

Board of Directors Meeting Minutes

10/21/2019 | 06:00 PM - 08:00 PM - Pacific Time (US & Canada)

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

702 N. Aurora Street, Stockton, CA 95202

Board Members Present: Margaret Heinz, President, Mohamed Rashid, Vice-President, Lynda Mendoza, Secretary (via phone), Linda Collins (via phone), Andrea Rueda, Liz-Herrera Knapp (CLASP Rep.), Dena Pfeifer, Emily Grunder, Robert Balderama, Tom Toomey, Lisa Esteves, Tina Vera (via phone), Alicia Schott, Erria Kaalund

Board Members Not Present: Elizabeth Victor-Martinez, Treasurer (Informed Absence), Noemi Santiago, Tracie Leong, Cherina Shaw

Margaret Heinz, President, called the meeting to order at 604pm.

A. Call to Order, Roll Call, Reading of the Mission Statement

Margaret Heinz lead and Doug Bonnet took roll.

B. Review and Approval of the Agenda – Page 2

Agenda approved by unanimous consent.

C. Review and Approval of Board Meeting Minutes of 08/19/19 – Page 5

Minutes approved by unanimous consent.

D. Presentations

1. **Baby Moves** – Patty Freitas, owner presented on her program. The comprehensive program provides Early Start services in Stanislaus County. They are currently providing physical therapy, occupational therapy, speech therapy and infant development services. They are

currently serving around 140 families, mostly in the natural home environment for 1 hour sessions.

2. **Performance Contract** - Cindy Mix, reviewed all of the revisions to the Performance Contract from the public meeting on 09/20/19. The changes went to the Executive Committee earlier this month and is now being presented to the Board for approval. See attached – Page 13.

- a. **Public Comment on Performance Contract**

- a. Griselda Lopez – Ms. Lopez asked which of the policies are not going to change? Cindy responded that it is all in the handout. Ms. Lopez asked if it was anything to do with services? Cindy responded no.
- b. Dora Contreras – Ms. Contreras asked if all of these activities are going to result in policy changes in the agency? Cindy responded that it is possible that policy changes may be a result.
- c. Ms. Lopez asked about disparities in services? Cindy responded that this will only enhance services.
- d. Tom Toomey – Mr. Toomey asked how many homes are we currently serving and what is the criteria for serving the homeless? Cindy responded that this is unknown.

Margaret asked for a motion to approve the Performance Contract. Andrea Rueda made a motion, Dena Pfeifer seconded the motion, Liz Herrera-Knapp abstained. The Performance Contract was approved by unanimous decision.

E. Consent Items

1. Finance Committee Meeting Minutes of 09/04/19 – page 31
2. Finance Committee Meeting Minutes of 10/02/19 – page 33
3. Executive Committee Meeting Minutes of 09/04/19 – page 35
4. Executive Committee Meeting Minutes of 10/02/19 – page 38
5. Consumer Services Committee Meeting Minutes of 09/09/19 – page 46
6. Consumer Services Committee Meeting Minutes of 10/07/19 – page 52
7. Tony Anderson's Report

Margaret asked for a motion to approve the above Consent Items. Emily Grunder made a motion. Alicia Schott seconded the motion. Liz Herrera-Knapp abstained. The consent items were approved unanimously.

F. Committee Reports

1. VMRC Professional Advisory Committee (CLASP) – Liz Herrera-Knapp, The last CLASP meeting was on 09/23. At that time there were 54 paid members. The next meeting, 10/28 at 10am, we will be working on gathering input for the 2020 Holiday schedule. We now have a public social media platform via Instagram and Facebook. Please follow us. Our provider conference on 10/08 was a great time. We had about 100 attendees total. Awaiting on final numbers and how much we generated. Providers were able to earn CEU's. We are meeting next week to recap the conference and plan for next year. We are also working on having guest speakers come to our monthly meetings. Mohamed Rashid asked Liz for clarification on what CEU's are. Liz explained to the Board about CEU's.
2. Consumer Services Committee – Dena Pfeifer, See Attached – Page 57
Dena asked for a motion to approve Haynes Board and Care to continue to operate with more than 6 beds. Alicia Schott seconded the motion, approved unanimously.
3. Self-Determination Advisory Committee – Tony Anderson, Tony announced Mariela Ramos as the new chair of the committee. Tony attended a statewide stakeholder meeting in October. Tony has been on the committee since 2013. The group has been really good and developed procedures and policies. There were 2500 people on the list statewide to begin the Self-Determination Program. After 3 years, it will be available to everyone. Only 10 people from the initial pilot program who have decided that they did not want to do Self-Determination. There are also others from the 2500 who do not want to participate, and we are trying to analyze and find out why. Lots of discussion is taking place about the orientations. The current belief is that they are too long. Other Regional Centers have shortened their orientations. In our region, there is a group of people who were initially chosen for Self-Determination that are no longer interested in it anymore. There are also some who have been chosen that have not attended an orientation yet. In our area it has been very positive. There will be a new draw for the open slots. It will begin on November 22. For the draw, they will look at drawing people over age 42, siblings of selected participants, and members and family members of those on local advisory committees. Self-Determination Program Manager Elizabeth Diaz has been reporting that the experiences have been very positive. About 6 consumers have had their budgets put together. We still have 80 people on our list and we are looking to add 20 more.
4. Consumer Advisory Council (SAC6) – Lisa Esteves, See Attached – Page 59
5. Finance Committee – Claudia Reed, in place of the absence of chair Elizabeth Victor-Martinez. We meet the first Wednesday of every month. The committee has met twice since the last Board Meeting. Both Operations (OPS) and Purchase of Service (POS) are currently running very close to what our budget says. We are right where we should be. The Contract Status Report goes back 3 years. There is no more OPS money on the 2 year old contract. There is still OPS

and POS money from last year's contract. The committee is really happy to have the new members.

6. Legislative Committee – Lynda Mendoza, We will have our second committee meeting of the fiscal year on 11/04, from 12pm – 2pm here at the Stockton Office. By the end of the week, the latest bills that we have been monitoring will be updated and posted to the website.
7. Nominating Committee – Linda Collins, there was not a meeting last month, and we do not have a future meeting scheduled. We are hoping to fill the mountain county openings in the near future.
8. Bylaws Committee – Lynda Mendoza, this committee has not yet met this year and there is no future meeting scheduled yet.
9. Special Events Committee – Tina Vera, at this time we do not have any upcoming meetings. She is hoping to get more information on the next steps moving forward.

G. Public Comment

Dena Hernandez – Regional Manager, State Council on Developmental Disabilities (SCDD). SCDD is beginning the planning of its 2022-2026 State Plan. I have electronic cards as the survey can be done on line (several languages to choose from and I have paper copies in English/Spanish for those that would prefer that way to complete. Thank you for taking the time and for spreading the word.

SCDD doesn't want you to be confused but our Quality Assurance Program has sent out a letter to announce its Adult Family/Guardian Survey. This survey can be done on line as well and it will be mailed out in paper form. The timings of these requests might be confusing, so if anyone has any questions about the Quality Assurance Project, please contact George Lewis at our office at 209-473-6930.

CHOICES 2020 will be Friday, August 3, 2020 and the theme was just decided last week. Its "Everyday CHOICES Everyday Heroes". I brought Save the Date information sheets. At the November SAC6 Meeting all of the information will be passed out about the t-shirt and video contest.

SCDD, VMRC, Disability Rights CA/Office of Client's Rights and Family Resource Network is providing a Spanish training on "Alternatives to Conservatorship" on October 24, 2019. Details are on the flyer.

Independent Facilitator Trainings have been confirmed. The Spanish training is on November 6 and the English one is on November 7, both at the SJ County Office of Education. I am grateful to Chris Arroyo from our SCDD LA Office for coming with her staff person Sophie to provide these free trainings.

Register Now!

Thank you to VMRC for hosting the grant project today and tomorrow with Georgetown University on The Role of Cultural & Linguistic Competence in Addressing Disparities in Developmental Disabilities Services and Supports.

Aaron Carruthers – Executive Director of State Council on Developmental Disabilities (SCDD) just wanted to introduce himself. Thank you to VMRC for the collaboration with our Regional Manager Dena Hernandez. Also, thank you to VMRC for your deep commitment into looking at disparities in your region. Tony has really stepped forward when national resources are available to VMRC.

Marylyn Patacsil – I am a care provider for 33 years serving consumers with medical issues and behavior issues. In September I sent a copy of my letter to DDS to the Board. It was to be opened by the addressee only. I am concerned because I found out the letter was opened. It was sent to VMRC and the return receipt was scribbled. I am submitting a copy of the letter to all Board Members tonight. I also am creating a schedule for a level 4I home for 4 and 6 consumers. I agree with Cindy Mix about only having 4 consumers in a facility. If a care home is receiving 9k – 18k per month for a consumer, where is the funding going? I am concerned, in my letter to Nancy Bargmann, director of DDS, I'm troubled by a consumer being put in a cage and the investigation was pushed under the rug. I'd like to encourage VMRC to start overseeing mandatory training to the day programs and for the care homes. There are a lot of violations being ignored. There was a consumer suspended by a day program to one of my son's home. This report speaks for itself. A consumer was seat belted by CVTC with tape. Licensing found this true. A program manager with a conflict of interest approved 1 on 1 services. This is highly suspicious. I found out after researching on Facebook there is a conflict of interest. I'm hoping that the person that investigated the cage situation that the person is reprimanded. That was Anthony Hill who is now a director. He hid the evidence.

Maria Elena Diaz – I have 1 question. I didn't receive information about EIBT services. My daughter went to preschool and was regressing and was injuring herself. I know that there are services and she can still obtain the services. Can the answer be given today? Margaret responded that we will look into her case.

Griselda Lopez – I support what Maria Elena says. It's an injustice that her daughter doesn't receive services. The SC didn't give her the information that the family needed. It's an injustice. The intensive program and the rules of the VMRC that they do not give access to children at early intervention like Samantha needs. It's very important to revise this policy. Even though you guys say before age 3 it is your responsibility, because Samantha, due to her disability, she's under the umbrella of VMRC services. It's very important that VMRC supports Samantha because she is your client. You need to be helping with her services because she is your client. In her home, in her school and in her community you are her to advocate for her.

Jose Lara – I'm a parent of 2 consumers at VMRC. I've been attending these meetings and seeing changes. Thank you Tony for actually listening to what people are saying. I'm grateful that he is listening and I see changes. Thank you. I know that you are working on the respite tool. I would like to see it in the language of the people that are actually using it translated into the person's native language. Things can get lost in translation.

Dora Contreras – I reiterate what Jose just said. Thank you for the opportunity. Today was difficult as we spoke in our disparity group today through the Georgetown Project. We want to see when the respite tool is given, to be given to the parent in their native language. Sometimes the respite score is a secret. If the agency wants to be transparent, then they need to do that. Thank you to Cindy Mix for letting us look at the tool to give feedback. We have had many input from Latino families that we are in contact with. Again, thank you for the opportunity. We hope we can get included in other trainings.

Mariela Ramos – I support what Dora Contreras and Griselda Lopez just said.

Lisa Culley, Family Resource Network – Big shout out to Carlos and the rest of the team that worked on the Cultural Fair. It was a great day. We did dental screening and screened 30 people. We have followed up with them to get them to the dentist.

H. Executive Director's Highlights and Comments – Tony Anderson, See Attached – Page 60

I. Other Matters – None.

J. Board Member Visits

Margaret – I visited Person Centered Services (PCS) on March Lane in Stockton and also visited UCP's Open House and Futures Explored. Today I saw the video that they produced.

Dena – I went to the TBODS Buddy Walk on Saturday. My mom won the VMRC raffle prize.

K. President's Report

1. Executive Committee Report, Margaret Heinz, We have reviewed everything tonight. Thank you to Carlos for the Cultural Fair. It was fun, informative and interactive. Thank you to everyone who was here all day today, tonight, and those that will be here tomorrow. I also attended the ARCA meeting in San Diego. It was eye opening. To the parents here...we are really trying to hear what you are saying. I also want to remind all of the Board Members about the Board Retreat on November 2.

2. Transparency and Disclosure Policy, See attached. Margaret made a motion to approve the policy. Alicia Schott seconded the motion. The policy has been approved unanimously.

L. Next Meeting – Monday, December 16, 6:00 PM, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret adjourned the meeting at 7:45 PM.



Valley Mountain Regional Center - Board of Directors Meeting

10/21/19

VMRC Stockton Office, Cohen Board Room

702 N. Aurora Street, Stockton, CA 95202

Dial-In Number: 1-866-299-7945, Conference Passcode: 7793177#



Valley Mountain Regional Center - Board of Directors Meeting, 10/21/19

Valley Mountain Regional Center - Board of Directors Meeting, 10/21/19

A. Call to Order, Roll Call, Reading of the Mission Statement

Margaret Heinz

"The mission of Valley Mountain Regional Center (VMRC) is to support people with developmental disabilities as they enrich their lives through choices and inclusion. VMRC is committed to securing quality, individualized services in collaboration with families and the community."

A quorum is established with 10 board members in attendance

B. Review and Approval of Agenda

Margaret Heinz

Committee Action

C. Review and Approval of Board Meeting Minutes of August 19, 2019

Margaret Heinz

Committee Action

Board Meeting Minutes, 08 19 19.docx

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D. Presentations

1. Baby Steps

2. Performance Contract

Cindy Mix

Committee Action

a. Public Comment/Questions on the Performance Contract

FINAL Performance-Contract-Plan-2020.pdf

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E. Consent Items

Margaret Heinz

Committee Action

1. Finance Committee Minutes of 09/04/19

Fin Com. Minutes 09 04 19.pdf

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2. Finance Committee Minutes of 10/02/19

Fin Com Minutes 10 02 19.pdf

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3. Executive Committee Minutes of 09/04/19

Exec. Com. Min. 09 04 19.pdf

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4. Executive Committee Minutes of 10/02/19

Exec. Com. Min. 10 02 19.pdf

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Public Disclosure and Transparency.pdf

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5. Consumer Services Committee Minutes of 09/09/19

Con Serv Min 09 09 19.pdf

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6. Consumer Services Committee Minutes of 10/07/19

Minutes 10 07 19.pdf

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7. Tony Anderson's Report

F. Committee Reports

1. VMRC Professional Advisory Committee (CLASP)

Liz Herrera-Knapp, CLASP Appointee

Next Meeting, Monday, October 28, 10:00 AM, VMRC Stockton Office, Cohen Board Room

2. Consumer Services Committee

Dena Pfeifer, Chair

Next Meeting, Monday, November 4, 4:00 PM, VMRC Stockton Office, Cohen Board Room

3. Self-Determination Advisory Committee

Next Meeting, Thursday, October 24, 3:30 PM, VMRC Stockton Office, Cohen Board Room

4. Consumer Advisory Council (SAC6)

Lisa Esteves, Chair

Next Meeting,

5. Finance Committee

Elizabeth Victor-Martinez, Chair

Next Meeting, Wednesday, November 6, 5:30 PM, VMRC Stockton Office, Cohen Board Room

6. Legislative Committee

Lynda Mendoza, Chair

Next Meeting, TBD

7. Nominating Committee

Linda Collins, Chair

Next Meeting, TBD

8. Bylaws Committee

Lynda Mendoza, Chair

Next Meeting, TBD

9. Special Events Committee

Tina Vera, Chair

Next Meeting, TBD

G. Public Comments

H. Executive Director's Highlights and Comments

Tony Anderson

I. Other Matters

J. Board Member Visits

K. President's Report
Margaret Heinz, President

1. Executive Committee Report

2. Transparency and Disclosure Policy

Committee Action

L. Next Meeting

Margaret Heinz

Monday, December 16, 6:30 PM, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret Heinz



Board of Directors Meeting

08/19/2019 | 06:00 pm - 07:30 pm - Pacific Time (US & Canada)

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

Board Members Present: Margaret Heinz, President, Mohamad Rashid, Vice President, Elizabeth Victor-Martinez, Secretary, Andrea Rueda, Dena Pfeifer, Linda Collins (via phone), Robert Balderama, Tom Toomey, Lisa Esteves, Tina Vera, Alicia Schott, Erria Kaalund

Board Members Not Present: Emily Grunder (informed absence), Nadia Robinson (informed absence), Liz Herrera Knapp (informed absence), Cherina Shaw (informed absence), Lynda Mendoza, Noemi Santiago, Tracie Leong

Margaret Heinz, President, called the meeting to order at 602pm.

A. Call to Order, Roll Call, Reading of the Mission Statement

B. Review and Approval of Agenda

Margaret Heinz asked for a motion to approve the agenda. The board approved unanimously.

C. Review and Approval of Board Meeting Minutes from July 15, 2019

Margaret Heinz asked for a motion to approve the board meeting minutes from 07/15/19. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved unanimously.

D. Presentation - Caseload Ratios

Tony Anderson, Executive Director - See attached presentation (pages 22-44).

After the presentation Tony opened up the meeting for public comment by board members and general public about his presentation.

Board Member Robert Balderama commented that he can see how difficult of a job it can be for caseworkers and that he appreciates the caseworkers.

Board Member Alicia Schott commented that she is frustrated by the report and asked about possible part time positions for Service Coordinators that have not yet completed their degrees.

Board Member Tina Vera asked if there was an internship program for VMRC. Tony replied that we have done a few internships and a few of the interns have stayed on as staff.

Dora Contreras, grandmother of a consumer stated that she has public school experience. She suggested an internship and mentor program. Tony commented that a program like that does still have a cost to it.

Bud Mullanix, HR Director, commented that VMRC actually does have an internship program and are recruiting from UOP. We have done fairs there to attract students who are juniors or seniors. The pay is \$15/hour to start with hopes that they stay after graduation. Bud stated their schedules are a challenge. Bud mentioned that there is about a \$10,000 difference between an intern and full time.

Dora asked about the salary schedule for VMRC. Dora mentioned that benefits are important too when recruiting.

Claudia Reed, CFO, commented that the salary scale is on the website.

E. Consent Items

Finance Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

Executive Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

F. Committee Reports

1. CLASP - No report.
2. Consumer Services Committee - Dena Pfeifer - She met with Tony, Doug, Cindy and Cindy to discuss this year's committee meetings. I am excited for the New Year. The schedule of meetings is posted to the website. The first meeting is on September 9th at 4pm.
3. Self-Determination Advisory Committee - Mohamad Rashid - We had our meeting last Thursday, 08/16. Liz Harrell from DDS came to speak about Independent Facilitators. The presentation was very informative. The next meeting is Thursday, 09/19, at 330pm.
4. Consumer Advisory Council (SAC 6) - Lisa Esteves - No report. She will submit the report to Doug for next week.
5. Finance Committee - Elizabeth Victor-Martinez - There were no questions on minutes from Finance Committee meeting. Fiscal year for 2019 is over. Elizabeth recommended that the budget change that increased Community Care Facility budget and the increase in the Day Program budget be looked at by the Consumer Services Committee as to why is the trending changing? All reports were approved at the Finance Committee meeting. Next meeting is September 4th at 530pm.
6. Legislative Committee - Emily Grunder resigned as chair. Lynda Mendoza is the new chair. Lynda is not in attendance tonight. The next meeting will be on 08/26/19 at 12pm.

7. Nominating Committee - Linda Collins - Nothing to report. Very pleased at the new board members. They are active and involved. I went on a site visit and there were 2 new members who also visited. We are continuing to focus on representatives of the Mountain counties. Next meeting is TBD.

8. Bylaws Committee - Lynda Mendoza, no updates.

9. Special Events Committee - Tina Vera, no updates.

G. Board Member Visits

Mohamed Rashid - I visited VIP in Modesto, It's a 6 person home. Boys and Girls. Located in a nice neighborhood. Very spacious, but not room for a wheelchair. The home is nice.

Doug Bonnet - The Board Member Visit binder will be passed around to board members to sign up for future visits.

Margaret Heinz - I visited a care home last Friday. The home was beautiful, warm and welcoming. The care provider was very appreciative of the board members who came out to visit as well.

H. Public Comment

Margaret Heinz - She recognized Anthony Hill for 30 years of service with VMRC. He is the new Executive Director at San Gabriel Pomona Regional Center. We are very excited for you. Thank you for the excellent support that you provided to VMRC staff, board, community and consumers. Margaret presented Anthony with a VMRC polo shirt.

Dora Contreras - ICC sponsoring "A Conversation with Judy Mark" this Friday, 08/23 at 1pm at the Best Western. Requested VMRC post the flier for the public to see.

Griselda Estrada - Asked to reopen the policy for Respite and to invite the community to give their opinion. The families want to participate in the making of the policy. We know that there are no limits for Respite.

Irma Ojeda - I have a 29 year old son with Autism. He only gets 18 hours of respite monthly that are not utilized because nobody wants to work that short amount of hours. I don't think it is right. I do know that new vendors come up. I would like to suggest for these vendors to consider our opinions to offer these services or programs to us. Nobody knows the necessities, stresses and frustrations of these people more than the family. It's time to create and develop things that will make an impact and offer a different future for these individuals.

Mary Elena Diaz - My daughter is a regional center consumer. I support the Latin community. We had Early Start services which was very little help. When my daughter turned 3 she didn't have the help of the regional center. The school district denied speech therapy. My daughter regressed. VMRC should consider that not every client has the same necessity and needs. That's why you should listen to every client. Some of our kids need 2 or 3 services. We are talking about all of the Latin community.

Mariela Ramos - Has a son with autism, will be 21 years old next month. She is here to request the policy for personal assistant be open to the public to participate. Request has been brought to the board since February of this year. We haven't received a response. Please give us a response.

Jose Lara - Father of 2 children of VMRC, one is 8, one is 20 years old. There should be more clarity, more transparency. POS for our children's services are sometimes denied. We should know who is approving and who is denying these services. Who is the committee who is in charge of this? Maybe we aren't presenting our needs correctly? Maybe we aren't wording it right? Maybe our children pay the price for our ignorance. Who can we talk to? Who can we explain the needs to? My request is more transparency and to know who are the people approving or denying the expenditures.

Maria Solano - I have 2 teenagers, 21 and 18, both have Autism and are VMRC consumers. Their only service is 20 hours of respite. One day we won't always be with our kids. All I want is for them to have services. Please consider that they have needs, each one of them in different ways.

Jeanette Cardenas - I am with ICC. I totally support what Jose Lara and my Hispanic community are saying. Who is the committee of the POS department? Who is the president? I will leave you my email so that I can receive it.

Nancy Sanchez - I'm with ICC. I have a daughter who is a client of VMRC. I support the comments of Mr. Lara. I would like to know who are the people in the POS department? I talk with all the community. It's important information for us as a parent to know.

Elizabeth Gomez (via phone) - I am the director of ICC. Thank you for the opportunity for public comments. We are a group of advocates. We address disparities in the community. Thank you to the Board and VMRC for the support of sending out information of who we are and what we do. We have an event on 08/23. Judy Mark will be in the area and giving out lots of information and answering questions. Please help us pass out the word of the training. Please post in Constant Contact emails that are sent out. Thank you for your help.

I. Executive Director's Report - Tony Anderson

According to our latest performance measures as reported by the Department of Developmental Services as on July 2019, did you know...

1. Valley Mountain Regional Center (VMRC) is ranked number 11 in size compared to the 21 regional centers, 8 less than Tri-Counties Regional Center and 525 more than Harbor Regional Center.
2. 179 children served by VMRC are in Foster care. This makes up 2.18% of our child population and ranks 10th in the state.
3. Over half of VMRC's population are children (8202) – 55%
4. 99% of the children live at home.
5. VMRC is the 9th largest regional center for child caseload.
6. We are the 13th largest regional center for adult caseload.
7. 6th largest user of Family Home Agency services.
8. 12th largest user of ILS (8.4% of adults) and the 7th largest user of SLS (8% of adults)
9. While 60% of the adults we serve live at home with a parent/family member or own home, VMRC is ranked 19th out of 21.
10. We serve the 2nd most consumers in large Community Care homes (2.79%) and the 3rd most in the state in large (size over 7 consumers) facilities.
11. We are processing the 9th most consumers in intake and while we are ranked 5th most processed under 142 days, we are 5th worst in over 143 days though it's only 6 people and no one beyond the 240 day mark).

12. Bonus Fact: every year we average about a caseload and a half of people who transfer in to the VMRC region from other regional centers (net number).

Other Highlights

1. We'll be making significant advances in technology this year plus Doug hosted a website focus group.
2. Cultural Diversity: three regular community groups Employment is a key service we're providing.
3. The Training and Development Workgroup update.
4. Discussion "Are We A Culture of No?" about the value and art of case management.
5. CLASP Conference.
6. Since the last board meeting we had three retirements of long time employees. Mary Sheehan (40 years), Sharlyne Nomellini (almost 40 years), and Shelli Margarite (about 30 years), and one resignation from Anthony Hill (almost 30 years).
7. Getting ready for the new era of transparency and continuous disclosures.
8. A lot happening with Early Start.
9. Caseload ratios have got to be addressed this year.
10. Self-Determination is going to start before the calendar year is up.
11. Communication, board development will be dominate areas.
12. Doug has organized a meeting with legislative policy staff tomorrow and all the senior leaders will present as as well Carlos and Enos.

J. Other Matters

1. Review and Approval of Compliance Manger Position - Bud and Tony explained the job description (see attached pages 45-46). Margaret asked for a motion to approve the position. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved the position unanimously.

K. President's Report

Margaret Heinz - Executive Committee met on 08/07/19. Meeting was short and sweet. There was nothing notable to share.

L. Next Meeting

Monday, October 21, 2019, 600pm, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret adjourned the meeting at 730pm.

PERFORMANCE CONTRACT PROJECT

Regional Center: Valley Mountain Regional Center

Calendar Year 2020

Public Policy Performance Measures

Measure	Activities Regional Center will Employ to Achieve Outcome
A. Number and percent of RC caseload in DC	<ol style="list-style-type: none"> 1. Continue development of the "Paulsen Community", a three pod, 5-bed each delayed-egress adult facility. 2. Develop off-site programming for consumers residing in the "Paulsen Community". 3. Monthly CPP meetings with Case Management and Resource Development to review progress of CPP activities. 4. Maintain After-Hours Response System services and develop training for vendors and staff for utilization purposes 5. Increase collaboration with San Joaquin County Mental Health and facilitate access to local mental health services as needed by dually diagnosed consumers by finalizing a Memo of Understanding. 6. Collaborate with Stanislaus Behavioral Health Recovery Services, utilizing the finalized Memo of Understanding. and attending meetings held with mutual staff every 2 months to ensure access to local mental health services. 7. Twice monthly and/or as needed Problem Solving Team meetings to address emerging issues with individual consumers. 8. Legal Services Review Team meets as needed to address forensic consumer issues and consumers at risk of re-arrest and/or developmental center placement. 9. Perform psychotropic medication reviews for consumers exhibiting behaviors that put them at risk of placement in more restrictive settings. 10. Continue collaborative work with local law enforcement and

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>protective oversight agencies. Creation of programming to involve police officers in care home visitation. Maintain Memoranda of Understanding, if applicable.</p> <ol style="list-style-type: none"> 11. Continue development of new residential facilities serving adults with significant behavioral and emotional challenges. 12. Develop more psychiatric services as demand dictates, including the addition of contracted professionals and/or mobile crisis services. Refer consumers as appropriate to psychiatry clinics to secure appropriate diagnosis and follow-up treatment. 13. Provide training to Service Coordinators in maintaining "high risk" consumers in the community, utilizing innovative, creative treatment related services/supports options. 14. Orientation provided to law enforcement/court staff as requested related to consumer involvement in the criminal justice system. 15. Case Management Specialists provide intense case management to consumers at highest risk for institutionalizations. 16. Utilize Comprehensive Assessments to identify consumer community placement readiness. 17. Continue to reduce DC placements by achieving and maintaining less than 14 VMRC consumers in developmental centers.
<p>B. Number and percent of minors residing with families</p>	<ol style="list-style-type: none"> 1. Provide family education and counseling through collaborative efforts with Family Resource Network, county Behavioral Health and Recovery Services, El Concilio, county SELPAs, Housing Authorities, and Managed Care Medi-Cal providers. 2. Participation in county interagency meetings to address the needs of children in our service area. 3. Participation in Person-Centered Planning sessions and

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>assistance in developing meaningful IPPs.</p> <ol style="list-style-type: none"> 4. Meet and coordinate services with individual families and foster parents caring for minor consumers. 5. Work with county CPS and community children's service agencies to support minor consumers living with families. 6. Assess for respite, daycare, and behavioral needs, as well as other supports to maintain children in the family home. 7. Review tools used for appropriateness on a regular basis. 7. Encourage the use of Independent Living Services (ILS) in an effort to promote individual independence. 8. Provide nursing care/respite to families with medically fragile children. VMRC will pursue EPSDT funding for these children. 9. Co-sponsor annual Early Start Symposium. 10. Refer siblings of consumers to Sib Shops offered by Family Resource Network. Promote expansion of program to include 14-18 year olds. 11. Offer environmental assessments and appropriate mobility equipment to enable consumers to live in their family home. 12. Offer child/adolescent psychiatric services for consumers not served by the mental health system. 13. Offer group Parent Behavioral Training classes and Behavioral Instructional Services in English and Spanish to support parent education of positive behavioral interventions to reduce maladaptive behaviors and increase independence. 14. Increase wrap-around services for children living with families, using a combination of in-depth behavioral assessments, followed by a combination of work with consumer and parent training in the home to reduce problem behaviors and address sexual boundary awareness for adolescents. 15. VMRC clinical staff will develop procedures and work with service coordinators to secure behavioral services that are

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>needed by all consumers, both children and adult. Private insurance, and managed care Medi-Cal will be utilized first, service coordinators will help guide consumers and families to these sources. VMRC will continue to provide crisis behavioral intervention as needed.</p> <p>16. Identify potential homelessness and provide necessary resources. Work collaboratively with other social service agencies to provide homeless VMRC consumers with ongoing service.</p> <p>17. Continue to incorporate emergency preparedness into planning team discussion and resultant objectives.</p> <p>18. Implement Everbridge Notification system for information and follow up, as needed.</p> <p>19. Assist consumers and families when transitioning to the Self Determination Program.</p>

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
<p>C.. Number and percent of adults residing in independent living</p>	<ol style="list-style-type: none"> 1. Survey case carrying staff to determine housing needs, followed by focus groups to discuss the survey findings in order to devise a plan for collaborative efforts with community partners in developing affordable and/or alternative housing options for consumers who choose to live on their own.. 2. Offer Self-Advocacy support for better access to living arrangement of choice via educating consumers to assist in voicing their opinions. 3. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 4. Continue to offer environmental assessments and appropriate mobility equipment to enable consumers to live independently. 5. Offer psychiatric services that are not provided by mental health to adult consumers in need for stabilization purposes. 6. Automated calling for emergency notification. 7. Maintain informational network to discuss best practices for ILS/SLS providers. 8. Maintain quality services by ensuring ILS/SLS providers have objectives and expectations as reflected in the IPP. 9. Ensure utilization of community generic resources such as CalFresh, CalAble, County IHSS and County Mental Health Services. 10. Use of public transportation and mobility training where offered to optimize independence. 11. Continue to incorporate emergency preparedness into planning team discussion and resultant objectives. 12. Implement Everbridge Notification system for information and follow up, as needed. 13. Assist consumers and families if transitioning to the Self Determination Program.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
D. Number and percent of adults residing in supported living	<ol style="list-style-type: none"> 1. Survey case carrying staff to determine housing needs, followed by focus groups to discuss the survey findings in order to devise a plan for collaborative efforts with community partners in developing affordable and/or alternative housing options for consumers who choose to live in the community with supports. 2. Continue regular Supported Living Network meetings. 3. Provide orientation trainings to vendors and direct support staff with tools to better serve consumers receiving SLS. 4. Continue involvement in annual informational seminar to discuss current trends and best practices for SLS providers in

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>an effort to better serve consumers.</p> <ol style="list-style-type: none"> 5. Offer Self-Advocacy support to access living arrangement of choice. 6. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 7. Maintain quality services by ensuring SLS providers have clear objectives and expectations as reflected in the IPP. 8. Develop plans to assist in roommate identification to increase affordability and attain positive profile matches. 9. Incorporate emergency preparedness into planning team discussion and resultant objectives. 10. Implement Everbridge Notification system for information and follow up, as needed. 11. Assist consumers and families if transitioning to the Self Determination Program.
<p>E. Number and percent of adults residing in Adult Family Home Agency homes</p>	<ol style="list-style-type: none"> 1. Work with Adult FHAs to develop new family home options to serve adults with behavioral challenges. 2. Develop new Adult Family Home Agency vendor option. 3. Increase the percentage of consumer parents retaining parental rights by assisting in AFHA supported services, i.e. 637 Waiver to allow adult consumers with children to be placed in Adult Foster Family Homes together. 4. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 5. Incorporate emergency preparedness into planning team discussion and resultant objectives. 6. Implement Everbridge Notification system for information and follow up, as needed. 7. Assist consumers and families if transitioning to the Self Determination Program.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>F. Number and percent of adults residing in family homes (home of parent or guardian)</p>	<ol style="list-style-type: none"> 1. Provide support services to families caring for adult family members in the family home. 2. Encourage the use of Independent Living Services (ILS) in an effort to promote individual independence. 3. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 4. Work with county agencies to support adult consumers living with families during times of crisis. 5. Develop behavioral management program services to adults in the foothill counties to support them to live at home with their families, or to remain in their care homes. 6. Continue to develop wrap-around services for adult consumers residing in family homes which will include those with behavioral and medical concerns. 7. Provide nursing respite (LVN staff) through home health agencies for consumers who are medically fragile, pending availability. Assistance with NF Waiver applications to occur as long wait list exists. 8. Educate local hospitals of potential consumer behaviors and potential issues. 9. Provide current information to consumers and families about available generic/community resources. 10. Review and monitor support needs to include ILS in the family home to support independent living skills. 11. Self-Advocacy resources and pertinent community agency collaboration will be utilized to develop improved process for residential transition. 12. Continue to provide environmental assessments and modifications/equipment for consumers with mobility issues who reside in family homes. 13. VMRC clinical staff will develop procedures and work with Service Coordinators to secure behavioral services that are needed

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>by all consumers, both children and adult. Private insurance, and managed care Medi-Cal will be utilized first, service coordinators will help guide consumers and families to these sources. VMRC will continue to provide crisis behavioral intervention as needed.</p> <p>14. Continue to provide training to staff on Supported Decision Making and Advanced Care Planning for End of Life transitions. From this training, VMRC will develop procedures and have resources available for Service Coordinators. VMRC will provide, in collaboration with community partners, training on these topics for consumers, families and residential care providers in 2020.</p> <p>15. Incorporate emergency preparedness into planning team discussion and resultant objectives.</p> <p>16. Implement Everbridge Notification system for information and follow up, as needed.</p> <p>17. Assist consumers and families if transitioning to the Self Determination Program.</p> <p>18. Develop all services with cultural competence in mind.</p>

PERFORMANCE CONTRACT PROJECT

Measure	Activities <i>Regional Center will Employ to Achieve Outcome</i>
G. Number and percent of minors living in facilities serving > 6	<ol style="list-style-type: none"> 1. Continue existing policy of vendoring residential facilities serving six or fewer persons. 2. Develop policy for new children's residential services to serve no more than four (4) persons. 3. Facilitate development of small residential options at ongoing provider orientations and other classes. 4. Develop housing model options per the agency Strategic Plan for minor consumers, as needed. 5. Continue to develop children's facilities. 6. Regularly scheduled joint meetings with parents, advocates, community service agencies, and residential providers to develop better mechanisms for smooth transitioning to different living situations. 7. Develop sexual awareness training opportunities for children's residential providers. 8. Continuance of the agency Residential Screening Committee to ensure appropriate placements.
H. Number and percent of adults living in facilities serving > 6	<ol style="list-style-type: none"> 1. Develop housing model options for adult consumers, as needed. 2. Continue existing policy of vendoring residential facilities serving six or fewer persons. 3. Develop policy for all new adult residential development to be four (4) beds maximum. 4. Encourage development of small residential options at provider orientation and other classes. 5. Continue implementation of the agency Residential Screening Committee to ensure appropriate placements. 6. Promote the development of supported living situations for consumers as an alternative to licensed living arrangements. 7. Continue implementation of Resource Development plan using Needs Assessment process.

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
<p>I. Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures</p> <ul style="list-style-type: none"> • Percent of total annual purchase of service expenditures by individual's ethnicity and age: Birth to age two, inclusive. • Age three to 21, inclusive. • Twenty-two and older. 	<p>8. Continue to monitor the approved large facilities to maintain "home-like environments".</p> <p>1. Prior fiscal year (FY) purchase of service data and Client Master File (CMF) will be generated to measure progress in reducing disparities and improving equity in purchase of service expenditures.</p> <p>2. VMRC will seek methods to help better analyze POS expenditure data in an effort to better understand our underserved population's needs.</p> <p>3. Outreach efforts within community to overcome potential cultural barriers when identifying appropriate services.</p> <p>4. Work with community agencies to increase awareness of regional center services for minority populations served.</p> <p>5. Work with service providers to identify support needs and develop bilingual resources and services to improve access to all cultural, ethnic, and language specific groups.</p> <p>6. Service Coordination staff will receive training related to IPP development that ensures meaningful consumer and family participation.</p> <p>7. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs for individuals.</p> <p>8. Develop vendors who are culturally sensitive.</p> <p>9. Provide culturally diverse volunteer opportunities for community members.</p> <p>10. Additional respite will be offered to parents attending informational meetings.</p> <p>11. Provide informational trainings pertaining to cultural understanding.</p> <p>12. Case distribution will occur for bilingual staff to carry monolingual cases in an effort to further breakdown communication barriers.</p>

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>J. Number and percent of individuals receiving only case management services by age and ethnicity</p>	
	<ol style="list-style-type: none"> 1. Prior FY Purchase of service data and regional, center caseload data 2. VMRC will work in partnership with local parent and community organizations such as (Catholic Charities, Apsara, Lao Family Community Empowerment, SACAAAR, Southeast Asian Agency, LGBTQ+, ICC, Fuersaz Unidas, Modesto Collaborative, Families First, and Family Resource Network) to develop and implement a series of information and training activities, 3. Outreach efforts within community to overcome potential cultural barriers when identifying appropriate services. 4. Work with community agencies to increase awareness of regional center services for minority populations served. 5. Ongoing parent training, orientation and informational sessions in participants' native language, when possible, and with interpretation at mutually agreed upon sites in the

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	<p>community.</p> <ol style="list-style-type: none"> 6. Respite hours will be offered in order for parents to participate in informational meetings. 7. Provide informational trainings to staff pertaining to cultural understanding. 8. Ongoing internal review of the quality of documents translated by professional translation services. 9. Cultural Specialist will reach out to those consumers with no POS to discuss integrated resources such as disparity grant options. Follow up will occur with Service Coordinator. 10. Case distribution will occur for bilingual staff to carry monolingual cases in an effort to further breakdown communication barriers.
<p>Public Policy Performance Measures Related to Employment</p> <p>K. Number and percentage of consumers, ages 16-64 with earned income.</p>	<ol style="list-style-type: none"> 1. Utilize Employment Development Department (EDD) data provided by DDS. Review changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD. 2. Continue to collaborate with EDD, DOE, WorkNet, and DOR through our Local Partnership Agreements. 3. Finalize and implement strategy to transition WAPs to viable employment skills training programs with CIE goals.
<p>L. Average annual wages for consumers ages 16-64.</p>	<ol style="list-style-type: none"> 1. EDD data, provided by DDS, and VMRC data to review/analyze --average annual wages as reported to EDD for consumers ages 16-64. 2. Continue to collaborate with EDD, DOE, WorkNet, and DOR through our Local Partnership Agreements.

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
M. Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA.	<ol style="list-style-type: none"> 1. Utilize EDD data provided by DDS to analyze consumer wage data compared to people with all disabilities as reported to EDD. 2. Continue to collaborate with EDD and DOR through our Local Partnership Agreements.
N. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Collaborate with employers and vendors to develop new and additional internship programs with the goal of CIE Placement. Focus on employer/vendor partnerships to increase PIP development and promote the supports that VMRC and vendors can provide for an internship program to an employer. Additional trainings for vendors and staff on internship benefits and implementation. 3. Use incentive money to target jobs based on consumer interest.
O. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Collaborate with vendors to develop new, or enhance exiting paths of employment opportunities to CIE from Internship placements with employers. 3. Facilitate employer-vendor partnerships to increase job

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	development and job coaching to facilitate CIE Placements.
P. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Target development of Internship Programs that offer more than minimum wage rates.
Q. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom Incentive payments have been made.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Increase the percent of adults, age 22 and above, who are working in Supported Employment/Competitive Employment. Utilize CDER personal outcomes data and refine the definition of each Day Program Types (DAYP) in SANDIS and continue to update annually. 3. Continue coordinated trainings for staff and vendors that pertains to Employment First and WIOA concepts and concerns with impact of income to SSI to encourage job exploration.
R. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Develop new, or enhance existing employment opportunities with employers for job placement and job coaching. Facilitate employer-vendor partnerships to increase CIE placements. 3. Develop additional Internship Programs with employers.

PERFORMANCE CONTRACT PROJECT

Measure	Activities Regional Center will Employ to Achieve Outcome
	<ol style="list-style-type: none"> 4. Increase vendor participation with the goal of CIE Placement. 5. Develop Local Partnership Agreement model and establish agreement.
<p>5. Percentage of adults who reported having Competitive Integrated Employment as a goal in his/her IPP.</p>	<ol style="list-style-type: none"> 1. National Core Indicators Survey data—3 year cycle. 2. VMRC will encourage discussion at IPP meetings and ensure documentation.

PERFORMANCE CONTRACT PROJECT

Compliance Measures

<i>Measure</i>	<i>Measurement Methodology</i>
Unqualified independent audit with no material finding(s)	Yes — based on regional center independent audit findings
Substantial compliance with DDS fiscal audit	Yes — based on DDS internal document criteria
Accuracy percent of POS fiscal projections (based on February SOAR)	Actual expenditures plus late bills as of 1/03 do not exceed 10% of the high end of the range or fall below 10% of the low end of the range reported in 2/02, with stipulations and exceptions noted in July 17, 2001, ARCA Administrators' memo. Year two recommendations contained in July 17, 2001, ARCA Administrators' memo, agreement Number 8.
Operates within OPS budget	Yes — actual expenditures plus late bills do not exceed OPS budget.
Certified to participate in Waiver	Yes/No — based on most recent waiver monitoring report
Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Yes — based on documentation regional center forwards to DDS
CDER/ESR Currency	Status codes 1 and 2 on CMF with current CDER or ESR
Intake/assessment and IFSP time lines (0-2).	Early Start Report
Intake/assessment time lines for consumers ages 3 and above	CMF—calculated by subtracting the status date from the CMF date
IPP Development (WIC requirements)	Biennial DDS review per Welf. & Inst. Code section 4646.5(c)(3)

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Measurement Methodology</i>
IFSP Development (Title 17 requirements)	Early Start Report



Finance Committee Meeting Minutes

09/04/2019 | 05:30 pm - 06:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (10)

Committee Members Present: Margaret Heinz, Alicia Schott, Connie Uychutin, Jose Lara

Committee Members Not Present: Elizabeth Victor- Martinez, Chair and Treasurer (informed absence)

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Corina Ramirez, Administrative Assistant – Resource Development, Claudia Reed, CFO

Public Present: Griselda Estrada, Parent, Mariela Ramos, Parent

Meeting called to order at 530pm by Margaret Heinz, Board President. Margaret will chair the meeting in the absence of Committee Chair and Treasurer, Elizabeth Victor-Martinez.

Margaret announced the appointment of Jose Lara, Parent and Alicia Schott, Board Member, to the Finance Committee effective today.

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent

B. Review and Approval of Finance Committee Meeting Minutes of 08/07/19

Minutes approved by unanimous consent

C. Public Comment

No public comment

D. Approval of Contracts over \$250,000

Corina Ramirez - see pages 5 – 50.

Margaret asked for a motion, Alicia Schott made the motion and Jose Lara seconded the motion. Connie Uychutin abstained. Contracts were approved.

E. Fiscal Department Update

Claudia Reed – see pages 51 - 55

1. Acceptance of Contract Status Report (CSR) – See page 51. Connie made motion, Alicia seconded it and the Contract Status Report was approved unanimously.
2. Purchase of Service (POS) and Operations (OPS) Expenditures – see pages 52 -53.
3. VMRC Monthly POS Expenditure (PEP) Summary – see page 54.
4. Cash Projection Report - No report at this meeting.
5. Acceptance of Restricted Donations – See page 55. Connie made motion, Jose seconded it and the Restricted Donations were approved unanimously.

F. Next Meeting - October 2, 2019, 5:30 pm, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 630pm by Margaret.



Finance Committee

10/02/2019 | 05:30 PM - 06:30 PM - Pacific Time (US & Canada)

Attendees (15)

Committee Members Present: Elizabeth Victor-Martinez, Chair and Treasurer, Margaret Heinz, Board President, Jose Lara, Lisa Utsey and Facilitator, Alicia Schott

Committee Members Not Present: Connie Uychutin

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Claudia Reed, CFO, Corina Ramirez, Administrative Assistant – Resource Development

Board Members Present: Lynda Mendoza

Public Present: Dora Contreras, Griselda Estrada, 2 additional parents (names not disclosed)

Meeting called to order at 531pm by Elizabeth Victor-Martinez, Chair and Treasurer.

Margaret Heinz, Board President, announced the appointment of Lisa Utsey to the Finance Committee as the SAC6 Representative (Self Advocacy Council Area 6).

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent.

B. Review and Approval of Finance Committee Meeting Minutes of 09/04/19

Minutes approved by unanimous consent.

C. Public Comment

None.

D. Approval of Contracts over \$250,000

Corina Ramirez

1. Kavere Services - Pacific Lifeskills Contract – see pages 5 - 15
2. McCray Psychological Services Contract – see pages 16 - 40

Contracts approved by unanimous consent.

E. Fiscal Department Update

Claudia Reed

1. Acceptance of Contract Status Report (CSR) - See page 41.
Contract Status Report (CSR) approved by unanimous consent.
2. POS and OPS Expenditures – See pages 42 and 43.
3. VMRC Monthly POS Expenditure (PEP) Summary - No Report this month.
4. Cash Projection - No Report this month.
5. Acceptance of Restricted Donations - No Report this month.
6. A-1 Amendment for Fiscal Year 2019-2020 – No Report this month.

F. Next Meeting - Wednesday, November 6, 2019, 5:30 PM, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 615pm.



Executive Committee Meeting

09/04/2019 | 06:30 pm - 07:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (9)

Committee Members Present: Margaret Heinz, President and Chair, Mohamed Rashid, Vice-President, Dena Pfeifer, Consumer Services Committee Chair

Informed Absence: Elizabeth Victor-Martinez, Treasurer and Finance Committee Chair

Not Present: Lynda Mendoza, Secretary, Legislative Committee Chair and Bylaws Committee Chair, Linda Collins, Nominating Committee Chair

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director

Others Present: Jose Lara, Parent, Mariela Ramos, Parent, Griselda Estrada, Parent, Maria Elena Diaz, Parent

Margaret Heinz called the meeting to order at 640pm.

A quorum has not been established. The committee will not take action on any action items.

A. Review and Approval of Meeting Agenda

Agenda was reviewed but action was not taken due to no quorum.

B. Review and Approval of Minutes of Executive Committee Meeting on 08/07/19

Minutes were reviewed but action was not taken due to no quorum.

C. Items for Discussion

1. Executive Director's Update – Tony Anderson - Since we last met a few months ago I've been preparing for the recruitment of the new Compliance Manager position and meeting with the new legal counsel to prepare for the transition for when Anthony Hill leave on September 6th.

Also we received the omnibus directive letter to the regional centers describing the details for implementation of the 2019-2020 Trailer Bill Language representing about 30 plus changes to the Lanterman Act. I've given two presentations on this and plan to prepare a summary presentation for the SCDD regional advisory committee, the CLASP conference (tentative), SAC6 self-advocates, and a comprehensive presentation for the bi-annual management team meeting.

After our last board meeting I wrapped up the caseload compliance report to include the feedback from that meeting and delivered the report to DDS as required. The next report will be the Performance Contract that has new public input requirements.

Before we meet again I will have presented to the California Leadership Institute on our disparities efforts, attended the Beyond Our gates forum at UOP, spoken at the California Memorial Project in Stockton, attended the 2 day conference of the Lanterman Housing Alliance for affordable housing, and Doug and I will have attended a weekend long WordPress training to assist us with the management of the website.

2. Notable Consumer Incidents/Complaints – Tony Anderson - We currently have a young consumer currently having what some have described as a psychotic episode. The father is very unhappy because he wanted a dramatic reduction of medications and the doctor would not honor this request. Several changes to the medication treatment plan have occurred and the child is extremely unstable. He was hospitalized for several days and eventually returned home. The home setting is extremely volatile for the child and family. Family wants a psychiatric hospitalization and the team is wanting crisis home services. A statewide crisis home search has been instituted and possible out of state placement may be requested. This case is requiring considerable case management and coordination with several professionals involved.

3. Vendor Issues – Tony Anderson - Weldwoods Adult Residential Care Home is having an open house on Wednesday September 18th from 10-2pm at 1490 Peluse Lane in Manteca. Invitation to visit the home extends to board members and neighbors.

CLASP Conference is coming up on October 8th and it should be a really great professional development event for our local providers.

4. Personnel and Union Update – Tony Anderson - Our negotiation team is meeting tomorrow to review the financial status of the regional center with representatives from SEIU. This is an exploratory meeting to discuss reopening the contract to discuss wages.

Recruiting: we have 3 openings but actively interviewing. Anticipate they will be filled in next couple of weeks.

Demographics: 330 employees 39 hired 33 terminations (Voluntary and involuntary) 1.9% growth rate 10% turnover 9.2 years average tenure

Still actively training managers and staff. Currently training on Dealing with Difficult Employees. One potential lawsuit regarding an employee who retired.

5. Other Matters – Tony Anderson - Self Determination Update - We recent received a directive from DDS that states when "purchasing initial SDP person-centered planning services (PCP), which can include assistance in developing the participant's spending plan, utilizing service code 024, "Purchase Reimbursement," regional centers may reimburse the provider directly." It says that as long as we get an invoice for PCP that the person agrees to and we get a copy of the plan then we can now reimburse the

provide. This is an improvement because the alternative is to reimburse the parent but for some that would be a financial hardship. Mohamed Rashid has stepped down as chair of the Self-Determination Advisory Committee. He will announce this at the 09/19 meeting.

D. Public Comments

Griselda Estrada - The Latin community would like to participate in the policy for the hours of respite. We want to participate in how the questions in the respite assessment evaluation are formulated. Can we please have this opportunity?

Mariela Ramos - I would like to support what Griselda said.

Maria Elena Diaz - Is there any updates on the clarity of who approves or denies the services? Who is the committee who approves or denies services for children?

Tony responded that he and Cindy Mix are the ones that approve purchases.

E. October Board Meeting Agenda – Tony Anderson – Margaret Heinz, myself and Doug Bonnet will be meeting on 09/18 to put together the agenda for the 10/21 Board Meeting.

F. Next Meeting – Wednesday, 10/02/19, 6:30 PM, VMRC Stockton Office, Cohen Board Room

Margaret adjourned the meeting at 717pm.



Executive Committee Meeting Minutes

10/02/2019 | 06:30 PM - 07:30 PM - Pacific Time (US & Canada)

Attendees (10)

Committee Members Present: Margaret Heinz, Chair and Board President, Elizabeth Victor-Martinez, Treasurer, Mohamed Rashid, Vice-President, Lynda Mendoza, Secretary, Dena Pfeifer and Facilitator, Linda Collins

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Bud Mullanix, Human Resources Director

Public Present: None

Meeting called to order at 634pm by Margaret Heinz, Chair and Board President.

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent.

B. Review and Approval of Minutes of 08/07/19 and 09/04/19

Minutes of both meetings approved by unanimous consent.

C. Items for Approval

Tony Anderson

1. Public Disclosures and Transparency Policy – See pages 8 – 9.

This year the legislature and the governor changed the Lanterman Act in several ways and one of the primary themes for the changes fall under the category of "Transparency and Public Disclosures". On August 21, 2019 I received a letter from DDS outlining details for implementing new areas of transparency and disclosures. On September 23, 2019 the VMRC Senior

leadership reviewed edited and approved the policy for our Administrative Policy manual but it does not become official until the Board of Directors reviews and approves.

Proposed Action: staff request approval of the policy and from executive committee to be forwarded as "recommend approval" to the full board of directors.

Approved by unanimous consent.

2. Performance Contract - Handout to Committee Members – See pages 11 – 46.
1. As of May 2020, VMRC Board will hold one or more public meetings annually on prior year's performance contract objectives and outcomes.
2. The meetings may be held separately from regular board meetings and VMRC must give the audience enough information so that they can discuss it and respond if they want.
3. VMRC will announce the meeting and put this information on their website, tell it's stakeholders, and tell DDS about this meeting and information at least 30 days before it happens.
4. VMRC must make sure the meetings and materials provide language access, and must schedule the meetings at times and locations designed to promote attendance by the public. To encourage participation by diverse language, racial, and ethnic communities, VMRC must consider strategies to promote opportunities for public comment.
5. The VMRC Board must report to DDS the outcomes of each of these public meetings within 90 days of the meeting. The report must at least include:
 - a. Copies of minutes from each meeting and comments obtained from other strategies utilized to provide opportunities for public comment from diverse language, racial, and ethnic communities.
 - b. VMRC's recommendations and a plan to address areas where improvement is needed.
 - c. The contract renewal between VMRC and DDS will now also depend on DDS's assessment of the performance objectives and achievement of sufficient progress on the state's corrective action plans.
6. Activities developed with input from the local community
7. VMRC will develop annual performance objectives through meaningful participation with their local communities.
8. At least one public meeting, with ten (10) calendar days advance notice, where participants can provide input on the performance objectives and shall use focus groups or surveys to collect information from the community.
9. Statement of Assurances signed by the Executive Director.
10. Discuss any optional locally- developed public policy measures.
11. If VMRC decides to include a locally-developed public policy measure, a description of the baseline information or how it will be obtained must be included, as well as a description of how progress will be evaluated to ensure a positive impact on individuals and/or their families.
12. Annual performance objectives must measure progress in reducing disparities
13. VMRC must choose two measures the same two disparity measures used in their CY 2019 performance contracts.
14. VMRC may also choose one or more of the disparity measures that rely on data from National Core Indicators

15. VMRC must include annual performance objectives that measure progress in implementing the Employment First Policy like the measures addressing both of the following:
16. Local partnership agreements between VMRC and local educational agencies, and the Department of Rehabilitation districts.
17. Information to individuals regarding the Employment First Policy, opportunities for employment, and available supports to achieve integrated competitive employment.
18. VMRC performance contracts must include all nine measures, as well as activities developed with input from the local community.

No committee action needed at this time.

D. Items for Discussion

1. Executive Director's Report - Tony Anderson

In September I flew down to San Diego to provide a session to the IDD leadership Institute on our process and analysis of the disparity of expenditures across race/ethnicity. The session was well received, generated good questions, and the class consisted of leaders from regional centers, provider agencies, state council local offices, etc.

September was a really busy month but it doesn't compare to what we have planned for October. Big events in October include the Cultural Fair, the Mental Health Services Act Grant funded conference, The Supported Living Conference presentation, CLASP Conference, ARCA meetings, Autism and Down Syndrome Walks, Cultural and Linguistics Competence Training/Conference, and much more...

Doug and I spent an entire weekend studying and learning more about WordPress, the application we use to manage our website. We worked on going through the list of 50+ items we received during our website focus group session. We ended up completing 25 items on our list. We made a lot of progress and still have a lot more to go.

Since receiving the Omnibus Letter dated September 23, 2019, describing the Trailer Bill Language on the Lanterman Act, I completed an analysis of the DDS directive and followed this with a PowerPoint presentation. I provided the presentation to the CLASP group and the VMRC Legislative committee. Then modified the presentation further and provided a presentation to the All Managers Bi-Annual meeting and then to the SCDD North Valley Hills Office Regional Advisory Committee. I'm currently working on an audio version for advocates who have a hard time reading or just prefer to listen instead.

I attended a two day affordable housing summit on affordable housing for people with developmental disabilities. Some of the ideas that stood out include:

1. Lack of Rental subsidies is the biggest barrier to getting affordable housing and lack of supportive housing services is a problem - our rates are too low.
2. In the San Andreas area they have built over 1300 rental units in their area - it's difficult but possible and accumulates over time.
3. All advocates were recommending trying a lot of different approaches and models for affordable housing
4. A lot of regional centers started off using service code 101 for housing support services and now they're using code 089.
5. The problem with code 089 is that it was tied to the rate freeze problem.
6. One regional center advocated for continued use of code 101 as best used for rent subsidy and admin for housing services.
7. All the rest of housing services are under code 089 (housing search and maintenance only)
8. One best practice model was the San Francisco Affordable housing website application created by the mayor's office: DAHLIA San Francisco Housing Portal.

2. Notable Consumer Incidents/Complaints - Tony Anderson

Follow-up from last month: The young 11 year old consumer is still living in the family home in an inappropriate living situation with his family. The family is still very unhappy with their current living situation and they need additional support. If are providing two staff at all times in the family home and we've made 6 more referrals to out of region (2) and out of state (3) on top of the dozens of previous placement requests. The grandmother is now providing Personal Support services in the home. The home setting remains extremely volatile for the child and family. Family wants a psychiatric hospitalization and the team is wanting crisis home services. A statewide crisis home search has been instituted and possible out of state placement may be requested if a program agrees to accept him.

Another case we're watching closely is a 14 year old female consumer needing out of state placement also receiving services from Child Protective Services. All of our crisis homes for children have replied to our requests saying that her needs are too severe for their program. Close attention is being paid to her care as the situation is unsafe for her and her family.

3. Vendor Issues - Tony Anderson

The CLASP network of local providers is hosting their first ever providers conference on Oct 8th in Stockton. National Speakers are flying in to Stockton, the Director of Developmental Services will be presenting, and local presenters include VMRC, SCDD NVH, and a local provider.

4. Self-Determination Update - Tony Anderson

On Monday there will be a DDS facilitated statewide stakeholder meeting of Self-Determination for updates and status reports on how the rollout is going across the state. Also in October the SCDD will facilitate a statewide advisory committee meeting which will take place in Sacramento to be followed by our local Self-Determination Advisory committee meeting. The latest information I have is that 8 people are currently in the Person Center Planning process, we have 1 FMS vendor and 3 pending, these numbers change every week.

5. Personnel and Union Update - Bud Mullanix and Tony Anderson – Handout – See pages 10, 47 – 50.

Tony Anderson - We are still in the initial stages of the Information Requests from the union to determine their next steps for a possible wage reopener. Every year in our contract either side can request a reopener to the contract regarding wage and benefits if something changes in the finances of the organization. At this point in the process we are responding in good faith to their requests for more information.

Bud Mullanix - Been very busy in HR. Lots of training going on. Bullying, Dealing with Difficult People and Corrective Action Trainings are happening. Lots of employee issues ongoing. We have 5 current openings and interviews are ongoing. We are at 331 employees. Our growth rate is low but our turnover rate is low. We are doing well. Staff morale is good. Staff is happy and in a good place. We have an upcoming meeting next week to discuss contract negotiations.

6. Other Matters - Tony Anderson

Our appeals process will be undergoing an overhaul. Our Compliance Manager will start on October 21st and our new attorney Matthew Bahr will be assisting in our state level hearings.

E. President's Comments - Margaret Heinz

Board Retreat is on November 2nd at Wine and Roses, Save the Date has been sent out...another email will be coming out soon.

F. Public Comments

None.

G. Next Meeting - Wednesday, 11/06/19, 6:30 PM, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 735pm.



VALLEY MOUNTAIN REGIONAL CENTER ADMINISTRATIVE PROCEDURES MANUAL

Public Disclosures and Transparency

Purpose and Responsibilities

The purpose of this policy is to improve transparency and the public's access to information pursuant to Welfare and Institutions code (WIC) sections 4629.5(a) and 4629.5(b). The transparency and public disclosure policy describes the information that Valley Mountain Regional Center (VMRC) will provide the public in a timely manner. This policy lists the minimum required information by law but should not be considered an exhaustive list.

VMRC Position Statement

It is our intention at VMRC to be good stewards of the public trust and to conduct our governance of the regional center in the most transparent manner possible. We recognize that we are a non-profit charitable organization awarded tax exempt status in exchange for service to the community and in addition we operate under contract with the California Department of Developmental Services (DDS) to discharge the state's obligation to people with developmental disabilities and their families as set forth in the Lanterman Developmental Disabilities Act. We accept these responsibilities seriously and earnestly.

Public Disclosures

VMRC will provide public access to information, including, but not limited to, information regarding requests for proposals and contract awards, service provider rates, documentation related to establishment of negotiated rates, audits, and IRS Form 990. These disclosures shall be implemented in compliance with applicable law(s) relating to the confidentiality of consumer service information and records, including, but not limited to, WIC Section 4514. Internal Revenue Service (IRS) Form 1023 Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code. This document included VMRC's Articles of Incorporation, VMRC Bylaws, and Internal Revenue Service (IRS) Form 990 Return of Organization Exempt from Income Tax for the three most recently filed years.

Transparency

In accordance with the WIC Section 4629, our contract with DDS, and our own intention of being fully transparent in our operations VMRC will post at least all of the following on our website:

- (1) This policy as approved by the Board of Directors of VMRC.
- (2) Regional center annual independent audits.
- (3) All fiscal audits conducted by DDS.
- (4) Regional center annual reports pursuant to Section 4639.5.
- (5) Contract awards, including the organization or entity awarded the contract, and the amount and purpose of the award.
- (6) Purchase of service policies and any other policies, guidelines, or regional center-developed assessment tools used to determine the transportation,

**VALLEY MOUNTAIN REGIONAL CENTER
ADMINISTRATIVE PROCEDURES MANUAL**

personal assistant, or independent or supported living service needs of a consumer.

- (7) The names, types of service, and contact information of all vendors.
- (8) Board meeting agendas and approved minutes of open meetings of the board and all committees of the board.
- (9) Bylaws of the regional center governing board.
- (10) The annual performance contract and yearend performance contract entered into with the department pursuant to this division.
- (11) The biannual Home and Community-based Services Waiver program review conducted by the department and the State Department of Health Care Services.
- (12) The board-approved transparency and public information policy.
- (13) The board-approved conflict-of-interest policy.
- (14) A link to the DDS website.
- (15) The salaries, wages, and employee benefits for all positions of the regional center, including, but not limited to, directors and chief executive officers.
- (16) Regional center-specific reports generated pursuant to, and for the purposes of, subdivision (h) of Section 4571 regarding Quality Assessments.
- (17) DDS will create document about the services available from regional centers and post it on their website. Once this document is completed and updated VMRC will create a link to that document. VMRC will also obtain copies of this document and deliver it to our consumers by email, weblink, US mail, and or hand delivered in-person whichever is preferred by the consumer and or their representative.
- (18) Disability Rights California and the Clients' Rights Advocate website links.
- (19) Section 4731 Consumer Rights Complaints and Fair Hearing Requests. (This does not have to be posted on our website at this time but must be reported to DDS who will post on their website. A policy for regional center posting is still being developed on the state level.)
- (20) Performance dashboard developed by DDS.
- (21) National Core Indicator outcome data.
- (22) The VMRC Board of Directors Composition Report.
- (23) Service Provider Corrective Action Plans and Sanctions. (This does not have to be posted on our website at this time but must be reported to DDS who will post on their website. A policy for regional center posting is still being developed on the state level.)
- (24) Department Directives to VMRC.
- (25) Holiday Schedule for service providers.
- (26) Home and Community Based Services Final Rule Compliance Data.
- (27) Any other reports required pursuant to WIC Section 4639.5 promulgated after the date of the approval of this policy.
- (28) The DDS Transparency Portal on its website that allows consumers, families, advocates, and others to access provider and regional center information.



Consumer Services Committee Meeting

09/09/2019 | 04:00 pm - 05:15 pm - Pacific Time (US & Canada)

Attendees (22)

Dena Pfeifer, Lori Smith her facilitator, Mohamed Rashid, Linda Collins, Margaret Heinz, Christine Hagar from OCRA, Tara Sisemore Hester, Dena Hernandez from SCDD, Chanel Murray, Liz Herrera Knapp, Robert Fernandez, Lisa Culley, Dora Contreras, Nancy Sanchez, Mariela Ramos, Maria Lara, Cindy Mix, Claire Lazaro, Patricia Green, Karen Jensen, Cindy Strawderman, Carlos Hernandez, Doug Bonnet, Daime Hooernaert

Dena Pfeifer, Chairperson, called the meeting to order at 4:00 p.m. round table introductions were made, as there are new members to the committee.

1.0 PUBLIC COMMENT

Dena Hernandez, Regional Manager, SCDD North Valley Hills Office shared the following:

- Please Welcome- Chanel Murray- our new Community Program Specialist II- she started at SCDD NVH on August 30.
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on September 24, 2019 at the Church of Latter Day Saints- Stockton from 6:00pm-8:00pm - all are welcome. Our last meeting of this calendar year! Still need a representative from Tuolumne County.
- Thanks to VMRC for their support of SAC6 August 2 Area meeting at Turner Park in San Andreas.
- SCDD North Valley Hills gave a grant to Get Safe for training in our area – 7 trainings were held the week of August 19 and were a great success! Thank you VMRC for letting us use the Community Training room for one of the self-advocate trainings! Thanks to VMRC Board Member Robert Balderama for speaking at the law enforcement training on August 22, 2019.

- Next IEP Workshop with Family Resource Network will be Thursday, September 12 at First 5 Amador.
- On August 28- Dave Vodden and Danielle Wells asked us to bring the Supported Decision Making training we hosted back in March 2019 to VMRC. Steve Ruder from UC Davis Mind Institute gave presentation on Supportive Decision Making at the unit meetings for the children's and transition units. This is an alternative to conservatorship. It went well- thanks for DRC/OCRA for joining in on this venture!

Christine Hagar, OCRA – Wanted to thank VMRC's Quality Assurance / Community Services Liaison's for their continued collaborated work with Office of Clients Rights for following up on client's rights issues and things that are not fair to the people we serve in our vendored care homes. Shout to Carlos Hernandez, the Cultural Specialist for his collaboration with FRN, SCDD, and OCRA on the Learning Series Collaborative. We are connecting with families in the foothills and valley.

2.0 REVIEW OF MINUTES M/S/C (Collins/Rashid): Approve the minutes of May 13, 2019 as written.

3.0 SAC6

Lisa Louise Esteves, the SAC6 representative was not in attendance, but provided Dena with the following: SAC6 just held our August area meeting; it was on August 2nd at Turner Park in San Andreas. We are so thankful for Tony Anderson, Claire Lazaro, and EJ Emerson & Carlos Hernandez who took time out of their busy schedules to talk about their roles at VMRC and how they serve consumers. Thank you for your continued support of SAC6. SAC6 is still unpacking in our new upstairs office at VMRC. There are pictures to hang and a few more boxes to unpack. We continue to meet monthly with Tony and talk about how we serve all regional center consumers in all five counties. We are working with Tony to identify more things we can do to support VMRC and the people they serve. Lisa Utsey, the SAC6 Vice Chairperson and Treasurer, is a member of the DDS Consumer Advisory Committee and she is finishing up a self-advocacy training on end of life care planning and advance health care directives. We are working on our November 1st area meeting and we will update you with more information at the next meeting.

4.0 CLASP

Liz Hernandez Knapp provided the following CLASP update: We are working towards our Providers Conference on October 8th at the Stribley Center. We have a few spots left open for the conference. There is going to be 60 EU's, a ton of speakers, a lot a good things going on that day. It will be the full day. \$95 for CLASP members and \$120 for non-members. We are still looking for sponsorships. So if you know of

any companies that might be willing to sponsor an event. Let Liz know or anyone on the CLASP committee know.

5.0 PROJECT DISCUSSION

Dena discussed that she would like to have a project. With the upcoming 2020 election next year, it would be a good time to have a project of having a table at the Cultural Fair on October 5th to help register people to vote. Karen Jensen of VMRC provided an update of the history of the National Voter Registration Act and went over how to fill out the forms. If anyone would like to volunteer, please let Dena know. Dena will be there, Linda Collins & Mo Rashid may be able to assist. Christine Hagar advised that ORCA would be having a table as well so they can provide publications about voting and if anyone asks about voting she will refer them to our Consumer Services table.

6.0 CLINICAL

Claire Lazaro, Clinical Director gave updates on the two grants VMRC was awarded.

- Dental grant: Karissa is looking for resources in the community and getting dentists and hygienists on board. We do have two vendors that are interested as part of Virtual Dental Home. The Virtual Dental Home is a dental hygienist that has a suitcase with them that has all of the tools they need. They will set up a table and chair as well as an x-ray machine. They can connect the results of the x-rays with a dentist in real time and the dentist can provide feedback in real time. If the consumer needs a cleaning they can do that as well as sealants. It will need to be providers that can accept Medi-Cal. We are targeting to pilot this tentatively with a Day Program, the consumers are in a familiar comfortable place and may be more receptive seeing the hygienist. In addition, transportation is always another barrier, and this could eliminate that barrier.
- Mental Health Grant. This is our 2nd year to have this. We have a conference scheduled for October 9th & 10th. Last year it was geared to the behavior health, social workers, clinicians, and licensed social workers in identifying co-current diagnosis's with people have mental health illnesses and developmental disabilities. We had trainings on that. This time we will meeting with Physicians, nurses, and psychologists. At this conference, we will be targeting the audience on who we want to attend so that we can educate them to have a better collaboration with mental health and us in working with people with developmental disabilities.

Related to the mental health grant, we are going to have an art exhibit in two venues. The dates are October 2nd in Modesto in the Conference Room 134 & September 30th in Stockton in the Cohen Board Room. Both will be at 9:00 a.m. Both are invite only. We will be displaying consumer art from our Consumers who entered the art contest at the County Fair. The consumers that won, we will be awarding prizes and showcasing their art.

There is going to be a conference sponsored by The National Seating and Mobility on November 1st. This will be geared to educate PTOT & Assistant Therapists to have more collaboration with NSM & VMRC in our national durable medical equipment. There are also plans to do this for our staff in the future.

7.0 RESOURCE DEVELOPMENT

Robert Fernandez, Manager of Resource Development shared that there was a Residential Services Orientation was held August 19th & 20th. We had 61 potential providers that registered and attended. This was almost 3 times more than we have had registered in the past. The next one is scheduled for February 19 & 20, 2020. We already have 20 registered for that orientation.

There is quite a bit of development going on. Robert passed around his most recent listing of developments. There are 104 projects in development currently. We have been averaging 90 plus. This ranges from Residential facilities, independent living skill services, SLS & Day programs. Between our last meeting, we had 3 new homes vendored. Wellwood Care Home, McCook Care Home & Champion Care Home. Champion the licensee is a former employee of VMRC.

Robert also wanted to mention, in collaboration with Patricia's team Quality Assurance, we provided training to service coordinators in all three offices "Best Practices". A standard that VMRC has in performing unannounced visits. We focused on personal incidental training. This will when Service Coordinators have a checklist that they can go thru and can ask more questions and engage the provider. This will make the Service Coordinators more confident in their review. This was well received by the service coordinators and they felt it was needed.

Tara Sisemore Hester, Assistant Clinical Director wanted to also update that the Clinical Department is working with Resource Development in the of development of quite a few Early Start & other Medical projects. They are working thru the process and going to be sending out a few RFP for some Early Start Programs in the near future.

8.0 QUALITY ASSURANCE

8.1 Alerts: The Quality Assurance Report was provided with the packet. Patricia Green, Quality Assurance Manager shared that for the period of May 1st & August 15th, the types of alerts that we responded to. The top categories were record keeping, untimely reporting, delivery of care and violation of rights.

Patricia Green also shared that there has been some turnover in the Quality Assurance Department. They currently have 2 new Community Service Liaison's in training. QA has just launched in the last month "Quick Tips" to the provider community. These are going out in e-mail blasts thru Constant Contact. The point of these to increase communication with providers on what they can do avoid formal QA action. This month we are doing SIR training in the San Andreas area at the Public Library. In October, the CLASP Conference there will be an HCBS training. We also have a Clients Rights training coming up on October 23.

9.0 CASE MANAGEMENT

Cindy Mix, Director of Case Management, handed out flyers for the Cultural Fair and Art Contest.

She also provided a copy of the Caseload Ration Report. It shows that our Lanterman caseload average is 1:79 right now. Early Start is 1:94. This report shows what the averages are for each team. As you can see, we need more staff. The other reports were included in the packet.

The transfer in status report, so far we have sent out 236 consumer files and taken in 266. Still 30 additional cases we have taken on this year. Usually in the last five years, we have needed to add on 2-3 new caseloads because of transfers.

The next report was for the POS Exception Committee and shows the approval rating. We rarely every deny cases unless they are retro to the previous fiscal year and we do not have the monies available. The Fair hearing Status report that shows what the issues were, the status of the case and their outcomes.

- Upcoming Events—Direct Service Professional Appreciation Week, 9/8-9/14; Remembrance Day, 9/16; Public Meeting regarding the Performance Contract on 9/20, 10-12 noon; 9/24, All-Managers Meeting on 10/5, Cultural Fair, 9am to 2pm; CLASP Conference on 10/8; MHSA Conference on 10/9 & 10/10; Autism Speaks Walk, 10/26.

- Lifetime Timeline training film developed and will be unveiled at the VMRC Cultural Fair on 10/5 through the day in the Cohen Board Room. It is approximately 20 minutes long. We are very proud of what was worked on.
- POS Disparity Grant Proposals are due to DDS on 9/30. Requesting community outreach funds, resource room, cultural competency training, and respite monies during parent trainings.
- Vehicle Modification requests will no longer go through mediation. They will go thru the POS Committee.
- CALFRESH--SCs assisting consumers and families to apply.
- Personnel changes--Rhonda Trout is now PM in San Andreas; Lena Dobson is PM-adults in Modesto; Tumboura Hill is the HCBS Program Evaluator working for RD; Due to Anthony Hill moving to San Gab-Pomona RC as ED, posting for a Compliance Mgr. who will oversee mediations and state-levels. The 3 Asst. Directors/Consumer Serv & Clinical will handle informal hearings.
- Self-Determination--Of 100 slots, 79 continuing at this point. Starting to schedule PCT planning sessions and IPPs. Both current SC/PM and SD SC/PM will participate. Liz Harrel from DDS presented IF info at last SD Advisory Committee meeting. Oct 1st slated for second selection.
- Mobility Project, now called Atticus is in testing mode and hope to have in the field within a few months.
- Work groups reviewing the respite assessment tool and personal assistance policy. For the next meeting there will be an action item on the Agenda to approve the new respite tool so it can go on to the board for approval. The Personal Assistance policy will be coming in the next few months.
- Electronic Visit Verification (EVV)--Initially extended to 1/2020, now CA is requesting extension to 1/2021. Services requiring EVV-respite, personal assistance, SLS, and homemaker.
- ARCA--launching a public awareness campaign. What does an SC do? This will be coming out in a month or so.

10.0 TRANSPORTATION

Wilma Murray was not in attendance and had no updates to provide at this time.

11.0 NEXT MEETING

Chair, Dena Pfeifer, announced the Consumer Services Meetings will be held monthly on the 1st Monday of the month.

The next meeting will be on Monday, October 7, 2019, 4:30 p.m., Stockton VMRC office, Cohen Board Room.



Minutes for Consumer Services Committee - 10/07/2019

10/07/2019 | 04:02 PM - 05:30 PM - Pacific Time (US & Canada)

VMRC Stockton Office Cohen Board Room

Attendees (23)

Committee Members: Dena Pfeifer; Dena's facilitator Laurie Smith; Tara Sisemore Hester; Mohammed Rashid; Linda Collins; Lisa Esteves; Lisa's facilitator Patty Perreira; Robert Balderama; Brian Bennett; Liz Herrera Knapp; Lisa Culley ; Dena Hernandez; Nicole Weiss; Daime Hoornaert

Visitors: Dora Contreras, Nancy Sanchez, Gricelda Estrada, Marra Lara, Jose Lara, Maria F. Diaz, Henry Perez, Hector Arriola, Mariela Ramos

Public Comments

Dora Contreras who has a grandson consumer wanted to take the opportunity to thank everyone involved in with the Cultural Fair held Saturday. We had great comments from families about how wonderful it was. There were things for little kids and things for big kids. And of course we had our propaganda out there and we were able to get some families that day also. So thank you.

Dena Hernandez, Regional Manager - SCDD North Valley Hills office provided the following update:

- Thanks to VMRC for a wonderful Cultural Fair this past weekend. SCDD North Valley Hills was happy to be a part of the great day!
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held in Stanislaus County in January 2020. We still need a representative from Tuolumne County
- SAVE the DATE – NSCDD North Valley Hills will be hosting a free "How to Be an Independent Facilitator" – a full day training – one day in Spanish and one day in English. The presenters are from our SCDD LA office. The dates will be November 6 (Spanish) – location to be determined and November 7 (English) – at SJCOE. Once flyers are ready to go, I will send out.
- The next SCDD Statewide Self Determination meeting is in Sacramento on October 18, 2019. The local advisory committee for VMRC elected new officers and Dena will attend this statewide meeting with the new chair Mariela Ramos. It will be a good opportunity to find out how other local advisory committees are doing.

Dora Contreras asked about the new Respite Tool and was hoping it will be presented tonight.

Review Minutes of September 9, 2019 - (M/S/C) Linda Collins/Mo Rashid with the following corrections: Under the CLASP, report participants attending will

only receive 6 CEU credits not 60 and a correction of Liz Herrera Knapp's name. No abstentions.

SAC6 Update – Lisa Louise Esteves:

The SAC6 meeting was September 14th at VMRC office in Modesto. There is a meeting on December 14th at the ARC in Sutter Creek. We will send out the annual report.

CLASP Update – Daime Hoornaert:

- Most of the things that happen at CLASP is also reported here at Consumer Services. We are continually working on our Provider conferences. We are having one tomorrow (10/8/19) at the Stribley Community Center. We have about 120 people in attendance so hopefully all goes well.
- We are also working on the Vendor Holiday Schedule with Wilma so that we have the same schedule for 2020/2021.
- Wilma did report that there is a new transportation company coming in to the Lodi area and to help ODS for relieving some of the MV Transpiration. Right now, some of the vendors are reporting that some consumers are not being picked up until 5:00 and they are doing double routs and they are very busy. Hopefully November 1st we will see some relief and anxiety.

Project Discussion - Dena Pfeifer:

The Consumer Services Committee had a table at the Cultural Fair on Saturday. We assisted with registering people to vote. We had about 15 people register. Some people did not have their ID's so we let them know they could register through their Service Coordinator. I want to thank Cindy Mix and Linda Collins helping with our table. If there any other events that we could have a table at, please let me know.

Clinical Update - Claire Lazaro & Tara Sisemore-Hester

Tara Sisemore Hester shared for Claire Lazaro:

- There is a new consent procedure. Tara provided copies of the procedure. This is basically consent for dental treatment for our consumers when the family member is not available to give the consent.
- There is a Mental Health conference Wednesday & Thursday that is mainly form Physicians & Psychiatrists, however we did open it up for Board Members. If anyone is interested, let Claire or Tara know.

Tara went over her Early Start Report that was part of the packet. The caseload Averages for Modesto are 1:98; Stockton it went down a bit to 1:80 & 1:83.4. San Andreas has gone down a bit to 1:83. However, we do have quite a few babies going thru intake, so our averages are looking to increase.

The intake statics are still very high. Recent data on Friday indicated that there is an increase just from the September numbers. We are doing more outreach, so this will also affect the caseload ratios. In San Andreas 100% of the consumers were made eligible in August. In Stockton & Modesto not as high, but there is an increase. When we looked thru screening many more can be made eligible.

Resource Development - Robert Fernandez & Brian Bennett

Brian Bennett reported provided copies of recent developments. As of today, we found out one of our Children's Enhanced Behavioral Support project is in Escrow. We looked at about 30 properties, so this is great news.

We were awarded our new CPP Projects for the upcoming fiscal year. An adult enhanced behavioral support home to serve persons who also may have Traumatic Brain Injury, this this is something new to us that we have not had available before. We were also approved to develop a Community Crisis Home to Serve Children. Those requests for proposal (RFP) will be on the announced on our website early November to make them public. We are opening another CPP project this month Pacific Life Skills which is a project between Kavere Services & UOP. They have proposed a potential open house date to invite board members and Consumer Service members, which will be October 29th. Between 10:00 a.m. & 2:p.m. Brian will send out a reminder to the board. It is here in North Stockton in a licensed residential home. Brian will provide a copy to Cindy Strawderman to send out with the minutes of this meeting.

Action item: Haynes Board & Care – more than 6 bed exception. Haynes Board & Care has been a long time partner with VMRC. Recently the owner passed away, and ownership has changed. Due to a board policy prohibiting the development of homes of 6 beds or more, we want to continue to support them to continue operations as is without change. We would like to have approval to allow the new owner to continue operations, as many of the consumers living here have been there for many years and are very comfortable being there. (M/S/C) Linda Collins/Mo Rashid/motion carried and recommended to be presented at the next board meeting.

Quality Assurance - Patricia Green & Nicole Weiss

Patricia was not in attendance; however, Nicole provided the Quality Assurance update. From the packet information, you can see that we had 39 alerts for the period, most were delivery of care, violation of rights, untimely SIR's, record keeping, etc. So far, we were only able to close 3 of the 39 as we are doing more investigation of SIR issues, which take more time. We have also lost 3 experienced staff and training 2 new staff members.

We recently provided SIR training up in the San Andreas office. We are doing another Clients Rights training on October 22nd in the Stockton office. Tomorrow we will be doing a presentation on Alerts for the year so far at the CLASP Conference. We are also providing Quick Tips to our vendors on issues that come to our attention (i.e. P&I money, spend down money, how to deal with property destruction) when we see a spike in issues we send these out to our vendors which are sent out thru constant contact and put on Minutes for Consumer Services Committee - 10/07/... | 3

our website. We have also provided information regarding Bed Bugs tomorrow at the CLASP training. We have a number of handouts; Nicole can provide this information if anyone is interested.

Case Management - Cindy Mix

Cindy went over the reports that were included with the packet.

- Caseload ratios were at 1:82, the more we have been in years. Our children's teams are very high. Stockton youth team is 1:96.
- The transfer status report. We add at least a caseload and a half up to three caseloads per year in the balance of cases we received in comparison to what we send out. As Tara was stating with the increase in intakes, we have this many more cases coming in with transfers as well as reactivations. Our growth rate is sky rocketing.
- POS Exceptions status report.
- Special Incident Report summary. Medication Errors & Vendor Care were are largest incidents. Quarterly we will bring in our Mission Analytics trend report to review with you. This lets us know on a quarterly basis exactly what the highs & lows are regarding SIRS in our Regional Center and compares us to other Regional Centers.
- Fair Hearing statistic report. What the subject matter is; whether it was settled via informal, mediation, or state level hearing; what the outcome was.
- Cultural Fair held on Saturday, 10/5. We had a great turnout. There were 83 vendor booths this year. Everyone did a fabulous job. We appreciated all of the attendance.
- Public Meeting regarding the Performance Contract on 9/20—went to Exec Committee last week and will go to the full board on 10/21.
- Conferences and Trainings:
 - CLASP Conference on 10/8;
 - MHSA Conference in Modesto, 10/9 & 10/10;
 - Down Syndrome Buddy Walk at Mickey Grove, Oct. 19;
 - Georgetown Project Cultural Competence training on Oct. 21 and 22;
 - Autism Speaks Walk in Modesto, 10/26.
- Lifetime Timeline training film developed with Futures Explored and unveiled at the VMRC Cultural Fair on 10/5. We received some great feedback and will be using it for future training. We will be showing it at an upcoming board meeting.
- POS Disparity Grant Proposals submitted to DDS on 9/30. Requested community outreach funds, cultural competency trainings, conference development, community partnership project and translator trainings. We are supposed to hear back with approvals sometime in November.
- Self-Determination--Of 100 slots, 79 continuing at this point. Holding PCT planning sessions and IPPs. Both current SC/PM and SD SC/PM are participating. The second drawing for participants will not occur in October. Should occur in November, but no specific date yet. DDS continues to work on budget tool.

Minutes for Consumer Services Committee - 10/07/... | 4

- Mobility Project, now called Atticus is in testing mode and hope to have in the field within a few months. That will have Service Coordinators bring their surfaces into the file with them. It will have all of the documentation available for them put in the field.
- We received information from the California Arts Council Grants, ranging from \$3,000 to \$50,000 for people who want to make proposals. Cindy will pass around a copy of the flyer. A copy will be in the minutes.
- Six SC vacancies agency wide at this time.
- Cindy introduced Karen Jensen who went over the Respite Tool Revision. A copy of the new tool was passed out and Karen went over the revisions. The tool is for Service Coordinators and families to determine respite needs, and take into consideration the individual needs of the consumer/families. Members of the audience requested a copy of the tool in Spanish to review. Cindy asked the Consumer Services Committee if they wish to act on this tonight or do we need to review and bring back next month. Members of the audience wanted an opportunity take a look at the new tool with their parent groups and provide feedback to VMRC. It was determined that it will be brought back next month for review.

Transportation - Wilma Murray

As Daime mentioned, we have some new services coming into San Joaquin County. Two vendors have the potential to expand their services because we have some new day programs coming in. The need is just great. We are trying to get the ride times down. Hopefully if all goes well, as there is difficulty hiring drivers as because we cannot pay as much as we would like, in November we should have them going.

Our other counties are doing well. Our services in the foothills area for our Watch Day Program we are looking at other routes to hopefully get those ride times down, as the program is no longer providing their own.

For public transportation, this is the beginning of the unmet needs process. Wilma provided copies of flyers for San Joaquin county hearing dates and a survey on the flyer. Every public transit agency receives state funding so they are required every year to ask for input on services that are in need. Wilma encourages everyone to fill one out. All input is evaluated to get new services in place or updates/improvements to current services. This is to ensure transit dollars are used specifically for transit needs. So far, no information from Stanislaus County has been received. Probably December or January we will hear from them as well as the foothill counties.

For San Joaquin County, the VANgo service is a great addition. It a great service that is open to the general public and provides weekend service. This is a curb-to-curb service. If you have either your discounted ID card or you are dial-a-ride certified it is \$3.00 each way otherwise \$4.00 each way. You also can ride up to three people for the same price. They have had issues because of availability, so mid-month they will increase their fleet. If you live in another county, Wilma can provide you additional information.

Next Meeting - Monday, November 4, 2019, 4:00 Cohen Board Room in Stockton

In the board packet is the minutes for September 9th and October 7th Consumer Services Committee meeting. We had A booth at the Cultural Fair where we registered people to vote. I wanted to thank Cindy Mix and Linda Collins for helping me at the event. At are last meeting Karen Jensen went over the Respite tool revision. A copy of the new tool was passed out and Karen went over the revisions. Members of the audience requested A copy of the tool in spanish to review. Members of the audience also wanted an opportunity to take a look at the new tool with their parent groups and provide feedback to VMRC. It was determined we needed to review and bring it back at are next meeting. We will present it to the board at the December board meeting.

We also have A item I need the board to vote on tonight. The action item is Haynes board and care - more then 6 bed exception. It has been along time partner with VMRC. Recently the owner passed away and ownership has changed. Many of the consumers have been there for

many years and are comfortable their. Due to the board policy prohibiting the developement of homes of 6 beds or more. We would like the board to approve the new owner to continue operation.

Are next meeting is Monday November 4th at 4:00 pm.

Self Advocacy Council 6

Report to the VMRC Board

October 21, 2019

SAC6 is busy planning the November 1 area meeting. Our meeting will be held in Turlock. Our topic is Voting. The speaker is Paul Spencer, an attorney from Disability Rights California. We are excited to talk about the importance of voting and our voting rights. We have a save the date flyer we are passing out to everyone. We hope you can join us as we learn more about voting on November 1.

We continue to meet monthly with Tony and we are now joining all of the VMRC board committees. We hope our voice is heard as we represent consumers from all 5 counties on the committees.

Lisa Utsey, the SAC6 Vice Chairperson and Treasurer, is a member of the Department of Developmental Services Consumer Advisory Committee. Lisa and Christine have finished the self-advocacy training on end of life planning and decisions. They will present it to the DDS CAC on November 5. We are excited to have this training available to us to share with others.

Our next board meeting is December 14 at the ARC in Sutter Creek. We will hold our annual elections for the officers for the 2020 year.

**Lisa Louise Esteves
SAC6 representative to the VMRC board**

Executive Director's Report – October 2019

Organizational Activities

- The Training and Development Workgroup and subcommittees continue to work. All LMS courses have been audited now and all committees have identified the top 3 LMS courses for the first level training. Senior leadership now meets monthly to try to update the agency's policies and procedures.
- Today was the first day for our new Compliance Manager, a newly redesigned position for dispute resolution and transparency, replacing the Legal Advisor position. Legal Counsel is now being provided by Matthew Bahr, an attorney who also represents Kern and Central Valley Regional Centers.
- Today we held the first of two days focused on the Cultural and Linguistic Competence of our regional center. Thank you to the board members and community partners who are helping us with this training.
- We held an all managers meeting to update the managers on organizational policy changes and fiscal status, personnel issues, and the latest developments in communications and services, and answered questions.

Activities with Community Partners

- Continue to serve as a commissioner on the San Joaquin First5 Commission
- We provide representation on the Stanislaus County CARE initiative, the San Joaquin Children's Network, and the behavioral health board of Stanislaus County (chair) and the San Joaquin County Behavioral Board.
- We participated in the ICC statewide meetings and CAPTAIN for Autism.
- We're participating in the Autism Speaks walk and the TBODs for Down syndrome walk and all together this year we've participated in over 150 events with community partners to show our support and discuss issues with the public important to people with developmental disabilities.

Board Development

- Today is our 3rd official board meeting of the year. Our first meeting included a welcoming of new board members, an appreciation and recognition of outgoing board members, and the recognition of the community's award.
- New board members all received an orientation meeting and tour of the main office. The orientation included overviews of expectations and current trends by the board president and the executive director. Doug Bonnet and I provided an overview of the board committees and the BoardEffect software.
- Today's training was a viewing of the new video created by our staff and Futures Explored showing the community the typical overview of our regional center services.

- Next training will be an all-day retreat on a Saturday to include governance issues, board responsibility issues, and legal counsel access by Matthew Bahr. The retreat will also include national and state history of our developmental services system.

Communications

- This month's we posted over 50 Facebook posts and reached 8,699 the most engagement came from our post highlighting the upcoming Cultural Fair (450 engagements) with 2175 followers.
- Twitter about 250, Instagram about 370, LinkedIn about 380.
- Sent out 25 messages through Constant Contact:
 - RFPs (Clinical Services, home modifications vendors, medi-care Part D, Cultural Fair, Training Events, CLASP Conference, new staff announcement current staff leaving, mental health conference, quick tips, and newsletter ICYMI).

DDS Correspondence

- This year the legislature and the governor changed the Lanterman Act in several ways and one of the primary themes for the changes fall under the category of "Transparency and Public Disclosures". On August 21, 2019 I received a letter from DDS outlining details for implementing new areas of transparency and disclosures. On September 23, 2019 the VMRC Senior leadership reviewed edited and approved the policy for our Administrative Policy manual but it does not become official until the Board of Directors reviews and approves.
- Proposed Action: staff request approval of the policy and from executive committee to be forwarded as "recommend approval" to the full board of directors.
- September was a really busy month but it doesn't compare to what we did in October. Big events in October include the Cultural Fair, the Mental health Services Act Grant funded conference, The Supported Living Conference presentation, CLASP Conference, ARCA meetings, Autism and Down Syndrome Walks, Cultural and Linguistics Competence Training/Conference, and much more...
- Doug and I spent an entire weekend studying and learning more about WordPress, the application we use to manage our website. We worked on going through the list of 50+ items we received during our website focus group session. We ended up completing 25 items on our list. We made a lot of progress and still have a lot more to go.
- Since receiving the Omnibus Letter dated September 23, 2019, describing the Trailer Bill Language on the Lanterman Act, I completed an analysis of the DDS directive and followed this with a PowerPoint presentation. I provided the presentation to the CLASP group and the VMRC Legislative committee. Then modified the presentation further and provided a presentation to the All Managers Bi-Annual meeting and then to the SCDD North Valley Hills Office Regional Advisory Committee. I'm currently working on an audio version for advocates who have a hard time reading or just prefer to listen instead.

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August 21, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS AND BOARD PRESIDENTS

SUBJECT: JUNE 2019 TRAILER BILL LANGUAGE AFFECTING REGIONAL CENTERS

The purpose of this correspondence is to provide a summary of the recently enacted Developmental Services Budget Trailer Bill, SB 81 (Chapter 28, Statutes of 2019), which directly impacts regional centers, developmental centers and the developmental disabilities services system. The following is a list of areas affected by, or new requirements resulting from, SB 81, the related bill sections and pages where statutory changes are summarized in this correspondence:

- Copayments, Coinsurance and Deductibles for Early Start Consumers, Section 24..... 2
- Standardized Information Packets, Section 21..... 2
- Individual Program Plan List of Agreed-upon Services and Supports, Section 22..... 3
- Regional Center Policies, Guidelines and Assessment Tools, Sections 5 and 17..... 4
- Protection and Advocacy Agency and Clients' Rights Advocate Internet Website Links, Section 8..... 5
- Section 4731 Consumers' Rights Complaints and Fair Hearing Requests, Section 8... 5
- Performance Dashboards, Section 11..... 6
- Public Meetings on Performance Contract Objectives and Outcomes, Section 16..... 6
- National Core Indicators Data and Public Meetings, Section 10..... 7
- Regional Center Board of Directors Composition, Attorneys and Meetings with the Department, Sections 12, 13, 14 and 15..... 8
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"Building Partnerships, Supporting Choices"

The changes made by SB 81 became effective June 27, 2019, unless otherwise specified. While this correspondence provides a high-level summary of SB 81, a complete and thorough review of the bill is imperative for regional centers' statutory compliance. Clarifying information regarding implementation of SB 81 is included in several areas below. Regional centers should continue to educate their communities regarding these legislative changes.

Copayments, Coinsurance and Deductibles for Early Start Consumers

TBL Section 24: Welfare and Institutions Code¹ Section 4659.1 was amended to state if a service or support provided pursuant to a consumer's individualized family service plan under the California Early Intervention Services Act (Title 14, Government Code) is paid for, in whole or in part, by the health care service plan or health insurance policy of the consumer's parent, guardian, or caregiver, the regional center must pay any applicable copayment, coinsurance, or deductible associated with the service or support for which the parent, guardian, or caregiver is responsible if both of the following conditions are met:

1. The consumer is covered by their parent's, guardian's, or caregiver's health care service plan or health insurance policy.
2. There is no other third party having liability for the cost of the service or support, as provided in Section 4659(a) and Article 2.6 (commencing with Section 4659.10).

Implementation: *Consideration of a family's annual income is no longer a requirement when paying for copayments, coinsurance or deductibles pursuant to Section 4659.1(c). Regional centers must use the following service sub codes for copayments, coinsurance and deductibles.*

- *Copayments: sub code must begin with 'ICP'*
- *Coinsurance: sub code must begin with 'ICI'*
- *Deductibles: sub code must begin with 'DEDI'*

To ensure purchases are eligible for federal reimbursement, copayment, coinsurance and deductible purchases must be made using the service code appropriate for the type of service/provider. For example, a copayment for a service provided by a Behavior Analyst must be made using service code 612 and a sub code that begins with 'ICP'. All copayments, coinsurance and deductible purchases must use these service/sub code combinations. Compliance with this section will be monitored through the Department's fiscal audits of regional centers.

Standardized Information Packets

TBL Section 21: Section 4642 was amended to require the Department to create, with stakeholder input, standardized information packets to be provided to any person

¹ All citations are to the Welfare and Institutions Code unless otherwise noted.

seeking services from a regional center. There must be one information packet related to services provided under the California Early Intervention Services Act and another information packet related to services provided under the Lanterman Developmental Disabilities Services Act (Lanterman Act). The information packets must be translated to provide language access, as required by state and federal law, must be available in alternative formats and alternative modes of communication, as required by federal law, and must include, at a minimum, all of the following:

- An overview of the regional center system.
- A resource guide for consumers and their families.
- Information on consumer rights.
- Contact information for the regional center, the Department, the office of clients' rights advocacy and the protection and advocacy agency specified in Division 4.7 (commencing with Section 4900).

Each regional center must distribute the information packets at intake, upon transfer to receiving services under the Lanterman Act, and upon request. Regional centers must begin distributing the information packets within 60 days following the Department providing the information packets and issuing directives regarding the distribution of the information packets. In addition to, and not in lieu of, this requirement, each regional center must post the full content of the most updated information packet on its internet website.

Implementation: The Department will work with stakeholders, including the Association of Regional Center Agencies and Disability Rights California, to obtain input on the development of standardized information packets for Early Start and Lanterman Act services. Additional information is forthcoming.

Individual Program Plan List of Agreed-upon Services and Supports

TBL Section 22: Section 4646 was amended to require an authorized representative of the regional center, at the conclusion of an individual program plan meeting, to provide to the consumer, in written or electronic format, a list of the agreed-upon services and supports, and, if known, the projected start date, the frequency and duration of the services and supports, and the provider. The authorized representative of the regional center must sign the list of agreed-upon services and supports at that time. The consumer, or when appropriate, the consumer's parent, legal guardian, conservator, or authorized representative must sign the list of agreed-upon services and supports prior to its implementation.

The consumer, or when appropriate, the consumer's parent, legal guardian, conservator, or authorized representative, may elect to delay receipt of the list of

agreed-upon services and supports pending final agreement, as described in Section 4646(g). If a final agreement regarding the services and supports to be provided to the consumer cannot be reached at a program plan meeting, then a subsequent program plan meeting must be convened within 15 days, or later at the request of the consumer or, when appropriate, the parents, legal guardian, conservator, or authorized representative or when agreed to by the planning team. The list of the agreed-upon services and supports signed by the authorized representative of the regional center must be provided, in writing or electronically, at the conclusion of the subsequent program plan meeting, and must be provided in the native language of the consumer, or the consumer's parent, legal guardian, conservator, or authorized representative.

Regional centers must provide alternative communication services, including providing copies of the list of services and supports, and the individual program plan in the native language of the consumer or the consumer's family, legal guardian, conservator, or authorized representative, or both, as required by Sections 11135 to 11139.8, inclusive, of the Government Code and implementing regulations.

Implementation: Effective June 27, 2019, a list of agreed-upon services and supports must be provided to the consumer, parent, legal guardian, conservator or authorized representative at the conclusion of each individual program plan meeting, and the list must be signed by a regional center representative and the consumer, parent, legal guardian, conservator or authorized representative prior to implementation.

Regional Center Policies, Guidelines and Assessment Tools

TBL Section 5: Section 4434 was amended to require the Department to collect and review, in addition to purchase of service policies and other policies and guidelines, any assessment tools utilized by regional centers when determining the service needs of a consumer. This section also requires the Department to confirm that purchase of service policies and other policies, guidelines, or assessment tools utilized by regional centers when determining the service needs of a consumer are available to the public, as required by Section 4629.5(b)(5).

TBL Section 17: Section 4629.5 was amended to require each regional center to post on its internet website any policies, guidelines, or regional center-developed assessment tools used to determine the transportation, personal assistant, or independent or supported living service needs of a consumer.

Implementation: The Department will send regional centers a subsequent correspondence by September 30, 2019, regarding the process for collecting and reviewing assessment tools that are utilized when determining the service needs of a consumer.

Protection and Advocacy Agency and Clients' Rights Advocate Internet Website Links

TBL Section 8: Section 4519.2(e) was added to require the Department and each regional center to include on their internet websites a link to the protection and advocacy agency designated pursuant to Division 4.7 (commencing with Section 4900) and the clients' rights advocate contracted with pursuant to Section 15610.20. This posting must be completed no later than March 1, 2020, and must be posted on the home page of the internet websites, or in another standard location determined by the Department.

Implementation: Each regional center must post a link to the Disability Rights California website (www.disabilityrightscalifornia.org) on its home page by March 1, 2020.

Section 4731 Consumers' Rights Complaints and Fair Hearing Requests

TBL Section 8: Section 4519.2(c) and (d) were added, requiring the Department to update the Legislature annually, beginning on January 10, 2020, with the following information:

- The number of complaints filed at each regional center pursuant to Section 4731 for the prior fiscal year, to include the following information:
 - The subject matter of complaints filed.
 - How complaints were resolved.
 - The timeframe within which resolutions to those complaints were provided by the regional center.
 - The number of complaints that were appealed to the Department, their resolution, and the timeframe within which a written administrative decision was issued.
 - Demographic information, as identified by the Department, about consumers on whose behalf the complaint was filed.

The update must include data for the prior two fiscal years, as available, and must be posted on the Department's internet website.

- The number of fair hearing requests filed pursuant to Section 4710.5 and the number of fair hearing requests resolved or decided during the prior fiscal year for each regional center and statewide, and include the following information:
 - The reason for the fair hearing request aggregated by issue type, as specified by the Department.
 - The number of fair hearing requests resolved or decided by type and average length of time between filing and resolution or disposition of the case, as specified by the Department.
 - The outcome of the resolution, if known.
 - Demographic information, as identified by the Department, about consumers on whose behalf the complaint was filed.

Implementation: The Department receives and maintains some information on Section 4731 complaints and fair hearing requests; however, additional information will be needed from regional centers to meet these requirements. The Department will send regional centers a subsequent correspondence by September 30, 2019, detailing the information that is needed and the process for collecting the information.

Performance Dashboards

TBL Section 11: Section 4572 was amended to require the Department to publish its performance dashboard in a machine-readable format and to require each regional center to publish its own dashboard and to post a link to the Department's dashboard on its internet website. The dashboard must include, but not be limited to, all of the following metrics:

- Recognized quality and access measures.
- Measures to indicate the movement toward compliance with the federal Home and Community-Based Services Waiver rules (CMS 2249-F and CMS 2296-F).
- Measures to evaluate the changes in the number of consumers who work in competitive integrated employment.
- The number of complaints referred to the Department pursuant to Section 4731(c), for every 1,000 consumers served, by each regional center.
- The number of administrative fair hearings held pursuant to Chapter 7, Article 3 (commencing with Section 4710), separated by eligibility and service issues, for individuals ages three and over, for every one thousand consumers served, by each regional center.

Implementation: The Department will work with the Association of Regional Center Agencies to identify measures to be included in the dashboard and how required information will be collected.

Public Meetings on Performance Contract Objectives and Outcomes

TBL Section 16: Section 4629 was amended to require each regional center governing board, beginning May 1, 2020, and annually thereafter, to hold one or more public meetings regarding its prior year's performance contract objectives and outcomes. The meetings may be held separately from meetings held pursuant to Section 4660. The regional center must provide individuals attending these meetings with data and any associated information to facilitate discussion and community input. Regional centers must inform the Department that a meeting has been scheduled at least 30 days prior to the meeting. Notice of the meetings must also be posted on the regional center's internet website at least 30 days prior to the meeting and must be sent to regional center consumers and families and individual stakeholders at least 30 days prior to the meeting.

Each regional center, in holding the meetings, must ensure that the meetings and meeting materials provide language access, as required by state and federal law, and must schedule the meetings at times and locations designed to promote attendance by the public. To encourage participation by diverse language, racial, and ethnic communities, the regional center must consider strategies to promote opportunities for public comment.

Each regional center governing board must report to the Department regarding the outcomes of each of these public meetings within 90 days of the meeting. The report must include, but not be limited to, both of the following:

- Copies of minutes from each meeting and comments obtained from other strategies utilized to provide opportunities for public comment from diverse language, racial, and ethnic communities.
- The regional center's recommendations and a plan to address areas where improvement is needed.

In addition, Section 4629 was amended to stipulate that renewal of each regional center contract with the Department will be contingent upon compliance with the contract, including, but not limited to, the performance objectives *and achievement of sufficient progress towards meeting the requirements of any corrective action plan imposed by the state*, as determined through the Department's evaluation.

Implementation: The Department sent regional centers the 2020 Performance Contract Guidelines on August 12, 2019, including information on the new requirements. See Enclosure A.

National Core Indicators Data and Public Meetings

TBL Section 10: Section 4571 was amended to require each regional center to annually present data collected from, and the findings of, the quality assurance instrument described in Section 4571(b) for that regional center, at a public meeting of its governing board in order to assess the comparative performance of the regional center and identify needed improvements in services for consumers, including, but not limited to, case management services. Notice of this meeting must be posted on the regional center's internet website at least 30 days prior to the meeting and must be sent to regional center consumers and families and individual stakeholders at least 30 days prior to the meeting. The governing board must provide a sufficient public comment period so members of the public may provide comments. Each regional center, in holding the meeting, must ensure that the meeting and meeting materials provide language access, as required by state and federal law.

All regional center-specific reports generated by the Department pursuant to this requirement must be made publicly available on the regional center's internet website in a machine-readable format, but must not contain any personal identifying information about any person assessed. Within 60 days following its annual presentation, each regional center must submit a report to the Department regarding its implementation of the requirements of this section. The report must include, but not be limited to, both of the following:

- Copies of the presentation, minutes from the meeting, and attendee comments.
- The regional center's recommendations and plans to use the information to address regional center priorities, strategic directions to improve specific areas of performance, or both.

Implementation: The Department will continue to provide this information to regional center executive directors and remains available to regional centers to provide additional information or to answer questions regarding regional center-specific reports generated by the Department pursuant to this section.

Regional Center Board of Directors Composition, Attorneys and Meetings with the Department

TBL Section 12: Section 4622 was amended to require the membership of the regional center governing board to include members with management or board governance expertise and members with financial expertise by August 15, 2020. Board governance expertise may not be acquired solely by serving on a regional center board.

TBL Section 13: Section 4622.5 was amended to state if the composition of the governing board is not in compliance with Section 4622, the governing board must submit a plan to the Department with its board composition documentation setting forth how and, in as expeditious a manner as possible, when the board will come into compliance, in part or in whole, with Section 4622.

Implementation: The Department will monitor compliance with these requirements through the board composition surveys due to the Department by August 15 of each year. Beginning with the 2020 board composition survey, the Department will include fields to indicate which members have management or board governance expertise and which members have financial expertise.

TBL Section 14: Section 4625.6 was added to stipulate that an attorney retained or employed by the governing board to provide legal services must not be an employee of the regional center.

Implementation: These provisions became effective with the passage of SB 81 on June 27, 2019.

TBL Section 15: Section 4625.7 was added to require the governing board to meet with representatives of the Department upon a request by the Director of the Department and, if requested, the board must exclude regional center employees from the meeting. The governing board must meet with the Department's representatives without preconditions for the meeting and at a time and date determined by the Department. Not infringing on the Department's authority otherwise provided in this section, at the Department's discretion, efforts must be made to meet with a governing board of a regional center at a mutually agreed-upon time, date, and place, with the goal of promoting attendance by board members.

Service Provider Corrective Action Plans and Sanctions

TBL Section 20: Section 4640.9 was added to require each regional center, beginning July 1, 2020, to provide to the Department a copy of any corrective action plans and sanctions issued to a service provider, which must include the name of the service provider, the type of action taken, and the date of action. Copies of corrective action plans and sanctions must be submitted quarterly, no later than 45 days following the end of each fiscal quarter. The Department must provide a copy of all corrective action plans and sanctions to the protection and advocacy agency specified in Division 4.7 (commencing with Section 4900) within 30 days of its request. The Department must consult with regional centers and the protection and advocacy agency on the process for increasing consumer and family access to the information contained in corrective action plans and sanctions.

Implementation: The Department will send regional centers a subsequent correspondence outlining the process for submitting service provider corrective action plans and sanctions to the Department. The Department will consult with Disability Rights California and the Association of Regional Center Agencies on how information in corrective action plans and sanctions should be made available to the public going forward.

Department Directives to Regional Centers

TBL Section 18: Section 4639.6 was added, stating that the Director of the Department may issue directives to regional centers as the Director deems necessary to protect consumer rights, health, safety, or welfare, or in accordance with Section 4434. The regional center must comply with any directive issued by the Director pursuant to this section. The directive may not be in conflict with existing statutes or regulations.

TBL Section 8: Section 4519.2(f) was added, requiring the Department, on and after October 1, 2019, to post on its internet website all new directives that it issues to regional centers.

Uniform Holiday Schedule Suspension

TBL Section 28: Section 4692 was amended to suspend the Uniform Holiday Schedule provisions until December 31, 2021. Section 4692(f)(2) states, if, in the determination of

the Department of Finance, the estimates of General Fund revenues and expenditures that accompany the May Revision, which is required to be released by May 14, 2021, contain projected annual General Fund revenues that exceed projected annual General Fund expenditures in the 2021–22 and 2022–23 fiscal years by the sum total of General Fund moneys appropriated for all programs subject to suspension on December 31, 2021, pursuant to the Budget Act of 2019 and the bills providing for appropriations related to the Budget Act of 2019, then the suspension of this section shall continue beyond December 31, 2021. It is the intent of the Legislature to consider alternative solutions to facilitate the continued suspension of this section if Section 4692(f)(2) does not apply.

Implementation: Uniform Holiday Schedule provisions are suspended until December 31, 2021.

Specialized Caseload Ratio

TBL Section 19: Section 4640.6 was amended to require an average service coordinator-to-consumer ratio of 1-to-25 for consumers with complex needs. For the purposes of this requirement, a “consumer with complex needs” means a consumer who is any of the following:

1. Receiving regional center-funded mobile crisis services by a Department-approved vendor, or has received those services within the past six months.
2. Receiving state-operated crisis assessment stabilization team services, or has received those services within the past six months.
3. Placed in a community crisis home, as defined in Section 4698.
4. Placed in an acute crisis home operated by the Department, pursuant to Section 4418.7.
5. Placed in a locked psychiatric setting or has been placed in a locked psychiatric setting in the past six months.
6. Placed in an institution for mental disease, as described in Part 5 (commencing with Section 5900) of Division 5.
7. Placed out of state as a result of appropriate services being unavailable within the state, pursuant to Section 4519.
8. Placed in a county jail and eligible for diversion pursuant to Chapter 2.8 (commencing with Section 1001.20) of Title 6 of Part 2 of the Penal Code or found incompetent to stand trial as described in Section 1370.1 of the Penal Code.
9. A person the Department has determined cannot be safely served in a developmental center, as described in Section 6510.5.

The service coordinator-to-consumer ratio shall not be authorized for a consumer for more than 12 months after the consumer is no longer receiving the services described in 1 or 2, above; after the consumer is no longer placed in a facility described in 3, 4, 5, 6, 7 or 8, above; or after the Department has made the determination described in 9, above; unless an extension is granted. An extension must be based on a new and complete

comprehensive assessment of the consumer's needs. An extension may be granted one time, and may not exceed six months.

Implementation: The Department will work with the Association of Regional Center Agencies to identify individuals who can be counted under each category based on regional center purchase of service data, the Client Master File and other sources. The Department will send regional centers a subsequent correspondence with further direction on implementation of the specialized caseload ratio and will include this category in the annual caseload ratio survey, beginning with the March 2020 survey.

Home and Community-Based Services Final Rule Compliance Data

TBL Section 8: Section 4519.2(b) was added, requiring each regional center to post the following information on its internet website in a format determined by the Department no later than April 1, 2020, and to update the information no less frequently than every six months until the Department determines that statewide compliance with the federal Home and Community-Based Services (HCBS) Final Rule has been met, or January 1, 2025, whichever is earlier:

- The number of providers identified as needing assessment for HCBS compliance, broken down by provider type, as defined by the Department.
- The number of providers within each provider type that have been inspected or reviewed for HCBS compliance.
- The number of providers within each provider type that have been determined to be HCBS compliant.
- The number of providers within each provider type that have been determined not to be HCBS compliant and the reason for lack of compliance.
- The number of providers, broken down by provider type, that have been identified as presumed to have the qualities of an institutional setting, as described in Title 42, Code of Federal Regulations Sections 441.301(c)(5)(v) and 441.710(a)(2)(v).

The Department must provide this information to the Legislature as statewide data and for each regional center, no later than May 1, 2020, and must post that summary on its internet website.

Implementation: The Department will work with the Association of Regional Center Agencies to identify key indicators of compliance, develop a format, determine the process for compiling this information, and will post these details on its internet website for public comment and input prior to finalizing. A subsequent correspondence will be sent to regional centers once the details have been finalized.

Service Provider Rate Increases

TBL Section 27: Section 4691.12 was added to state, notwithstanding any other law or regulation, to the extent funds are appropriated in the annual Budget Act for this purpose, and contingent upon the approval of federal funding, the Department shall provide a rate increase effective January 1, 2020, for all of the following services:

1. Specified services for which rates are set by the Department or through negotiations between the regional centers and service providers.
2. Rates paid for supported employment services, as specified in Section 4860(a) and (b).
3. Vouchered community-based services, as specified in Section 4688.21(c)(7).

The rate increase shall be applied to rates in effect on December 31, 2019, less the amount of any one-time rate increases for developmental services, as authorized in Chapter 29, Statutes of 2018. The rate increase shall be applied as a percentage, and this percentage shall be the same for all providers within each service category, as established by the Department and set forth in the supplemental rate increase schedule posted on the Department's internet website.

The rate increase provided in Section 4691.12(a) shall not apply to those services for which rates are determined by other entities, including, but not limited to, the State Department of Health Care Services or the State Department of Social Services, or are usual and customary.

Section 4691.12(b)(1) states that implementation of these provisions shall be suspended on December 31, 2021, unless Section 4691.12(b)(2) applies. Section 4691.12(b)(2) states, if, in the determination of the Department of Finance, the estimates of General Fund revenues and expenditures that accompany the May Revision, which is required to be released by May 14, 2021, contain projected annual General Fund revenues that exceed projected annual General Fund expenditures in the 2021-22 and 2022-23 fiscal years by the sum total of General Fund moneys appropriated for all programs subject to suspension on December 31, 2021, pursuant to the Budget Act of 2019 and the bills providing for appropriations related to the Budget Act of 2019, then the implementation of this section shall not be suspended. If these provisions are suspended pursuant to Section 4691.12(b)(1), it is the intent of the Legislature to consider alternative solutions to facilitate the continued implementation of the rate increases described in Section 4691.12(a).

Implementation: Information on service provider rate increases is posted on the Department's internet website at www.dds.ca.gov/VendorInfo/SRI.cfm. The Department will submit a request for approval of matching federal funds to the Centers for Medicare

and Medicaid Services (CMS), following the 30-day public notice and comment period beginning August 2, 2019, and ending September 1, 2019. CMS will have approximately 90 days to review the request. Contingent upon CMS approval, the rate increase will be implemented effective January 1, 2020. The Department will provide updates on its internet website at www.dds.ca.gov/waiver/index.cfm, and will send regional centers correspondence regarding implementation of the rate increases once federal approval is obtained.

Enhanced Behavioral Supports Homes

TBL Sections 3, 25 and 26: Sections 4684.82 and 4684.87, and Health and Safety Code (HSC) Section 1567.70 were amended to extend the sunset date for provisions regarding enhanced behavioral supports homes from January 1, 2020, to January 1, 2021, at which time the provisions will be repealed, unless a later enacted statute, that is enacted before January 1, 2021, deletes or extends that date.

TBL Section 2: HSC section 1567.62 was amended to correct a statutory citation.

Community Crisis Homes

TBL Section 1: HSC Section 1180.4 was amended to include community crisis homes as a facility that cannot use physical restraint or containment for more than 15 consecutive minutes. The Department may, by regulation, authorize an exception to the 15-minute maximum duration if necessary to protect the immediate health and safety of residents or others from risk of imminent serious physical harm and the use of physical restraint or containment conforms to the facility program plan approved by the Department pursuant to Section 4698(d).

TBL Section 30: Section 4698 was amended to require the Department to use community placement plan funds to establish community crisis homes for children, and to specify that community crisis homes shall serve individuals who meet all of the following criteria:

1. The child or adult has one or more developmental disabilities.
2. The child or adult receives regional center services.
3. The child or adult requires crisis intervention services.
4. The child or adult would otherwise be at risk of admission to the acute crisis center at Fairview Developmental Center or Sonoma Developmental Center, a Department-operated facility, an out-of-state placement, a general acute hospital, an acute psychiatric hospital, or an institution for mental disease, as described in Division 5, Part 5 (commencing with Section 5900).

Section 4698(d)(1) requires the Department, no later than March 1, 2020, to develop guidelines regarding the use of restraint or containment in community crisis homes, which must be maintained in the facility program plan and plan of operation. In the development of these guidelines, the Department must consult with both of the following:

1. The appropriate professionals regarding the use of restraint or containment in community crisis homes.
2. The protection and advocacy agency described in Section 4900(i) regarding appropriate safeguards for the protection of clients' rights.

The requirements of Section 4698(d)(1) do not apply to community crisis homes that are certified and licensed prior to March 1, 2020, or prior to the adoption of the guidelines, whichever is sooner. However, these homes shall meet the requirements of Section 4698(d)(1) no later than 30 days following adoption of the guidelines.

A community crisis home must include in its facility program plan a description of how it will ensure physical restraint or containment will not be used as an extended procedure in accordance with Section 4698, HSC Section 1180.4(h), and any other applicable law or regulation.

TBL Section 4: HSC Section 1567.81 was amended to authorize licensing of group homes as community crisis homes. Placements of dual agency clients into community crisis homes that are licensed as group homes are subject to the placement duration limitations described in Sections 319.2, 319.3, and 361.2(e)(9)(A) and (B). For the purpose of this article, dual agency clients are foster children in temporary custody of the child welfare agency under Section 319 or under the jurisdiction of the juvenile court pursuant to Sections 300, 450, 601, or 602, who are also either a consumer of regional center services, or who are receiving services under the California Early Intervention Services Act, but who are under three years of age and have not yet been determined to have a developmental disability.

Implementation: The Department will work with the California Department of Social Services and stakeholders in a public process to draft and promulgate regulations regarding certification and licensing of group homes as community crisis homes for children. The Department will work with regional centers, through the Community Placement Plan/Community Resource Development Plan process, on the development of community crisis homes for children. The Department will consult with Disability Rights California and appropriate professionals to develop guidelines regarding use of physical restraint and containment in community crisis homes and will send the guidelines to regional centers and post them on the Department's internet website when finalized.

Institutions for Mental Disease

TBL Section 23: Section 4648 was amended to change the conditions for which regional centers may purchase new residential services from, or place a consumer in, an institution for mental disease (IMD). Effective January 1, 2020, the exceptions in Section 4648(a)(9)(C)(ii) regarding IMD placements due to emergencies will no longer apply, and the prohibition in Section 4648(a)(9)(C)(i) will not apply to acute crises when the following conditions are met:

1. The regional center prepares an assessment for inclusion in the consumer's file detailing all considered community-based services and supports, including, but not limited to, rate adjustments as provided by law, supplemental services as set forth in Section 4648(a)(9)(F), emergency and crisis intervention services as set forth in Section 4648(a)(10), and community crisis homes pursuant to Division 4.5, Chapter 6, Article 8 (commencing with Section 4698), and an explanation of why those options could not meet the consumer's needs.
2. The director of the regional center confirms that there are no community-based options that can meet the consumer's needs.

For purposes of this section, "acute crisis" is defined as a situation in which the consumer meets the criteria of Section 6500 and, as a result of the consumer's behavior, all of the following are met:

1. There is imminent risk for substantial harm to the consumer or others.
2. The service and support needs of the consumer cannot be met in the community, including with supplemental services, as set forth in Section 4648(a)(9)(F), and emergency and crisis intervention services, as set forth in Section 4648(a)(10).
3. Due to serious and potentially life-threatening conditions, the consumer requires a specialized environment for crisis stabilization.

When admission occurs due to an acute crisis, all of the following applies:

1. If the regional center does not expect the consumer to transition back to a community setting within 72 hours, or if the consumer does not transition back to a community setting within 72 hours, the regional center must do both of the following:
 - a. No later than 10 calendar days from the date the consumer is placed in the IMD, complete any documentation necessary to support the filing of a petition for commitment pursuant to Division 6, Part 2, Chapter 2, Article 2 (commencing with Section 6500), and request the person authorized to present allegations pursuant to Section 6500 file a petition for commitment.

- b. Complete a comprehensive assessment in coordination with the IMD staff. The comprehensive assessment must include the identification of the services and supports needed for crisis stabilization and the timeline for identifying or developing the services and supports needed to transition the consumer back to a community setting. The regional center must immediately submit a copy of the comprehensive assessment to the committing court. Immediately following the assessment, and not later than 30 days following admission, the regional center and the IMD must jointly convene an individual program plan meeting to determine the services and supports needed for crisis stabilization and to develop a plan to transition the consumer into the community.
2. If transition is not expected within 90 days of admission, an individual program plan meeting must be held to discuss the status of the transition and to determine if the consumer is still in need of crisis stabilization.
3. A consumer may not reside in an IMD longer than six months before being placed into a community living arrangement, unless, prior to the end of the six months, all of the following have occurred:
 - a. The regional center has conducted an additional comprehensive assessment based on current information and determines that the consumer continues to be in an acute crisis.
 - b. The individual program planning team has developed a plan that identifies the specific services and supports necessary to transition the consumer into the community, and the plan includes a timeline to obtain or develop those services and supports.
 - c. The committing court has reviewed and, if appropriate, extended the commitment.
4. A consumer's placement at an IMD shall not exceed one year unless both of the following occur:
 - a. The regional center demonstrates significant progress toward implementing the plan to transition the consumer into the community.
 - b. Extraordinary circumstances exist beyond the regional center's control that have prevented the regional center from obtaining those services and supports within the timeline based on the plan.

If both of these circumstances exist, the regional center may request, and the committing court may grant, an additional extension of the commitment, not to exceed 30 days.

5. IMD staff shall assist the consumer with transitioning back to the consumer's prior residence, or an alternative community-based residential setting, within the timeframe described in Section 4648(a)(9)(C).

The Department must monitor placements pursuant to Section 4648(a)(9)(C) and subsequent transitions back to community-based settings.

TBL Section 31: Section 6500(c)(3) was added to state that an order of commitment made pursuant to Division 6, Part 2, Chapter 2, Article 2, on or after January 1, 2020, with respect to the admission to an IMD, as described in Section 4648(a)(9)(C), shall expire automatically six months after the earlier of the order of commitment pursuant to this section, the order of a placement in an IMD pursuant to Section 6506, or the date the regional center placed the individual in the IMD, unless the regional center notifies the court in writing of the need for an extension. The required notice must state facts demonstrating that the individual continues to be in acute crisis, as defined in Section 4418.7(d)(1), and the justification for the requested extension, and must be accompanied by the comprehensive assessment and plan described in Section 4648(a)(9)(C)(v).

An order granting an extension shall not extend the total period of commitment beyond one year, including a placement in an IMD pursuant to Section 6506. If, prior to expiration of one year, the regional center notifies the court in writing of facts demonstrating that, due to circumstances beyond the regional center's control, the placement cannot be made prior to expiration of the extension, and the court determines that good cause exists, the court may grant one further extension of up to 30 days. The court may also issue any orders the court deems appropriate in order for necessary steps to be taken to ensure that the individual can be safely and appropriately transitioned to the community in a timely manner. The required notice must state facts demonstrating that the regional center has made significant progress implementing the plan described in Section 4648(a)(9)(C)(v) and that extraordinary circumstances exist beyond the regional center's control that have prevented the plan's implementation. This paragraph does not preclude the individual or any person acting on their own behalf from making a request for release pursuant to Section 4800, or counsel for the individual from filing a petition for habeas corpus pursuant to Section 4801. Notwithstanding Section 4801(a), for purposes of this paragraph, judicial review shall be in the superior court of the county that issued the order of commitment pursuant to this section.

Implementation: Pursuant to these requirements, effective January 1, 2020, no new IMD placement may exceed 13 months. The Department will send regional centers a subsequent correspondence regarding the requirements of this section, and how placements and transitions will be tracked.

Developmental Center and Community Facility Admissions

TBL Section 32: Section 6509 was amended to state that a person who is committed by a court to the Department for suitable treatment and habilitation services may be placed, on or after July 1, 2019, at the acute crisis center at Porterville Developmental Center, if the person meets the criteria for admission pursuant to Section 7505(a)(7).

TBL Section 33: Section 7505 was amended to expand the conditions for which a person may be admitted to developmental centers and Canyon Springs Community Facility, as follows:

- **Developmental Center Right of Return:** Section 7505(a)(6) states that a person may return to a developmental center if the person is exercising the right of return described in Section 4508 on or before June 30, 2021. Prior to admission pursuant to this paragraph, the regional center must prepare an assessment for inclusion in the consumer's file detailing all considered community-based services and supports, including, but not limited to, rate adjustments as provided by law, supplemental services as set forth in Section 4648(a)(9)(F), emergency and crisis intervention services as set forth in Section 4648(a)(10), community crisis home services pursuant to Division 4.5, Chapter 6, Article 8 (commencing with Section 4698), and an explanation of why those options could not meet the consumer's needs. Prior to admission, the Director of the Department or the director's designee shall certify that there are no community-based options that can meet the consumer's needs.

When a person is admitted pursuant to Section 7505(a)(6), the regional center must notify the clients' rights advocate, as described in Section 4433, of the admission. A comprehensive assessment must be completed by the regional center in coordination with developmental center staff. The comprehensive assessment must include the identification of the services and supports needed for stabilization and the timeline for identifying or developing the services and supports needed to transition the consumer back to a community setting. Immediately following the comprehensive assessment, and not later than 30 days following admission, the regional center and staff at the developmental center must jointly convene an individual program plan meeting to determine the services and supports needed for crisis stabilization and to develop a plan to transition the consumer into community living pursuant to Section 4418.3. The clients' rights advocate for the regional center must be notified of the individual program plan meeting and may participate in the individual program plan meeting unless the consumer objects on their own behalf.

Notwithstanding Section 4508, the population of consumers admitted pursuant to this paragraph shall not exceed five. An admission pursuant to this paragraph shall not extend beyond June 30, 2022.

Implementation: If the regional center determines a community placement of a consumer who was placed on a provisional placement from a developmental center is at risk of failing, and the consumer is within the 12-month provisional placement period, the regional center must notify the appropriate regional resource development project. The regional resource development project will immediately arrange for an assessment of the situation, including visiting the consumer. The assessment must include determining barriers to continued successful integration, supports that can be provided to maintain the consumer in their community home, and additional recommendations pertinent to the situation. If the regional resource development project determines based on the assessment that the consumer cannot be safely served in the community, the Director of the Department or the director's designee will be notified. Prior to consideration of an admission to a state operated facility, the Director of the Department or the director's designee must certify that there are no community-based options that can meet the consumer's needs.

- Porterville Developmental Center Court Commitment: Section 7505(a)(7) states that a person may be admitted to Porterville Developmental Center if that person is committed by a court to Porterville Developmental Center, pursuant to Division 6, Part 2, Chapter 2, Article 2 (commencing with Section 6500), due to an acute crisis, as described in Section 4418.7. The population of consumers admitted pursuant to this paragraph shall not exceed 10. An admission pursuant to this paragraph shall not extend beyond December 31, 2020, or upon the opening of the state-operated community acute crisis homes approved for development in the Budget Act of 2019.

Implementation: If the regional center determines the community placement of a consumer is at risk of failing, and the consumer meets the acute crisis criteria as stated in Section 4418.7, the regional center may submit a request to the state operated acute crisis services at StarReferral@dds.ca.gov. The request must include the following information:

- *Cover letter with a description of the acute crisis situation, all alternatives that have been used to support the individual in the community including specific details on what resources have been attempted, other regional center resources that have been explored and the outcomes, the date the statewide specialized resource services database was accessed and the outcome, reflection that the regional center executive director has*

approved the referral for crisis admission, and which Stabilization, Training, Assistance and Reintegration (STAR) home is to be considered (Southern STAR, Northern STAR or Desert STAR).

- *Completed DS 2518*
- *Current psychological, psychiatric and/or behavioral assessment*
- *Current Medi-Cal condition review (if the client's Medi-Cal status is an issue)*
- *Current Client Development Evaluation Report*
- *Most recent individual program plan*
- *The date the client became eligible for regional center services*
- *Any additional pertinent information that would assist in the assessment process*

The appropriate STAR/regional resource development project will complete an assessment prior to consideration of an admission and the findings will be forwarded to the Director of the Department or the director's designee. Prior to any admission, the Director of the Department or the director's designee must certify that there are no community-based options that can meet the consumer's needs.

- Canyon Springs Community Facility Court Commitment: Section 7505(a)(5) was amended to state that a person who is currently admitted to either an acute psychiatric hospital or an acute crisis facility pursuant to Division 6, Part 2, Chapter 2, Article 2 (commencing with Section 6500) due to an acute crisis, as defined in Section 4418.7(d)(1), but who requires continued treatment to achieve stabilization and successful community transition, may be committed by a court on or before June 30, 2021, to Canyon Springs Community Facility pursuant to Division 6, Part 2, Chapter 2, Article 2 (commencing with Section 6500).

Prior to admission pursuant to this paragraph, the regional center must prepare an assessment for inclusion in the consumer's file detailing all considered community-based services and supports, including, but not limited to, rate adjustments as provided by law, supplemental services as set forth in Section 4648(a)(9)(F), emergency and crisis intervention services as set forth in Section 4648(a)(10), community crisis home services pursuant to Division 4.5, Chapter 6, Article 8 (commencing with Section 4698), and an explanation of why those options could not meet the consumer's needs. Prior to admission, the Director of the Department or the director's designee must certify that there are no community-based options that can meet the consumer's needs.

When a person is admitted, the regional center must notify the clients' rights advocate, as described in Section 4433, of the admission. A comprehensive assessment must be completed by the regional center in coordination with Canyon Springs Community Facility staff. The comprehensive assessment must include the identification of the services and supports needed for stabilization and the timeline for identifying or developing the services and supports needed to transition the consumer back to a community setting. Immediately following the comprehensive assessment, and not later than 30 days following admission, the regional center and staff at Canyon Springs Community Facility must jointly convene an individual program plan meeting to determine the services and supports needed for crisis stabilization and to develop a plan to transition the consumer into community living pursuant to Section 4418.3. The clients' rights advocate for the regional center must be notified of the individual program plan meeting and may participate in the individual program plan meeting unless the consumer objects on their own behalf.

The population of consumers admitted pursuant to Section 7505(a)(5) shall not exceed five. An admission shall not extend beyond June 30, 2022.

For purposes of Section 7505(a)(5), "acute psychiatric hospital" means a facility as defined in HSC Section 1250(b), including an IMD.

Implementation: If the regional center determines that a consumer who is currently in either an acute psychiatric hospital or an acute crisis facility requires continued treatment to achieve stabilization and successful community transition, the regional center may submit a request to the state operated acute crisis services at StarReferral@dds.ca.gov. The request must include the following information:

- *An assessment detailing all considered community-based services and supports, including, but not limited to, rate adjustments as provided by law, supplemental services as set forth in Section 4648(a)(9)(F), emergency and crisis intervention services as set forth in Section 4648(a)(10), and community crisis home services pursuant to Division 4.5, Chapter 6.*
- *Completed DS 2518*
- *Current psychological, psychiatric and/or behavioral assessment*
- *Current Medi-Cal condition review (if the client's Medi-Cal status is an issue)*
- *Current Client Development Evaluation Report*

- *Most recent individual program plan*
- *The date the client became eligible for regional center services*
- *Any additional pertinent information that would assist in the assessment process*

The Canyon Springs team/regional resource development project will complete an assessment prior to consideration of an admission and the findings will be forwarded to the Director of the Department or the director's designee. Prior to any admission, the Director of the Department or the director's designee must certify that there are no community-based options that can meet the consumer's needs.

Notification to the Clients' Rights Advocate

TBL Section 29: Section 4696.3 was added to require regional centers to notify the clients' rights advocate, as described in Section 4433, of all consumers placed on an involuntary psychiatric hold or in a Lanterman-Petris-Short conservatorship pursuant to Section 5250, 5260, 5270.10, 5300, or 5350.

TBL Section 31: Section 6500 was amended to require the regional center to inform the clients' rights advocate, as described in Section 4433, when a petition for commitment is filed under this section and when a petition expires.

Safety Net Plan Update

TBL Section 6: Section 4474.16 was added to require the Department, on or before January 10, 2020, to submit to the Legislature an updated version of the safety net plan originally submitted pursuant to Section 4474.15(a). The updated plan must be developed in consultation with stakeholders and must evaluate the progress made to create a safety net, identify the further areas the stakeholder community suggests evaluating, and recommendations from the stakeholder community, and must consider new models of care for individuals whom private sector vendors cannot or will not serve.

Implementation: *The Department will schedule meetings in summer and fall 2019 to consult with and obtain input from stakeholders, including consumers and families, the Developmental Services (DS) Task Force – Safety Net Workgroup, Disability Rights California, regional centers and others to update the Safety Net Plan. The DS Task Force – Safety Net Workgroup is scheduled to meet on August 22, 2019.*

Report to the Legislature on Indicators to Track the Delivery of Services

TBL Section 8: Section 4519.2(a) was added to require the Department, through the DS Task Force, to identify key indicators to track the regional center system's delivery of services. These indicators must include both local and statewide measures and must

include a recommendation for analysis and follow-up of any concerning trends, as well as a plan for reporting of best practices for use statewide. The Department, with stakeholder input, must also identify recommendations for measuring and improving outcomes for consumers. Goals for system improvement include enhancement of customer service for consumers and their families, facilitation of enhanced communication between regional centers and the state, and identification and dissemination of best practices for service providers. The Department must report these recommended indicators, best practices and recommendations for analysis to the Legislature no later than January 10, 2021.

Implementation: The Department held a DS Task Force meeting in July 2019 to introduce a reorganization effort to enhance membership and focus on TBL requirements. This includes a new membership application, the inclusion of additional representation to enhance the diversity of the DS Task Force, and restructuring existing DS Task Force Workgroups into stand-alone DS Workgroups looking at various subjects, to include recommendations to improve quality assurance and regional center transparency and improving outcomes.

System Reforms Stakeholder Meetings

TBL Section 9: Section 4519.4 was added to require the Department, beginning in the summer of 2019, to consult with a broad and balanced group of stakeholders, including, but not limited to, representatives of the DS Task Force, the Rates Workgroup of the DS Task Force, legislative staff from the fiscal and relevant policy committees of the Legislature, the Legislative Analyst's Office, the Association of Regional Center Agencies, the State Council on Developmental Disabilities, the Department of Rehabilitation, and Disability Rights California to discuss system reforms, including fiscal reforms, to better serve consumers with developmental disabilities. The focus of this discussion shall be on how to create a sustainable, innovative, cost-effective, consumer-focused, and outcomes-based service delivery system.

For purposes of implementing this section, the Department must do all of the following:

- Consider a wide variety of perspectives of consumers, families, and service providers to discuss the potential outcomes associated with different approaches to system reform.
- Engage with consumers, families, and service providers across different geographic regions of the state, including urban and rural areas, and from diverse racial and ethnic backgrounds, consumer age groups, consumer diagnoses, and service categories.
- Identify key consumer outcomes and measurable targets to be achieved through these reforms, as informed by the stakeholder process.

- Evaluate compliance with federal rules relating to home and community-based services, and how the Department plans to redesign services that are not compliant with these rules.
- Discuss how feedback may be collected about the reforms, and how this information may be used to make changes to, and adapt, the system over time.

The Department must report on the progress of these efforts during the 2020-21 budget hearing process. By October 1, 2019, the Department must post to its internet website a summary of public comments, departmental responses to those comments, and any appropriate and necessary changes to the rate models contained in the rate study, submitted pursuant to Section 4519.8.

Implementation: The Department held a DS Task Force meeting in July 2019 to introduce a reorganization effort to enhance membership and focus on TBL requirements. This includes a new membership application, the inclusion of additional representation to enhance the diversity of the DS Task Force, and restructuring existing DS Task Force Workgroups into stand-alone DS Workgroups looking at various subjects, to include system and fiscal reforms, outcome measures, compliance with federal home and community-based services rules, and the rate study.

Quarterly Briefings to the Legislature

TBL Section 7: Section 4474.17 was added to require the Department, beginning after January 1, 2020, to provide the Legislature, in its quarterly briefings with the Department, information on some or all of the following topics:

- Consumer health and safety, including safety net and crisis services.
- The person-centered approach to planning, coordinating, delivering, and receiving services, including caseload ratio updates, compliance with home- and community-based services rules, competitive integrated employment, and housing supports.
- Quality outcomes for consumers.
- Efforts to identify and reduce disparities in regional center services.
- Community development through community placement plans and community resource development plans, by regional center, and difficulties or issues in the provision of services or development of resources.
- Implementation of any rate changes pending and being implemented.
- Status, efforts, and outcomes related to the Department's headquarters reorganization structure.
- Regional center accountability, transparency, and oversight efforts.

Regional Center Executive Directors and Board Presidents
August 21, 2019
Page twenty-five

If you have any questions regarding this correspondence, please contact me or LeeAnn Christian at (916) 653-3208 or leeann.christian@dds.ca.gov.

Sincerely,

Original signed by:

BRIAN WINFIELD
Chief Deputy Director

Enclosure

cc: Regional Center Board Members via Board Presidents
Regional Center Administrators
Regional Center Community Services Directors
Regional Center Directors of Consumer Services
Association of Regional Center Agencies
Disability Rights California

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



September 23, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: 88th ANNUAL TREE LIGHTING CEREMONY AT THE STATE CAPITOL –
REQUEST FOR ORNAMENTS

For more than two decades, individuals who have a developmental disability have created ornaments to adorn the Christmas tree at the State Capitol. In recent years, we have received hundreds of ornaments from regional center community art programs. The Department of Developmental Services (DDS) has been asked again to participate in the official State Capitol Tree Lighting Ceremony, and we are requesting ornaments from the community.

The tree lighting ceremony will take place the first week of December. As in previous years, a child with a developmental disability will participate in the ceremony and place an ornament onto the tree during an evening ceremony with Governor Gavin Newsom and First Partner Jennifer Siebel Newsom.

We encourage regional centers to work with their communities to create and send ornaments that reflect the cultural diversity of California and celebrate holiday traditions from the Golden State and around the world. Some examples of themes include Hanukkah, Winter Solstice, Christmas, and Kwanzaa.

To be included on the tree, all ornaments must be received at DDS headquarters by Friday, November 8, 2019. Enclosed are guidelines and suggestions for ornaments and a shipping form that must be included with the ornaments. If you have questions, please contact Ali Bay, Deputy Director of Public Affairs, at (916) 654-1884 or ali.bay@dds.ca.gov.

Sincerely,

Original signed by:

BRIAN WINFIELD
Chief Deputy Director

Enclosures

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Directors of Community Services
Association of Regional Center Agencies
Nancy Bargmann, DDS
Ali Bay, DDS

“Building Partnerships, Supporting Choices”

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-8
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1954



September 25, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: HOME AND COMMUNITY-BASED SERVICES FUNDING – UPDATES
FOR FISCAL YEAR 2016-17 AND 2017-18

The Department of Developmental Services (Department) approved funding for service providers to make changes in order to meet the requirements of the federal Centers for Medicare & Medicaid Services (CMS) Home and Community-Based Services (HCBS) final regulations, or rules. All regional center contract agreements for approved service providers were to include a requirement for reporting on project implementation, including progress related to key milestones and progress toward compliance with the final regulations.

The Department is requesting data on the progress of the concepts and project implementation for all service providers approved for HCBS Funding in fiscal years 2016-17 and 2017-18. Enclosed is an Excel spreadsheet, with separate tabs to specify the fiscal year. For both fiscal year tabs, please complete the rows labeled "January 2019 – June 2019," which represents the most recent reporting period of January 2019 through June 2019, and submit to the Department by Friday, October 25, 2019. Completed spreadsheets should be sent to: HCBSregs@dds.ca.gov.

If you have any questions regarding this letter, please contact Susan Crow at (916) 654-2052, or by email at susan.crow@dds.ca.gov.

Sincerely,

Original signed by:

JIM KNIGHT
Assistant Deputy Director
Community Services Division

Enclosures

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Community Services Directors
Regional Center HCBS Program Evaluators
Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Patti Mericantante, Department of Developmental Services
LeeAnn Christian, Department of Developmental Services
Mike Sakamoto, Department of Developmental Services

"Building Partnerships, Supporting Choices"

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1897



October 1, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: ANNUAL REPORTING ON PAID INTERNSHIP PROGRAM AND
COMPETITIVE INTEGRATED EMPLOYMENT INCENTIVE PAYMENTS

Welfare & Institutions Code section 4870 (b) and (e) requires regional centers to annually report information to the Department of Developmental Services (Department) on placements and payments associated with the Paid Internship Program (PIP) and the Competitive Integrated Employment Incentive Payment (CIE-IP) program. Following this letter, the Department will send each regional center an encrypted email with an individualized survey for both PIP and CIE-IP. The Department requests regional centers to report Fiscal Year (FY) 2018-19 data to the Department by October 31, 2019.

The Department has the following requests and instructions to help with data gathering consistency across all programs and regional centers:

- Please only include individuals who participated in a PIP or CIE-IP in FY 2018-19.
- There is no minimum or maximum length of time an individual can participate in a PIP.
- A qualifying CIE-IP includes those individuals who may have only achieved the employment incentive of 30-days, or the 30-day and the 6 months, or the 30-day, the 6 months and the 12 months milestones. Note: Some individuals may have achieved multiple employment incentives within the fiscal year, and some incentives may have started in FY 2017-18 and continued into FY 2018-19. Please include only incentive payments made in FY 2018-19, regardless of payments made in the previous fiscal year.
- Please do not alter the survey spreadsheets.
- Please do not include ranges for hours worked.
- Please do not use dashes.
- Please utilize the drop-down menus where provided.

"Building Partnerships, Supporting Choices"

Regional Center Executive Directors
October 1, 2019
Page two

The encrypted email that will be sent to you will contain Uniform Fiscal System (UFS), Client Development Evaluation Report (CDER) and Client Master File (CMF) data on consumers who had purchase of service payments under sub-codes PIP, CIEP, CIE6 and CIE12. Each spreadsheet contains data already populated by the Department, for your regional center, along with instructions on how to complete the survey. The Department's populated data includes:

- UCI Number;
- Social Security Number;
- Name;
- Date of birth;
- Gender;
- Ethnicity or Race;
- Diagnosis(es);
- Living arrangement;
- Vendor number(s) associated with the payment(s);
- Vendor name(s) associated with the payment(s);
- Service code(s) associated with the payment(s);
- Sub-code(s) associated with the payment(s); and,
- Payment amount(s) under each sub-code.

Regional centers should verify the data is accurate and/or make corrections and/or additions to the spreadsheet as needed. Please add any individuals, not already listed on your spreadsheet, who were engaged in a PIP and/or eligible for CIE incentive payments in FY 2018-19.

Please use the PIP spreadsheet to add current data for that program. The requested data includes:

- Paid Internship Program
 - Business name;
 - Start date;
 - End date, if applicable;
 - Type of internship;
 - Type of setting
 - Type of work performed;

- Type of employment-related supports provided;
- Hourly wage (most recent wage);
- Payroll costs;
- Average work hours per week;
- Employer of record type (i.e. paid by employer, financial management service or service provider); and,
- If the consumer subsequently entered paid employment:
 - Start date;
 - Hourly wage (most recent wage);
 - Average work hours per week;
 - Receives benefits;
 - Would the consumer have achieved paid employment without the internship program; and,
 - Description of what was successful in achieving paid employment.

Please use the CIE-IP spreadsheet to add current data for that program. The requested data includes:

- Competitive Integrated Employment Incentive Payments
 - Business name;
 - Start date;
 - End date, if applicable;
 - Type of employment;
 - Type of work performed;
 - Hourly wage (most recent wage);
 - Average work hours per week;
 - Receives benefits; and,
 - Whether the consumer is still employed:
 - If yes, a description of what has been successful; or,
 - If no, a description of what resulted in the consumer no longer being employed

Regional Center Executive Directors
October 1, 2019
Page four

We appreciate your assistance with this survey. If you have any questions, please contact one of the following members of the Work Services Section: Michael Luna via phone (916) 654-2208 or email michael.luna@dds.ca.gov; or, Michael Clay via phone (916) 654-3283 or email michael.clay@dds.ca.gov.

Sincerely,

Original signed by

BRIAN WINFIELD
Chief Deputy Director

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Community Services Directors
Regional Center Employment Specialists
Amy Westling, Association of Regional Center Agencies
LeeAnn Christian, Department of Developmental Services
Michael Luna, Department of Developmental Services

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-9
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1958



October 2, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: FAIR HEARING AND CONSUMERS' RIGHTS COMPLAINTS INFORMATION

This correspondence provides direction to regional centers regarding amendments to Welfare and Institutions (W&I) Code sections 4519.2(c) and (d), which were enacted through Developmental Services Budget Trailer Bill, SB 81 (Chapter 28, Statutes of 2019). The amendments require the Department of Developmental Services (Department) to compile information on fair hearing requests and W&I Code section 4731 consumers' rights complaints and to update the Legislature with this information annually, beginning January 10, 2020.

The Department receives fair hearing information from regional centers and the Office of Administrative Hearings, and no additional fair hearing information is needed at this time. W&I Code section 4731 consumers' rights complaint appeals are received and maintained by the Department; however, complaints filed with regional centers are not currently collected. Enclosed is a survey to facilitate collection of this information.

Please complete and submit the survey by December 1, 2019, to the attention of Tom Blythe, Assistant Chief, Appeals, Complaints and Projects Section, at tom.blythe@dds.ca.gov. If you have questions regarding this correspondence, please contact Mr. Blythe, at (916) 654-2426, or at the email above.

Sincerely,

Original signed by:

ERNIE CRUZ
Special Consultant
Office of Community Operations

Enclosure

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Directors of Community Services
Brian Winfield, Department of Developmental Services
LeeAnn Christian, Department of Developmental Services
Rapone Anderson, Department of Developmental Services
Mary Hernandez, Department of Developmental Services

"Building Partnerships, Supporting Choices"

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-9
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1958



October 3, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER POLICIES, GUIDELINES AND ASSESSMENT TOOLS

This supersedes the October 2, 2019, correspondence sent to regional centers regarding this subject.

This correspondence provides information regarding the Department of Developmental Services' (Department) implementation process to achieve compliance with the amendments to Welfare and Institutions (W&I) Code sections 4434(d) and 4629.5(b)(5). These amendments were enacted through the Developmental Services Budget Trailer Bill, SB 81 (Chapter 28, Statutes of 2019).

As required by W&I Code section 4434(d), the Department continues to receive, review and approve regional centers' new or amended purchase-of-service (POS) policies, other policies and guidelines for compliance with statute and regulation. The Department is now required to collect and review regional center assessment tools, which may be applicable to POS policies, as well as other policies and guidelines, utilized for determining the service needs of an individual.

Furthermore, W&I Code section 4629.5(b)(5) was amended to require regional centers to post on their internet websites POS policies and any other policies, guidelines, or regional center-developed assessment tools used to determine the transportation, personal assistant, or independent or supported living service needs of a consumer.

Assessment Tools, POS Policies, Other Policies and Guidelines

Please send all regional center assessment tools, including associated POS policies, other policies and guidelines for Department review to oco@dds.ca.gov. Going forward, any new or amended POS policies, other policies and guidelines, and tools should be sent to the email address above. Please label the email subject line as follows: [regional center acronym], [name/type of policy, guidelines and/or assessment tool]. For example:

Subject: ACRC, Supported Living Services POS Policy and Assessment Tool

Please indicate in the email whether the policy, guidelines and/or assessment tool was previously approved, not approved, is amended or is new, when applicable.

"Building Partnerships, Supporting Choices"

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Regional Center Executive Directors

October 3, 2019

Page two

Regional Center Website Link

By January 1, 2020, please email to oco@dds.ca.gov, a link to the regional center website location where POS policies and any other policies, guidelines, or regional center-developed assessment tools used to determine the transportation, personal assistant, or independent or supported living service needs of a consumer are posted.

Beginning January 1, 2020, the Department will monitor regional centers' compliance with posting current policies and assessment tools on their respective websites.

Thank you for your assistance in implementing the amended statutory requirements. If you have questions regarding this correspondence or need clarification regarding the submission of assessment tools, POS policies, other policies and/or guidelines, or website links, please contact your regional center liaison or Maxine Milam, Assistant Chief, Office of Community Operations, at (916) 654-2177, or by email at maxine.milam@dds.ca.gov.

Sincerely,

Original signed by:

ERNIE CRUZ

Special Consultant

Office of Community Operations

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Directors of Community Services
Brian Winfield, Department of Developmental Services
LeeAnn Christian, Department of Developmental Services
Rapone Anderson, Department of Developmental Services
Mary Hernandez, Department of Developmental Services

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-9
 SACRAMENTO, CA 95814
 TTY (916) 654-2054 (For the Hearing Impaired)
 (916) 654-1958



October 4, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS AND CALFRESH
 OUTREACH REPRESENTATIVES

SUBJECT: CALFRESH OUTREACH DATA COLLECTION PROCESS

As a part of the scope of the Interagency Agreement (attached) between the Department of Social Services (CDSS) and the Department of Developmental Services (DDS) for CalFresh outreach efforts, regional centers (RC) will be required to track the number of individuals prescreened and the number of applications submitted, approved, and denied. This data will be reported in a table broken out by RC and County (see example below).

Agency Name	County	Electronic Apps Submitted	Paper Apps Submitted	Electronic Apps Approved	Electronic Apps Denied	Paper Apps Approved	CalFresh Pre-Screens
ELARC	Los Angeles					Auto calculated	
FDLRC	Los Angeles						

On a quarterly basis, DDS will send each RC a pre-populated table with data provided by CDSS. RCs will need to verify the data provided and make revisions as necessary. DDS will send RCs the first table in mid-October. RCs will complete the report and submit it to DDS by October 31, 2019. RCs will not be expected to have a full quarter of data in the first report which will be for services provided July 1, 2019 through September 30, 2019. Please refer to the enclosed scope of work for more information on RC requirements.

Each RC should track the number of individuals prescreened, and all the applications submitted, approved, and denied for individuals living in the counties they serve. Application data can be tracked by using any of the following methods:

1. Application Assistor Accounts with the consortia (see below Account Creation Instructions).

“Building Partnerships, Supporting Choices”

2. GetCalFresh.org Application Assistor Account to supplement information in certain counties as explained below.
3. In-house tracking by the RC. All prescreenings performed and paper applications processed must be tracked by RCs or their subcontractors as this information is not captured by the online data portals. The number of approved paper applications will be automatically calculated using the same approval rating as the electronic applications approved.

Every effort should be made to collect precise data. In those instances when data cannot be accurately tracked, the RC may provide estimated data.

Consortia Account Creation Instructions:

Each county belongs to one of three consortia systems (CalWIN, LRS, C-IV), which are online, automated case management systems used for individuals applying for CalFresh benefits (see attached list of consortia systems broken out by county). Each RC will need to create an "Assistor Account" for each of the consortia that covers its geographic region. **For RCs that serve counties in more than one consortium, the RC must create an account for each consortium.** Assistor accounts will need to be created for each assistor on the CalWin portal. For C-IV, all assistors will sign into the account using the same login and password. RCs should share this information with vendors that will be assisting consumers with the application process.

CDSS will use data collected from Assistor Accounts to generate reports regarding the number of CalFresh online applications submitted, approved, and denied. CDSS will then send data reports from the online consortia to DDS. DDS will send reports to RCs for confirmation. RCs may revise the data based on internal documentation as needed.

Additional Information and webinar recordings about account creation can also be found here: <https://cdss.ca.gov/inforesources/CalFresh-Outreach/On-Demand-Training/Portal-Training>.

Here is a summary of how to create an account for each consortium:

1. Determine which consortia covers each county in your RC catchment area.
2. Create an Assistor Account for each consortium, as needed:
 - a. LRS (Los Angeles county only) - Contact Roger Munoz at RogersMunoz@dpss.lacounty.gov (562-908-6092).
 - b. CalWIN - Communicate with the point-of-contact for the county as identified in the enclosed attachment. CalWIN is the only portal that can be connected to a GetCalFresh CBO account to submit

CalFresh Outreach Data Collection Process
October 4, 2019
Page Three

applications and track outcomes. To create a GetCalFresh account, complete the attached document and submit to Danielle Hurley at the email address below.

- c. C-IV counties - Use this link to create your C-IV account (<https://c4yourself.com/c4yourself/index.jsp>). Additional step-by-step instructions can be found at: https://www.cdss.ca.gov/calfreshoutreach/res/C-IV_Best_Practices_CBO_Account_Setup_Apr_2016.pdf.

If you have any questions regarding the CalFresh data collection process, please contact Danielle Hurley, Research Data Specialist I, Office of Community Operations, at (916) 654-3228 or danielle.hurley@dds.ca.gov.

Sincerely,

Original signed by:

RAPONE ANDERSON
Manager
Office of Community Operations

Enclosures

cc: Brian Winfield, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Mary Hernandez, Department of Developmental Services
Association of Regional Center Agencies
Regional Center Administrators

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 320, MS 3-8
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 654-1954



October 16, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

**SUBJECT: HOME AND COMMUNITY-BASED SERVICES REGULATIONS –
PROVIDER FUNDING FOR COMPLIANCE ACTIVITIES**

In January 2014, the federal Centers for Medicare and Medicaid Services issued final regulations, or rules, for Home and Community-Based Services (HCBS). The rules require that HCBS programs funded through Medicaid (called Medi-Cal in California) provide individuals with disabilities full access to the benefits of community living and offer services and supports in settings that are integrated in the community. This could include opportunities to seek employment in competitive and integrated settings, control personal resources, and engage in the community to the same degree as individuals who do not receive regional center services. The HCBS rules focus on the nature and quality of individuals' experiences and not just the settings where the services are delivered.

In recognition that some service providers need to take steps towards modifying their services to come into compliance with the HCBS rules by March 2022, the 2019 enacted budget contains \$15 million to fund necessary changes. Enclosed is the Department of Developmental Services' (Department) Fiscal Year 2019-20 HCBS Provider Compliance Funding Guidelines for service providers who wish to apply for funding. The Department will post this letter and the Guidelines on its website. Regional centers should share the Guidelines with their service providers and community.

The Department will hold two, one-hour webinars to review the funding application process and answer questions. The webinars will be held on Monday, October 28, 2019, from 10:00 a.m. – 11:00 a.m. and Wednesday, November 6, 2019, from 1:00 p.m. – 2:00 p.m.

To register for any of the above webinars, follow the instructions found at www.dds.ca.gov/HCBS.

“Building Partnerships, Supporting Choices”

Regional Center Executive Directors
October 16, 2019
Page two

We look forward to collectively working through this process as we move towards meeting the HCBS rules. Please direct any questions regarding this letter to HCBSregs@dds.ca.gov.

Sincerely,

Original signed by:

JIM KNIGHT
Assistant Deputy Director
Community Services Division

Enclosure

cc: Regional Center Administrators
Regional Center Chief Counselors
Regional Center Community Services Directors
Regional Center HCBS Program Evaluators
Association of Regional Center Agencies
Nancy Bargmann, Department of Developmental Services
John Doyle, Department of Developmental Services
Brian Winfield, Department of Developmental Services
Patti Mericantante, Department of Developmental Services
Mike Sakamoto, Department of Developmental Services
LeeAnn Christian, Department of Developmental Services

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 340, MS 3-12
SACRAMENTO, CA 95814
TTY (916) 654-2054 (For the Hearing Impaired)
(916) 651-6309



October 17, 2019

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: SURVEY ON SENATE BILL (SB) 826 FUNDING TO INCREASE SERVICE COORDINATOR STAFF

SB 826 (Budget Act of 2016) chaptered June 27, 2016, provided funding to regional centers to hire additional service coordinator staff. Item 4300-101-0001, Provision 8 of SB 826 requires regional centers to annually report to the Department of Developmental Services (Department) the number of staff hired with the additional funds and the effectiveness of these funds in reducing average caseload ratios. Additionally, regional centers must provide justification, in a manner determined by the Department, for the use of any funds to hire service coordinators who do not serve clients receiving services under the Home and Community-Based Services waiver. Enclosed is a questionnaire for reporting this information for fiscal year 2018-2019.

Please complete and submit the survey to the Department by **November 15, 2019**.

Your timely and complete response to this survey is important since the Department must also review and report on this information. Please email the completed surveys to:

OCO@dds.ca.gov

If you have questions about this correspondence, please contact Danielle Hurley, Office of Community Operations, at (916) 654-3228, or danielle.hurley@dds.ca.gov.

Sincerely,

Original signed by:

RAPONE ANDERSON
Manager
Office of Community Operations

Enclosure

cc: Regional Center Administrators
Amy Westling, Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Mary Hernandez, Department of Developmental Services
Patti Mericantante, Department of Developmental Services

"Building Partnerships, Supporting Choices"

SDP Update

Saturday, October 19, 2019 12:00 PM



Regional
Center Pa...
Good Afternoon,

The information below will soon be posted to the DDS website:

On October 1, 2018, the Department selected 2,500 individuals to participate in the Self-Determination Program (SDP.) Since then, of the 2,500 individuals initially selected, more than 450 have informed their regional center that at this time, they do not wish to participate in SDP. Therefore, on November 22, 2019, the Department will select additional individuals for the SDP. To be considered for selection, the names of individuals who have attended an SDP informational meeting must be submitted to the Department by November 15, 2019.

More information about SDP informational meetings and the enrollment process is available at <https://www.dds.ca.gov/SDP/sdpEnrollment.cfm>. Individuals can verify if they are on the list of those who will be considered for selection at <https://www.dds.ca.gov/SDPVerification/index.cfm>.

The November 22, 2019 selection will be prioritized on the following:

- The total number of participants at each regional center is consistent with the relative percentage of total consumers served by all regional centers;
- Individuals who are age 42 years and older;
- Siblings of individuals who were previously selected for SDP;
- Members of SDP local volunteer advisory committees (as of October 8, 2019) or their family members;
- Maintain as close as possible the relative ethnic diversity within each regional center catchment area.

The number of current openings at each regional center is attached. The updated number of openings at each regional center will be posted to the Department's website prior to the November 22, 2019 selection. Since it is anticipated that over time more openings will occur, the Department intends to select a number of individuals over the 2,500 slots. This over-selection will allow for an expedited process to fill future openings.

For questions, please email sdp@dds.ca.gov.

Thank you,

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Jennifer Parsons
SDP & HCBS Regulations
Department of Developmental Services
(916) 654-2299

**Self-Determination Program
Regional Center Participant Counts**

Regional Center	Self-Determination Program Spaces at Each Regional Center	Number of Selected Individuals Continuing in the Self-Determination Program	Number of Open Spaces at Each Regional Center
Alta California	179	126	53
Central Valley	140	125	15
Eastern Los Angeles	110	93	17
Frank D. Lanterman	73	68	5
Far Northern	60	44	16
Golden Gate	68	53	15
Harbor	99	82	17
Inland	256	232	24
Kern	95	79	16
North Bay	66	59	7
North Los Angeles County	183	158	25
East Bay	154	126	28
Orange County	151	123	28
Redwood Coast	55	49	6
San Andreas	125	107	18
South Central Los Angeles	110	91	19
San Diego	207	181	26
San Gabriel / Pomona	95	56	39
Tri-Counties	110	58	52
Valley Mountain	100	80	20
Westside	64	59	5
Statewide Totals	2500	2049	451

Updated 10/11/19

Contract Summary and Board Resolution

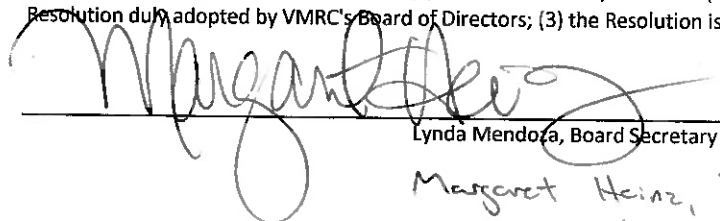
Valley Mountain Regional Center's Board of Directors reviewed the contracts below on October 21, 2019 and passed the following resolution:

RESOLVED THAT in compliance with VMRC's BOD Contract Policy, the contracts listed below between VMRC and stated vendors were reviewed and approved by the VMRC BOD on October 21, 2019 and Board hereby authorized any Officer of the corporation to execute the Agreement without material changes but otherwise on such terms deemed satisfactory to such Officer.

1 Accredited Respite Services	\$ 1,200,000
2 Applied Behavior Consultants IDP	\$ 1,515,322
3 Applied Behavior Consultants EIBT	\$ 836,701
4 ARC Amador/Calaveras ADC	\$ 808,599
5 ARC Amador/Calaveras CTP	\$ 757,426
6 ARC Amador/Calaveras SLS	\$ 416,739
7 Behavioral & Educational Strategies & Training EIBT	\$ 1,231,603
8 Behavioral & Educational Strategies & Training ESAIP	\$ 3,766,530
9 Behavioral & Educational Strategies & Training IDP	\$ 900,000
10 Behavioral & Educational Strategies & Training IT	\$ 608,412
11 Central Valley Autism Project EIBT	\$ 1,916,495
12 Central Valley Autism Project IDP	\$ 529,070
13 Central Valley Autism Project ESAIP	\$ 2,844,000
14 Central Valley Autism Project IDP	\$ 396,000
15 Creating Behavioral & Educational Momentum	\$ 907,959
16 Genesis Behavior Center ESAIP	\$ 480,000
17 Genesis Behavior Center EIBT	\$ 287,700
18 Cole Vocational Services	\$ 1,824,000
19 Human Services Projects Encore Wrap-Around Service	\$ 674,296
20 Pacific Homecare Services	\$ 9,066,000
21 Premier Healthcare Services	\$ 2,040,000
22 Therapeutic Pathways EIBT	\$ 2,615,703
23 Therapeutic Pathways ESAIP	\$ 1,395,785
24 United Access Transportation, LLC	\$ 650,496
25 Aim Higher, Inc	\$ 1,019,379
26 ARC San Joaquin Vocational Services	\$ 255,575
27 ARC San Joaquin Starting Out BMP	\$ 1,214,783
28 ARC San Joaquin Starting Out ADC	\$ 933,815
29 Butterfly Effects ESAIP	\$ 617,625
30 Delta Star Home Care	\$ 446,103
31 Inspired Behavioral Solutions, Inc ESAIP	\$ 1,320,902
32 Paradise Residential Care	\$ 405,268

VMRC Board of Directors hereby authorizes and designates any office of VMRC to finalize, execute and deliver the Contract on behalf of VMRC, in such form as VMRC's counsel may advise, and on such further terms and conditions as such Officer may approve. The final terms of the Contract shall be conclusively evidence by the execution of the Contract by such Officer. For purposes of this authorization, and "Officer" means VMRC's Executive Director, Chief Financial Officer and no one else.

Certification by Secretary: I certify that: (1) I am the Secretary of VMRC; (2) the foregoing Resolution is a complete and accurate copy of the Resolution duly adopted by VMRC's Board of Directors; (3) the Resolution is in full force and has not been revoked or changed in any way.


Lynda Mendoza, Board Secretary

10/21/19
Date

Margaret Heinz, President
in Lynda's absence.

Meeting Sign In

Project: VMRC Board of Directors Meeting
 Facilitator: Margaret Heinz, President
 Place/Room: Cohen Board Room

Date: 10/21/2019
 Time: 6:00pm

PRINT NAME	ORGANIZATION	TITLE	PHONE	EMAIL
1. Cris Sugabo	CVTC / ANOTHER WAY	FACILITATOR	(719) 470-1095	
2. Shaefaye Kirkendall	CVTC / Another Way	Facilitator	(959) 45-2889	
3. Denora Grims	CVTC / Another Way	FOC	202 489 1241	
4. Angela Lewis	NVH	Facilitator	209-922-4453	lewisangie94@yahoo.com
5. Andrea Rueda	Boardmember			
6. Mohamed Rashid	Boardmember			
7. Christine Couch	VMRC Comp			
8. Lori Smith	Facilitator	→		
9. Dena Pfeiffer	boardmember			
10. Lisa Culley	FRN	ED	4723674	
11. Bud Mullany	VRMC	Director		
12. Claudia Reed	VRMC	Director		
13. Melinda Gomez	VMRC Community Involvement		607-7185	
14. Nicole Weiss	VMRC	AD		
15. Tara Siskind	VMRC	AD	950 3702	
16. Allan Smith	IDS			
17. Mariela R			208 808 2047	marciagramirez23@gmail.com
18. BRIAN BENNETT	VMRC	Assnt. Director	955-3309	bbennett@vmrc.net
19. Irene Hernandez	translator		209) 470-1852	
20. Gordon Hober	VMRC			
21. Olivia Rignoni	UCYA	Director		
22. Maria Elena Diaz			209 623 5673	

Dora Hernandez SCDD

Meeting Sign In

Project: VMRC Board of Directors Meeting
 Facilitator: Margaret Heinz, President
 Place/Room: Cohen Board Room

Date: 10/21/2019
 Time: 6:00pm

PRINT NAME	ORGANIZATION	TITLE	PHONE	EMAIL
1. Fabian Contreras	CVTC / Another	Facilitator		
2. Alicia Schott	VMRC Board	Director		
3. Liz Herrera Knapp	KBCS / VMRC Board	BABA Member		
4. Jose A. Lara	ICC			
5. Anna Cernitky	SCDD	Exelon Director		
6. MARILYN PATACSIL	PATACSIL'S			
7. Lisa E Steves	Board member			
8. Patiane Freitas	Baby natus		2098401624	
9. Griselda Estrada	ICC			
10. Erna Kaalund	VMRC	Board		
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