

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, September 8, 2016
Minutes

Present:

Eric Ciampa, UCP of
Sacramento, Inc., Chair
Janet Brandon, AIM &
Associates, Co-Chair & Design.
Dir.
Becky Brubaker, EGACTION
Gerrit deGelleke, American River
Speech
Jacquie Dillard-Foss, STEP
Ed Doonan, LIFE, Inc.
Daina Glasson, Ambitions CA
Dawn Montgomery, HOPE
Consulting
Antonio Ranit, Antelope Hills
Manor
Robin Rhoades, Southside Art
Center
Will Sanford, Futures Explored
Joy Scott, Tri-County Caregiver
Relief
Laleh Sharpe, Maxim Healthcare
Services
Yvonne Soto, DDSO
Peter Stirling, Serenity Respite
Services
Carole Watilo, Progressive
Employment

Absent: (* excused)

Susan Miner*, Turning Point
Sergio Pinto, BEST Consulting,
Inc.
Michelle Ramirez*, On My Own
Paul Traglio, Capitol Autism
Services

Visitors:

Sandy Bishop
Edmond David
Bonnie Douglas
Lindsey Dyba
Maureen Fitzgerald
Joe Hernandez
Joe Jaquez
Jessica Knuth
Natasha Mosley
Anna Nelson
Jenelle Romine
Dan Sundberg
Kelly Weber
Karre Williams
Max Woodford

Staff:

Phil Bonnet, Executive Director
John Decker, Manager of
CPP/Forensics Unit
Darline Dupree, Manager of
Community Services
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met at 9:34 a.m. on Thursday, September 8, 2016, in the Brenda Smith Conference Room at Alta California Regional Center to discuss: 1) Executive Director's Report; 2) Vendor Forum Update; 3) \$15 million DDS CMS Transition Funding; 4) Training Resource Sharing; 5) Spotlight – Dan Sundberg, with ABA Technologies; 6) Sub-

Committee Updates; 7) Updates; 8) Legislative Update; 9) Board Update; and 10) Announcements/Comments. All present provided self-introductions.

Without objection, Eric Ciampa made the motion to approve the Provider Advisory Committee meeting minutes of July 14, 2016 as submitted.

1. Executive Director's Report

- Mr. Bonnet shared that funding is available to assist service providers with coming into compliance with the Home and Community-Based Services (HCBS) rules by March 2019. By October 1st, if you are interested in applying for these funds, you will need to submit a compliance evaluation and concept proposal to ACRC. Mr. Bonnet encourages providers to do this. The money that is coming into our statewide system isn't going to transform our service system, but it's a good start. The Department of Developmental Services (DDS) will be deciding who and how much they will be funding. ACRC's Community Services sent out an email blast to all of our service providers and information is posted on our agency's website.
- **LA50** – Mr. Bonnet has talked about ACRC holding an event to celebrate the 50th Anniversary of *The Lanterman Act*. This will be a great opportunity for clients and families to learn more about the services that we provide. Mr. Bonnet is counting on members of this group to participate. We have invited Nancy Bargmann, Director of DDS, and some legislators. The event will have a harvest theme, with a pumpkin patch, live music, etc. If you are interested in participating, please notify Mr. Bonnet and/or Ms. West.
 - It has been suggested that service providers have interactive activities for the clients/visitors.
- Mr. Bonnet asked those present if there was any confusion with the rate letters that were sent out regarding the pass through funding. Most had no issue, but there is concern among some residential providers.
 - Ms. Dupree shared that Mr. Tiedemann, ACRC's Chief Operating Officer, has prepared a table for assisting these service categories. This will be discussed further at the next Residential Vendor Forum, scheduled for Monday, October 3rd.
 - It was noted that any new providers that become vendored now do not receive any additional funding.
 - 4-bed residential facilities did not receive additional funding; they received a new, ongoing rate.
 - It was also noted that DDS has not adjusted the median rate table for all service codes, so many new providers come into the system at the "old" rates.

2. **Vendor Forum Update**

- Ms. Dupree shared that the Supported Living Services Vendor Forum was held this past Tuesday. Several other vendor forums are scheduled; they are as follows:
 - Behavior Services – September 20th
 - Adult Day & Employment Program – September 28th
 - Residential – October 3rd
 - Independent Living Services – November 16th
- The HCBS Ad-Hoc Committee is meeting on Wednesday, October 12th, to review training materials. They have identified various items that they are going to focus on.
 - We need to have a plan to get all of the providers up-to-date, even the ones that do not attend the vendor forums.
- Ms. Dupree is seeking feedback on the changes that have been implemented in the vendor forums to help make them more collaborative.
 - The room layout is helpful; pods for group discussions.
 - The topics have been helpful. Providers have stepped up and participated.
 - If you have additional ideas, please let her know.
 - A suggestion was made to have a small portion of each meeting set aside to discuss the new setting rule.

3. **\$15 million DDS CMS Transition Funding**

- Ms. Dupree shared that ACRC's Community Services Department sent out a SurveyMonkey to several providers to gather data on how many of our clients are engaged in or have the opportunity to work. Once we refine the data that we have collected, ACRC staff will share it with the ad-hoc committee and this group.
- As Mr. Bonnet shared earlier in the meeting, there is a short timeline for providers to request additional funding. This funding is meant to assist providers in making the necessary changes in order for their programs to become compliant.
- ACRC will be providing more resources in order to assist providers with the application process. The challenge is the self-assessments that providers have to complete in order to determine what needs to be changed.
 - ACRC will be hosting a drop-in workshop for service providers on Monday, September 19th, from 9 a.m. to 1 p.m.
- Those present believe that DDS is seeking information from the provider community about the barriers that they are facing in order to become compliant.

- In 2019, there may be programs that do not come into compliance and clients may not have a program to go to. We need to maintain why we are here. This is why it's so important to put everything down on these surveys/applications and for us to work collaboratively to help plan for the future.
 - What is the behind the scenes crisis plan that regional centers are working on? What are we doing statewide?
 - The federal government is asking states what their transition plan is for those individuals who will not have a program in 2019.

4. **Training Resource Sharing**

- The sub-committee discussed how providers continue to have a staffing crisis. There may be times when one provider interviews an individual who is not appropriate for their agency, but they might be appropriate for another. They have developed an in-house web-based resource directory that can be used, so that applicants can stay in the field.
 - This is the first idea that they developed and they will be sharing the information with everyone. Providers can opt to be part of the network.

5. **Spotlight – Dan Sundberg, with ABA Technologies**

"Challenges in hiring, retaining, and ensuring employee satisfaction"

- Those present participated in an open discussion about "What Contributes to Turnover and Retention?"
 - Culture
 - Pay
 - Career Opportunity
 - The Job
 - Selection
- They also discussed "Tools to Build a Culture of Retention"
 - Provide feedback on a daily basis – 4 positives to every 1 corrective (What? So what? Now what?)
 - Reward and Recognition – SIPS (Sincere, Immediate, Personal, Specific)

* Those present shared that providers can sign up for high-quality training for their staff at www.conversationsthatmatter.org. A presentation of this training resource will be added to the agenda for the next PAC meeting. This presentation will be provided by Jacquie Dillard-Foss (STEP).

6. **Sub-Committee Updates:** No updates were shared.

7. **Updates:**

- Self-Determination Program
 - A meeting is scheduled for Monday, September 26th.
- CMS Rules/HCBS Waiver Settings
 - The HCBS Waiver Advisory Group has a statewide meeting scheduled for Wednesday, October 5th.
- DOL/WIOA
 - As of July 22nd of this year, providers can no longer employ individuals under 24 years of age at a sub-minimum wage, if they have not been certified by DOR to not be ready for Competitive Integrated Employment. The Department of Labor will be enforcing this.
- DS (Disability Services) Taskforce 2.0
 - No meetings are currently scheduled.

8. **Legislative Update**

- The legislature is not in session at this time.
- A bill has gone to Governor Brown's desk asking for an increase to the State Supplementary Payment (SSP) checks, equivalent to \$21 per month; he may not sign it.

9. **Board Update**

- Ms. Brandon attended the last Board meeting which was held on Thursday, July 28th.
 - Bonnie Douglas shared information with the Board. They will vote on her membership later this month.
- The next Board meeting is scheduled for Thursday, September 22nd, at 3 p.m. in Grass Valley.

10. **Announcements/Comments**

- Ms. Soto shared that DDSO plans on closing some of their programs on December 31st. Families are struggling to find programs for their loved ones.

The next PAC meeting is scheduled on **Thursday, October 13, 2016**, from 9:30 to 11:30 a.m. The meeting adjourned at 11:19 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Phil Bonnet