

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, July 11, 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
Bonnie Douglas, Turning Point
Jacquie Foss, STEP
Kate Halecky, Southside
Unlimited
Michelle Ramirez, On My Own
Laleh Sharpe, Maxim Healthcare
Services
Yvonne Soto, DDSO
Carole Watilo, Progressive
Employment

Absent: (* excused)

Andrea Croom*, InAlliance
Joe Jaquez, EACT
Christa McClure*, Tri-County
Respite Care Service
Antonio Ranit, Antelope Hills
Manor

Visitors

Taylor Berry
Doug Bonnet
Lauren Carroll Soden
Nicole Chin
Christa Coats
Meddie Cueva
Bill Duncan
Chuks Elochukwu
Maureen Fitzgerald
Madonna Gonzalez
Royce Goree

Earl Holmes Jr.
Priscilla Holmes
Braydon Holtzinger
Erica Horn
Dawn Horwath
Jenny Jones
Joann Jordan
Leticia Leon
Michael Lyman
Susana Magana
Natasha Mosley-Simpkins
Dylan Nobida
Gabriella Ramirez
Jen Roney
Rennie Saltzman
Jasmine Vollenweider
Dee Watson

Staff:

Lori Banales, Executive Director
Scott Barr, Quality Assurance &
Compliance Manager
Jennifer Bloom, Director of Client
Services
John Decker, Director of Community
Services
Michelle Duchene, Community
Services & Supports Manager
Jordan Eller, Specialized Services
Manager
Camelia Houston, Director of Intake &
Clinical Services
Mechelle Johnson, Director of Client
Services
Helen Neri, Community Services &
Supports Manager
Jason Scantlebury, LEAD Community
Services Specialist
Carly Shearer, Client Employment
Specialist
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met on Thursday, July 11, 2024, at 9:30 a.m. to discuss: 1) Board Update; 2) Executive Director's Report; 3) Roommate Matching App; 4) ACRC Vendor Forum Representative Updates; 5) System Reform and Legislative Updates; 6) PAC Committee Reports; and 7) Announcements/Comments. All present provided self-introductions.

Without objection, Lindsey Dyba made the motion to approve the Provider Advisory Committee meeting minutes of June 13, 2024, as submitted.

1. **Board Report**

- Mr. Broadbent shared that ACRC's Board held a special session in order to approve contracts before the end of the fiscal year (FY). They included:
 - Three Financial Management Service (FMS) contracts for the Northern region
 - Ridgeline Pediatric & Quist CPA Group – \$800,000
 - HR Alliance – \$800,000
 - Acumen – \$1 million
 - Two Language Access and Cultural Competency (LACC) contracts
 - The MIND Institute – up to \$317,498
 - Vision y Compromiso – up to \$225,000

2. **Executive Director's Report**

- The State of California has a signed budget, and the advocacy efforts were heard. Ms. Banales praised clients, service providers and regional centers for attending rallies and writing letters to the legislature. The last phase of rate increase for service providers will take effect on January 1, 2025, instead of the proposed year delay. The budget agreement also includes:
 - Remote Individual Program Plan/Individual Family Service Plan (IPP/IFSP) meetings remain an option if the client was seen within the last 12 months for IPPs, or six months for children under the age of three.
 - The elimination of the Family Cost Participation Program (FCPP) and Annual Family Program Fee (AFPF). The amount of administrative costs to implement these plans and the negative effects on building relationships between the regional center and families was significant. Ms. Banales noted that there may be a reduction in the number of waiver enrollments if families are not realizing the immediate benefit of having fee requirements waived.
- The Provider Directory is an online portal that will be used to input, store and view information about service providers statewide. When the Department of Developmental Services (DDS) fully develops this, clients and families will be able to identify service options in their community.
 - DDS has agreed and put into place a third-party data management vendor, Protiviti, to assist with the data clean-up and data collection

tasks. Not every regional center is using them, but ACRC is partnering with them – we want to make sure we are executing this as soon as possible.

- Protiviti will begin outreach to every service provider in July. This will continue into August for data collection, surveying and clean-up activities.
- Multiple contact attempts will be made so that every service provider can confirm their records and quality for an incentive payment.
- Participation in a Provider Directory by October 1, 2024, is the only measure for the quality incentive portion of the rate model's full rate starting on January 1, 2025. Further guidance on the enrollment and validation process will be forthcoming.
 - A tool kit will be developed and distributed to support regional centers in outreach to service providers. ACRC staff will do everything we can to get this information out to service providers.
- ACRC staff had the opportunity to attend the showing of "Being Michelle" at the Crest Theatre at the end of June. This was a touching film about resilience and is really just the start of the conversation.
- On June 26th, Ms. Banales and Mr. Decker attended the California Commission on Aging's Gala.
- On Tuesday evening, Mr. Decker attended the Davis City Council meeting where it was voted on to support our housing efforts. 1,200 units of housing, with approximately 100 units of affordable housing, will be built on the Northeast corner of Davis. ACRC is working to secure funding for set aside units for clients. Mr. Decker was pleased to see such overwhelming community support for this project.
- Ms. Eller shared that ACRC's DDS approved Community Resource Development Plan (CRDP) for the 2023-24 fiscal year (FY) is posted on ACRC's transparency website.
 - Mr. Decker noted that these CRDP grant funds may be used to provide additional training for service provider staff in order to expand their services.
 - To provide input on ACRC's priorities for the 2024-25 FY's CRDP development, stakeholders are encouraged to complete the online survey, which will close on July 14th. The results of this survey will be reviewed and discussed at the stakeholder's meeting on July 19th at 11 a.m.

3. **Roommate Matching App**

- Ms. Ramirez shared that this concept was thought of over 12 years ago. It was not until new opportunities for funding were available that she went to her team to see if they could develop an app. Ms. Ramirez gathered feedback from various stakeholder groups and a user-friendly product was developed.

- A YouTube video was shared: <https://youtu.be/QN8K7IdCG6I>
- There are approximately ten questions that assist the algorithm to match applicants. The app also includes a language button that will change the entire site to that specific language.
- Mr. Decker noted that AB 3291 is before the Senate Appropriations Committee. If approved, the bill will allow regional centers to support individuals with medical needs, as well as clients that are “at risk” for homelessness. Right now, regional centers are limited in how we assist clients in their endeavors to secure housing.
- On My Own is ready to start accepting profiles and confirm that they are a regional center client.
 - Ms. Banales invited Ms. Ramirez to assist with training ACRC staff to this opportunity.

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

- The Deaf and Hard of Hearing vendor forum was held on June 25th.
 - Michael Mercado and Melinda Kimball provided an introduction of themselves. The group talked about challenges and how to support each other.
 - ACRC is planning to hold bimonthly meetings for service providers to come together to see how we can all support each other.
 - Deafness is not a disability; it is a culture/community. Ms. Foss believes that in order for service providers to provide deaf services, they need to hire individuals that are deaf and hard of hearing.
 - Ms. Eller noted that in the 2023-24 FY CRDP grants, ACRC is in the process of developing an American Sign Language (ASL) Staff Registry.

5. ***System Reform and Legislative Updates (CDSA, CCLN, CRA, PAVE, DS Taskforce & Workgroups, & Statewide PAC Collaboration)***

- Capitol Coalition
 - The group is rescheduling their July meeting.
 - They want to be multifaceted and agree that advocacy cannot always happen when service providers are upset about something. Engaging positively with the legislature is key to success.
 - The group plans to hold a legislative lunch in the fall. This will include program tours and positive educational opportunities prior to legislative seasons.
 - The “Mayday Mayday Don’t Delay” rally was the Capitol Coalition’s work. They met weekly prior to this event.
 - Members expressed appreciation to ACRC for their support during the rally.
 - The group has been working with Fix PAGA with mixed results.
- CCLN

- The California Community Living Network's (CCLN's) is supporting AB 3291 so that regional center Executive Directors would have more authority to assist clients with housing issues.
- There are still concerns with respite and Supported Living Services (SLS) ratios.
- CRA
 - Transportation rates are completely unworkable for providers. Respite rates have issues with bundling and unbundling; respite workers are losing their mileage benefit. Providers who have their mileage rate built into their rates need to be updated again. There are fixes that need to happen.
 - Mr. Decker noted that the "hold harmless" clause needs to be in effect through June 30, 2026. If service provider rates are above the rate increases, their rates will be decreased. Some providers do not understand this, and we need to help educate them.
 - If there is anything more that ACRC can do to help get the word out to everyone, please let him know.
 - Every provider that has the "hold harmless" clause in place will be contacted by ACRC staff.

6. **PAC Committee Reports**

- Ms. Dyba reminded all PAC members that they must sit on at least one standing committee – the Vendor Relations Committee and/or the Communication & Outreach Committee.
- Vendor Relations Committee
 - This committee meets on the third Monday of the month at 1 p.m. The next meeting is scheduled for July 22nd.
- Communication & Outreach Committee
 - This committee meets on the first Tuesday of the month.

7. **Announcements/Comments**

- Mr. Decker noted that if service providers have any issues regarding rollover, they should reach out to their Fiscal Assistant.
 - If you need a copy of a Purchase of Service (POS), please email pos@altaregional.org.
 - He will forward instructions on how service providers can update their primary fiscal contact with ACRC.
 - Concerns were shared regarding service providers receiving cancelled backdated POS'. In these cases, service providers are prevented from billing for services already rendered.
- Please send any suggested agenda items to Ms. Dyba for the September meeting.

The next PAC meeting is scheduled on **Thursday, September 12, 2024**. The meeting adjourned at 11:32 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales