



Alta California

Regional Center

2241 Harvard Street, Suite 100
 Sacramento, CA 95815
 916-978-6400

**Alta California Regional Center (ACRC)
 Self-Determination Advisory Committee Meeting (SDAC)
 Wednesday, February 9, 2022
 1:00 P.M. to 3:00 P.M.
 Minutes**

Members:	Present	Absent	<p align="center">Legend:</p> <p>SA – Self-Advocate FA – Family Advocate SP – Service Provider</p>
Benita Ayala, FA	X		
Carmen Delgado, FA		X	
Daniel Meadows, SA	X		
Karen Mulvany, FA	X		
Kelsey Handcock, DRC	X		
Kenya Martinez, FA	X		
Kimberly Terrell, SA	X		
Lisa Cooley, SA (Chair)	X		
Meena Kalyanasundaram, FA		X	
Pam Chueh, Community Resource Partner	X		
Tom Hopkins, SA		X	
Tracy Ligtenberg, FA	X		
William Reed, FA		X	
Non-members Present:			
Mechelle Johnson, ACRC Jennifer Bloom, ACRC Johnny Xiong, ACRC Tracy Brown, ACRC Faye Tait, ACRC Hannah Dunham, ACRC? Thalia Castro Vega, ACRC Sonya Bingaman, SCDD Peter Mendoza, SCDD Maxine Paula Milam, DDS	Margaux de Leon Rachael Palmer, Progressive Employment Concepts Kelly Pennington Christine Ibia, Aveanna Healthcare Tamra Pauly, Person Centered Projects Natalie	Katie Hornberger, Acting SDP Ombudsperson Felicia Ford, Leap of Faith Family to Family Support Liz Heape-Calwell Cindy Johnson Janelle Lewis Jayme Bahouth Pat James	

1. Call to Order by Lisa Cooley, Chair

Welcome & Introductions (1:05 P.M.)

2. Approval of Agenda & Minutes (from January 12, 2022)—Lisa Cooley

- Meeting Agenda:
 - Motion to approve agenda by Daniel Meadows
 - Seconded by Kenya Martinez
 - SDAC Agenda passes unanimously
- Meeting Minutes
 - Motion to approve minutes with change by Daniel Meadows
 - Seconded by Lisa Cooley
 - Karen Mulvany motion to amend the minutes: the SDAC's 2021 SDP progress report should also include ACRC's list of accomplishments.
 - SDAC Minutes passed as amended unanimously

3. ACRC SDP Updates—Mechelle Johnson, Jennifer Bloom, Johnny Xiong, & Tracy Brown, ACRC

a. ACRC SDP Update:

1. A Person Centered Planning– Lighted Path – has completed vendorization. Possibly a second agency will be vendored. Possibly two additional vendors in the future.
2. Tracking individuals going through the process.
3. Ongoing meetings and collaborations SDP Q&A sessions with Service Coordinators and Managers. SDP Consultation Committee meets weekly internally. Associate Directors and Managers are working to resolve/address issues.
4. Collaborations between other regional centers continue, for example with Far Northern Regional Center. One discussion topic is around social/recreation services.
5. Internal HCBS compliance group meets quarterly.
6. Monthly meeting with DDS; ACRC reaches out to DDS as questions arise.

7. Ongoing Orientations, including with Leap of Faith Family to Family Support.

b. Electronic Verification requirements update:

1. Checks in with Tim Travis, DDS SDP point person. Looking at what service codes will be included for EVV for SDP. DDS has reached out to the Centers for Medicaid Services (CMS) for guidance. The role of the FMS option will play a role with EVV requirements. DDS does not expect compliance from providers until they can get information from CMS. Continuing to follow it each month.
2. EVV is a process that CMS is requiring of vendors to ensure that services were delivered to the participant.
3. DDS's website for EVV is: <https://www.dds.ca.gov/services/evv/>

c. Review of FMS issues and solutions

- a. Johnny Xiong – ACRC connected with FMS agencies on 2/2/22 with those vendored with ACRC (4 of 5 participated). Good discussion of SDP process within each agency. Common issues: similar questions from participants/staff, develop 1-page FAQ for their FMS agency, to be shared with participants/family members. If there are questions about a FMS agency, they encouraged people to contact the FMS agency directly. FMSs were invited to join SDAC meetings.
- b. Community Services at ACRC is reaching out to other FMS agencies to see if they'll consider serving ACRC participants. FMS staffing is an issue that is fluctuating month to month.

d. Overview of budgets and how they are calculated (Hannah Dunham)

- a. Pull 12 month expenditure report prior to meeting.
- b. Review with client/family and discuss if there are any unmet needs, such as, aged out of school and looking for a day program;
- c. SC completes budget worksheet, submitted to accounting department to draft a budget. It should include everything discussed at the IPP. Four day timeline to get the budget to the family.
- d. Schedule meeting with family to review and sign off on budget.
- e. Then Team can work on Spending Plan.

e. Mechelle Johnson's update, now 72 participants in SDP, was 52 last month.

- Clients who “flipped the switch” for a total of 72 clients as of February 9th

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- 34 are white
- 38 are minorities
 - 5 African American
 - 13 Multicultural Cultural
 - 9 Hispanic
 - 2 Pacific Islander
 - 1 other Asian
 - 1 Vietnamese
 - 3 Korean
 - 3 Other

Tracy (Grass Valley and Truckee, Yuba City, Woodland) SDP is a good option in outlying areas where there are fewer office.

Q: Kenya: Sacramento is a very diverse city, we should keep promoting SDP as an option.

	Orientation Completed	Budget Completed	Budget In Process	PCP Completed	PCP In Process	Spending Plan Completed	Spending Plan In Process	IPP Completed	IPP In Process
		12	4	12	13	12	1	12	
	236	19	34	13	5	8	7	3	
	45	6				4			
	47	4				3			
	44	4				4			
	54	3				1			
	22	4				1			

4. Katie Hornberger, Office of the Ombudsperson, presentation on her role

- SDP is especially important in rural areas where there are few providers.
- In urban areas it gives people the opportunity to develop unique relationships with vendors.
- Trailer Bill last summer created Office of Ombudsperson for SDP.
- Creates an opportunity for someone outside the system to reflect on the system from "outside". Been doing SDP for 3 years, still some challenges.
- Independent and autonomous, even though staffed at DDS. Hear from people and then make recommendations for the program.
- Katie is Acting Ombudsperson. Open positions are posted statewide right now at CalHR. And 5 other positions will be hired to support the Ombudsperson office.

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- Law that specified Ombudsperson calls out confidentiality of participants. Participant must give explicit permission to discuss, even within DDS or Regional Centers. Need good information to come up with good recommendations.
- People can call, to provide basic or complex information. Help people navigate programs and situations. Try to reach some solutions, investigate complaints. Annual report to legislature. Recommend changes to the Program.
- Attend stakeholder meetings to share information, listen to information/barriers to the program. How do we resolve issues at a systemic level. Some local issues, for example with FMSs, are statewide issues. Change can be good. SDP statute is about 10 pages long.
- Things I don't do. I don't decide disputes in favor of one party or the other. Can discuss issues. Don't overturn judicial decisions or make recommendations to the court.
- How do we know if we are successful? What is the point of an Ombudsperson. Help people resolved issues to fully use the program.
- Delays can be caused by Change in Circumstance. Or losing providers because it takes too long to get into program.
- Will recommend Policy changes at RCs and DDS. Or changes locally or statewide.
- Will send satisfaction surveys to each person who calls for help.
- Open 3 months: 130 contacts. 79 by email, 31 phone, 20 website. 108 closed, 22 open. Topics of contacts:
 - Budget - 33
 - General Information - 22
 - Financial Management Service - 22
 - Spending Plan - 21
 - Not SDP Related - 8
 - Person Centered Planning (PCP) - 8
 - Regional Centers - 7
 - Independent Facilitator (IF) - 4
 - Orientation - 4
 - Unknown - 1

Call toll free 1-877-658-9731

<https://www.dds.ca.gov/initiatives/sdp/office-of-the-self-determination-ombudsperson/> (contact us, intake form with no required fields)

Email to: SDP.Ombudsperson@DDS.CA.Gov

Q from Janelle: There is a pattern of frustration from families and consumers about denials at A CRC when requesting reinstated social-recreation services. This applies to SDP, as people are being told to sign their individual budgets without social-recreation factored in. I am appealing to this committee to address the social-recreation issue as it applies to SDP and the individual budget. Thanks so much for all you are doing.

A from Mechelle Johnson, A CRC: We'll include a presentation on social recreation in our March 9th SDA C meeting. Please call me directly if you are a client or parent and referring to a specific situation. Mechelle Johnson, 916-978-6653, mjohnson@altaregional.org.

Question from Benita: Concerned about reducing the timespan of getting into SDP. As an PCP and IF, wish list timespan going back and forth. Disruptive to their life while they are waiting for decisions. Could there be a one-stop shop so time frames are reduced. Back and forth is irritating and creates challenges to serving her family.

Affecting people's lives.

A from Katie: Is guidance from DDS on PDS helpful? How do we make a level of scrutiny more equitable and faster.

Q from Benita: As an IF, she observes that information is not the same for different families.

Q from Liz Heape-Caldwell: As Ombudsman what is your role with a service provider who is serving client/families within SDP? Can you help solve issues we may be having with FMS for example?

Q from Natalie: Who is responsible to make sure the POS goes to the FMS because there are several cases where POS in traditional services have STOPPED but FMS doesn't have POS to start!! Clients are going without services. Also it is a certification of the budget, not an approval.

A from Katie: Budget process is multiple steps, sometimes done by different people.

A from Mechelle: working with FMS providers to bridge the transition from Traditional to SDP services. It happened twice.

A from Katie: there are multiple steps behind the scenes to make things happen, it might be helpful to become more transparent about the complexity of that process.

Q from Tamra Pauly: Lanterman is bringing in someone from their accounting team to specialize in SDP to help with FMS interface and POS processes

5. Translation Services Update (ACRC)

- a. More Orientations in Eng/Spain/Korean/ASL. Would like to see more languages. Tagalog and Mandarin are popular in Sacramento County area as well.
- b. Working to update recorded video information. Only English is available. Would like to be able to request translator to assist to interpret video recordings.
- c. Mechelle: If someone needs translation, ACRC will provide it.
- d. Kelsey: Suggested making a statement on the website that translation services are available as needed.
- e. Kenya: Need Punjabi, Pashtu, Russian, Mandarin translations of videos and materials.
- f. Benita: Tamra Pauly put in Chat that many other Regional Centers have translated materials already. Why recreate the wheel?
- g. Tamra Pauly: Coaches 65 families in SDP. Many Regional Centers are exchanging trainings and documents. Most are in ARCA learn portal already; suggestion to make use of these instead of reinventing them.
- h. Felicia Ford: Offer trainings and then translate afterward.

6. Should the SDAC schedule an evening SDAC meeting on a quarterly basis?

- a. Kenya: There should be an evening meeting for consumers/families who can't attend during the day. At least once, if not quarterly. Maybe Leap of Faith can attend or other vendors.
- b. Pam: Supports idea of quarterly meeting.
- c. Karen: Supports idea. Should consult with ACRC staff as well.
- d. Kenya: Maybe a 6 or 7pm start time. Maybe 1-2 hour meeting.
- e. Kim: Difficult to attend evening meeting due to staffing issues.
- f. Kenya: This might be a supplemental/additional meeting, not a replacement meeting for the SDAC.
- g. Kim: Apologies for signing on late today.
- h. Leap of Faith Family to Family Support would support this idea.

- i. Karen: We might want to think about an occasional evening SDAC meeting.
- j. Benita: Was on an SDAC meeting from another region last night from 6-8pm and there were over 80 people attending.
- k. Sonya: SCDD is willing to support evening meeting.
- l. ACRC is willing to support evening meeting, perhaps with help with someone to take minutes.
- m. Discussing moving May meeting to the evening instead of during the day.
- n. Put this topic on the Agenda to vote on at the next meeting.

7. Should SDAC play a role in identifying and publicly disclosing SDP service provider gaps (SDP RFP concept)?

Karen made a motion to move this topic to next meeting.

First: Karen

Second: Benita

8. Update on SDAC Provider Ad Hoc Committee

- a. Provided 3 service provider trainings last year.
- b. March 18, 2022 Lunch & Learn. Need Independent Facilitators who are family members who played that role to participate in this session. Contact Mechelle Johnson, ACRC if interested (mjohnson@altaregional.org).
 - i. Benita volunteered to provide the family IF perspective.

9. Public Comment Period

- a. Felicia Ford, Leap of Faith. Held two virtual SDP Boot Camp Orientations. They were well attended. There was a lot of good feedback and people interested in SDP. Some feedback was to slow down, there was too much information at once. It would be helpful if people complete ACRC's online SDP Orientation first so they have heard the basics of SDP.
- b. Carol Heape-Caldwell: Works for Elder Options, a service provider in El Dorado county. Referred by Karen Mulvany to attend this meeting. She submitted questions yesterday through the website. Her agency has been a respite care provider with ACRC for many years. They are serving families through SDP. They are finding FMS billing practices are not uniform. If they provide services toward the end of the month, they have to wait until the end of the next month for payment, a 30-40 day delay in payment. Some Alta families are transitioning over to SDP, giving little or no notice to the agency and the family is taking the respite provider with them into SDP

(and away from the agency, even though the agency provided lots of training to the staff).

c. Karen: The concern about delay in FMS reimbursement is significant, because most vendors are paid much more quickly in traditional services and don't have enough cash on hand to finance a month or more of payroll. This concern over loss of trained staff has been raised by other vendored providers in the SDAC Provider meetings. Agencies have a multi-year investment in training staff.

d. SDAC Written Public Comment received on 2/8/2022, 10:55 am

"Hello:

We have several Alta client/families that have transitioned to SDP. At this time there are issues around:

1. Billing - FMS organizations state that if month end billing is not received by last day of current month or 1st day of next month, vendor agency will not be paid until the following month. For example: last day of service 1/31/2022. Invoice for SDP must be received either on 1/31 or 2/1 to be paid in February. This is not possible when service dates are paid & billed after services have been provided (during normal billing/payroll period).

2. Families choosing SDP leave standard respite care services and then recruit/hire experienced, long term employee to work for them privately. Respite agency has spent considerable funds and time to recruit, retain and work to keep valuable employees only to lose them to work more hours for the client/family in SDP. How can we as an established respite vendor compete with this type of policy?

thank you for addressing these issues."

Sincerely,

Carol S. Heape, MSW, CMC
Founder/CEO



10. SDAC Member Comment Period

a. Benita: Thank you to Felicia Ford. The Orientation went well. Herman Kothe, ACRC, was very helpful putting things in the Chat too.

b. Benita: Would greatly appreciate visuals that go along with presentations from ACRC. Appreciate the visual 1-pager that Tracy Brown created on

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- the “Steps to SDP” that is now on the website. For example, please review the spending plan with visuals, as it is difficult to follow without them.
- c. Lisa: If Leap of Faith has more Orientations, she’s willing to help if it fits her schedule.
 - d. Kimberly: She would like to be in SDP at some point when there are fewer lose ends.
 - e. Karen: Would love to see another Orientation by Leap of Faith. Used to post prior meeting Minutes. Would like to see those on the website again. Progress Report for 2021 was approved. She will reissue it with updates from ACRC. Who should be assigned to draft up progress reports? Suggested putting on next meeting Agenda to vote on who will be responsible for this.
 - f. Jennifer Bloom: Posted link to previous meeting Minutes.
<https://www.altaregional.org/alta-sponsored-event/self-determination-advisory-committee-meeting>
 - g. Benita: Apology to Rachael Palmer about not allowing her to provide a report on services they would provide with additional funds.
 - h. Rachael agreed to provide report at next meeting.

11. Future Dates for 2022 SDAC monthly meetings:

- March 9, 2022, 1-3 pm
- April 13, 2022, 1-3 pm
- May 11, 2022, 1-3 pm
- June 8, 2022, 1-3 pm
- July 13, 2022, 1-3 pm
- August 10, 2022, 1-3 pm
- September 14, 2022, 1-3 pm
- October 12, 2022, 1-3 pm
- November 9, 2022, 1-3 pm

12. Identify agenda items for next meeting:

- a. Rachael Palmer to provide update on PEC SDP services.
- b. Discuss and vote on holding a quarterly evening SDAC meeting.

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- c. Share date of additional Leap of Faith Boot Camp Orientation.
- d. Discuss social/recreational services and how that is reflected in SDP.
(A CRC approved new policy at recent Board meeting, waiting on DDS approval of policy).
- e. Discuss funding for \$2500 for PCP/getting into SDP. Is it for Person Centered Planning, Independent Facilitation, or both?
- f. Who should be assigned to draft up regular progress reports from A CRC to DDS?

13. Meeting adjourned at 3:10 PM

- a. Motion to adjourn by Lisa Cooley.