

Alta California Regional Center  
Board of Directors Meeting  
Thursday, November 16, 2023  
Minutes

**Present:** Carmen Aguilar, Jackie Armstrong, Garrett Broadbent, Johnny Deng, Tom Hopkins, Dan Lake, Amy Lampe, Kelly Pennington, Michelle Rewerts, Anwar Safvi, Steven Sanchez

**Absent** (\* excused): EunMi Cho\*, Retha Seabron\*

**Staff:** Lori Banales, Iqbal Ahmad, Robin Black, Jennifer Bloom, Tracy Brown, John Decker, DeLayna Eskridge-Brown, Camelia Houston, Elijah Jenkins, Reyva Johnson, Herman Kothe, David Lopez, Faye Tait, Katherine Weston, Lisa West

**Facilitators:** Amy Fulk

**Visitors:** Steven Andrews, Jaclyn Balanay, Jet Ballesteros, Nichole Baxter, Taylor Berry, Patricia Chu, Irene Cruz, Maureen Fitzgerald, Brenna Garcia, Yasmin Herrera-Vilchez, George Lewis, Blaise Lozano, Imelda Martinez, Chris McIlwain, Peter Mendoza, Katherine Morash, Roxy Ortiz, Michelle Ramirez, Amanda Reynaud, Kristy Rose, Sean Stone, Heather Thompson, Dulce Vida Esplana

**Interpreters:** Judith Aboufares (ASL), Marlene Gaines (ASL), Giovanna Wormsbecker (Spanish)

1. **Call to Order – Reading of ACRC’s Mission & Vision** – The Board of Directors met at 4:01 p.m. on Thursday, November 16, 2023.
2. **National Core Indicators (NCI) Data – Public Meeting**
  - Ms. Bloom introduced Herman Kothe (ACRC’s Training Manager), George Lewis (Quality Assurance Coordinator with the State Council on Developmental Disabilities [SCDD]), and Elijah Jenkins (ACRC’s Data Scientist).
  - Ms. Bloom explained that the NCI surveys are used by the Department of Developmental Services (DDS) to assess the performance in services and supports provided to people with developmental disabilities. For this presentation, we are reviewing the three surveys that were completed in the 2021-22 fiscal year (FY) – the Adult Family Survey, the Child Family Survey and the Family Guardian Survey. We will be reviewing the data where ACRC stood out, as compared to other regional centers, whether 5% above or 5% below the statewide average.
    - As required, data will be shared on how ACRC performed in the 2021-22 fiscal year (FY) compared to the statewide averages from the 2021-22 and the 2019-20 FYs.
    - Mr. Lewis reviewed the survey cycle with those present.

- Mr. Kothe and Mr. Jenkins reviewed data on the following categories:
  - Access
  - Community Participation
  - Health
  - Information & Planning
  - Satisfaction
  - Choice
- Ms. Bloom stressed that input is critical, valued and helps us prepare for next year's meeting. ACRC staff will submit a report to DDS on December 16<sup>th</sup>.
- This information is posted on ACRC's website. The full NCI dashboard is posted on DDS' website.
  - Please submit any feedback and/or comments/questions to [ncifedback@altaregional.org](mailto:ncifedback@altaregional.org).

\*Ms. Armstrong read aloud ACRC's Mission and Vision.

### 3. **Training – "Overview of Legal Department"**

- Aside from legal notices, Robin Black, ACRC's Legal Services Manager, oversees the appeals process for services, responses to all different types of complaints, conservatorship cases, and responses to all subpoenas and legal records requests. She also acts as support to all of our Service Coordinators (SCs).
- She provided a presentation entitled "NOAs, Complaints & Appeals: Trends 2020-2023".
  - The subject matter categories identified by DDS for 4731 Complaints include:
    - Confidentiality
    - IPP Development/Implementation
    - Notice of Action
    - Provision of Records
    - Service Coordination
    - Service-Related (outside the scope of complaint process)
    - Vendor Requirements
    - WIC 4502 – Consumer Bill of Rights
  - Notices of Actions (NOAs) are sent for eligibility, inactivation, and services. Appeal requests are received for eligibility and services.

### 4. **Meeting Our Mission**

- ◆ Every day, Ms. Banales receives calls/emails about wonderful things that our regional center does for the clients and families that we serve. At our latest All Staff meeting, staff had the opportunity to meet clients who participated on a microenterprise panel. Matthew Duff-Kelly was one of those clients. Matthew is the founder and creator of Bomb'os – Hot Chocolate and Hot Cherry Bombs.

- Matthew shared that he was encouraged to start a microenterprise and become his own boss, since he had struggled with keeping jobs. He creates different bombs with different flavors and decorations. Matthew noted that ACRC services have improved his life, and he is grateful. He has evolved into someone that he never thought he could be.

**5. Community Comments/Announcements**

- ◆ Ms. Rose, a mom and sister of ACRC clients, was struck by several data points during the NCI presentation. She believes it might be beneficial to assist families in filling out these surveys. Ms. Rose also noted that next year's fast food workers wage increase will make it ever more difficult to hire qualified staff.
- ◆ Ms. Garcia expressed concern about variances in options for social recreation for clients.

**6. Consent Agenda – By consensus, the following consent agenda items were approved: a) regular session Board meeting minutes of September 28, 2023; and b) Board Development Committee (BDC) [approve Johnny Deng's Term of Office], Client Advisory Committee (CAC), Executive Committee, Finance Committee and Provider Advisory Committee (PAC) minutes.**

**7. New Business**

- ◆ *Approve 2024 Board Training Plan*

**M/S/C (Armstrong) To approve the 2024 Board Training Plan as presented.**

- ◆ *Finance Committee*  
**Issue:** Monthly Financial Report

**Discussion and Action:** As stated at Monday's Finance Committee meeting, ACRC has received the first allocation from DDS, which is roughly 97% of our agency's annual budget.

Mr. Ahmad's projections indicate that ACRC will have sufficient funding for this FY.

**M/S/C (Hopkins) To accept the monthly financial report as submitted.**

◆ *Committee Updates*

- CAC
  - Mr. Hopkins shared that the CAC met on October 10<sup>th</sup> and November 14<sup>th</sup>.
    - At the October meeting, the group reviewed the draft "A Client's Guide to My Individual Program Plan (IPP)".
    - The CAC's "Meet & Greet" was held prior to the November meeting and was a success.
    - At the November meeting, the group viewed their housing video, which is posted on ACRC's website, and discussed why they put it together.
    - At both meetings, CAC members shared updates from various advocacy meetings that they attend.
- PAC
  - Mr. Broadbent shared that the PAC met on October 12<sup>th</sup>.
    - The group discussed the Direct Support Professional (DSP) Stipend Program and how service providers should process their payroll.
    - The PAC is currently developing goals for their subcommittees to focus on; they will be restructuring their committees.

◆ *President's Report*

- Mr. Lake shared that, although she is absent, today is Retha Seabron's last Board meeting. She has completed her seven years as an ACRC Board member.

◆ *Executive Director's Report*

- Ms. Banales shared that the "Dashboard for the Quarter Ending September 30, 2023" is under Tab 7 of the Board packet.
  - ACRC staff are making good strides in bringing down the timelines for both Early Start and ongoing eligibility under the Lanterman Act. We attribute this to our initiatives to assist with assessments.
  - As we strive to meet the mandated caseload ratios, ACRC is looking at different ways to attract and recruit new staff.
    - Since July 2022, we have hired 290 new employees; 200 of which are SCs (which equates to a 17% growth for SCs).
  - Ms. Bloom and Ms. Tait are making efforts to bring our early childhood caseloads (birth to five years) down to 1:40.
    - We initially focused on Early Start caseloads, and now we are focusing on children three to five years of age.
    - These efforts will then positively impact the children's caseloads that are currently serving 3 to 17 years.

- Our client growth has been substantial, with almost 1,400 new Lanterman eligible clients over the last year, and an additional 220 clients for Early Start. ACRC continues to create strategic hiring plans in an effort to serve these individuals.
  - This Tuesday, the much-anticipated CAC “Meet & Greet” was held prior to their meeting. Ms. Banales is proud of this committee’s efforts. CAC members put together a PowerPoint presentation that highlighted their purpose.
    - They received two applications to join the group.
  - The Christmas tree has arrived at the State Capitol. This year, the Governor is inviting each regional center to decorate one of 21 smaller trees, each representing a regional center across the state.
    - At the CAC meeting, the group put forward a theme for our tree – “Snowflakes” because we are all unique.
    - We are offering an opportunity for clients to come to the Sacramento office on November 28<sup>th</sup>, from 2 to 4 p.m., if they would like to make a snowflake with supplies that will be provided.
      - Ms. Banales wants ACRC’s tree to reflect those we serve.
  - Please mark your calendars for Friday, December 8<sup>th</sup>, from 10 a.m. to 4 p.m. for ACRC’s Santa Day. This is a wonderful holiday tradition, where we celebrate cultures around the world.
    - This year we will have a sensory room for those that need some quiet time.
  - A special session Board meeting will be held on Monday, December 11<sup>th</sup>, at 3 p.m. so that the Board can approve several contracts before the end of the calendar year.
    - This meeting will be held via Zoom.
  - With the Board’s approval, ACRC contracted with CircleUp to provide cultural and ethnic diversity training for staff as part of the Regional Center Performance Measures Program. The two-hour training sessions will be held quarterly. The first session for our Managers was held last week and the remaining sessions rolls out to all staff at the end of the month.
  - Two years ago, DDS placed into statute that regional center staff and service providers must receive implicit biased training. These training will start at the beginning of 2024.
- ◆ *ARCA-CAC Delegate Report*
- Ms. Lampe shared that the group has been working on their presentation for the Association of Regional Center Agencies (ARCA’s) December 7<sup>th</sup> “Affordable Housing: We Need More!” webinar.
  - The next meeting is scheduled for November 17<sup>th</sup> from 10 to 11 a.m.

◆ *ARCA Delegate Report*

- Ms. Pennington noted that ARCA met in October.
- Tony Anderson has been named ARCA's new Associate Director. He starts in January 2024.
- Ms. Bargmann, the Director of DDS, shared that ACRC had the most DSP participants for the stipend workforce initiative.
- The next meeting is scheduled for January 19<sup>th</sup>, in Sacramento.

8. ***Adjournment***

The meeting adjourned at 5:55 p.m.

Lisa West  
Executive Secretary

cc: Lori Banales