



SUPPORTS & SERVICES COMMITTEE
NOTES

Date: January 22, 2024

Start Time: 5:30 PM

End Time: 7:00 PM

Location of This Meeting: Regional Center of the East Bay

- Virtual
- 500 Davis Street, San Leandro
- 1320 Willow Pass Road, Concord

ATTENDEES:

Staff Present: Lisa Kleinbub, Ronke Sodipo, Chris Hanson, Elvia Osorio-Rodriguez

Host: *Frank Paré*

Guests: Shari, Louis, Ben Chen from Alameda County DD Council, Vi Ibarra from Developmental Disabilities Council Contra Costa County.

Spanish Interpreter: Giovanna Wormsbecker.

Note Taker: Cristal Jimenez-Hernandez

AGENDA:

- **Welcome and Introductions**

- **Homeless RCEB clients**
 - Per Lisa, there is a little movement on this issue as RCEB is working in collaboration with Families United for Equity, who has started making referrals to us for the intake process. There are also two new housing projects coming up that will be by application and lottery, prioritizing people who are currently experiencing homelessness.
 - The Diversity & Equity Department from RCEB is currently growing, so this department will help us to connect with organizations that work with the population.

- A new Housing Specialist position has been posted. This individual will focus some activities related to the homeless population and housing issues.
 - RCEB is currently in the middle of signing a MOU with the health care plan in both Alameda and Contra Costa Counties. There is a close relationship with people of both counties who are focused on homeless services. They will reach out to RCEB when they identify concerns of their patients who are clients. Some of the concerns are when it comes to not having immediate access to housing. In certain situations, this can be a health and safety issue in which RCEB has the ability to pay rent for these specific types of cases.
 - Per Lisa, Lindsay is working with the school districts when it comes to young adults not having housing.
 - Frank asked how RCEB reaches out to homeless people and makes them a priority if they want to stay out of the radar. Per Chris and Ronke, we cannot force them to accept our services. It is challenging for us and even for the providers. It becomes complicated to figure out how to make the offer and make sure they choose to accept the offer. This is because some organizations have criteria and rules that homeless people are not willing to bind to.
 - Frank expressed that some providers have mentioned they are not getting enough referrals and that they are qualified to help these individuals. He asked how RCEB is addressing this situation, especially with the situation that was addressed in the last meeting about a provider who mentioned they felt discredited by one of the case managers. Per Lisa, that person involved is no longer with the Regional Center and that provider is one that gets many referrals from us.
 - Per Chris, referrals are very different; it could be vendors to vendors similar to the day programs, or referrals to agencies that reach out to us and contact individuals. One of the reasons for the difference, is that the individual has to request for the support, we cannot send a vendor to go and find them.
 - Frank commented one of the goals set back in June 2023 was that RCEB will partner with other organizations to attempt to go out and meet homeless people where they are, identify them and offer the services. Frank would like to know if this is still a project or not. Lisa mentioned this is still a project, but we have no providers interested in this issue, but there are some providers that have expresses interest in increasing their services.
- **Brochure**
 - Frank is concerned that the brochure is not being share extensively.
 - Per Ronke, trainings to case managers and reminders have been made. Further meetings to share ideas on how to promote the brochure will be part of RCEB schedule to ensure the information is getting out to people.

- Lisa mentioned that we have a contract with Inclusion Film. They are currently working to create videos about the regional center, as well as information about respite, supported employment, and other topics.
 - Shari mentioned she was not aware of the brochure.
 - Elvia has distributed the brochure with all CMs teams in different languages so they have it handy to share with families. Case management has put the brochure in the agendas to help families navigate into our website.
 - Frank suggested that the electronic brochure has links on topics where the readers can find more information about it.
- **Mason-Tillman update** - Per Frank some people have brought Mason Tillman reputation in question. Lisa mentioned that the report is not complete and it is hard to ask people and we had asked Dr. Ramsey to complete the report by the end of the month. The meetings have been postponed numerous times. Lisa wants them to make an independent report. She is working hard on getting this. This will be a great idea to ask Dr. Ramsey to come and present it to the board.
- **POS Social Recreational Policy** – Lisa says that it needs an update based on DDS changes. There is not much change except for a minimum revision on the statement about people licensed in community care and health residences, and when it comes to paying for camping to those who are placed in those residences.
 - Frank shared in this meeting, Dan’s comments where he suggested to add a non-discrimination clause. Lisa said she didn’t think there will be any problem to that. Another suggestion from Dan was to add adult recreational activities as another category.
 - Lisa mentioned that parents of adults have no legal responsibility. The majority of adult clients are unconserved, some others have limited conservatorship, meaning having the limited rights to make decisions on their children’s behalf.
- **POS Policy** – Per Lisa, the POS policy is being updated and this first draft will go to the board for review for next month for approval. This one is being used as a template.
 - When RCEB updates the policies, all of them are being shared with the staff and staff are being trained on the updates.
 - Frank asked how Lisa monitors her staff to ensure they are aware of the changes. Per Elvia, supervisors meet with their groups at least once a month to discuss difficult situations. In her meetings she goes through the policies and makes sure everyone is on the same page when it comes to their understanding of it. It is important to support her supervisors and their teams as best practices.
 - Frank asked if RCEB has internal audits –per Lisa, the Medicaid waiver basically works as an internal audit.

- Franks asked to Sheri and Louis what their thoughts are regarding this are meeting.
- Shari said she is learning a lot about the regional center. She has a son who is 27 and is actually trying to make him call RCEB and ask for RCEB services. He needs an advocate, he is smart, and thinks he does not need regional center services. Ronke suggested her to be on the call with him when reaching out to the RCEB intake line and ask for reactivation.
- Louis – it was good for him to see many faces and see things getting done at a different level. The only difficulty he has in trying to get in contact with a case manager when there is no one assigned.
- Frank asked Lisa if there is a timeline to respond to emails and phone calls. Lisa commented that the rule is to respond within two business days. We do not have a tracker, but if there are issues when people staff not responding she follow-ups to see what happened.
- Franks asked if there is no way to track to it, how the service levels are being measured. Lisa said that this will be through the new performance measures from DDS that is coming out this year in a client survey form.

MEETING ADJOURNED