

Alta California Regional Center  
Client Advisory Committee Meeting  
Tuesday, November 9, 2021  
Minutes

**Present:**

Amy Lampe, Chair  
Patty Wallace, Design. Dir.  
Barbara Crow  
Tom Hopkins  
Tiffany Johnson  
Jacie Oakley  
Michelle Rewerts  
Steven Sanchez  
Anthony Stone  
Karen Young

**Absent:** (\* excused)

Lisa Cooley\*  
Romilda Jones  
Kimberly Terrell\*

**Visitors:**

Robert Levy  
Ashley Robertson

**Facilitators:**

Amy Fulk

**Staff:**

Lori Banales, Executive Director  
Jennifer Bloom, Associate Client  
Services Director  
Tracy Brown, Associate Client Services  
Director  
John Decker, Director of Community  
Services  
Camelia Houston, Director of Intake &  
Clinical Services  
Mechelle Johnson, Director of Client  
Services  
David Lopez, Client Advocate  
Johnny Xiong, Associate Client Services  
Director  
Lisa West, Executive Secretary

The Client Advisory Committee (CAC) met at 2:04 p.m. on Tuesday, November 9, 2021, by Webex/teleconference to discuss: 1) Executive Director's Report; 2) Review Quarterly Dashboard Indicators; 3) Updates; and 4) Public Comments/Announcements. All present provided self-introductions.

**Without objection, Patty Wallace made the motion to adopt the CAC meeting minutes of October 12, 2021 as submitted.**


1. ***Executive Director's Report***




- Lori reminded everyone that last month this committee discussed Alta's Performance Contract with the Department of Developmental Services (DDS). As an advisory committee to Alta's Board of Directors, she asked for any comments or suggestions that staff could incorporate into our agency's planned activities.
  - The Board will review and approve the draft at the November 18<sup>th</sup> Board meeting so that we can submit it to DDS by December 1<sup>st</sup>.
- We recently learned that one of our service providers in the South Lake Tahoe area will be closing on November 30<sup>th</sup>. This is a reality of the workplace across our catchment area; many service providers don't have enough staff to meet all of our client's needs.
  - We will be holding two Townhall Meetings tomorrow to speak with clients/families in that area.

- This might be a time when clients/families choose to utilize the Self-Determination Program (SDP) or Participant Directed Services (PDS), which allows clients/families to identify their own workforce.
- All of these things are supported when looking at our Performance Contract, because we use it to gauge how to respond when circumstances beyond the contract present themselves.
- Lori wants to continue to stress that your experience and voice matters; it helps your regional center team support you.
- Alta's Board is currently starting the discussions around Strategic Planning. The Board has identified four focus areas:
  - Housing/Living Options
  - Employment
  - Family/Client Supports
  - Community Inclusion and Engagement.
    - Lori would like to help this committee put together an initiative to focus on. We will build activities, so that we can measure areas of success.
      - John reminded everyone that in the past, this committee supported the closure of all of the developmental centers. The CAC held annual meetings at Sonoma Developmental Center (SDC) and spoke to the clients about how important it was to live in their own community.
    - At the CAC's January meeting, committee members will drill down which of the focus areas is #1 on their list.
- On July 1<sup>st</sup>, social recreation services were restored. Lori noted that agency staff are working on trainings and outreach in this area.

## 2. **Review Quarterly Dashboard Indicators**

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- Think about the dashboard of a car – it tells the driver about the fitness of their car. The "Dashboard Indicators for the Quarter Ending September 30, 2021" offers information about the health of our organization.
    - Lori shared that it is important that her staff and the Board understand all of the areas identified on this dashboard, since Alta makes decisions based on data.
    - She provided an overview of the dashboard, which were mailed to committee members last month.

## 3. **Updates**

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- ◆ Peer Advocacy Network
    - Amy L. shared that the group met today and heard a presentation from John Decker about the affordable housing projects that Alta has been working on.
    - They also started working on the next Regional Meeting, which will be held via Zoom on Saturday, March 26, 2022.

- ◆ Alta Board
  - The Board did not hold a Board meeting in October.
- ◆ ARCA-CAC
  - Members gave their regional center reports and Michelle shared information about Alta's affordable housing projects.
- ◆ DDS-CAC
  - The next meeting is scheduled for November 16<sup>th</sup> & 17<sup>th</sup>, from 10 a.m. to noon.

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



- Michelle shared that a community group is already starting to plan for the next year's Haunted House.
- Early Happy Birthday wishes to: Patty (November 20<sup>th</sup>), Michelle (November 11<sup>th</sup>) and Anthony (December 29<sup>th</sup>)!

The next CAC meeting will be on **Tuesday, January 11, 2022**, from 2 to 4 p.m. The meeting adjourned at 3:09 p.m.

Lisa West  
Executive Secretary

cc: ACRC Board of Directors  
Lori Banales