



SUPPORTS & SERVICES COMMITTEE NOTES

Date: October 23, 2023

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, Lindsay Meninger

Host: Frank Paré

Guests: Ann Pringle, Danielle Mackey, Dinah Shapiro, Dominique Mellion, Families United For Equity, Douglas Hollie, Krystovia Thomas, Phillip, Shawndrell Wheeler, Sis Wynnette, Tandra DeBose, Wendell James, Zackery Wheeler

Spanish Interpreter: Giovanna W.

Note Taker: Cristal Jimenez-Hernandez

AGENDA:

- **Homeless / Unhoused / Housing Transiency** - Lisa stated that the count of individuals experiencing homelessness that currently have an active RCEB case is 14 children (10 with no POS and 4 with POS), and 54 adults (14 with no POS and 30 with POS). The majority are African-American and minority are Native American. Most of them are in Alameda County. The power point presentation will be shared shortly.
 - Having identified the numbers, the goal is to enhance case management through Medi-Cal and develop SLS/ILS adaptive skills trainings as well as liaison with other organizations with the hope of eliminating or lowering the unhousing situation for those who would like to be housed.
 - Currently, RCEB has not created a request for proposals to support this population, but it is something to be considered to request funding from DDS. In addition, based on the results of a higher percentage of homeless/DD African-American clients, this is something to look out for service access and equity.
 - Tandra suggested to work together with the county.

- Lindsay mentioned that the RCEB Young Adults Division is currently working with the school district specifically with the homeless population to identify who is in need and what services need to be prioritize within the community.
 - Douglas suggested that additional vendors are needed in order to address this situation. He was also upset with an RCEB caseworker who he stated spoke with a Kaiser individual criticizing and discrediting his job as a vendor. Lisa expressed that is unacceptable behavior, and kindly asked to provide specific information by contacting herself and Ronke.
 - Sis Wynnette commented that her son is an RCEB client who also has a court process. She mentioned that she has been trying to connect with RCEB for some time without a response and that she is upset with case management services as the case manager was not able to attend the IEP meetings, but instead was asking her what was said in the meeting. Lisa responded to her that an Associate Director will reach out to her to follow up on this issue.
- **RCEB Clients Inactive / Closed / Category 4** - All individuals who are in status 4 (closed case) can re-open their cases by contacting RCEB's Intake Department to request a reactivation. The only challenging situation is when a third party calls on behalf of the client who is a non-conserved adult and wants to reactivate their case. In this situation, RCEB has to contact the client directly to confirm if in fact they want their case to be reactivate.
 - The inactivation process is not an immediate action. In order to inactivate a case, the case manager needs to send a notification letter to the client/guardian to inform them that RCEB has been trying to contact them without success. After approximately 30 days if there is no response, a second warning letter is sent out giving another 30 days to respond. After that time, if there is no response from client/guardian, the case will be deactivated. Depending on the situation, it can take more than 60 days to inactivate the case.
- **Outreach Material** – Ronke stated that this is similar to the brochure, but with information related to the Early Start and Over 3 Intake process along with the assessment process. For ease in understanding all information, the information will be simplified in a graphic format.
 - Frank inquired on the availability of the brochure. Per Ronke, the brochure is printed in different languages as well as having it available online. In order to distribute it, an option is to send an email blast, and remind all staff to have the brochure handy.
 - Ronke added that the YouTube training is in process.
 - Ann suggested that the brochure should be shared with all service providers.
 - Frank inquired on how RCEB makes sure the cases are flowing. Per Lisa, all case managers have supervisors, and if clients do not get a response or do not agree with some of the services, they have the right to speak to the supervisor. For example, in some cases, if the client/legally responsible wants a different case manager is ok to make these changes.
 - Frank encourages everyone should speak up if they have concerns.

- **POS Policy Update** – RCEB is currently working with a consultant to update the POS policies including the set-up of a numbering system and a proper procedure to follow. The first policy is for ILS that will be sent to the Services and Supports group, and vendors for their review and feedback.
- **Backlog update** –Lisa added that there are POS's that have not been completed because of case management shortages. Currently, the count is 39, of which 31 are in process and pending approval.
 - Zachary will send Lisa information he saw about ADHD no longer being considered a learning disability. Per Lisa, this has not been approved in California yet.
 - In order to make changes and not have PO's' expire, we have to hire more case managers and this is something we have been are working on.
 - Frank wants to know if RCEB has a list and the reasons of vendors closing their services. Per Lisa, the reasons are retirement, property sales, and financial reasons. She will share this information.
- **Mason-Tillman update** – Per Lisa all information requested by them has been provided and RCEB is still waiting for the report.
- Frank invites and reminds everyone to voice their concerns in these meetings and recognizes that RCEB does good work, but when is bad for one person it affects the whole RCEB because it is 100 percent bad for that person.

MEETING ADJOURNED