*Approved 11/12/26

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, October 8, 2026
Minutes

Present:
Andrea Croom, InAlliance, Chair
Lindsey Dyba, Futures Explored, Inc., Co-Chair & Design. Dir.
Beza Admassu, Maxim Healthcare Services
James Astorga, F&A Astorga Care Home
Janet Brandon, A.I.M. & Associates
Eric Ciampa, UCP of Sacramento
Bonnie Douglas, Turning Point
Kate Halecky, Southside Unlimited
Joe Jaquez, EGACT
Jay Kolvoord, STEP, Inc.
Christa McClure, Tri-County Respite Care Service
Michelle Ramirez, On My Own
Antonio Ranit, Antelope Hills Manor
Carole Watilo, Progressive Employment
Max Woodford, Learning to Thrive

Absent: (* excused)
Taylor Berry*, 24 Hour Home Care
Garrett Broadbent*, Creative Living Options

Interpreters
Richard Haffner
Crystal Vanderwal

Visitors
Adam Ali
Jody Bailey
Catherine Carulli
Crisel Centeno
Christa Coats
Beth Conn-Ossenfort
Maria Davila
Bill Duncan
Leana Erby
Charles Evans
Maureen Fitzgerald
Glenda Goodwin
NaTasha Harden
Reggie Hill
Erica Horn
Hanif Khan
Brett Klaumenzer
Katy Lee
Bianca Lupsa
Porsche Middleton
Yadir Morales
Cody Newport
Madeline Ronchetto
Raul Valenzuela
Jasmine Vollenweider
Channing Wittmann

Staff:
Lori Banales, Executive Director
Kasey Avery, Quality Assurance and Compliance Manager
Michelle Duchene, Community Services & Supports Manager
Jordan Eller, Specialized Services Manager
Camelia Houston, Director of Intake & Clinical Services
Mechelle Johnson, Director of Client Services
Norma Vidaurreta, Lead Community Services Specialist
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met on Thursday, October 8, 2026, at 9:31 a.m. to discuss: 1) Board Report; 2) Executive Director's Report;

3) Resource Sharing/Vendor Collaboration; 4) ACRC Vendor Forum Representative Updates; 5) System Reform and Legislative Updates; and 6) Announcements/Comments. All present provided self-introductions.

Without objection, Andrea Croom made the motion to approve the Provider Advisory Committee meeting minutes of September 10, 2026, as submitted.

1. ***Board Report***
   - Ms. Dyba shared that ACRC's Board of Directors met on September 24th.
     - ACRC recognized staff that have worked at the agency for five, ten, 15, 20 and 30 years.
     - Community members shared comments related to delays and barriers with ACRC's Self-Determination Program (SDP) processes. Later in the meeting, Ms. Banales shared what ACRC is doing to address these issues.
     - The Board approved the monthly financial report and received updates from the Client Advisory Committee (CAC) and the PAC.
     - The Annual Board Retreat scheduled for Saturday, October 17th.
     - Carmen Aguilar termed off the Board after serving seven years.

2. ***Executive Director's Report***
   - ACRC is releasing the Individual Program Plan (IPP) Questionnaire for Adults, which is designed for efficiency and to assist in Planning Team discussions. The Service Coordinator (SC) will send this questionnaire to client/family prior to their IPP meeting. Once returned, the SC will prepopulate specific fields in the Standardized IPP, which will allow them to be more engaged in the Planning Team Meeting discussion.
     - Ms. Johnson noted that families have asked for insight on what information will be collected during these meetings.
     - At the end of the document, there is a link to the Department of Developmental Services (DDS) Standardized IPP document, as well as other information that can assist the client/family in preparing for the IPP meeting.
     - As per the PAC's suggestion, ACRC will send the questionnaire to service providers to be proactive. We appreciate any assistance that providers can give to clients/families in completing this document.
   - Ms. Duchene shared that ACRC's Community Services Department is rolling out the newly approved indemnification language to service providers in batches. If we don't receive responses, Community Service Specialists will reach out to you. It's important to note that not all service providers require contracts. Established contracts will come due at their normal interval; an addendum is being sent stating that the new indemnification language supersedes the old language.
   - For Day Services, ACRC has received all signed addendums for the new Service Codes – thanks to all.

    - Community Services Specialists will support case management to transition those POS' that do not transition automatically.
- Ms. Duchene drafted a one-pager for ACRC's Service Provider Portal (SPP), which will be shared with everyone. ACRC is rolling this transition out in phases.
    - Day Programs will be receiving an email from our Accounting Department. Please complete the SPP Registration Form provided through signNow. Service providers will need to complete a separate registration form for each vendor number. Once your registration has been processed, you will be notified that your SPP access is available.
        - Service providers will be able to view information and generate reports that can be downloaded as PDFs and be sent directly to their email.
    - Each service provider will have a Super User account. Their Username will be the letter "F" followed by their vendor number.
    - Providers will have two passwords – the first password will grant access to the portal, while the second password will unlock PDFs.
    - All providers will be transitioned by January 1st.
- At a recent "Coffee with Community Services", ACRC staff shared recent updates to our website. On the "Become a Service Provider" page, under the "Service Code Breakdown" section, we have developed a color-coded system to make it easier to understand ACRC's current service needs:
    - Green = Current Need
    - Yellow = Possible Need
    - Red = No Current Need
        - ACRC staff will be reviewing/updating this information quarterly.
            - Ms. Banales noted that regional centers do not have the ability to say no to vendorizations. We want to be transparent in giving providers an opportunity for success.
- As shared at "Coffee with Community Services" last week, Ms. Eller noted that DDS is seeking stakeholder (public) comments on the priorities included in the fiscal year (FY) 2026-27 Community Resource Development Plan (CRDP) Guidelines.
    - Are any of the priorities unclear or in need of revision?
    - Are there any other priorities that should be added?
        - All comments must be received by noon on Friday, October 23rd.
- This year, ACRC is hosting a Microenterprise Fair during our Santa Day, which is scheduled for Friday, December 18th.
    - We will be accepting 26 applicants – you must submit your application by Friday, October 16th, space is limited. Selected applicants will be notified on October 30th.
- Ms. Eller is pleased to share that after 21 years of service, Ms. Vidaurreta has accepted a promotion to Client Service Manager under Tracy Brown.

Hubert Enriquez, ACRC's Emergency Response Coordinator, will be covering the Health & Safety Waivers until the position is filled. Service providers can also reach out to Ms. Eller, if needed.

3. ***Resource Sharing/Vendor Collaboration***
   - Today's topic is "Data Collection & Impact Measurements."
     - Ms. Ramirez asked for this topic to be placed on the agenda because she was curious to see how other providers are managing their programs. She focuses on the big picture and looks at data points.
       - On My Own tracks certain data points, which have morphed over the years. One person from each department inputs the data and program notes into an Excel spreadsheet by the 5th of the month.
     - What do other service providers do? She is open to other ideas or programs.
       - Ms. Croom struggles with tracking data, as well. She has made a dashboard through AI Claude, without client information. InAlliance is transitioning to SETWorks; Ms. Croom will keep the PAC informed.
       - Mr. Ciampa noted that UCP has often found that doing what they want is expensive, so they are taking a step back and are looking at internal builds. There is a lot you can do with SharePoint, and it is critical that you remain HIPAA compliant.
       - Ms. Halecky shared that Southside Unlimited has an employee that is building theirs using Basecamp. They also use BambooHR.
       - Ms. Watilo noted that there are a lot of tools available, including bot systems.

4. ***ACRC Vendor Forum Representative Updates***
   - The Transportation vendor forum was held on September 22nd.
     - The group discussed the upcoming contract renewal process and timelines, and five-year contracts.
   - The Residential vendor forum is scheduled for November 12th from 2 to 3 p.m.

5. ***System Reform and Legislative Updates (Capital Coalition, CCLN, CDSA, CRA, PAVE, & CaAPSE)***
   - Capital Coalition
     - On November 2nd, they will be hosting The World Café Person-Centered Planning (PCP) Training, which ACRC is sponsoring.
     - The group is developing their position paper for the upcoming legislative session.

- CCLN
  - The California Community Living Network's (CCLN's) Governmental Affairs Committee held a forum in September to work on their priorities.
- CDSA
  - The California Disabilities Services Association (CDSA) set their legislative priories, which includes preserving continuity of services, promoting a person-centered experience with early childhood supports, and standardizing processes across regional centers.
  - AB 2414, the bill which standardizes the Direct Support Professional (DSP) definition in code, was signed into law.
  - They held their Annual Conference last week.
- CRA
  - The California Respite Association is scheduled to meet this week to work on their priorities.
- PAVE
  - Meetings with Service Coordinators (SCs) and Client Services Managers (CSMs) are being held to share some successes with navigating Person-centered Advocacy Vision Education (PAVE).
  - Dr. Beadle-Brown is meeting weekly with the 16 participants to assist them with entering their data into the system.
  - PAVE is seeking evaluators, who must attend a three-day training, to gather data from participants/families.
- CaAPSE
  - The California branch of the National Association of People Supporting Employment First (CaAPSE) is following work being done on the Department of Rehabilitation's (DOR's) order of selection.
    - ACRC's Accounting Department is working to add subcodes to service provider's worktables.
      - The DDS Directive went into effect on August 31st.
    - Carly Mormann, ACRC's Client Employment Specialist, will attend next month's PAC to answer any questions that members may have.
  - During a meeting with DDS, the department shared they will soon release updates on Tailored Day Services and CARF (Commission on Accreditation of Rehabilitation Facilities) standards.
  - SB 177 was signed into law. This legislation will require employers to pay a surcharge if they do not offer health insurance to their employees.
  - CaAPSE and Cal-TASH are planning a Social Hour to highlight job openings that service providers can participate in.
  - Virginia Commonwealth University (VCU) lost their contract through Social Security for their benefits plan in the community. The only option is to use Cornell, which is not free and requires a contract.

6. ***Announcements/Comments***
   - With the increase in minimum wage, Ms. Duchene will connect with ACRC's Accounting Department and keep the PAC informed. The IRS mileage increase is retroactive.
   - DDS will be releasing additional Quality Incentive Program (QIP) Directives next year. ACRC will assist service providers with understanding the qualifying metrics.

The next PAC meeting is scheduled for **Thursday, November 12, 2026**. The meeting adjourned at 10:45 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales