERSARY
 STAFF MEMBERS:**

Martha Knight	29 years
Ronnie Hofius	27 years
Nancy Matherly	24 years
Roberta Terry	16 years
Lucia Portillo	13 years
Shareace Browne	11 years
Christina Bonner	10 years
Maria Campos	10 years
Norma Farias	10 years
Pamela Schuoler	8 years
Tonjia Amadea	8 years
Kristin Strait Connors	7 years
Rhina Perez	7 years
Maria Sanchez	7 years
Cindy Ziegler	7 years
Deida Hernandez	7 years
Rita Gonzalez	6 years
Mark Franklin	6 years
Fernando Navarro	5 years
Ericka Pasley	5 years
Martha Flores	4 years
Maria Erazo	4 years
Rosalinda Caceres	3 years
Claudette Glenn	3 years
Sara Segura	2 years
Lenora Ross Morris	2 years
Jessica Martinez	2 years
Latisha Jackson	2 years
Christina Iagnemma	2 years
Ruben Garcia	2 years
Schofana Davis	2 years
Sarah Boyd	2 years
Ramona Aloyo	2 years
Maribel Way	1 year
Deidra Moore	1 year
Lionel Mongiano	1 year
Emily Blumenshein	1 year
Jennifer Avron	1 year

YOU ARE GREATLY APPRECIATED!!

MEET OUR HONORED STAFF

2017-18 Employees of the Year



Veronica Ramirez



Carol Rawlins



Danette Bronson

2017-18 Service Awards

10 Years



Norma Farias, Christina Bonner, Maria Campos, Diana Saldivar, Rebekah Young, David Gonzalez, Sr., and Leticia

15 Years



Marylou Thrasher

20 Years



Scott King

CARF ACCREDITATION

DHE last participated in the CARF accreditation survey in April 2018, receiving a three-year accreditation. Interested persons may review the most recent CARF survey report by visiting Desert Haven's website at www.deserthaven.org and clicking on "About" and then on "Accreditations".

SAVE THE DATE

"Viva La Fiesta" Baja Bash

Friday, September 14, 2018

Hacienda Reyes

Annual Snowflake Ball

Saturday, December 1, 2018

Mission Statement

Desert Haven Enterprises, Inc. is a private, non-profit organization dedicated to developing, enhancing, and promoting the capabilities of persons with developmental disabilities.

The primary objective of the agency is to enable persons served to maximize their potential to become independent, self-sufficient, and participating members of their community through pre-vocational and vocational training, independent living and community skills training, job placement, community-based employment, and supportive services.

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