

**Provider Vendor Advisory Committee
Regional Center of the East Bay
Meeting Minutes Friday, March 10, 2023**

Members Present: Dan Hogue, Las Trampas (Co-Chair); Geneva Carlos-Valentino (Co-Chair); Marcie Hodge, St. John Boy's Home; Amanda Eicher, NIAD; Donna Feingold, HireAble and Finding Golden Solutions; Ramsay Mashy, California Autism Foundation; Mike Pereira, Ala Costa Centers; Jamie Renton, Pleasanton Adult Education; Craig Rose, VistAbility; Will Sanford, SC & CS.

Guests Present/by Phone:

Lisa Kleinbub, RCEB; Chase Ryan Kalbaugh, RCEB; Michael Minton, RCEB; Fruc Menchavez, RCEB; Michael Conti, RCEB; Steve Robinson, RCEB; Amy Schwartz, RCEB; Ben Chen, Alameda County Disability Council; Schantell Williams, Alameda County DD Council; Sheraden Nicholau, SCDD; Vi Ibarra, Contra Costa DD Council; Alicia Curran, Compass SLS & ILS; Aimee Vitug-Hom, VistAbility; Alicia Curran, Compass SLS & ILS; Anna Willis, Emerging Horizons; Anthony Rowe, Adaptive Learning Center; Ashley Laqui, Compass Creative Arts; B.J. Cottrell, Jaqui Foundation; Candice Elton, Thrive Support Services ILS; Cecilia Connolly, The Arc of the East Bay; Chandra Jackson, Clausen House; Chris Candari, Thrive SLS; Danon Jenkins, Futures Explored; Debbie Galliano, Clausen House; Eddie Esquiviz, Manos; Ember Avalos, NIAD Art Center; Emily Correia, Enjoy Life More; Erika Gonzalez, 24 Hour Home Care; Esther Wong, D.H.T.I.; Heather Manes, HATCH; Jay Gamez, Mission Hope Day Program; Jaynette Underhill-Levingston, Clausen House; Jessica Hallowell, H.A.R.D.; Juan Velasquez Jr., Pathway to Choices; Juanita Hightower, Clausen House; Judy Hunter, Las Trampas; Kausha King, Family Resource Navigators; Kiptiatu Iscandari, A and K Residential Homes; Kristina Knapp, Whispering Minds Equine Therapy; Louise McClellan, Open House Center; Maria Mendiola, Royal Palm Residential Home and M&M Residential; Maria Ramirez; Maureen DeCoste, Ability Now Bay Area; Megan Benando, Trilogy Adult Services; Merfe Bailey; Mitchell Belche, Compass Creative Arts; Monica Cardoza, CIWP; Nancy Brum, Keystone Adult Learning Center; Robert Jo, Agape Care Home; Scott Brooks, Futures Explored; Susan Richard, Jaqui Foundation; Sylvia Yeh, FCSN; Teresa Nold, Deaf Plus Adult Community; Veronica Santana, Clausen House; Zackery Wheeler, APOCDDA.

65 participants total

Call to Order:

Marcie Hodge confirmed quorum at 9:35, and Dan Hogue opened the meeting.

Inclusion Time:

Dan Hogue welcomed good news, and Jamie **Renton** shared the news that an intern they supported was hired by the business where they were working!

Donna Feingold encouraged **Dan Hogue** to share the success of Las Trampas' annual gala. Dan confirmed the positive outcomes of the event and his gratitude for being able to raise money beyond the basics of program fees!

Roll Call – Voting Members:

Geneva Carlos-Valentino called the roll for voting PVAC members; all voting members present with the exception of Jamie Renton, Jennifer Carper, Esther Chow, and Samuel Kim.

January Minutes:

Approval of January 13, 2023 minutes - M/Mike Pereira; with unanimous approval.

Reports:

Regional Center/State Report – Lisa Kleinbub, Executive Director

- **Statewide**, there are only 37 providers short of compliance, with RCEB only 2 providers short of compliance (to be addressed within next 2 days) – a huge accomplishment and assurance federal funding will continue.
- **Self-Determination** numbers continue to increase, with RCEB being above target for numbers participating.

ARCA providing training on Self-Determination in coming month. Lots of interest, lots of complication – RCs pushing for reform to Financial Management services – currently lack capacity to take on new participants; RCEB looking for new providers; RCs advocating to revisit rates for FM.

- Continuing to receive directives from DDS on RC performance measures; current directives on tracking/reporting linguistic diversity of staff; updating databases to earn final 10% of funding increases.
- **Implicit Bias Training** planned for 3 years ago has finally been contracted at DDS to be provided to RC's.
- **Senate Budget Hearing** on DD Budget issues covering many concerns in system; hoping proposals from DDS will be addressed more clearly, particularly new autism branch which is still not fully articulated.
- **AB649 sponsored by ARCA put forward by Asm. Wilson** – revisiting 2008 provision that if participants receive generic services – IHSS, Medical, etc – and they are denied, they have to appeal the denial – RCEB in support of reform, since service denial appeals are a major barrier for many people, and often unsuccessful.
https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB649

Presentation:

Coordinated Family Services – Steve Robinson, Michael Conti

- **CFS** is: a) Tailored to unique needs of consumer and family; b) provided in a manner that respects language and culture; c) provided in person's home and community – mainly for adults living at home with family.
- **Service Code 076** includes items included in DDS Enclosure A – CFS Service Code Description:
 1. ID and provide supports to reside in family home.
 2. Providing assistance and training in navigating comprehensive services/supports.
 3. Providing additional information/resources on diagnosis and identified supports.
 4. Coordinating consistency and training across providers.
 5. Scheduling service delivery including medical/other appointments.
 6. Identifying transportation options/services.
 7. Backup provider/supports works.
 8. Future planning for consumers, including those living with aging caregivers.
 9. Providing training to consumer to maximize independence.
- **Minimum qualifications** are detailed by DDS; an exception process also exists.
- **CFS** will not replace or duplicate RC-funded services, and cannot be provided by a resident of the same home as the person served.
- **CFS rates** vary between RC's from \$58.54-\$66.89, with RCEB rate at \$67.71/hr.
- **Pilot Implementation Incentive Payments** are available to providers meeting reporting requirements. Providers must meet all monthly reporting requirements to be eligible for Incentive Payments calculated at 11.1% of the total services provided. Monthly reports are still under development by DDS. Pilot implementation incentive payments will run through December 2023.
- **RCEB is seeking a diverse pool of applicants, and interested providers should send a Letter of Interest to loi@rceb.org. Fact Sheets are available in a range of languages.**
- **Enclosure C – CFS Referral and Service Need Assessment Form** details referral process to be determined with the IPP team. Assessments minimum 6 hours, maximum 12 hours.
Process: Case manager and client meet; service coordinator specifies whether a CFS plan of action is required; IPP team completes 'current situation'; forwarded to CFS provider to meet with ID team and assess number of hours needed. Once authorize, form returned to CFS provider with reporting tool, and family receives initial Consumer/Family Satisfaction Survey.
- **Enclosure D – CFS Provider Quarterly Reporting Tool** includes details on process for quarterly reports.
- **Reporting tools** include Consumer/Family Satisfaction Survey (completely confidential), RC Quarterly Reporting platform; CFS Pilot Incentive Payment Reporting Tool.
- **Michael Conti** and **Steve Robinson** asked for questions, and **Dan Hogue** asked about qualifications and process for submitting proposals. **Steve** responded that enclosure A includes qualifications, exception request, and proposal process. **Michael Conti** added that this service does require a program design, and DDS is in the process of creating a program design checklist.

- **Geneva Carlos-Valentino** mentioned **Mike Pereira's** question from the chat about ratio for this service; **Steve** responded that the ratio is 1:1, and that there is no hourly limit per month for this services.
- **Sylvia Yeh** mentioned a parent group of high-needs children, and was asking whether this parent group could use CFS at home. **Steve** advised that these parents could not provide the service themselves, but could work with a provider to receive services at home. **Sylvia** suggested that their agency could provide the service. **Steve** responded to **Sylvia's** question about how to apply (via Enclosure B?) that the first step would be to submit a letter of interest to loi@rceb.org. **Lisa** joined in to say that this is an ongoing process, and that it is based on the data that people living in the family home often don't utilize budget as highly as others. **Will** mentioned that, for reasons of conflict of interest, families can't refer themselves, and agencies can't refer themselves. **Steve** added that RCEB needs more clarification on how it syncs with Self-Determination.
- **Jamie Renton** mentioned a participant who is in need of ILS services, but is not ILS-eligible, and was hoping that CFS might be applicable to this case; **Lisa** recommended Jamie reach out directly to clarify.
- **Anthony Rowe** asked whether this would be considered an applied resource to support family, improve advocacy, diversify resources, provide higher-level support, rather than existing ILS services. Because this role has a service-coordination component, it appears there is an overlap with ILS. **Donna** added that in North Bay, ILS was described as the skill-building service, whereas CFS would be coordinating-type services, and that a participant could have both ILS and CFS. **Lisa** added that this service is designed to support the family in, e.g. making medical appointments, coordinating transportation, etc. CFS could provide back-up for caregivers or IHSS as a directly provided service for a period of time, for example.
- **Sylvia Yeh** asked for clarification around incentive payments, and **Steve** reiterated that these would be available until 12/31/23 as an 11% 'bonus' on top of regular fees received.
- **Donna Feingold** asked whether providers will be able to bill for coordination-type services such as making phone calls, follow-up? and **Steve** responded that it was a great question; would likely be yes since although Title 17 refers to direct services, coordination would be possible while outside of the home.
- **Dan** asked whether the rate would be subjected to rate increases proposed in 2014? **Steve** responded that he thought not.
- **Steve** mentioned they are collecting questions for DDS re: CFS, including whether CFS can be provided remotely. **Lisa** added that although there are a couple of RC's who have started, no one is providing this service yet – so it's a good opportunity to explore.
- **Mike Pereira** asked about vendors who are multilingual, and **Will** added that on the heels of a meeting re: incentives for multilingual staff and other incentives, would multilingual incentives apply within this service as well? **Steve** responded that they would take the question of multiple incentives to DDS.
- **Geneva** thanked RCEB staff for presentation and updates and asked for other staff updates.

Reports:

Regional Center Staff Report – Fruc Menchavez, Mike Minton, Priscilla Gomez

- **Fruc Menchavez** echoed Lisa's mention of statewide compliance, and work to be done with 2 final providers in RCEB's catchment area, looking good for 3/17. Looking at how to use HCBS funding, proposal from RCEB to DDS includes training to continue work on compliance beyond the deadline; establishing technical assistance units for families, regional center staff, creating pathways for feedback - now that work has been done on process, creating good evidence that the work continues and that compliance is ongoing, can be recorded in QA process.
- **Mike Minton** followed by saying that outside agencies have provided much of the introductory material for conversations on HCBS, and now RCEB is working to develop local expertise to continue the conversation. **Will** spotlighted CBRC where self-advocates and local service providers doing outreach and training to others in the community, providing employment avenues on top of information directly from people served. **Fruc** mentioned Redwood Coast's work laying trails for this approach, and the importance of support, equipping folks to speak to providers, etc.

- **Craig Rose** asked whether remaining providers need to complete remediation, or need to submit more information to come into compliance following remediation. **Fruc** responded that one needs final documentation, and the other is comprehensive.
- **Mike Minton** mentioned he would be meeting with licensing to clarify information in two recent PINs – 1 - for licensed homes and agencies, individual cases of COVID do not need to be reported, only outbreaks; 2 – relaxing mask requirements; more information on these PINs coming soon from Mike Minton’s office.
- **Priscilla Gomez** provided an update on transportation: Countywide is updating COVID protocols. In case of positive case in AM routes, Countywide will provide PM routes home with quarantine for 5 days to follow.
- **All transportation providers are at capacity right now**, working to hire more drivers. Instability in Countywide routes with some drivers calling out and some leaving company, with office managers, safety managers, and dispatchers on routes and in training to be back-up drivers. Oakland area is currently most affected by driver shortage; sending drivers from Antioch to Oakland to cover routes, exploring options to avoid canceling routes. If there are significant cancellations, Countywide will cancel routes due to lack of payment for routes. **RCEB** working to combine routes to increase ridership. Acknowledging that transportation is not meeting needs of participants right now, with so much going on behind the scenes.
- **Dan Hogue** asked whether our contracts allow Countywide to cancel service due to low ridership? **Priscilla** responded that vendorization with Countywide does not require a contract in place – helps and supports routes by working at usual and customary rates – their contract for service provision to general public applies to RCEB routes as well.
- **Will** mentioned that if attendance depends on transportation, perhaps rates could be adjusted to reflect low attendance due to transportation? We have all acknowledged staffing issues across the board; has there been a conversation about rates to reflect this? **Lisa** acknowledged this is a good conversation to raise. Looking at how to pay differently to ensure that routes are more stabilized. Continued 091 for residential providers – how much has been billed, and how much relates to transportation issues?
- **Mike Pereira** asked about minimum ridership, and **Priscilla** responded that it depends on the size of the vehicles.
- **Question about CAL-OSHA standards:** What is the size of an outbreak? **Dan** responded 3 people within a 14-day rolling period. **Geneva** recommended follow-up to make sure this is across the board.
- **End of COVID Emergency on 2/28** – **Mike Minton** placed a link in the chat to guidance from licensing and California DPH. **Lisa** added that the state of emergency ends in May. She added that as of April 1, vaccination would no longer be required – not as a DDS directive, but per public health advice. **Mike** advised that we are still required to follow strictest guidance, and this needs further exploration.
- **Craig Rose** asked Priscilla to share public health guidance in the context of conversations with Countywide, acknowledging Countywide’s choice to make guidelines within their own business, urging them to consider most recent information from public health.
- **Dan Hogue** asked for further clarification since DDS, Cal-OSHA, and public health guidance is beginning to diverge in many ways. **Lisa** replied that she will try to get an update on this topic.

Regional Center Board Report – Dan Hogue

- **Dan** reported that the Board met on 2/27 with MCI data presentation.
- **Executive Report included 3 contracts for SLS providers** – reminder: if vendor applies and meets all qualifications, must be approved – board review is for dollar amount, but qualifications and contracts are standardized, with consistency of rates to be complete by 2024.
- **Bylaw Revisions:**
 - **Budget and Finance** due diligence review of financial relationships on a regular basis
 - **Services and Supports** chair to be included as part of the Executive Committee;
 - **Creating expectation to review contracts** before meeting to expedite Board business and approval.
- **RCEB Budget** – POS Expenditures at 47%, leaving a surplus, mainly due to lack of providers; personnel at 42% - RCEB will use some funds to incentivize referrals to get more staff (cheers to Lisa – hoping this is effective!).

Slide deck in English for Community Resources presentation-

https://drive.google.com/file/d/1BK1XRSOZBEF0gHxvJm5AXFRW0EL12tMF/view?usp=share_link

Slides are also available in simplified Chinese- https://drive.google.com/file/d/1hL31CXKoERUe-bEXB707Cm57nsrcAlMh/view?usp=share_link

And Spanish- https://drive.google.com/file/d/1zKypJ1v45v1ir7oQdyCPfrU9OcEO4qeW/view?usp=share_link

- First hybrid DD Council meeting coming up on 3/22 with presentation from RCEB on social rec opportunities.

East Bay Legislative Coalition – Will Sanford

Peak legislative season with Assembly Budget Subcommittee 1 holding hearing on 2/22/23. 8-hr hearing including significant public testimony, Nicole Vasquez providing much information, detailed agenda:

Senate Budget Subcommittee will meet 3/23/23 at 9:30; agenda still unreleased but EBLC will share. Elisabeth Schmidt consultant for DDS budget category #4300.

Bills being proposed:

- **AB1031/Rubio** – provides additional hour of pay for employees who do not receive 15-min rest break in the middle of 4-hour shift.
- **AB1568/Wood** – Review and update ILS assumptions used in the Rate Study.

EBLC Town Halls for Legislative Meet and Greet:

- **3/17, 10-11:30** – RCEB San Leandro Conference Room A.
- **3/24, 10-11:30** – RCEB Concord John Rodriguez Room – 4th Floor.
- Primary message is **impact of underfunding of Service Coordinators**.
- **Next EBLC Meeting:** April 5, 10-12PM on Zoom; contact Vi Ibarra at vi.ibarra@cchealth.org to be added to email list.

Service Provider Equity Subcommittee Report – Dan Hogue

- **RCEB Board** approved charter for subcommittee, and Anthony Rowe has agreed to co-chair the committee – thank you to Anthony!
- **Dan** invited providers with interest to join, with the note that this will be a working group looking to find and develop solutions. Proposing initial meeting next Friday at 1 or 2PM. Contact Dan Hogue at dhogue@lastrampas.org.
- **Anthony** acknowledged Dan's great work getting the ball rolling and developing the charter. **Dan** expressed his thanks and enthusiasm for working together.

Day Providers Report – Geneva Carlos-Valentino facilitating provider reports for Mike Pereira (absent)

HireAble Report – Donna Feingold

- Next meeting 3/27, 3PM with presenters from Alameda and Contra Costa's America Job Centers of California (AJCC/formerly One-Stops) speaking on services available to individuals with disabilities. These services tend to be underutilized by job-seekers with disabilities, and looking to expand knowledge of these resources.
- Aiming to certify 25 individuals via ACRE training to provide individualized employment services; two training sessions left to complete with hope to move barometer in creating more jobs in our area!
- **Donna** will be at Alameda Transition Fair to provide benefits training session; offering another training virtually next quarter.
- **Sylvia Yeh** – how will incentives proceed? **Donna** responded that the incentive is \$1900 per person, and **Steve** added that DDS does not have an answer yet. **Will** mentioned that DDS is working on sharing information about this and other service incentive payments this month.

Membership Report – Marcie Hodge

- Reminder to put email and name in chat for attendance purposes!

Public Comment

- **Maria Ramirez** reminded to open for public comment. **Maria** highlighted the leadership of Pat Mellion and Mary Connie Butler, two Black nurses seeing the need for residential care homes to meet needs of people leaving state hospitals. These homes received people with trauma and exceptional needs exiting hospitals, serving 40 years in the system with reduced rates and opportunities compared with white colleagues. These women exemplified new vision for treatment of our community, giving humanity to people who had been treated inhumanely.
Geneva Carlos-Valentino thanked Maria, acknowledging importance of honoring past pioneers in our field.
- **Wendell James** asked about a grid sent by Jacob Hulthage with a request to give information directly to him. Wendell is asking why case managers cannot manage this process rather than requiring providers to do more reporting? And, is this employee going to follow up in a timely way? If Jacob is out of town or on vacation, who will do this? Has RCEB figured out how to spend money on transportation, providing more money to vendors and/or the system, in order to contract at higher rates to get people to program and back? Curious about purpose of new subcommittee? What will this group do that hasn't already been done? **Dan Hogue** replied that they will gather information, make recommendations to Board of Directors on actions to take. While other committees don't have a voice with RCEB Board, this committee does, and is able to track issues and check that progress is being made. **Geneva** pointed out that the group includes all issues of equity – racial, ethnic, economic, and geographic as well. **Wendell** encouraged folks to keep talking, since this is also an important element to moving things forward. **Dan** emphasized how important Wendell's voice is to this process!
- **Zackery Wheeler** acknowledged that there are many different types of inequity – not only Black/white, LGBTQI as well. Have we talked about the ways that the Board representation furthers inequity?
- **Maria Ramirez** advised that the subcommittee needs to find more white allies ready to talk about systemic bias, so that it's not POC always handling disparity work.
- **Dan** advised that the committee included an extremely diverse group of voices, and that their target was to develop solutions, even as there may be difficult conversations or diverging viewpoints.

Meeting Adjourned at 11:12 AM, reopened for public comment at 11:13, and adjourned again at 11:30.

Respectfully submitted for review by Amanda Eicher, Secretary