

Alta California Regional Center
Provider Advisory Committee Meeting
Thursday, June 11, 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
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
Carole Watilo, Progressive
Employment
Max Woodford, Learning to Thrive

Absent: (* excused)

Andrea Croom*, InAlliance
Antonio Ranit, Antelope Hills
Manor

Interpreters

Aviva Ben-Shitrit-Raiter
Bradley Byrd

Board Members:

Dan Lake
Kelly Pennington

Visitors

Sheila Abrams
Beza Admassu
Adam Ali
Malaysia Allen
Daisy Alvarez
Rosanna Aragon
Jessica Anderson
Tania Colindres
Beth Conn-Ossenfort
Lora Cruz
Bill Duncan
Marcel Estella

Maureen Fitzgerald
Damaris Galeano
Kim Gates
Royce Goree
Sarai Gudino Avila
Pam Haney-Slinkard
Michael Hayes
Yasmin Herrera-Vilchez
Jessica Knuth
Kayava Lenoir
Marie McConnell
Juan McKnight
Cody Newport
Rachael Palmer Teefy
Amy Parkin
Crystal Paulus
Paul Quiroz
Madeline Ronchetto
Jen Roney
Arneatha Simon
Jasmine Vollenweider
Rafael Wagas

Staff:

Lori Banales, Executive Director
Iqbal Ahmad, Chief Financial Officer
Jennifer Bloom, Director of Client
Services
John Decker, Director of Community
Services
Michelle Duchene, Community
Services & Supports Manager
Jordan Eller, Specialized Services
Manager
Virginia Gabby, Community Services
Specialist
Jasmine Holt, Financial Analyst
Camelia Houston, Director of Intake &
Clinical Services
Kenisha Hurd, Associate Client
Services Director
Mechelle Johnson, Director of Client
Services
Robin LeMay, POS Manager
Carly Moorman, Client Employment
Specialist
Loril Tochtermann, Client Services
Manager
Lisa West, Executive Secretary

The Provider Advisory Committee (PAC) met on Thursday, June 11, 2026, at 9:30 a.m. to discuss: 1) Follow-up from May PAC Meeting – POS issues; 2) SDP Discussion; 3) Board Report; 4) Executive Director's Report; 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.

M/S/C (Halecky/Kolvoord) To approve the revised Provider Advisory Committee meeting minutes of May 14, 2026, as presented.

1. *Follow-up from May PAC Meeting – POS issues*

- SANDIS, out of San Diego Regional Center (SDRC), has developed a Purchase of Services (POS) portal using Profound Logic Software. A few regional centers are piloting it right now. Once enrolled, service providers will log into the system through ACRC's website using their main vendor number. The system shows open authorizations, authorizations that are expiring this month and payment history. Mr. Ahmad noted that most of the inquiries that Accounting receives is who is the Service Coordinator (SC); the system updates overnight. The current authorizations can be exported into an Excel spreadsheet that can be sent to your email. Every account has a "Super User", and they can assign additional users, with their unique login. Once you are enrolled into this system, the paper authorizations will stop. You can download and print the pdf authorizations, but you cannot delete them. We also have instructional guides that are posted on our website; these are sent to the provider when they enroll.
 - This opportunity will be rolled out to all ACRC service providers at the beginning of winter; hopefully November 1st.
 - Once the authorization is inputted into the system, it will appear on the portal the next day.
 - This portal does not have a messaging option for incorrect POS'.
 - The Department of Developmental Services (DDS) is developing the Life Outcomes Improvement System (LOIS) which might have back and forth capabilities.
 - Ms. Ramirez noted that there are still some issues with invoicing, where the system shows the client served and authorization, but they are not reflected on the invoice.
 - Question: How does this work if a service provider works with multiple regional centers?
 - As noted above, each account has a "Super User" based on their Taxpayer Identification Number (TIN).
 - Accounting requires an authorization number for an invoice to be populated into e-billing. Question: Can Accounting populate all authorizations?
 - No, this is a system issue. For retro authorizations, staff must manually input that information.

- Ms. Dyba requested that Mr. Ahmad contact the Regional Center of the East Bay (RCEB), because she does not have to for their billing.
- Mr. Ahmad shared that for this fiscal year (FY), ACRC's Accounting Department has processed 250,000 authorizations.
- Service providers appreciate that ACRC continues to pilot new opportunities.
- Some service providers are using other systems to manage their authorizations. It would be helpful to have a draft copy of the spreadsheet to share with their support technicians.
- A Special Incident Report (SIR) portal will be developed, as well.
- Today is Mr. Broadbent's last meeting as the PAC's designated representative to ACRC's Board.

2. **SDP Discussion**

- Ms. Bloom introduced Kenisha Hurd, one of ACRC's Associate Client Services Directors, who oversees Children Services (6 to 17 years old) and the Self-Determination Program (SDP).
 - Ms. Hurd shared that the SDP is an alternative service delivery model which allows clients/families to choose their providers and choose how their services are rendered to them. SDP has been available to all regional centers since July 2020. ACRC currently has over 700 individuals in this program.
 - Service providers can promote their services while out in the community and share a flyer. You may wish to look at the Service Codes that are under SDP and note what you could offer participants.
 - Clients are restricted to the rate reform model rates.
 - ACRC has one SDP Unit, with a manager and ten Participant Choice Specialists (PCSs) who are available to support ACRC staff and clients/families in the program.
 - Some providers noted having difficulties with Financial Management Services (FMS), the payor of services rendered.
 - Ms. Hurd shared that DDS is working to standardize methods across the state.
 - Questions: What should the POS renewal process look like?
 - The POS renewal process should start four months prior to the expiration of the spending plan. It initially starts with budget development, which includes a needs assessment and budget worksheet. The manager submits the budget to the SDP Team, who is responsible for identifying that the rates are based on rate reform and frequency of services. The budget is then sent back to the Planning Team to review and determine their spending plan.
 - On November 25, 2025, DDS released a Directive which requires regional centers to vet all the services on the spending

plan, making sure the services are appropriate and meet the client's needs.

- ACRC provides the client/family and the Independent Facilitators (IFs) with checklists that have timelines embedded into them. The state is also establishing timelines.
 - Ms. Hurd can be reached at (916) 978-6464.
- Ms. Herrera-Vilchez, an IF, provided her phone number for those interested in reaching out to her with questions.

3. Board Report

- Mr. Broadbent expressed appreciation to Ms. West who provides him with a copy of the draft Board minutes so that he can report out.
- At the May 28th Board meeting, ACRC staff were recognized for their years of service (5, 15, 20 and 25 years). The Board approved the Slate of Officers for the upcoming FY and the monthly financial report. Ms. Banales provided a budget overview.
- Regarding the Revised Resource Development Policy, the PAC started working with ACRC staff back in January. Following feedback, ACRC put forward a draft for Board consideration. A day prior to the Board meeting, the Capital Coalition submitted a response to the policy. ACRC responded the day of the Board meeting. During the Board meeting, several service providers provided public comments. ACRC accepted two of the Capital Coalition's proposed changes – 1) removing DDS and State of California from the indemnification, and 2) removing the "strict accordance with its terms" language. There was a motion to approve with the two revisions, with no second, so the motion died. Mr. Broadbent noted that this is the duty and mandate of the PAC, not the Capital Coalition. He would like to suggest that a workgroup be convened to take up this issue with ACRC.
 - The Resource Development Policy workgroup will include Mr. Broadbent, Mr. Ciampa, Ms. Dyba, Mr. Kolvoord and Ms. Croom, as the PAC's incoming Chair.
 - The purpose of this workgroup is to discuss language for the policy.

M/S/C (Ramirez/Kolvoord) To approve the formation of the Resource Development Policy workgroup.

4. Executive Director's Report

- Ms. Banales shared that both houses of the legislature have until next Monday, June 15th, to place a balanced budget on the Governor's desk.
 - The Senate has been in discussions with the department; the Assembly has not.
 - Conversations will continue throughout the rest of this month on the Trailer Bill Language (TBL).
 - Regional center Boards across the state are seeking guidance on Board composition and the recruitment of new members. It

is important to note that DDS has put forward a change in the 25%/50% ratio of client/family members.

- ACRC will release the Community Resource Development Plan (CRDP) Stakeholder Survey 26/27 on June 15th, and it will run through June 28th. It will take two weeks to compile the input and draft a plan. On July 17th, ACRC staff will share the 2026-27 FY plan at "Coffee with Community Services." This survey aligns with DDS' priorities.
 - The CRDP will be posted on ACRC's website under the Transparency section once completed.

5. Resource Sharing/Vendor Collaboration

- Today's topic is a presentation from All's Well.
 - Damaris Galeano provided a service provider overview of the "DSP Internship Program."
 - If you have any questions, please reach out to dspinterns@allswell.com.

6. ACRC Vendor Forum Representative Updates

- The Supported Living Services (SLS) vendor forum was held on May 21st.
 - The group discussed updates to the Service Provider Directory. Michael Mercado, ACRC's Deaf and Hard of Hearing Specialist, shared a presentation. They discussed rental exceptions and the Learning Management System's (LMS') recordings for training Direct Support Professionals (DSPs). ACRC's Quality Assurance (QA) Department provided an update.

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

- Capital Coalition
 - The group met in May and discussed:
 - The proposed changes to Medi-Cal/In-Home Supportive Services (IHSS) asset limit.
 - System pressures – SDP and the large increase in per capita spending.
 - ACRC's Revised Resource Development Policy.
- CCLN
 - The California Community Living Network (CCLN) partnered with the California Disabilities Services Association (CDSA) and the California Policy Center for Intellectual & Developmental Disabilities (CPCIDD) and held Workforce Summits, with one held in Northern CA and one in Southern CA.
 - They continue to work with DDS on the 40-hour week and revisions to the Personal Assistant (PA) overtime language.
 - The group has concerns about the proposed TBL on the needs assessment. Unless amended, they oppose.

- CDSA
 - Mr. Broadbent shared that the Northern CA Workforce Summit was a wonderful event. He expressed appreciation to ACRC for their sponsorship and representation. It was a massive growth opportunity for everyone that attended. Ms. Moorman, ACRC's Client Employment Specialist, presented on both days.
- PAVE
 - ACRC has been working with Dr. Julie Beadle-Brown to identify 15 clients who will be registering for the pilot using the Person-centered Advocacy Vision Education (PAVE) portal.
 - Next step is to bring their SCs in on the orientation.
- CaAPSE
 - The California branch of the National Association of People Supporting Employment First (CaAPSE) supports the employment access alignment TBL, as well as the TBL making CARF accreditation optional.
 - They also support allowing individuals to receive Supported Employment Services on the same day as Tailored Day Services.

8. **PAC Committee Reports**

- Communication & Outreach Committee
 - Ms. Ramirez shared that Laleh Sharpe has resigned following her promotion within Maxim Healthcare. Beza Admassu has been attending regularly.
 - Beza Admassu provided a brief overview of her background. She prides herself in supporting the voices of the underrepresented. Ms. Admassu has been with Maxim for eight years.

M/S/C (Kolvoord/Ciampa) To approve Beza Admassu's membership to the PAC.

- Ms. Dyba reminded PAC members that they are required to sit on at least one committee. All service providers are welcome to join, as well – please reach out to Ms. Dyba, Ms. Croom and/or Ms. West.

9. **Announcements/Comments**

- Mr. Decker shared that Progressive Employment released a new video about the services they provide. Other providers may want to consider this, as well. Including the voices of clients is powerful.
- Ms. Watilo reminded everyone that the services that we provide to clients are critical. Recently, a client passed while in her own home, which was her dream. Ms. Watilo is thankful for the client's SC who advocated for her.

The next PAC meeting is scheduled for **Thursday, July 9, 2026**. The meeting adjourned at 11:08 a.m.

Lisa West
Executive Secretary

cc: ACRC Board of Directors
Lori Banales