

Alta California Regional Center
Board of Directors Meeting
Thursday, November 18, 2021
Minutes

Present: Jackie Armstrong, Johnny Deng, Dan Lake, Amy Lampe, Elaine Linn, Ron Mainini, Kelly Pennington, Michelle Ramirez, Michelle Rewerts, Anwar Safvi, Retha Seabron, Yang Sun, Rita Walker, Patty Wallace

Absent (* excused): Carmen Aguilar*

Staff: Lori Banales, Iqbal Ahmad, John Decker, Camelia Houston, Mechelle Johnson, David Lopez, Johnny Xiong, Lisa West

Facilitators: Amy Fulk

Visitors: Rapone Anderson, Steve Andrews, Breeanne Burris, Maureen Fitzgerald, Maxine Milam, Benita Shaw

1. **Call to Order – Reading of ACRC’s Mission & Vision** - The Board of Directors met at 4:00 p.m. on Thursday, November 18, 2021, by Webex/teleconference. Mr. Lake read aloud ACRC’s Mission and Vision.
2. **Community Comments/Announcements**
 - ◆ Mr. Andrews shared that he is the Chairman of the Sacramento County Developmental Disabilities (SCDD) Planning and Advisory Council. The Council has expressed concern regarding clients’ internet access since the pandemic began. He expressed appreciation to ACRC for contracting with Hours Miracle; a representative of theirs will be a guest speaker at the Council’s next meeting.
3. **Consent Agenda – By consensus, the following consent agenda items were approved: a) regular session Board meeting minutes of September 23, 2021; and b) Board Development (BDC), Client Advisory Committee (CAC), Executive, Finance and Provider Advisory Committee (PAC) minutes.**
4. **New Business**
 - ◆ Approve 2022 Performance Contract

Discussion and Action: Ms. Johnson and Mr. Decker reviewed the additional feedback that was received regarding the agency’s planned activities for the 2022 Performance Contract, which include:

- Developing specialized residential resources to support regional center clients with intensive behavior support needs either at risk or, or exiting out of, an institutional setting.

- Staff's participation in the Statewide Taskforce on Oral Health and proposing at least one quality improvement measure originating from the group.
- Conducting outreach activities and participating in meetings with community partners and public agencies to increase awareness of ACRC eligibility, services and supports.
- Promoting benefits of the Self-Determination Program (SDP) to the community by conducting an informational session in at least three different languages, other than English.
- Completing a strategic housing development plan in partnership with service providers and community members.
- Engaging in a social media/public relations campaign to highlight client employment in an effort to increase visibility and success of clients in the workplace, along with the benefits to employers.
- Partnering with one or more community colleges in our catchment area to develop and deliver training, which will focus on successfully accessing local community colleges.
- Hosting a microenterprise fair at ACRC for clients to showcase their micro businesses, arts and crafts.
- Submitting a proposal to DDS to increase vendor rate to deliver Early Start therapy services on weekends for families across multiple ethnicities.
- Targeting clients with low to no Purchase of Services (POS) by providing enhanced case management services for the following ethnicities: Hmong, Hispanic, African American, Punjabi and Russian.
- Conducting at least one workshop and information session to families and clients on available services for adults; this session will be held at a local community center and will be presented by a peer from within the community.
- Implementing a new Community Services Specialist (CSS) position focusing on health and safety waiver access for non-English speaking clients.

ACRC staff and Board members expressed appreciation to all of our community partners who provided feedback during this process.

M/S/C (Jackie Armstrong) **To approve the 2022 Performance Contract as presented.** (one opposed)

◆ Approval 2022 Board Training Plan

Discussion and Action: The BDC is recommending the approval of the 2022 Board Training Plan. Ms. Walker clarified that this is a contract requirement with the Department of Developmental Services (DDS).

M/S/C (Amy Lampe) **To approve the 2022 Board Training Plan.**

- ◆ Approve Updated Resource Development Policy

Discussion and Action: Ms. Walker noted that the proposed revisions were discussed at the Executive Committee meeting and includes a new process for multi-family housing projects. DDS requires that regional centers select an agency that they have worked with in the past.

M/S/C (Amy Lampe) **To approve the revised policy as presented.**

- ◆ Strategic Planning Process, Timeline and Focus Areas

Discussion and Action: Based on the Board's September Training on strategic planning and follow-up discussions with the presenter, the following is being recommended for Board action tonight:

- The Board will kick-off the development of a strategic plan, with the assistance of a consultant, which will include the following four focus areas:
 - Housing/Living Options
 - Family/Client Supports
 - Employment
 - Community Inclusion and Engagement
- The planning process will provide for broad community input and review, and will result in a multi-year strategic plan commencing July 2022.

M/S/C (Michelle Ramirez) **To approve the strategic planning process, timeline and focus areas as presented.**

- ◆ *Finance Committee*

Issue: Monthly Financial Report

Discussion and Action: The Finance Committee is recommending acceptance of the September 30, 2021 financial report. Mr. Ahmad shared that regional centers are working on the rate adjustments from the Burns & Associates Rate Study. Rate increases will be phased in within the next four years.

M/S/C (Jackie Armstrong) **To approve the monthly finance report as submitted.** (one abstention)

◆ *Committee Updates*

- CAC
 - Ms. Wallace shared that the CAC met on November 9th and October 12th.
- PAC
 - Ms. Ramirez shared that the PAC met on November 4th and October 14th.
 - The group continues to discuss the Public Health Order (PHO), which requires that anyone providing services to clients in the home be vaccinated by November 30th.
 - Staffing shortages remain a concern.
 - In an effort to be proactive, ACRC sent out a survey asking service providers if they would be able to serve additional clients beginning December 1st.
 - There are a lot of things hitting the vendor community right now, including Electronic Visit Verification (EVV).
 - At the November PAC meeting, Mr. Decker shared the same housing presentation that he presented to the Board in September.
 - They reviewed the 2022 Performance Contract and each Standing Committee was tasked with submitting an idea or comment to be included in the draft.
 - Ms. Ramirez is pleased that the PAC provided more input this year.
 - The Diversity & Equity Committee sent out a survey that will be open until the end of the month. The purpose of the survey is to get a pulse of where the service provider community is in serving our diverse clients. This will help in service development and capacity building.
 - Robin Rhoades, with Southside Unlimited, is retiring at the end of this month. She has been a valued member of the PAC for over 30 years.

◆ *President's Report*

- Ms. Walker shared that in January, the BDC will be asking for nominations for Board Officers for the 2022-23 fiscal year (FY).

◆ *Executive Director's Report*

- Ms. Banales shared that tomorrow marks five months as ACRC's Executive Director.
- COVID is still among us. We continue to monitor daily cases – today was a good day, with no clients, direct support professionals (DSPs) or staff added to the DDS workbook.

- ACRC is currently working through the PHO. Some agency staff who do not wish to be vaccinated have accommodations in place to support a healthy workplace. We will continue to move forward in order to serve our clients. The workforce shortage not only affects our service providers, but it is affecting our efforts to bring on new staff, as well. ACRC's Human Resources Department is working diligently on filling our open positions.
- Beginning January 1st, ACRC will be releasing a quarterly newsletter, entitled "ACRC Connections". Sections will include:
 - Message from the Executive Director
 - Client Employment Spotlight
 - Clinical Corner
 - Resource Development
 - Staff Spotlight
 - Stakeholder Input Opportunities
 - Update on Initiatives
 - New Regulations/Directives
 - Trivia by Terry
 - Marketplace to highlight client's artwork (this will also be shared on our agency's website and social media platforms)

Individuals can sign-up to get alerts from ACRC on our website.

- The Board has requested updates on open and closed programs since the last Board meeting. The following are newly vendored services:
 - Aguirre Care Home – L4C in Plumas Lake
 - Aim Higher – Community Integration Program
 - Rays SLS LLC
 - PRIDE Industries – Auburn – Community Integration Program
 - PRIDE Industries – Grass Valley – Community Integration Program
 - Pathways Speech Language & Cognitive Therapy
 - CG Tinsley Home – L4C in Roseville
 - Hopeful Tomorrow Homes – EBSH in Galt
 - Irene's Care Home Inc. #2 – L4I in Sacramento
 - First STEP Housing Access Services
 - BC Cab Inc.
 - Lighted Path Solutions – Person Centered Planning

Closed vendors:

- Serenity Respite Services – closed due to financial impact of COVID
- Eagle Accessibility Solutions & Equipment – acquired by National Seating & Mobility (another vendor)
- Trails at the Lake (ILS & PA) – closed due to lack of staff and funding

- Due to the recent program closures, ACRC hosted two townhall meetings for the South Lake Tahoe/Truckee area last week, so that clients/families had the opportunity to learn about the new service providers that are opening programs in the area, as well as other service options.
- Ms. Banales reviewed the “Dashboard Indicators for the Quarter Ending September 30, 2021”, highlighting:
 - Vacancies/Turnover Rate
 - Title 19 notes – the way ACRC draws down federal dollars
 - Special Incident Reporting (SIRs) – the expectation is that 90% of the SIRs are transmitted to DDS within two days.
 - Our workplace shortage affected these numbers, and the department changed the fields and has added a section that includes the date that the service provider became aware of the incident. Training for staff on this new expectation is underway.
 - Recently added to the dashboards:
 - Provisionally eligibility – as of this report, we have 31 clients under this category.
 - SDP – ACRC currently has 29 clients in this program.
 - Based on the data, multiple ethnicities are utilizing this service – 12 White/Caucasian and 17 represent multiple ethnicities.
 - Client vaccination information – this dashboard represents clients ages 12 and over.
 - ACRC has made outreach and accessibility a priority for the communities that we serve.
- ◆ *ARCA Delegate Report*
 - Ms. Walker shared that the Association of Regional Center Agencies (ARCA) has embarked on a webinar project to help educate the public on the different priorities of our statewide service system.
 - The first public webinar will be held in December on employment.
 - The hope is to share information about the tools that regional centers have to assist clients find and maintain jobs.
 - More information will be shared with Board members.
 - ARCA has been very involved in providing training to Board members across the state. Ms. Walker continues to encourage Board members to take advantage of this opportunity. The links and recordings from previous Web Academies are posted on ARCA’s website.

- The November training focused on services for school-age children.
 - The January training will feature information about services for adults that have aged-out of the school system.
 - To assist with sharing information about what is happening in California and D.C., they started a newsletter entitled "Capitol Currents".
 - Under Tab 12, please find information from the October ARCA Board meeting.
- ◆ *ARCA-CAC Rep. Report*
 - Ms. Rewerts shared that the group will be meeting tomorrow from 10 a.m. to 12 noon.
 - ◆ *Correspondence*
 - Under Tabs 13 and 14 of the Board packet, please find information about the July 2021 trailer bill language (TBL) affecting regional centers and the DDS letter regarding COVID-19 vaccines for children.
5. **Closed Session** – At 5:18 p.m. the Board adjourned to closed session to discuss personnel issues.
6. **Announcement of Closed Meeting Discussion** - At 5:39 p.m. the Board reconvened in open session following a closed session in which personnel issues were discussed.
7. **Adjournment**
The meeting adjourned at 5:39 p.m.

Lisa West
Executive Secretary

cc: Lori Banales