

**Provider Vendor Advisory Committee
Regional Center of the East Bay
Meeting Minutes April 8, 2022**

Members Present: Sister Marygrace, East Bay Services; Leslie Visbal, Visbal Strategic Consulting; Marcie Hodge, St. John Boy's Home; Craig Rose, VistAbility; Amanda Eicher, NIAD Art Center; Carlos Cienfuegos, Sentry Living Solutions; Geneva Ziaoure, Manos Home Care; Mike Pereira, Ala Costa Centers; Ramsay Mashy, California Autism Foundation; Donna Feingold, HireAble and Finding Golden Solutions; Will Sanford, SC & CS; Jennifer Carper, Arcadia Home Care and Staffing; Shannon Beatty, George Mark Children's House

Guests Present/by Phone:

Lisa Kleinbub, RCEB; Steve Robinson, RCEB; Fruc Menchavez, RCEB; Michael Minton, RCEB; Chase Ryan Kalbaugh, RCEB; Rochelle Greenwell, RCEB; Sheraden Nicholau, SCDD; Ben Chen, Alameda County DD Council; Vi Ibarra, Contra Costa County DD Council; Aimee Vitug-Hom, VistAbility; Alicia Curran, Compass SLS & ILS; Amber Avalos, NIAD Art Center; Amy Schwartz, RCEB; Angeleter Pringle; Anna Willis, Emerging Horizons; Anne Chen; Anthony Rowe, Adaptive Learning Center; Arlene Baez, Independent Solutions; B.J. Cottrell, Jaqui' Foundation; Bill Pelter, Ability Now; Cecilia Connolly, the Arc of the East Bay; Chandra Jackson, Clausen House; Chris Candari, Thrive SLS; Darrice Tillery, Harambee Community Services; Debbie G – Clausen House; Douglas Hollie; Emily Correia, Enjoy Life More; Erika Gonzalez, 24-Hour Home Care; Eva Muñoz, Good Samaritan RCF; Heather Manes, H.A.T.C.H.; Inez Green; Jamie Renton, PUSD Adult Education; Jaynette Underhill-Levingston, Clausen House; Joanne Rolle, The Arc of the East Bay; Juan Velasquez, Jr., Pathway to Choices; Juanita Hightower, Clausen House; Kipi Iscandari, A and K Residential Homes; Kulwinder Kaur, A Brighter View Day Program; Lisa Gonzales, Deaf Plus Adult Community; Lita Guerrero, A Brighter View; Maria Ramirez; Maureen DeCoste, Ability Now Bay Area; Megan Benando, Trilogy Adult Services; Monica Cardoza; Nancy Brum, Keystone Adult Learning Center; Pamela Temple, One Step Closer, Inc.; Patricia Harris, One Step Closer, Inc.; Samuel Kim, We Thrive SLS; Sarah Burgett, Toolworks; Shelley Crayton, Family Support Services; Sophia Wang, DHTI; Sylvia Yeh, Friends of Children with Special Needs; Wendell James; Zachary Wheeler.
62 participants total

Call to Order:

Meeting called to order by Leslie Visbal at 9:34 with one change to the agenda: Leslie will report for Ben Chen, who is absent.

March Minutes:

Approval of March 11, 2022 minutes: minutes were approved unanimously.

Inclusion Time:

Leslie Visbal invited those in attendance to share good things happening in the community, to invite the sense of participation we might miss from in-person meetings.

Shannon Beatty from George Mark Children's House announced that she will be retiring and moving to Montana; the group congratulated her.

RCEB State Update - Lisa Kleinbub

Rate Implementation

- RCEB is working hard to input the right data so that the right rates are received. DDS-set rates are posted on the web; all community-based programs under 505, 510, 515, 525, Respite, ILS, and Infant Development programs, and ARM-level residential facilities. DDS will send a letter with rates to all but ARM-level facilities.
- Rate increase is equal to 25% of the increase between the current rate and full rate increase.
- Negotiated rates are beginning to be provided to RCEB; will send next week to providers in batches.

- **Chase Kalbaugh** provided the batches of negotiated rates: Batch 1: 025, 062, 091, 109, 110, 111, 520, 645, 950, 952, 954; Batch 2: 055, 063, 505, 510, 515, 525, 915, 920.
- RCEB is reviewing negotiated rates now; everyone will receive a rate letter from DDS or RCEB very soon.
- If new rates are not received by billing deadline for April, rates will be paid retroactively.
- Rate dispute form has been provided; this form will be submitted to RCEB who will forward to DDS.
- For providers who have applied to be newly vendored, RCEB did not receive rates for newly vendored categories and will provide as soon as possible.
- Steve Robinson is out for the next two weeks; Lisa is providing information in his absence.
- **Sylvia Yeh** asked about outstanding POS under the old rate; with increases coming April 1, how will these missing POS be handled? **Lisa** replied that retroactive billing won't be a problem since the rates for prior months will be kept in the system as the new rates are loaded for April and forward. **Sylvia** also asked whether the rates would be sent via email or mail; **Lisa** replied that from RCEB they will be sent via email from an RCEB address; from DDS will likely be via mail.
- **Lisa** also mentioned that there are new rate categories for residential providers: 4 beds or under; 5 or 6 beds; 7 beds or more. There are also categories for number of beds for children – the rate is different because of increased demands for beds for children who are not in school. **Lisa** noted that the rate study did not recommend increasing rates for 7 beds or over. RCEB is happy to meet and talk about reduced capacities or alternatives that might allow for a different or alternative rate. Appeal is also an option since there isn't an answer right now for how these 7+ bed rates will increase over time.
- **Sister Marygrace** mentioned that the listing for rates is not done by name of program, but rather by categories. **Lisa** confirmed this, and said that for these services, letters will be coming from DDS, and since they are fairly straightforward, they should be coming soon.
- **Zachary Wheeler** asked re: Service Code 605: Adaptive Skills whether it's part of either of the coming batches of negotiated rates. **Chase** responded that it will be in Batch 3, coming in the next few weeks. **Zachary** responded that they use the code for residential programs serving forensic and judicial cases, which have been overlooked for increases for 15+ years, and additionally, the rate is a flat monthly rate for 24 hours of care, it is far below the minimum wage, and it's around 25% of the rate other programs in the community are receiving for comparable services. **Zachary** added that the catchment area has a very high cost of living, and the rate was not adjusted when it was set to account for this. **Lisa** responded that RCEB and the vendor can look together at the rate, the vendor will file an appeal, and RCEB can support the vendor in appealing to DDS, and in particular, if the appeal involves health and safety concerns due to low rates, RCEB would provide additional support for the appeal. Coming to RCEB for assistance and advice because GGRC was not able to support, looking for advice in filling out Health and Safety Waiver covering 15 years+ in concerns. **Lisa** asked Zachary and the vendor to come to her directly to review the case; **Zachary** appreciated Lisa and RCEB for being willing to look more closely. **Lisa** emphasized that the rate study prioritizes geographic costs of living so that all vendors receive the same base rate for similar services, with 10% based on quality assurance factors that are still to be determined. **Zack** appealed to his fellow providers to come forward as well, since after flat rates for so many years, it appears that the audit process will force vendors to shut down. **Anne Chen** asked about rate code 490, and why it wasn't included in the rate study and implementation. **Chase** responded that it was not included in DDS's rates, and provided the email for questions: ratesquestions@dds.ca.gov, as well as the FAQ webpage: <https://www.dds.ca.gov/rc/vendor-provider/rate-study-implementation/rate-model-implementation-frequently-asked-questions/>
- **Lisa** mentioned on the topic of Self Determination that budgets for SDP participants should increase along with the rest of the rate increases. These new budgets have not been figured yet, but they will be increased as well – stay tuned for more news.
- **Lisa** mentioned that although there is excitement about rate increases, it's not where it needs to be yet. We need to continue advocacy for 50% increase this July.

- **Resource Development:** RCEB submitted proposals for several projects based on input through survey this year; services for individuals currently at Porterville; home for individuals whose language is Vietnamese; home for individuals who are Deaf and Hard of Hearing.
Approvals came through for an enhanced behavioral support home and a home for those who are Deaf and Hard of Hearing.
Next year, funding is expected for providers of services – this is DDS’s current model of funding: housing is separate from service contract so that housing is still available in the system for individuals with disabilities in perpetuity.
RCEB has asked for a home for people who are Deaf and Hard of Hearing for many years.
Please encourage participation in the annual survey so that RCEB can continue bringing new funding into our catchment area!
- **Lisa Gonzalez** asked about housing development RFP – is it only for housing development organizations?

Introduction

Sophia Wang, DHCI Program Manager – ARN Project’s Health Career Pathway

- Work closely with Community College Adult Education and community service partners.
- Support students to get training, certifications, jobs, similar to the Asian Resource Network but focused on English Language Learners
- Two programs recruiting studios for Behavioral Health Worker Fellowship and Health Navigator Fellowship
- Learn more about Health Career Pathway in DHTI:
<http://dhti.org/our-programs-arn>
<http://dhti.org/our-programs-hcp>
My email: Sophia.wang@dhti.org

Presentation: Deaf Culture

Rochelle Greenwell, Deaf and Hard of Hearing Specialist, RCEB

- Presentation title: Open Your Eyes: Exploring Systemic Oppression + Audism in the Lives of Deaf, DeafPlus, and Hard of Hearing People – viewable at 37:43 in the PVAC recording:
<https://www.youtube.com/watch?v=J0l4p-0SztU&t=1s>
- The Bay Area is a center for Deaf Culture, so it’s especially important to share information about Deaf Culture, Systemic Oppression, and Audism. Many resources aren’t in ASL, so it’s particularly important that we see this supported and expanded at RCEB.
- The system is run and monitored by hearing people, so it is designed to serve people in the general population, and it doesn’t tend to serve Deaf people well, who may be presumed *not* to be part of the general population. The system tends to perpetuate systematic oppression and audism.
- The Deaf Community is very diverse – it includes every kind of diversity we find in the hearing community, as well as ways to identify – not every Deaf person is the same, language, cultures of origin, and differences between Disability view and Cultural views of Deaf culture.
- Access to sign is a big part of the community, but those who don’t sign also have a place.
Access to Sign Language is a basic human right that is unfortunately not given to all Deaf children.
- Sign Language is for everyone. Hearing people who learn to sign – we need more of this. However – when Hearing people become more fluent, they sometimes presume to teach ASL, or assume authority. YouTube is a great resource, but Rochelle encourages those who want to learn to do so with qualified Deaf ASL teachers who can teach the culture and nuances of the language, rather than encouraging Hearing people to become instructors in Sign Language.

- What is Audism? Discrimination against Deaf or Hard of Hearing people. Countering Audism requires reframing our expectations for our audio centric world. Paternalistic attitudes lead to pervading Audism and systemic oppression.
- Begin with learning Sign Language; hiring Deaf Employees; attending Deaf events and making friends and connections; acknowledge accommodations that work from the perspective of Deaf individuals and the Deaf community at large. If you see a Deaf person being shoved aside, speak up – if more people would take action, more would change.
- Lip reading has been emphasized as an important communication tool. But not everyone lip reads, and it may not always be easy. Context, environment, and knowing the conversation all make it easier, but it is a lot of work, and not every Deaf person will be willing or able to do it.
- **Rochelle** provided a video lip-reading test, and **Lisa Gonzales** asked for guesses on the lip-reading challenges. Congratulations to Pamela Temple who was able to guess 1/5.
- **Rochelle** recommended asking Deaf people what works best for them to communicate.
- Lack of access to language can impact outcomes for individuals in the Deaf community; as a result, Language Deprivation can be a sensitive topic. It is one of the outcomes of Audism – the assumption that the only way to go is to use assistive devices or skills like lip reading or cochlear implants. The best resource is to have a dedicated language like Sign Language. Single-modality language approaches can delay or harm language development, while that those who have full native access to ASL between 0-5 years have more success to bimodal bilingualism. Learning in a signing home gives a Deaf child 94% access, whereas a non-signing home only provides 14% of ASL access.
- California's SB210, LEAD-K, is the first education law to include ASL as one of two languages of instruction for Deaf children.
- Specifically for the DeafPlus population, language access impacts access to health care.
- Hearing Loss vs Deaf Gain: Deaf culture supports Deafness as a positive asset and way of life, while Hearing culture treats Deafness as a loss. Deaf people have value to give to the world – an example: Sign Language can be used through water, through glass, through masks. Did you know that the football huddle was created at Gallaudet to prevent view of team planning via sign? Umpire gestures in baseball were invented by a Deaf person as a way to understand and communicate the game. What if Deaf people were viewed as an asset in society, recognizing the community, culture, enrichment, and way of life that Deaf people uphold and contribute.
- Accessibility resources: Otter.ai or Live Transcribe apps; Video Relay interpretation apps like Wavello, Purple communications, and Convo – thanks to FCC regulations that require this accessibility. Bay Area interpreting agencies like Linguabee, Bay Area Communications, Partners in Communications, Civic Access, Sorenson, Purple Communications, Deaf Services of Palo Alto.
- Tip: speak normally when using interpretation services; no need to say 'tell her' or 'say that' since it further complicates the interpretation.
- Consider captions, written communication – and ask, what would work best for the Deaf person, who is the expert on accommodations that work for them.
- RCEB as a part of the solution: working with the Deaf community as an ally and partner. Remember 'Nothing about us without us' – ensure the people who are affected by decision-making are at the table to help decide and inform. Hire Deaf employees, create employment opportunities for Deaf people through your organization. Make accommodations central to the planning of services, events, activities, communications, strategies.
- Rochelle's contact info includes video relay, so feel free to reach out with the knowledge that this accommodation is included.
- **Maria** asked in the chat, since RCEB has racial disparity issues in almost every dimension, how will we approach this within the Deaf community? **Rochelle** thanked Maria for her question and mentioned that there are many resources available to the general public that are not available to marginalized groups – when

it comes to Deaf people, we need to provide better access and opportunities to Deaf people from these communities to provide services within their experience.

- **Inez Green** asked what RCEB is doing intentionally to place additional services in hardest-to-reach communities? **Rochelle** said it is a work in process – when it comes to the Deaf community, many vendors have a hard time finding resources to prevent systemic racial disparities in ASL. She is working with RCEB to make these services available within the Deaf community.

RCEB Staff Report – Mike Minton

- ILS, SLS, and Day Programs may have met Tracee Marizette who oversaw SIR's – she is now a case management supervisor including supervising case managers who use ASL. Mike Minton is overseeing SIR's and maintaining support for SIR reports.
- **Fruc Menchavez** reported that approximately \$875K has been funded for HCBS training and proposals regarding Person-Centered Thinking and support for PCT in residential services.
- **Angeleter Pringle** asked about a letter to RCEB and the RCEB Board sent by Providers of Color addressing racial disparities in rates and other issues among the community of Providers of Color – when will there be a response? Also, regarding the 091 rate – why do vendors see different rates for different participants at the same facility?
- **Lisa** responded that the RCEB and RCEB Board letter will have a response in two weeks, and acknowledged that the issues were important, and that there was much to work together on beyond the letter.
Re: rates for 091 Day Services, the rates were set depending on staffing ratios, and rates were provided to cover either 1/3 of a staff member's time if the ratio was 1:3, or a complete staff member's time if the ratio was 1:1.

RCEB Board – Sister Marygrace

- The sun is shining; may it help us with our own resilience and energy.
- The RCEB Board met on March 28, and in the public comments, there were comments regarding discrimination against Black and Spanish-speaking families and individuals. These comments are being addressed in a response coming from the RCEB Board and Lisa Kleinbub.
- Contract approved for 4-bed Davis Home for individuals from Sonoma Developmental Center with significant behavioral and sensory challenges.
- Upcoming Board meetings will be held in person with the option to join virtually.
- Supports and Services Committee (includes families): Brochures are being edited and printed for services and supports for children and adults to provide clarity to families on what is available.
- CAC: Consumer Advisory Committee spoke to being happy returning to programs, continued need to maintain caution about social distancing and crowds.
- Board Training: Crisis and After-Hours Support training offered by Chris Hanson, Jeff Nagafuji. Hoping that this training can be brought to PVAC in the next couple of months.
- **Maria Ramirez** questioned what is prioritized in Board reports, and mentioned that at the Board meeting, many Spanish-speaking parents came to speak but did not have translation support during public comments section. **Maria** noted that Lisa Kleinbub explained that the process required Spanish speakers to request translation in advance, and that this is not accessible for all families and community members who need to speak. **Maria** pointed out that this is so much needed and was an important part of the meeting that was not addressed in Sister Marygrace's report. **Sister Marygrace** acknowledged the importance of this.
- **Angeleter Pringle** appreciated the improvements and rate increases for vendors that have worked with RCEB to adjust rates but highlighted that there are many vendors who are struggling that are afraid to ask for support who are instead being supported by their fellow vendors in the community of People of Color.
- **Douglas Hollie** expressed disappointment that leaders of color in the vendor community are needing to come to the table now to correct systemic racism as if we were still in the 50s and 60s. Knowing that these are

issues that have been handed down through the decades, he acknowledged the work being done, but also asked that we put a stop to these inequities now. **Lisa** responded with the hope that RCEB can collaborate with vendors around rates can begin to change things – though this is not enough by itself. **Douglas** responded that the rates are less important to him than the people served, and **Lisa** concurred.

- **Inez Green** asked when the annual vendor orientation happens, and **Mike Minton** responded that it's by invitation once program design and letter of intention is submitted.
- **Zack Wheeler** joined in to say that rates are important – they do matter, and supporting vendors matters, especially where housing is concerned. Housing is an elephant in the room; African American vendors are going above and beyond what they are paid to do, and rates for these vendors matter.

SCDD Regional Advisory Committee – Sheraden Nicholau

Sheraden reporting from the road:

- Session two of the SB 639 Stakeholder group meeting takes place today 9-1:
For this second round, we continue the conversation about how California will shift from sheltered workshops and increase competitive integrated employment (CIE) opportunities for people with intellectual and developmental disabilities (I/DD). We will introduce the stakeholder members, examine best practices, review community member concerns, determine a timeline, discuss expectations, and identify workgroup member information and resources. Agenda: https://scdd.ca.gov/wp-content/uploads/sites/33/2022/04/SB639-Agenda-Session-2_4_8_22.pdf
- Updates to the SB639 (phasing out subminimum wage in CA) webpage have launched, and here is where community members and stakeholders can find info about implementation and resources: <https://scdd.ca.gov/sb639-home/>
- SB 639 Community Conversations next week in Bay Area for feedback and ideas re: transition to minimum wage and access to competitive integrated employment.
For families, participants, employers, and service providers:
Wednesday, April 13, 2022 6:00 pm – 8:00 pm - <https://us02web.zoom.us/meeting/register/tZEuceCgpjgoHdVjMSSiPNrraEbvvgny4jDQ>
Thursday, April 14, 2022 10:00 am – 12:00 pm – <https://us02web.zoom.us/meeting/register/tZ0ude-oqjwrHtEcO5bv1o3rh5uL9CWcRGBH>
- Program Development Grants in every region in California with deadlines of May 17.
Capacity-building for Employment, Safe Interactions with Law Enforcement RFPs for Bay Area

Alameda County DD Council Report – Ben Chen

Leslie reporting for Ben:

- Many thanks for a successful Resource Fair!
- Register for CIL's discussion on Tenant's Rights, April 14th, 6 – 7pm: <https://bit.ly/3wPxAjv>
- Register for the Autism Star Conference: Keep Moving Forward, April 9th, 8:30am – 12:30pm: https://us02web.zoom.us/webinar/register/WN_3opHlyBVTES26_809_qQpQ
- Register for the Give Special Kids a Smile Event, April 29th, 9am: <https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ej20x2w8ea4fab8d&oseq=&c=&ch=>
- Register for Alameda County's ARPA Upcoming Funding Opportunity Listening Session, April 11, 5 – 6:30pm: <https://tinyurl.com/arpa-acphd>
- Flyers with more information about these events in Google Drive: https://drive.google.com/drive/folders/1EhUy_mxFQBrI-YR7efknhMcsEFzOH_q1?usp=sharing
- Next Alameda County DDC Board Meeting: April 13th, 9:30am – 12:00pm.

Contra Costa County DD Council Report – Vi Ibarra

- Bi-County DD Council awards event via Zoom on Thursday, June 9 – flyers coming from Ben and Vi
- To make a nomination for the annual DD Council awards event, complete this form by May 9:
https://docs.google.com/forms/d/e/1FAIpQLSfAERf7F8_iutGwG9HI-xB-plybmaWYguf8Zg2nOUerOzgmPA/viewform?usp=sf_link
- Specialty Health Ambassador program via CC Health Services funded via a DDS Disparity Grant – 4 part-positions working in partnership with current Health Ambassadors, and 1 full-time Coordinator.

East Bay Legislative Coalition – Will Sanford

Budget Advocacy

- EBLC Report available with advocacy items: 50% increase in July; orphan codes to be included in rate study.
<https://acrobat.adobe.com/link/review?uri=urn:aaid:scds:US:78c691ea-991f-3bf6-b93e-3b3ee7493b42>

Day Program Subcommittee – Mike Pereira

- Reminder re: weekly provider meetings and troubleshoot Zoom calls.

HireAble – Donna Feingold

- April 25 meeting at 3PM with presentation from a program director and self-advocate from Meristem's Transformative Autism Program (TAP) Sacramento, who will speak on disability awareness training for employers through their Breaking Barriers Training Program – available free to all interested employers.

Membership – Leslie Visbal

- Co-Chair position is available; please consider membership and leadership with PVAC!

Announcements

- Next PVAC meeting on Zoom is Friday, May 13 at 9:30AM.
- There were several comments in the chat throughout the meeting regarding housing.
Donna Feingold commented that one of the biggest challenges to housing is that DDS does not supplement living expenses for those who want to live independently (ILS and SLS). It is a disparity issue because it precludes so many individuals from having their own homes unless they have families who can help subsidize their living expenses.
Bill Pelter mentioned that California's Master Plan for Aging (MPA) local activities in Alameda and Contra Costa Counties are working to address some of the issues we are talking about such as affordable housing. The MPA includes seniors and adults with disabilities who are not in their senior years. Both groups share the following need issues: Affordable housing, Access to healthcare, Affordable caregiving, Reliable accessible transportation, Accessible communities and services for all ages and abilities.
- **Lisa Kleinbub** recommended a presentation on housing issues in the Bay Area for an upcoming PVAC, and **Leslie** agreed.

Meeting Adjourned at 11:35AM

Respectfully submitted for review by Amanda Eicher, Secretary