

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, October 10, 2024
Minutes

Present:

Lindsey Dyba, Futures Explored,
Inc., Chair
Garrett Broadbent, Creative
Living Options, Co-Chair &
Design. Dir.
James Astorga, F&A Astorga
Care Home
Janet Brandon, A.I.M. &
Associates
Eric Ciampa, UCP of Sacramento
Andrea Croom, InAlliance
Bonnie Douglas, Turning Point
Jacquie Foss, STEP
Kate Halecky, Southside
Unlimited
Joe Jaquez, EGACTION
Christa McClure, Tri-County
Respite Care Service
Laleh Sharpe, Maxim Healthcare
Services
Yvonne Soto, DDSO
Carole Watilo, Progressive
Employment

Absent: (* excused)

Michelle Ramirez*, On My Own
Antonio Ranit, Antelope Hills
Manor

Visitors

Stephanie Berberich
Mirela Bere
Lisa Cappellari
Michael Hayes
Yasmin Herrera-Vilchez
Melissa Hix

Erica Horn
Dawn Horwath
Jenny Jones
Jay Kolvoord
Leticia Leon
Susana Magana
Jen Roney
Rennie Saltzman
Jasmine Vollenweider
Michelle Wild

Staff:

Lori Banales, Executive Director
Iqbal Ahmad, Chief Operating
Officer
Michelle Duchene, Community
Services & Supports Manager
Jordan Eller, Specialized Services
Manager
Hubert Enriquez, Emergency
Response Coordinator
Camelia Houston, Director of Intake &
Clinical Services
Mechelle Johnson, Director of Client
Services
Michael Mercado, Community
Services Specialist
Carly Moorman, Client Employment
Specialist
Helen Neri, Community Services &
Supports Manager
Jason Scantlebury, LEAD Community
Services Specialist
Norma Vidaurreta, LEAD Community
Services Specialist
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met on Thursday, October 10, 2024, at 9:31 a.m. to discuss: 1) Disaster Communication Cards; 2) Board Update

3) Executive Director's Report; 4) ACRC Vendor Forum Representative Updates; and 5) Announcements/Comments. All present provided self-introductions.

Without objection, Garrett Broadbent made the motion to approve the Provider Advisory Committee meeting minutes of July 11, 2024, as submitted.

**agenda was revised due to time*

1. **Disaster Communication Cards**

- Hubert Enriquez, ACRC's Emergency Response Coordinator, and Michael Mercado, ACRC's Community Services Specialist, shared the disaster communications cards that were developed to assist clients in communicating with shelter staff, first responders, etc. The hope is that these cards will assist individuals who may not be able to verbally communicate their needs in the event of an emergency.
 - Feedback was gathered from ACRC's Client Advisory Committee (CAC).
 - Suggestion was made to have a deaf client review them, since there are many icons on these cards, and deaf clients are used to signing.
 - Mr. Enriquez clarified that these cards should not take the place of interpreters in an emergency situation.
 - Suggestion was made to share these cards with the Office of Emergency Services (OES).
 - These cards have been translated into several different languages and will be posted on ACRC's website, both on the Deaf and Hard of Hearing Information page and the Emergency Preparedness page – they will be downloadable as a pdf.
- ACRC plans to host workshops where clients can come into the office and fill out their own cards.

2. **Board Report**

- Mr. Broadbent expressed appreciation to ACRC for their hard work and assistance with AB 3291.
- ACRC's Board of Directors held their annual retreat in Auburn. Tony Anderson, Associate Director of the Association of Regional Center Agencies (ARCA), shared the advocacy efforts in the early 1960's.
- During the Board meeting, a father shared his son's story in the Self-Determination Program (SDP). ACRC staff also provided a presentation on SDP.
- ACRC's budget for the 2024-25 fiscal year (FY) is nearly \$900 million, which includes the provider rate increase that goes into effect on January 1, 2025.

3. **Executive Director's Report**

- Ms. Banales shared that ACRC will be moving our Sacramento office to Natomas in March 2025. We now have 750 staff, and our Sacramento office is ever expanding. If ACRC were to stay at the Harvard site, we would soon have to lease space from the adjacent building.
 - At the Centene site, ACRC will occupy one and a half floors in the south building, with a lobby on the first floor. The building is located between Arena Blvd. and Del Paso Blvd. off I-5.
 - She has already had discussions with county supervisors and SacRT regarding transportation options for clients/families.
 - Ms. Banales noted that the building has a coffee shop and a large cafeteria, where she sees great opportunities for competitive integrated employment (CIE).
- Ms. Duchene shared a presentation entitled "Updates: Rate Reform, Quality Incentive Program (QIP) & Provider Directory, and DSP Internship Overview", which will be emailed to those in attendance.
 - Information for the January 2025 rate reform implementation is being released in a series of directives over the coming month.
 - The Quality Incentive Program (QIP) Directive was released on September 23, 2024, and outlines the steps service providers need to take in order to earn the quality incentive portion of the reimbursement rate from January 1, 2025 through June 30, 2026. The Department of Developmental Services (DDS) will provide regional centers with guidance on how to issue these payments.
 - The Provider Directory is expected to launch the week of October 21st.
 - The Direct Service Professionals (DSP) Internship Program is a paid, three-month, on-the-job training program that provides individualized, entry-level training and practical work experience for people interested in becoming a DSP.
 - ACRC is currently in Step 1 – Service Providers must contact their regional center's designated DSP Internship email address (DSPInternship@altaregional.org).
 - Mr. Broadbent's, Ms. Ramirez's and Mr. Ciampa's agencies participated in the pilot of this program.
 - Creative Living Options found that this program took a lot of coordination for location and personalities. They have hired one and a half people.
 - UCP had to develop their own procedures for working with interns. They made offers to two people; one hire was successful.
- Yesterday, Ms. Moorman attended PRIDE's second annual "I AM ABLE Disability Job Fair" at the SAFE Credit Union Convention Center. There were over 40 employers seeking applicants and the event was well attended. ACRC has asked PRIDE to share its data once it's compiled.

- The DSP Collaborative has launched its social media platforms. Ms. Moorman is currently interviewing DSPs to highlight. The group also added searchable tabs to the DSP website.
 - Any service provider that has loaded their information onto the website will need to go in and update their profile to add the searchable tabs. An email will be sent out next week with directions.
- Ms. Eller noted that ACRC has learned about a sexual assault training that is available to service providers who support clients who are victims. VALOR was awarded a grant through the Office on Violence Against Women (OVW), who partnered with the Arc, and developed this training specific to survivors.
 - Priscilla Klassen, Project Coordinator Valor, will be invited to an upcoming "Coffee with Community Services" so that she can share more information on this topic.
- On July 31st, DDS issued a Directive that requires all regional centers to have a Board approved Delegated Conservatorship Policy in place by November 28th. Ms. Johnson shared that this policy separates the Service Coordinator's (SC's) job and the delegated conservatorship role, therefore reducing the conflict of interest.
 - This policy is for those clients that are DDS conserved.
 - The draft policy is posted on ACRC's website and will also be emailed out to PAC members – input is welcome.

4. ***ACRC Vendor Forum Representative Updates***

- Community Care Licensing (CCL) Regulations Discussion
 - Because there has been conflicting information about this, Ms. Duchene will forward the presentation that was shared at the recent Adult Day & Employment vendor forum to Ms. West for distribution.
 - Ms. Dyba will invite Stephenie Doub, CCL's Regional Manager, Sacramento South Regional Office, to the November PAC meeting to discuss this issue further.
- The Adult Day & Employment vendor forum was held on September 3rd.
 - The group discussed Special Incident Reports (SIRs) and the difference between special and shared incidents.
 - They reviewed online services for day programs.
 - The group received a presentation on Deaf and Hard of Hearing Resources.
 - Ms. Doub, with CCL, attended the vendor forum and shared that if a service provider is serving a client that requires care and supervision, then the site needs to be licensed.
 - Some providers have an addendum in place that states that as long as the client has an aide, who can provide the care and supervision, and the aide is not employed by the provider, then having that client attend the day program is allowed.

- The group was given an update on Home and Community-Based Services (HCBS).
- They were given a Quality Assurance & Compliance Unit summary.
- The group discussed Coordinated Career Pathways
- The Residential vendor forum was held on September 17th.
 - Ms. Vidaurreta shared information about the Health and Safety Waiver.
 - The group was given an update on HCBS, the Quality Assurance & Compliance Unit summary, and the Deaf and Hard of Hearing Resources presentation.
 - They discussed Service Code 109 Program Design addendums and the Service Provider Directory.
- The ILS vendor forum is scheduled for October 15th, from 10 to 11 a.m.

5. ***Announcements/Comments***

- Due to time constraints, Ms. Dyba asked that "PAC Committee Reports" be shared via email.
- Today is Ms. Foss' last PAC meeting as a member, although she will continue to attend when she is available. She joined the PAC in 1996.
- Ms. Foss met with DDS to discuss the ratio/wage issue for Independent Living Services (ILS) and respite.
 - Mr. Ciampa also has a meeting with the department on Monday.
- Ms. Johnson shared that ACRC is holding a virtual Supported Decision-Making (SDM) Community Training on Tuesday, October 15th, from 1 to 2:30 p.m. Information is posted on our agency's website.
- Please send any suggested agenda items to Ms. Dyba for the November meeting.

The next PAC meeting is scheduled for **Thursday, November 14, 2024**. The meeting adjourned at 11:27 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales