



SUPPORTS & SERVICES MINUTES

Date: June 22nd, 2020

Start Time: 5:30pm End Time: 7pm

Location of This Meeting: Virtual Meeting on Zoom

ATTENDEES:

Staff Present: Lisa Kleinbub, Ronke Sodipo, Steve Robinson, Chris Hanson

Guests: Frank Paré, Lilian Ansari, Kathy Hebert, Sister Marygrace, Linda Stevens, Morena Grimaldi, Caroline Ortiz, Sheraden Nicholau

SUMMARY:

Lisa presented data on 22-35 year old adult consumers with no POS. A total of 860. A sample of 143 consumers were presented and reviewed. 20% of adult consumers from this age group have no POS.

Possible barriers to access were discussed, including transportation, cultural differences and lack of knowledge about services.

Do we focus on specific geographic areas in case transportation is the main barrier to accessing services?

We need to have better accountability with services RCEB is funding. Why don't families have access to information regarding vendors?

Self Determination will be great for some and will be available to all in 2021 but it's not practical to wait until then to address disparities.

Why are families in SD choosing their traditional vendors? Perhaps more education and training is needed.

Possible solutions and follow up items:

- ✚ Edit DDS's existing document "RC services and descriptions" to be more parent friendly. Create pamphlets for each age group along with an introduction by a parent. Case managers could leave pamphlets behind for families during annual visits.
- ✚ Continue community engagement webinars. Consider more social media presence. Post videos of parents and case managers discussing services.
- ✚ Vendor Portal is currently being piloted on the RCEB website. There is talk of creating a parent portal for families to access their files and documents.

Next Meeting:

Monday, August 24th at 5:30pm

- Conference Call
- San Leandro
- Concord