

Alta California Regional Center
Board of Directors Meeting
Thursday, July 25, 2024
Minutes

Present: Jackie Armstrong, Garrett Broadbent, EunMi Cho, Johnny Deng, Tom Hopkins, Dan Lake, Amy Lampe, Kelly Pennington, Anwar Safvi

Absent (* excused): Carmen Aguilar*, Steven Sanchez*

Staff: Lori Banales, Iqbal Ahmad, Jennifer Bloom, Thalia Castro-Vega, John Decker, Michelle Duchene, Mechelle Johnson, Tiffany Nunez, Anne Shayler, Faye Tait, Loril Tochtermann, Barbara van Ingen, Lisa West

Facilitators: Amy Fulk

Visitors: Steve Andrews, Jaclyn Balanay, Henry Calanchini, Fumiko Calanchini, Nina Calanchini, Eric Ciampa, Tony Duplan, Maureen Fitzgerald, Lisa-Anne Morrison

1. **Call to Order – Reading of ACRC’s Mission & Vision** – The Board of Directors met at 4:00 p.m. on Thursday, July 25, 2024. Mr. Safvi read aloud ACRC’s Mission and Vision.
2. **Meeting Our Mission**
 - ♦ Ms. Banales noted that we recently added “Meeting Our Mission” to the Board meeting agenda to highlight all of the good work that the regional center does for clients and families.
 - ♦ Mr. and Mrs. Calanchini shared that their daughter, Nina, has been a client of ACRC since infancy. Tiffany Nunez, Nina’s Service Coordinator (SC), recently shared that ACRC could fund the social recreation services that Nina was already participating in (horseback riding, gymnastics, etc.). Additionally, Mr. and Mrs. Calanchini are happy to report that Nina will be attending a weeklong, overnight camp in August, and she is excited about it. Ms. Nunez also provided them with information about advocacy resources when they were denied speech therapy by their insurance company. They expressed appreciation to ACRC for making a difference in client’s and family’s lives. They are happy to report that Nina’s confidence level has increased.
 - ♦ Ms. Nunez is also a parent of an ACRC client. She shared that at the time ACRC staff met her son, he was non-verbal and still in diapers. Her son now participates in many community activities and is getting ready to transition to a regular classroom. As a parent, there are so many different aspects to caring for a child with special needs. To have people that understand that and support you is the reason that she is here today.

3. **Community Comments/Announcements**

- ◆ No comments/announcements were shared.

4. **Consent Agenda – By consensus, the following consent agenda items were approved: a) excused absences of Carmen Aguilar and Steven Sanchez; b) regular session Board meeting minutes of June 27, 2024, and May 23, 2024; and c) Board Development Committee (BDC), Client Advisory Committee (CAC), Executive Committee, Finance Committee and Provider Advisory Committee (PAC) minutes.**

5. **New Business**

◆ *Transportation Update*

- Ms. Banales shared that ACRC brought R&D Transportation on as transportation broker to assist with our agency's transportation needs.
- Mr. Decker noted that Title 17 states that a regional center shall classify a vendor as a transportation broker (Service Code 883) if the vendor:
 - Is not the transportation service provider; and
 - Develops routing and time schedules for the transport of consumers to and from their day program;
 - In addition to performing the duties specified above, a transportation broker may:
 - Conduct monitoring and quality assurance activities; and/or
 - Perform safety reviews; and/or
 - Assist the regional center in implementing contracted transportation services.
- In October 2023, ACRC entered into a contract with R&D Transportation. At that time, ACRC had an unmet needs number of 423 individuals seeking transportation services. As of June 2024, that number has gone down to 190. Mr. Decker explained that they are not the same individuals as October 2023. This is an ever-changing group of individuals; as needs are met, new requests are submitted.
- Additionally, R&D Transportation has been assisting ACRC with the final portion of vendorizing new transportation providers. From October 2023 to June 2024, ACRC went from having 36 transportation service providers to 59.
- ACRC is aware that some clients are in the vehicles for extended periods of time based on the routes. This is something that we are working to remedy.
 - We will continue to provide the Board with updates regarding R&D Transportation.
 - If clients/families have issues with transportation, they should contact their SC for assistance. ACRC is able to fund an aide on the transportation route if the SC determines that it is an unmet need.

♦ *Finance Committee*

Issue: Monthly Financial Update

Discussion and Action: ACRC received our cash advance from the Department of Developmental Services (DDS) on July 17th. This is the fourth year that the agency did not have to utilize our line of credit with U.S. Bank.

Mr. Ahmad should be able to provide the Board with projections for the 2024-25 fiscal year (FY) at the September Finance Committee meeting.

Paul Stroub, with Devant Certified Public Accountants (CPAs), is gearing up to conduct our independent audit report.

- **Information only.**

♦ *Committee Updates*

- CAC

- Mr. Hopkins shared that the CAC met on June 11th and July 9th.
 - At the June meeting, Amanda Parker was nominated for CAC membership. The group also provided additional input on the emergency preparedness communication cards.
 - At the July meeting, Ms. Banales shared highlights of the signed budget for the 2024-25 FY. Shamir Griffin, ACRC's Cultural Diversity Specialist, shared a presentation about diversity and inclusion.

- PAC

- Mr. Broadbent shared that the PAC met on June 13th and July 11th.
 - Back in June, Ms. Bloom shared an update on social recreation services with the committee. There was also a discussion about transportation, from the service providers' perspective; when the broker is working out the route, they do not know the clients and may benefit from learning more with open communication between providers and the broker.
 - The committee is following several bills:
 - AB 3291 (Committee on Human Services) – this bill is aligned with the Coordinated Future Planning initiative.
 - AB 2423 (Mathis) – this bill would require DDS to review and update the rate models every two years.

The hope is that the state could then use this information to make informed decisions.

- The PAC's Vendor Relations Committee is working with ACRC staff about the delay in some providers receiving copies of Purchase of Services (POS).
- The PAC's Communication & Outreach Committee created a Gaggle group, a Listserv, which will allow for broad communication between vendors.
- At the July meeting, Michelle Ramirez, with On My Own, gave a presentation about a newly developed roommate matching app. With grant funding, and feedback from various community partners, On My Own is launching an app now, which will match clients within their own community.
- A newer provider advocacy group, the Capitol Coalition, coordinated the "Mayday Mayday Don't Delay" rally. Members believe that this assisted the legislature in making the decision to only delay the final rate increase by six months instead of a year. The group is moving towards holding a hand out and having positive experiences; not just when there are issues. They will be holding a legislative breakfast in the fall.
- The California Respite Association (CRA) has been advocating for a change to respite rates, which are set below minimum wage.

◆ *President's Report*

- Mr. Lake expressed appreciation to all that are in attendance today.
- The Board's September Retreat/Training will be held in Auburn.

◆ *Executive Director's Report*

- On Wednesday afternoon, Director Nancy Bargmann announced her retirement from DDS. We remain hopeful that she has positioned the state in the right direction and the next Director will follow in her footsteps. Ms. Bargmann is a champion for the developmentally disabled community and listens to stakeholders and regional centers. September 5th will be her last day.
 - Ms. Banales will keep the Board informed as Governor Newsom appoints the next DDS Director. She expressed her own appreciation to Ms. Bargmann for the support over the years.
- ACRC staff had the pleasure of meeting with Dr. Cho and students from South Korea this past Monday. The group visited Meristem, as well.
- Ms. Banales shared the metrics on ACRC's Client and Family Survey:

- In the first quarter, we sent out nearly 8,000 surveys. For the second quarter (April 1 through June 30, 2024), 7,813 surveys were sent out and 1,024 were returned (13% return rate). Statistically, anything over 10% is a great return rate.
- Regarding the Individual Program Plan (IPP) location, in the first quarter 42% preferred virtual meetings. For the second quarter, 37% preferred virtual.
 - Effective July 1st, the trailer bill language states that clients can continue to request a virtual IPP, but they must have been seen in-person within the last 12 months. For Individual Family Service Plans (birth to three years), the child must have been seen in-person within the last six months.
 - It is important that regional centers across the state implement these guidelines similarly. As a result, the Association of Regional Center Agencies (ARCA) has created a "Standards and Practices Committee", which Ms. Banales is a member of, and the hope is for the group to standardize different processes across the 21 regional centers.
- 98% of respondents were "satisfied" or "very satisfied" with their IPP and their SC.
 - ACRC staff will follow up with those individuals who indicated they were not satisfied.
- ACRC's Roseville office had the most responses at 6%, with the least being the South Lake Tahoe office at .3%.
- Respondents' ethnicities were as follows (top 4): White = 39%, Spanish/Latin = 18%, African American = 12%, and 9% declined to specify.
- The largest group of individuals completing the survey are client's mothers, with the next group being clients themselves.
- ACRC's next Community Meeting will be held on August 7th from 11 a.m. to 12 noon. The link for this virtual meeting is posted on our website.
 - Social recreation services will be the topic of discussion.
- Ms. Banales noted that the "ACRC Quarterly Dashboard Indicators for the Quarter Ending June 30, 2024" is included in the Board packet under Tab 7.
 - We continue to track the applicants for Lanterman Intake and review our processes. When Atlas, our new case management system, comes on board, it will assist us in this endeavor. Ms. Banales is working to complete an internal assessment and is keeping DDS up to date on our efforts. The point of contention is the lack of psychologists to complete the assessments that

are needed. ACRC's Community Services Department continues to emergency vendor interested individuals as we move forward. The assessment hopefully will highlight pressure points in our system for us to address.

- The Lanterman Act Intake timeline numbers jumped significantly from the last quarter. The metrics were set at the identified 120-day timeline. We have since corrected this data point and increased the timeline in this report.
- Progress made regarding ACRC's 1:40 caseloads for children ages 5 and under, last quarter we were at 1:53, and we are currently at 1:47.
- Our agency hired 231 employees over the last six months; 43 within the last quarter. We also continue to grow our interns.
- It is an ACRC standard for SCs to complete at least 400 Title 19 units per month. Ms. Johnson explained that a Title 19 unit documents an activity in 15-minute intervals. Title 19 notes monitor SC's activities and generate federal dollars for our statewide service system. It is also important that the case record remains updated so that anyone servicing the client/family has an up-to-date record. Client Services Managers (CSMs) have the responsibility to identify any barriers and help provide SCs with the coaching and support to meet the 400 units.
- ACRC was trending lower on two-day transmissions of Special Incident Reports (SIRs) to DDS. We are reassigning additional staff to assist with this process.
 - To clarify, this is what ACRC can control. We cannot control when we are notified of an incident.
- 1,699 clients utilized social recreation services from June 2022 to June 2024.
 - 1,098 were clients ranging in age from 3 to 12 years old, with the oldest client being 80.
 - County utilization: 89 clients from El Dorado; 138 from Placer; 1,263 from Sacramento; and 174 from Yolo.
 - 1,505 clients speak English; 132 speak Spanish; and 31 speak Russian.

The majority of the clients participating in social recreation activities live with their families. Participation is growing and ACRC's Community Services Department is continually vrending new providers. More information about social recreation services will be shared at ACRC's Community Meeting on August 7th.

- Kristine Gamberg is ACRC's Individuals with Disabilities Education Act (IDEA) Specialist; we refer to her as ACRC's Education Support

Manager. She and Tara Cawthon-Argerich, ACRC's Special Education Specialist, have been holding weekly clinics where SCs can drop in to ask how they can support clients/families on their caseloads. Ms. Gamberg and Ms. Cawthon-Argerich may also attend IPP meetings.

- They are holding monthly Teams trainings for SCs on specific topics. They plan to compile all of the questions that have been brought forward and will hold a Q&A session, as well.
- They will be hosting quarterly workshops for clients and families.
 - "Turning 3" is the topic for the September 19th workshop.
 - "Understanding Special Education: The IEP Process and IEP Document" is the topic for the December 5th workshop.
 - They are working to determine topics for the March and June 2025 workshops.
- Mr. Decker shared the presentation entitled "Supporting Affordable Housing Development" that he provided at the Legislative Briefing on June 28, 2024.
- ACRC will be holding Supported Decision-Making (SDM) training from 1 to 2:30 p.m. on September 17th for clients and families, and on October 15th for community members. Ms. Johnson explained that SDM is a less restrictive option to conservatorship. More information can be found on ACRC's website.

♦ *ARCA-CAC Rep. Report*

- The group is holding an in-person meeting tomorrow at the Springhill Suites in Natomas from 11 a.m. to 12 noon.

♦ *ARCA Delegate Report*

- ARCA met in June and Officers were elected for the 2024-25 FY.
 - Ms. Pennington was elected the ARCA Delegates Chair.
- ARCA's next Board and committee meetings will be meeting in August in Costa Mesa.

6. **Closed Session** – At 5:46 p.m. the Board adjourned to closed session to discuss legal issues.

7. **Announcement of Closed Meeting Discussion** - At 5:58 p.m. the Board reconvened in open session following a closed session in which legal issues were discussed.

8. **Adjournment**

The meeting adjourned at 5:58 p.m.

Lisa West
Executive Secretary

cc: Lori Banales