

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, April 9, 2026
Minutes

Present:

Lindsey Dyba, Futures Explored,
Inc., Chair
Garrett Broadbent, Creative
Living Options, Co-Chair &
Design. Dir.
James Astorga, F&A Astorga
Care Home
Taylor Berry, 24 Hour Home
Care
Janet Brandon, A.I.M. &
Associates
Eric Ciampa, UCP of Sacramento
Andrea Croom, InAlliance
Bonnie Douglas, Turning Point
Kate Halecky, Southside
Unlimited
Jay Kolvoord, STEP, Inc.
Christa McClure, Tri-County
Respite Care Service
Michelle Ramirez, On My Own
Antonio Ranit, Antelope Hills
Manor
Laleh Sharpe, Maxim Healthcare
Services
Carole Watilo, Progressive
Employment

Absent: (* excused)

Joe Jaquez, EGACTION

Interpreters

Crystal Vanderwal
Jonathan Webb

Board Members:

Dan Lake
Kelly Pennington

Visitors

Bezawit Admassu
Jessica Anderson
Erica Avila
Jody Bailey

Clifton Carley
Meddie Cueva
Suhair Daas
Maureen Fitzgerald
Alejandra Gallardo
Melissa Gomez
Melanie Gonzales
Calvin Hackett
Pam Haney-Slinkard
Melissa Hix
Braydon Holtzinger
Jessica Knuth
Marie McConnell
Cody Newport
Branee Owens
Becca Pressnell
Allan Purcell
Jen Roney
Brandie Rovito
Nicole Vasquez
Caili Wilk
Max Woodford

Staff:

Lori Banales, Executive Director
Scott Barr, Quality Assurance and
Compliance Manager
Jordan Cody, Legal Services Manager
John Decker, Director of Community
Services
Michelle Duchene, Community
Services & Supports Manager
Camelia Houston, Director of Intake &
Clinical Services
Mechelle Johnson, Director of Client
Services
Helen Neri, Community Services &
Supports Manager
Loril Tochtermann, Client Services
Manager
Norma Vidaurreta, Lead Community
Services Specialist
Marissa Vila, Legal Services Specialist
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met on Thursday, April 9, 2026, at 9:30 a.m. to discuss: 1) Board Report; 2) Executive Director's Report; 3) Federal 40-Workweek and California TBL for SLS; 4) PAC Chair & Co-Chair/Designated Rep to ACRC Board of Directors for 2026-27 FY; 5) Resource Sharing/Vendor Collaboration; 6) ACRC Vendor Forum Representative Updates; 7) System Reform and Legislative Updates; 8) PAC Committee Reports; and 9) Announcements/Comments. All present provided self-introductions.

**change in agenda was noted*

Without objection, Lindsey Dyba made the motion to approve the Provider Advisory Committee meeting minutes of February 12, 2026, as submitted.

1. Board Report

- ACRC's Board of Directors met on March 26th.
 - The "Meeting Our Mission" segment highlighted a mother and daughter, who live in Sly Park, who shared how ACRC has assisted in having access to their community.
 - The Board approved a new Board member, Terri Scheufele, who, leading to her membership, has been attending regularly.
 - They approved the draft Slate of Officers for the 2026-27 fiscal year (FY) and revisions to the agency's bylaws. The Strategic Planning Committee has been moved to an ad-hoc committee.
 - They also accepted the monthly financial report and approved a \$950,000 contract for Brilliant Corners to acquire and renovate an Enhanced Behavioral Support Home (EBSH) for children.
 - Ms. Pennington, the Board's Association of Regional Center Agencies (ARCA) representative, noted that ARCA is not in favor of the proposed Trailer Bill Language (TBL) which would remove the 25% requirement for client/family membership.
- Mr. Broadbent has requested input from PAC members on the proposed revisions to ACRC's Resource Development Policy.
 - Mr. Decker explained that these revisions are meant to standardize contract expectations – insurance requirements and adding the mutual indemnification language.
 - Ms. Banales noted that the Board's Executive Committee will be reviewing the final draft on May 11th and thanked the PAC for their input.

2. Executive Director's Report

- Understanding that the PAC had previously asked for a presentation about the complaint process, Ms. Banales asked Jordan Cody, ACRC's Legal Services Manager, to share this information today. Mr. Cody noted that Mr. Barr will be assisting with this presentation.
 - ACRC's Legal Department is the starting and ending point for all complaints submitted to the regional center.

- There are three types of complaints: Welfare and Institutions Code (WIC) 4731 Complaints, Whistleblower Complaints and Citizen (Non-4731) Complaints.
- Mr. Barr shared that when we receive a Whistleblower complaint from DDS, it sometimes comes with an expectation that ACRC staff lay eyes on the situation within 24 to 48 hours to ensure that health and safety is upheld at the program.
- Mr. Cody explained that each case is different – ACRC staff may reach out to service providers for more information, and there are times when ACRC will share that a complaint lacks relevance.
- In some instances, a Corrective Action Plan (CAP) is needed. Then, and only then, will ACRC staff inform providers what is required in order to come into compliance.
 - Mr. Cody clarified that ACRC will not direct providers how to achieve compliance; these are business decisions.
 - Best practice recommendations are not rooted in regulations; they are suggestions.
 - Service providers have appeal rights, as well.
- Mr. Cody acknowledged that service providers have a right to understand the complaint that is being lodged against them.
- Ms. Vidaurreta shared that ACRC recently vendorized StationMD (Service Code 051). StationMD provides telehealth appointments; the client must have an established primary care doctor and internet access is required.
 - Station MD will be the vendor spotlight at Coffee with Community Services on April 17th.
- Ms. Duchene created a recorded tutorial that is posted on the “Become a Service Provider” page on ACRC’s website. This video breaks down the vendorization process. It is important to note that ACRC has 15 calendar days to review the submissions from the interested party. This is ACRC’s complete transparency of what an interested party needs to do to become a service provider.
 - The Community Services & Supports (CSS) Department is working with Case Management on the “What services are needed?” section.

3. Federal 40-hour Workweek and California TBL for SLS

- Mr. Kolvoord shared that California Community Living Network (CCLN) representatives are gathering at the State Capitol on Wednesday, April 15th, at 1:30 p.m. to advocate for adding the term Personal Attendant (PA) and Wage Order 15 to the TBL. It is their belief that without that language, it will confuse the application of law. With the language, service providers will understand that nothing has changed.
 - Other groups are gathering at the State Capitol on April 15th, as well.

4. PAC Chair & Co-Chair/Designated Rep to Board for 2026-27 FY

- Ms. Dyba and Mr. Broadbent’s terms are up on June 30, 2026. Mr. Broadbent reminded PAC members that there is no term limit for the PAC

Chair, but there is a three-year term limit for the Co-Chair/Designated Representative to ACRC's Board. The floor is open for volunteers for these positions for the next FY.

- Lindsey Dyba is nominated for the PAC's Co-Chair/Designated Representative to ACRC's Board.
- Andrea Croom is nominated for the PAC Chair.

Without objection, Andrea Croom is elected the PAC Chair, and Lindsey Dyba is elected the PAC Co-Chair/Designated Rep to the Board of Directors for the 2026-27 FY.

5. Resource Sharing/Vendor Collaboration

- Ms. Ramirez shared that the Outreach Committee met last month and discussed the possibility of creating a video of what PAC membership involves, which can be posted on the PAC page on ACRC's website. The PAC's Discussion Group portal will be included on the PAC's page soon – this helps to guide the discussions during these meetings.
 - They are also updating the PAC Presentation that is used by ACRC during Vendor Orientation.
- Today's topic is the "PAC's Role in the I/DD System".
 - Mr. Ciampa reviewed the PAC's charge per the Lanterman Act – "provide advice, guidance recommendations, and technical assistance to the regional center in carrying out its mandated functions."
 - ACRC's bylaws require the PAC to have a minimum of five and a maximum of twenty-five members. The PAC must consist of the geographical distribution and diversified representation of providers.
 - The Outreach Committee refers to ACRC's PAC Matrix when considering PAC membership.
 - Mr. Ciampa reviewed the PAC's Standing Rules and ways in which the PAC provides technical assistance to ACRC's Board of Directors (e.g., PAC minutes, discussions with ACRC leadership during PAC meetings, voting on motions that are forwarded to the Board for consideration, etc.).
 - Mr. Lake expressed appreciation to the PAC for their Board representation over the years.
- Teresa Anderson, with the California Policy Center for Intellectual & Developmental Disabilities (CPCIDD), shared that they published a report entitled "The Impact of the Direct Support Professional Workforce Shortage on Individuals and Families Served by the Regional Center System in California" in January 2025. CPCIDD is hosting a Workforce Summit, in collaboration with ARCA, CCLN and CDSA, on May 27th & 28th at the North Natomas Community Center. They are seeking as much participation as possible.

6. ACRC Vendor Forum Representative Updates

- The Day Services vendor forum was held on February 19th.

- The group received an update on the Paid Internship Program (PIP) and Competitive Integrated Employment (CIE).
- It was stated that Tailored Day Serviced (TDS) should not be used to increase Day Services ratios.
- The group discussed ratios and Purchase of Services (POS's).
 - If programs are billing hourly, the ratios can be interchanged throughout the day.
 - If programs are billing daily, they cannot interchange the ratios due to the daily rate.
- They discussed remote services, and what is considered care and supervision.
- Michael Mercado, ACRC's Deaf & Hard of Hearing Specialist, shared a presentation on Deaf Services.
- ACRC's Quality Assurance staff provided an overview of WIC 4731 Complaints.
- Related to ride share services provided through vendored programs, ACRC is transitioning from Service Code 024 to GoGoGrandparent ride share POS. If there is an instance when there is a need for more than ten round trips, it needs to be a Planning Team decision and have Director approval.
 - Ms. Duchene noted that she will record the Service Coordinator (SC) Training on GoGoGrandparent for future viewing.
- The Transportation vendor forum was held on March 23rd.
 - The group reviewed the billing structure due to the recent rate changes.
 - ACRC's transportation broker, R&D Transportation, shared a presentation on what service providers should do to add vehicles and drivers to their routes.
 - ACRC's Clinical Department provided a presentation on behavior training and transportation – when to seek an aide.
- The Independent Living Services (ILS) vendor forum was held on April 7th.
 - ACRC shared information on deaf resources and the vendorization process.
 - They discussed the 80-hour rule and what supporting documentation is needed for this.
 - The group also shared concerns about the ten-hour assessment, within a 30-day timeframe. This can become an issue and would like more time to complete this process.
 - Service providers would like ACRC to consider changing its procedure to 60 days.

7. System Reform and Legislative Updates (Capital Coalition, CCLN, CDSA, CRA, PAVE, & CaAPSE)

- CCLN
 - CCLN is holding their Annual Leadership Conference from May 6th to 8th, at the Paradise Point Island Resort & Spa in San Diego.

8. **PAC Committee Reports**

- As mentioned at the last meeting, Yvonne Soto has retired. Ms. Halecky has brought a card for PAC members to sign. Ms. Dyba will be ordering a plaque to give to her, as well.
- As a reminder, each PAC member must sit on at least one committee.
 - Ms. Dyba requested that members let her know their preference.
- The Outreach Committee will be tracking PAC meeting attendance.
 - Ms. Ramirez reminded PAC members of the five in-person meeting attendance requirement.
- The Vendor Relations Committee has been discussing WIC 4731 complaints.
 - Mr. Kolvoord has agreed to Chair this committee.

9. **Announcements/Comments**

- Since we are in the bill "season", Mr. Ciampa encouraged PAC members to share their business' bill positions in the portal.
- Mr. Woodford opened a new Learning to Thrive program in Yuba City; their first location is in Grass Valley. This is a community-based day program (Service Code 531).

The next PAC meeting is scheduled for **Thursday, May 14, 2026**. The meeting adjourned at 11:30 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales