

Alta California Regional Center
Client Advisory Committee Meeting
Tuesday, November 4, 2025
Minutes

Present:

Amy Lampe, Chair
Tom Hopkins, Design. Dir.
Lisa Cooley
Tiffany Johnson
Steven Sanchez
Kimberly Terrell

Absent: (* excused)

Jacie Oakley
Amanda Parker*
Patty Wallace*
Karen Young*

Facilitators:

Amy Fulk
Naomi Smith

Interpreter:

Mallory Cross

Visitors:

Robert Levy
Peter Mendoza

Staff:

Jennifer Bloom, Director of Client Services
Michelle Duchene, Community Services & Supports Manager
Maria Garcia, Student Intern
Camelia Houston, Director of Intake & Clinical Services
Mechelle Johnson, Director of Client Services
Damion Koger, Community Services Specialist
David Lopez, Client Advocate
Michael Mercado, Community Services Specialist
Jacob Miller, Client Advocate
Lisa West, Executive Secretary

The Client Advisory Committee (CAC) met on Tuesday, November 4, 2025, at 2:01 p.m. to discuss: 1) Message from Lori; 2) Deaf Services & GoGoGrandparent; 3) Updates; and 4) Public Comments/Announcements. All present provided self-introductions.

Without objection, Amy Lampe made the motion to adopt the CAC meeting minutes of October 14, 2025, as submitted.

1. Message from Lori

- Jennifer shared that Alta is hosting two public meetings during the November 20th Board meeting, which is scheduled from 5 to 7 p.m. We invite you to attend.
 - The first presentation will be on the National Core Indicators (NCI) – Adult Family Survey, Child Family Survey, and Family Guardian Survey.
 - Alta staff will review the results of the three surveys and how Alta clients responded compared to statewide responses.
 - The second presentation is the 2024 Performance Contract Year End Report, which will compare Alta's data to statewide data.



- Mechelle shared that Alta has concluded our Supported Decision-Making (SDM) Training for 2025. These trainings were offered to clients and families to provide information on an option to conservatorship.
 - We are seeking input from the CAC on the path forward – do we want to continue to offer virtual quarterly meetings in 2026?
 - In 2024, we hosted training at Alta's Sacramento office.
 - In 2025, we offered training at our outlying offices.
 - Lisa W. will send an email to CAC members and ask for input by November 30th. If no response, Mechelle and Alta's Client Advocates will consult with Amy L. for next steps.

2. **Deaf Services**

- Michael, Alta's Deaf and Hard-of-Hearing Specialist, introduced himself and shared how he supports deaf and hard-of-hearing clients.
 - If you think of Alta as a spider web – each of the strings are different units (e.g., Intake, Residential, Children Services, Adult Services, etc.). Michael is the spider in this scenario, by assisting any deaf and hard of hearing client, regardless of age. Just like a spider, if there is a weak point or gap in the web, he will move over to that part of the web and support it. Many deaf clients experience isolation and have a difficult time expressing themselves. Working at Alta has helped him express himself, and he understands that client's issues might be different from his own. His job is to support them in any way possible, whether it be visual aids at day programs, turning on closed captioning at home, etc. Michael is here to make sure deaf and hard-of-hearing clients have a strong support system.

GoGoGrandparent

- Michelle and Damion introduced themselves and provided an overview of the new rideshare service that Alta has worked on developing - GoGoGrandparent.
 - GoGoGrandparent acts as a concierge and utilizes both Lyft and Uber.
 - Clients schedule rides using registered phone numbers, with options for authorized callers to assist.
 - The service uses tiers with monthly ride limits and mileage caps to ensure cost-effectiveness (max 50 miles per one way trip).
 - Trip tiers include:
 - **6** One-Way Trips (or 3 Round Trips)
 - **10** One-Way Trips (or 5 Round Trips)
 - **20** One-Way Trips (or 10 Round Trips)
 - Eligibility Criteria includes:
 - Community-based locations (social & recreational activities, employment sites, volunteer opportunities, internships, and

libraries & academic institutions), non-standard hours (in the evening or overnight, on weekends, and services provided on a sporadic basis with no set weekly or monthly schedule).

- Client eligibility – to qualify, clients must also meet the following conditions:
 - Be over the age of 18.
 - Live outside a regional center funded residential facility.
 - Be ambulatory.
 - Be able to access the community and community services safely and independently.
 - Have no behavioral concerns that could impact their own health, safety, or well-being, or that of others.
 - Independent with Activities of Daily Living (ADLs).
- It is the Planning Team's responsibility to look at all options. If they determine that the service is a good fit for the client, the Service Coordinator (SC) submits a Transportation Service Request (TSR) and Alta's Community Services & Supports Department processes the request.

3. ***Updates***



- ◆ PAN
 - The group met on Monday, October 27th.
 - The next meeting is scheduled for November 24th from 4 to 6 p.m.
- ◆ ARCA-CAC
 - The group met on October 31st.
 - Tony Anderson will be taking over for Sidney Jackson.
 - The group is discussing changing their meeting time.

4. ***Public Comments/Announcement***



- Yesterday, the CASA Sacramento group elected Robert Levy as their President, Ashley Robertson as their Vice President, and Amanda Parker as their Treasurer. Ashley and Amanda will serve as Co-Secretaries. Their Sergeant of Arms is Jemel Williams.

The next CAC meeting is scheduled for **Tuesday, January 13, 2026**. The meeting adjourned at 2:57 p.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales