

Alta California Regional Center
Board of Directors Meeting
Thursday, November 21, 2024
Minutes

Present: Garrett Broadbent, EunMi Cho, Johnny Deng, Tom Hopkins, Dan Lake, Amy Lampe, Kelly Pennington

Absent (* excused): Carmen Aguilar*, Jackie Armstrong*, Anwar Safvi*, Steven Sanchez*

Staff: Lori Banales, Iqbal Ahmad, Jennifer Bloom, Tracy Brown, John Decker, Michelle Duchene, Camelia Houston, Kenisha Hurd, Herman Kothe, Mechelle Johnson, Dana Muccular, Carly Moorman, Ryan Patchin, Faye Tait, Barbara van Ingen, Johnny Xiong, Lisa West

Facilitators: Amy Fulk

Visitors: Steve Andrews, Marc Anglade, Erwin Bagang, Jaclyn Balanay, Taylor Berry, Nigel Brannon, Mark Brown, Rich Ciraulo, Gail Crenshaw, Stephan Daus, Carmen Delgado, Michael den Hartog, Janice Enriquez, Ian Evans, Maureen Fitzgerald, Carly Frieders, Angel Garcia, Gilda Giron, Faraaz Godil, Kara Green, Maritza Gross Gaitan, Shaquille Gunnison, Yasmin Herrera-Vilchez, Shaniece Hill, George Lewis, Suzy Marquez, Joset Mason, Chris McIlwain, Peter Mendoza, Kassia Mitchell, Anthony Morales, Hayat Mouradi, Karen Mulvany, Dawn Padilla, Heidi Peacock Morrow, Mateo Ortega, Christine Pereira, Vicki Phillips, Rebecca Pressnell, Akkia Pride-Polk, Gabriela Ramirez, Michelle Ramirez, Eileen Reynolds, Mariano Rosales, Sue Samuel, Bobbie Sanders, Ceasar Seabron, Pushpinder Toor, Emily Ware, Jemel Williams, Heidi Zamora

Interpreters: Maha Abouelela (Arabic), Joanna Azer Ridge (Arabic), Danae Crozat (ASL), Vicki Lundberg (Spanish), Yelka Vargas (Spanish), Cory Watson (ASL)

1. **Call to Order – Reading of ACRC’s Mission & Vision** – The Board of Directors met at 4:01 p.m. on Thursday, November 21, 2024.

**Ms. Banales noted a change to the agenda – we will review the Performance Contract 2023 End of Year Report prior to the National Core Indicators (NCI) Data.*

2. **Performance Contract – 2023 End of Year Report**

- Ms. Bloom introduced Ms. Johnson (both ACRC Client Services Directors), Dana Muccular (ACRC’s Enhanced Case Management Unit’s Client Services Manager), and Carly Moorman (ACRC’s Client Employment Specialist).
- Ms. Bloom noted that this presentation will compare the year-end 2022 and

2024 demographic, employment and Purchase of Services (POS) data as it relates to promoting service access and equity. This information is also posted on ACRC's website. Regional center's annual performance contracts are designed to help clients achieve quality of life, reach meaningful progress above current baselines, and develop services and supports to meet the needs of clients. ACRC has a dedicated email address where comments and feedback can be shared year-round: performancecontractfeedback@altaregional.org.

- Ms. Johnson shared information on where ACRC clients are living and noted that ACRC has more clients over the age of 60; clients are living longer.
 - ACRC is focused on providing services in the family home with the goal of keeping clients at home with families, if this is their choice.
 - ACRC participates in many current and ongoing initiatives of support for children, adults and aging clients.
- Ms. Muccular reviewed the "Percent of total annual purchase of service expenditures by individual's ethnicity and age" data and noted that these categories are not static; clients age yet these categories remain consistent. The "Other Ethnicity or Race" category is also skewed – ACRC cannot identify if a client identifies in more than one category; she is working with the Department of Developmental Services (DDS) to clarify this data.
 - ACRC is actively engaged in outreach events throughout the year.
 - ACRC's six enhanced service coordination caseloads allow Service Coordinators (SCs) time to educate, explore resources and navigate services – when individuals know more about service options they ask for more services.
- Since Employment First was passed in 2013, ACRC has made Competitive Integrated Employment (CIE) for clients a priority. Ms. Moorman reviewed the Paid Internship Program (PIP) data, comparing the 2021-22 to the 2022-23 stats.
 - Staff are aware of barriers and are working to transition clients from subminimum wage programs, which are officially ending as of January 1, 2025, to secure jobs.
 - ACRC has five Local Partnership Agreements (LPAs) in our catchment area and is also collaborating with Sierra College in the "LIFE Project" which is identifying barriers and creating a more streamline pipeline from school to education to employment.
 - In 2024, ACRC was one of two regional centers to receive extra funding for raising CIE numbers over a certain percentage (25%). This funding will be allocated to further outreach efforts.

3. National Core Indicators (NCI) Data – Public Meeting

- Ms. Bloom introduced Herman Kothe (ACRC's Training Manager), and George Lewis (Quality Assurance Coordinator with the State Council on Developmental Disabilities [SCDD]).

- Ms. Bloom explained that the NCI surveys are used by DDS to assess the performance in services and supports provided to people with developmental disabilities. For this presentation, we are reviewing the Adult In-Person Surveys which were completed in the 2022-23 fiscal year (FY). The intent is to learn from this data and improve our efforts.
 - Mr. Lewis reviewed the survey cycle with those present.
- Ms. Johnson, Ms. Bloom and Mr. Kothe reviewed data on the following categories:
 - Employment
 - Community Inclusion/Participation
 - Choices/Self-Direction
 - Relationships
 - Satisfaction
 - Service Coordination/Workforce
 - Access/Technology
 - Safety/Health
 - Rights and Respect
- Ms. Bloom stressed that input is critical, valued and helps us prepare for next year's meeting. Please share your comments with us by December 5th, in order for them to be included in ACRC's report to DDS.
- 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.

*Mr. Lake read aloud ACRC's Mission and Vision.

4. **Meeting Our Mission**

- ◆ Ms. Banales noted that this is an important segment that was added to the Board's agenda to highlight the positive stories within our service system. She shared a video from a parent, Marlayna McBride, whose son received services from ACRC.
 - This is a great testament to the power of Early Intervention Services.

5. **Community Comments/Announcements**

- ◆ Ms. Herrera-Vilchez has requested that the Self-Determination Advisory Committee (SDAC) meet monthly.

6. **Consent Agenda – By consensus, the following consent agenda items were approved: a) excused absences of Carmen Aguilar, Jackie Armstrong, Anwar Safvi and Steven Sanchez; b) regular session Board meeting minutes of September 26, 2024; and c) Board Development Committee (BDC) [approve Kelly Pennington's Term of Office], Client Advisory Committee (CAC), Executive Committee, and Finance Committee minutes.**

7. **New Business**

◆ *New Board Member Applicants*

- The BDC is recommending both Akkia Pride-Polk and Ceasar Seabron to ACRC's Board of Directors. They shared brief introductions of themselves.

M/S/C (Pennington) To approve the appointments of Akkia Pride-Polk and Ceasar Seabron as members to ACRC's Board of Directors.

◆ *Approve 2025 Board Training Plan*

- The 2025 Board Training Plan is under Tab 7 of the Board packet. Ms. Pennington noted that the plan includes DDS required trainings, as well as the suggested "Board Financial Responsibilities." The Board generally adds additional trainings throughout the year during Board meetings and mini retreats.

M/S/C (Hopkins) To approve the 2025 Board Training Plan as presented.

◆ *Approve Delegated Conservatorship Policy*

- The Delegated Conservatorship Policy is under Tab 8 of the Board packet. Over the last few months, ACRC staff have sought public input on this policy. We have implemented sharing proposed policies with the department prior to bringing them before the Board.

M/S/C (Lampe) To approve the Delegated Conservatorship Policy as presented.

◆ *Approve Revised Resource Development Policy*

- The revised Resource Development Policy is under Tab 9 of the Board packet. As discussed at previous meetings (e.g., Coffee with Community Services, the Provider Advisory Committee meeting, and the Board's Executive Committee meeting), this revision provides clear information to service providers on insurance requirements.

M/S/C (Broadbent) To approve the revised Resource Development Policy as presented.

◆ *Finance Committee*

Issue 1: Monthly Financial Report

Discussion and Action: Mr. Ahmad noted that the minutes are under Tab 5 and the financial report is under Tab 10 of the Board packet. ACRC has a healthy budget this year, which includes funding for the final Burns Rate Study rate increase for service providers, which takes effect on January 1, 2025.

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

Issue 2: Approve OPS Contract – Copiers

Discussion and Action: Information on this Operations (OPS) contract is under Tab 11 of the Board packet. Mr. Ahmad proactively shared this information with the Finance Committee earlier this month.

ACRC's main office is relocating in March 2025. With the new building's configuration, we will need less copiers. This five-year contract covers all of ACRC's offices; much of the consolidation is at the main office. The effective date is still not yet solidified; it will be effective on March 1st or February 1st. At minimum, there will be an annual savings of \$75,000.

M/S/C (Hopkins) To approve up to \$5,800 per month for the OPS Copier Contract as presented.

◆ *Committee Updates*

• CAC

- Mr. Hopkins shared that the CAC met on November 12th and October 8th.
 - At the November meeting, Ms. Lampe shared her life story.
 - At the October meeting, Kelsey Handcock, with Disability Rights California, shared a presentation about "Voting Rights."
- In January, the group will be discussing areas or initiatives that they would like to assist with.

• PAC

- Mr. Broadbent shared that the PAC met on November 14th and October 10th.
 - In October, the group received a great presentation from Michael Mercado, one of ACRC's Community Services Specialist, and Hubert Enriquez, ACRC's Emergency

Response Coordinator, about the disaster communication cards that were developed to assist clients in the event of an emergency.

- The group began discussing an ongoing issue – some service providers have received conflicting information from Community Care Licensing (CCL) about unlicensed day programs serving clients who need personal assistants.
 - A CCL representative was invited to attend the November PAC meeting, which was rescheduled to the January PAC meeting.
- Jacquie Foss, who joined the PAC back in 1996, retired.
- At the November meeting, they discussed the DDS Provider Registry, which is slated to be released on November 29th. There are ongoing issues with the registration process and service providers are providing the department with information about the obstacles that they are facing completing this requirement.
 - Service providers will automatically receive 90% of the rate increases that are being implemented on January 1st. They must participate in the DDS Provider Registry if they wish to receive the remaining 10% of the slated rate increase.
- Providers are still working with DDS on the rate methodology. Transportation remains an issue. The rate methodology, as last discussed, may not be sufficient and some businesses may close, which will affect clients getting to and from programs.
- The Vendor Relations Committee is updating the two communication guides.

◆ *President's Report*

- Mr. Lake expressed appreciation for those in attendance today.
- One of the best days at ACRC, Santa Day, is scheduled for Friday, December 13th. This day is magical for clients and provides an opportunity for them to get a picture with Santa and Mrs. Claus.
 - This year's event will be held at the Mack Powell Event Center, located at 2003 Howe Avenue Sacramento 95825, from 10 a.m. to 4 p.m.
 - Ms. Banales invited everyone to join ACRC for the celebration of different cultures and holiday traditions.
 - Anthem is a sponsor of this wonderful event.

◆ *Executive Director's Report*

- Mr. Decker shared information about the two housing projects that ACRC was recently awarded by DDS.
 - 5th Street Apartments, located in West Sacramento, will have eight set aside units (all two-bedroom). These apartments will be available in September 2027.
 - Brettonwood Senior Apartments, located in Davis, will have ten set aside units (eight one-bedroom and two two-bedroom) in Phase 1. These apartments are for individuals 62+ years and will be available in November 2027.
 - Emily Ware, with Operative Office, expressed appreciation to ACRC and is looking forward to the partnership with the Yolo County Housing Authority for the project in West Sacramento.
 - Rich Ciraulo and Stephan Daues, with Mercy Housing California, are grateful for the partnership with ACRC. They noted that the apartments in Davis were in phase one of a two-part project.
 - Mr. Decker noted that more information will be shared as these projects come together.
- Ms. Banales noted that at the beginning of this calendar year, ACRC initiated a Client and Family Survey. Ms. Banales shared the third quarter's data points, which include:
 - Surveys are sent out electronically or in paper form. From July 1st through September 30th, 6,145 surveys were sent out (549 of those were paper surveys), and 755 were returned (47 of those were paper). Statistically that equates to a return rate of a little over 12%.
 - The largest group of individuals completing the survey are client's mothers at 63%, followed by clients at 17%, client's fathers at 8%, paid care giver at 4% and family member at 3%.
 - The highest respondents were from Sacramento and Placer Counties; one survey was returned from Colusa County.
 - Respondents' ethnicities were as follows (top 3): White = 38%, Spanish/Latin = 18%, African American = 11%
 - The preferred location for the Individual Program Plan (IPP) remains virtual at 35%, followed by client home at 25%, family home at 20% and day program/work site at 10%.
 - 98% of respondents were "satisfied" or "very satisfied" with their IPP and 96% were "satisfied" or "very satisfied" with their SC. Client Services Directors followed up with those that were not satisfied.

- 535 respondents had no requested changes to their services and supports. 186 respondents requested more information/committees, 63 needed more direct support professional (DSP) support, 45 requested more housing supports, and 29 wanted more in-person meetings.
- We have one last quarter for the year 2024. Ms. Banales will share a full year-end report at the January Board meeting, which will be publicly shared.
- We continue planning for our headquarters move to North Natomas move in March 2025. As a result of the multiple conversations that Ms. Banales has had with the County Supervisor and Chamber specifically related to public transportation, Jacob Miller, one of ACRC's Client Advocates, has been appointed as an organizational member on Sacramento Regional Transit District's (SacRT) Mobility Advisory Council (MAC). This is a four-year term and the group meets monthly.
- ACRC's Sacramento office is hosting another Microenterprise Fair on December 10th. Everyone is welcome to attend from 10 a.m. to 2 p.m.
- Ms. Bloom shared the following:
 - Last week, ACRC hosted NorCal Services for Deaf & Hard of Hearing Language Equality & Acquisition for Deaf Kids (LEAD-K) Family Services, who provided a wonderful training opportunity for staff to learn about Early Intervention Services for DeafPlus Children. LEAD-K is the recipient of a federal grant by Health Resources and Services Administration (HRSA). They function as the current Early Hearing Detection and Intervention (EHDI) in California to make sure kids are screened.
 - Last Friday, ACRC hosted the Sacramento County Cross Systems Collaboration meeting. The purpose of this group is to increase knowledge of various systems, behavioral health, probation, regional center, child welfare, education, and others.
 - Today, Reyva Johnson, another one of ACRC's Client Advocates, joined a parent panel at the Sacramento Family Connect Summit. She spoke about what the system can do to assist parents as a whole.
 - This Saturday, Ms. Bloom will be speaking at The Village Conference's "Strengthening Partnerships to Center Families in Our Work" Summit (Foster Care and Adoptions).
- Ms. Houston shared:
 - Today, ACRC partnered with On My Own and hosted a Dental Clinic, where 16 clients were seen by two Registered Dental

Hygienists in Alternative Practice (RDHAPs) who provided services, such as fluoride treatments, X-rays, and cleanings. It was a successful day and we are planning on holding these once a quarter.

- In an effort to decrease the need for hospital dentistry, ACRC's Dental Coordinator, Shannon McConnell, has connected with California Northstate University. They provided a joint talk today to their second-year dental students. Jacob Miller joined Ms. McConnell and spoke about the need for dentists to work with individuals with developmental disabilities.
- Tomorrow, ACRC staff will attend a one-hour tour at the newly opened UOP Pacific Health Care Collaborative Clinic in Oak Park. This facility provides medical and dental services and has 30 dental operatories. They also have a sensory waiting room.

◆ *ARCA-CAC Rep. Report*

- Ms. Lampe met on November 1st, and will be meeting again on December 13th from 10 to 11 a.m.
- A Housing Symposium is scheduled for February 5, 2025.

◆ *ARCA Delegate Report.*

- Ms. Pennington shared that ARCA met in October and the next meeting is in January 2025.
 - DDS' Acting Director, Pete Cervinka, asked for Board Delegates to congratulate those regional center Executive Directors whose centers met the compliance measures for the Home and Community-Based Services (HCBS) Rule. This was not an easy lift.

8. ***Adjournment***

The meeting adjourned at 6:43 p.m.

Lisa West
Executive Secretary

cc: Lori Banales