



SUPPORTS & SERVICES COMMITTEE NOTES

Date: March 25, 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, Lindsay Meninger, Steve Robinson

Host: Frank Paré

Guests: Ann Pringle, Assata Olugbala, Denise Bradley, Dominique, James Vauhn, Marcia Elizabeth, Maria Ramirez, Maurice, Monica Montgomery, Noelle Bailey, Zachery Wheeler
Spanish Interpreter: Yelka Vargas

Note Taker: Marina Acosta

Homeless RCEB clients

- Discussion on people experiencing homelessness- Frank Paré inquired on the update on Community Faith Based partnership with RCEB.
- Lisa Kleinbub shared a report focusing on homelessness among people with IDD and discrepancies in definitions and data compared to State and Federal standards. The group's report highlights differences in understanding homelessness and calls for changes in data collection at DDS and regional centers.
- Sacramento's trailer bill language mandates improved demographic information collection by Regional Centers and DDS. DDS will seek public input on updating demographic information, including defining homelessness and unstable housing according to Federal or State criteria. Additionally, they aim to update data on race, ethnicity, language, and LGBTQ status, as required by State law but not previously enforced by DDS. This initiative is prompted by concerns that the current database may underrepresent individuals in other categories. In addition, she shared that there is a new position of Housing Specialist being hired.

RCEB Housing Specialist Position

- Steve Robinson provided an update on the purpose of the Housing Specialist to promote affordable housing and partnership activities with the goal to fill this role by the end of April.
- The ongoing CRDP Community Resource Development plan includes four multifamily housing projects. We need to develop more through extensive outreach to the county and various organizations, including faith-based groups. This position will also support housing development organizations, facilitating the creation of homes such as Enhanced Behavior Support Homes and community crisis homes.
- Lisa Kleinbub shared that AB 3291 is a new bill in the State legislature addressing several issues in DD services.
- It proposes caregiver transition plans for aging parents in family homes and expands Regional Centers' authority to subsidize housing for those facing unstable housing situations. This includes support for individuals facing eviction or other major housing instability factors.
- Additionally, we're exploring increased outreach through faith-based organizations with the help of our diversity and equity specialist. We aim for the housing specialist to collaborate with homeless entities and shelters to ensure effective referrals for Regional Center clients.
- Mr. Paré referred to the housing specialist position and not knowing what the job posting looks like. What are their top 3 priorities, year one, what are you asking them to get done?
- Steve Robinson stated that he does not have an answer for you at this moment for year one. There are not set priorities for that person coming in right off the bat. We definitely have set priorities that we're already doing because we have to for multifamily housing properties.
- This need for priorities has more with outreach, connections and how we can develop and secure more affordable housing
- Frank Paré added that it's understandable to have concerns about the workload of the housing specialist, especially with added responsibilities like outreach to homeless shelters and engagement with the faith-based community. It's essential to ensure they have the capacity to effectively handle their tasks. Regarding the previous conversation about engaging with faith-based organizations, it's important to follow up on commitments made and explore opportunities for collaboration, such as utilizing their facilities for service delivery. Clarifying expectations and revisiting past discussions can help ensure alignment and progress moving forward.
- Lisa Kleinbub added that we haven't connected with faith based organizations as something active that we've been doing. We do not have a whole lot of contacts. We've been hiring in our diversity, equity and outreach program in order to have more people to do that those kind of outreach efforts.
- The housing specialist, the increased outreach, people in our communities are going to help with those efforts. We believe that with the housing specialists that actually being involved in that community and having the Regional Centers present in the community that looks at housing which focuses on people who are experiencing homelessness is a

very good way for people to know who they contact when they identify someone who is in a shelter and so forth.

- We have not heard from any faith based organizations who have been interested in working with us either. We have not been able to connect with faith-based organizations yet.
- While hiring adequate numbers of case managers is our priority, we recognize the importance of these other positions

Category 4 Status

- Frank Paré requested clarity on the regional center's category 4; if that is a category for someone who is or who might be homeless. Frank states that it appears this category of individuals have fallen through the cracks for whatever reason and they're off the radar.
- Lisa Kleinbub responded that after reviewing our status 4 cases following a discussion last year, it became evident that most cases for currently in status 4 were closed many years ago.
- Status 4 means we have not been able to make contact with an individual. Contact is tried through all avenues we have and often times individuals return and we reactivate.
- It is crucial that those encountering an individual suspected of having a developmental disability know how to contact the regional center. Many but not all providers in the community know to do this. For example, Families United for Equity recently contacted us about someone they had encountered, who had previously been in the referral process but fell through the cracks.
- We need collaborative efforts to ensure regional center clients are properly connected. In my opinion the fact that more than 50% of individuals listed as homeless have a service provider involved is promising.
- Assata Olugbala commented that the latest homeless census was conducted in January, the first since 2022. There's a distinction between homeless and unsheltered individuals. Should we define these terms to better address the issue? The city typically provides figures for the unsheltered homeless. Lastly, an article today discusses the most populous homeless community.

811 Housing Inquiry

- Lisa Kleinbub: 811 is a federal funding source, though I don't have all the specifics at hand. Wendell and Zachary mentioned it some months ago and we provided them with updates at that time.
- It's a funding avenue for housing developers to create housing, and some local housing projects have utilized these funds.
- Zachery Wheeler stated that he is concerned that his clients are not included or receiving the 811 Program.

Brochures

- Maria Ramirez inquired regarding having a time line to be created so that there's some type of follow through with the faith based community. Hopes that the faith based groups are receiving the brochures.

- Frank Paré asked about if the brochures going to the faith base communities.
- Ronke Sodipo stated that they have not strategically sent them out to faith based communities. That is something we will definitely do as we work through this process. We have in the past participated in fairs at churches for instance or mosques.

Faith Based Communities

- Frank Paré commented that back at a June meeting, there was enthusiasm about engaging with the faith-based community to establish a hub for various service providers, including regional centers and state/local entities and to support individuals who may be homeless or in need. We discussed the potential of deploying RVs to reach people in different locations.
- Zachery Wheeler expressed discouragement and asked why is there was no funding for them and that it's a major issue that there is never no funding when we talk about the homeless.
- Assatta Olugbala stated that it was a common situation that whenever the majority of the issue related to race is African American and we can't come to some kind of conclusion on how we should solve the issues related to that particular group when we are the majority group. Whether the subject is housing, jobs, homelessness and education. She does not understand why the first recommendation is to form a task force and study the problem and the money is not available right away.
- Lisa Kleinbub addressed the concerns and stated that we ask for money every year as soon as we have multi-family housing projects that are ready to go and ready for housing and certainly if there were a project as Mr. Wheeler talks about for people to get housing that would be something we could present to DDS for multifamily housing.
- That's the beauty of having a housing specialist. They can know the entities that are in the process of developing housing and get them to DDS to get some money to put down.
- Ann Pringle is also concerned that RCEB has many homes with vacancies, and states that RCEB must work with vendors who seem to be suffering because of vacancies.
- Lisa Kleinbub stated that all the homes that we develop are targeted for particular populations. Those are posted on the website for people to apply for those RFPS.
- If we want to examine how we do referrals of people who currently live in a locked facility, which most of the people we do RFPS and share those initially with the people in our community who have vacancies, we can revisit that but most of these people have been rejected by multiple other providers.
- Everyone who can apply for RFP should do so.
- Frank Paré inquired if there is an effort to partner with the faith based community and where are we now with that effort.
- Lisa Kleinbub added that it is very important because many of our shelters are run by faith-based communities that we do housing outreach with.
- We spoke to and are working with our publishers to have something that's a little bit more for people who don't know anything about us rather than having pages and pages of services.

- If you have a concern with someone having a developmental disability, this is why you get in touch with us rather than a whole slew of information that people don't read through.

Purchase of Services/ILS

- Lisa shared that the ILS policy was reviewed at the Policy sub-committee of Diversity and Equity. Comments included how to address disagreement with assessments between the provider and case manager.
- Could there be an alternative, dispute resolution process?
- Second, there is no standard tool for an assessment for ILS by a provider. Every provider has their own tool. We're going to pull together with ILS providers and see if there might be something when there are disagreements.
- You have to look at the POS, and who has a POS by age group. Children who don't have POS in the school age group may not be accessing services.
- Most adults who don't have a POS tend to be more independent adults who are working and don't need much at the time.
- We have POS policies such as the Independent Living Service [ILS] one we're studying, and it does include when we provide services and what the different services are. ILS is something different from Supported Living Services [SLS], which you don't really have to be learning something, you just get the support. Some differences depend on an evaluation of what the need is.
- If a client is having issues with a case manager, speak to the case manager or the case manager supervisor. If he feels that something is not going right, file a complaint or an appeal.
- Monica Montgomery spoke about RCEB eliminated the family home services, then the day program. Stated that the cuts/reduction of services were coming from higher up.
- Lisa Kleinbub added that she should file the fair hearing document even if he doesn't have the NOA. Anyone could file a fair hearing at any time.
- Maria Ramirez stated that she was listening to the budget hearing meetings and the committee have heard of parents and clients tell them that when they go to the regional centers they are asked why they are going there.
- Lisa Kleinbub commented that she heard that as well, that was someone who is the chair of Health and Human Services and that shouldn't be happening as we support people and they should be coming to us because that is our job.

Wait List vs POS

- Lisa Kleinbub stated that there's service providers who have open slots and they are not getting referrals, which has come to Frank's attention. There are providers who keep wait lists because they have people coming to them. If a client is on a wait list it doesn't mean that they are not receiving another service at that time. Our Quality Assurance Specialist went out and asked all of our service providers for day services, are you operating in person, do you have vacancies? We have shared that list with all of our adult case managers for day services. There are many providers to keep waitlists because people want their program.

- Young adults and family met the providers at the transition fair and contacted them after attending to get on a wait list.
- Frank Paré inquired if RCEB is obligated to refer clients to providers.
- Lisa Kleinbub added that we try to refer to everyone but we're not required/obligated to do so. Clients/Families choose where they want to send their family members.
- We are working with our IT Dept. who has an RFP out and are updating the process for referrals to supported living and ILS. The process is going to be a blind referral and the providers will get it and when will have to contact the case manager and say, I'm available for this and were going to track it.

Referral Specialist

- Monica Montgomery added that most of the referrals that they have received, are recommendations from a "Specialist." A number of referrals received should not have been placed/referred to the family home agency.
- According to RCEB we knew that and we had to exhaust other options. Other people and another vendors have come to me who were told they shouldn't come to us for one reason or another. Feels that the system is not fairly set up for things to run smoothly or equitably for everyone.
- Case Managers make most of the referrals off of the vacancy list in our SANDIS System when there is a need/request for placement.
- Ronke Sodipo added that we have roughly 20+/- in family home agencies but there are very few. It is a unique service for adults. When we do our Living Option Fairs, It's not one that a lot of adults pick. When there is a need for a referral, it comes up and it's shared with the family.
- The case manager looks to see in our SANDIS System where the openings are and they may call the community services department to find out we do not have many. I think Monica might be one of 5 family home agencies. It's unique, not a typical option. When people have general questions about placements, they call the "Specialist".
- Denise Bradley added that she feels that the "Specialist" doesn't like it when the referrals don't come straight from her. The "Specialist" makes it very clear to them that they're not supposed to be talking to people about referrals and that all referrals have to go through her.
- Lisa Kleinbub disagreed that all referrals go through her. It may be different for FHA but it's not all referrals. She looks at Level 4 referrals and advises people where there are level 4 vacancies. But they could find that out themselves.
- Steve Robinson clarified that all referrals do not go through the "Specialist." She provides a vacancy list for Level 4 Homes only. For family and home agencies, it could be if someone is looking for a placement that's a Level 4. If no one is really interested in serving the client, as a possibility, she may recommend FHA agencies as well. We only have four of them.
- Frank Paré was only commenting from what people are saying, but there is a belief that the "Specialist" doesn't like the idea of service providers speaking directly with the families. Is it a fair assessment to say that the "Specialist" is someone who essentially makes some pretty important decisions for service providers and clients?

- Steve Robinson stated that the “Specialist” should be providing the resources, not making the decisions for case managers.
- We will be following up about what happened with this information about telling providers not to talk to families. It doesn’t make sense and we will follow up. We have periodic reviews for all of our employees.
- Frank Pare stated that this issue is an HR issue for Lisa and this is an issue that is out in the community.

CAP Policy

- Frank Pare inquired about what the CAP policy is, Directive Action Plan and how it is administered because we’ve had conversations about this previously regarding some documents that were shared and whether or not individual service providers could still receive referrals even though they were on a corrective action plan.
- Lisa Kleinbub suggested that when we meet next time to have a presentation on the Corrective Action Plan Policy.

Complaints-4731

- Frank Paré mentioned the misinformation and threats to close a case. An individual allegedly was given misinformation, but they were told that if they continued to raise concerns, their case would be closed.
- Lisa Kleinbub answered that we are following up on that as we do anything that we receive. In the same way that we follow up on a 4731 complaint which means we investigate and follow up in 20 working days. I am considering that it is a 4731 and I feel that it sounds like a rights violation. The complaint should have been sent to RCEB, but it’s okay if it goes through someone else. If someone does not agree with the response, they are able to appeal that to DDS.

End of Meeting