

**Provider Vendor Advisory Committee
Regional Center of the East Bay
Meeting Minutes Friday, December 9, 2022**

Members Present: Leslie Visbal, Visbal Strategic Consulting; Sister Mary Grace Puchac, East Bay Services; Marcie Hodge, St. John Boy's Home; Amanda Eicher, NIAD; Donna Feingold, HireAble and Finding Golden Solutions; Dan Hogue, Las Trampas; Ramsay Mashy, California Autism Foundation; Mike Pereira, Ala Costa Centers; Jamie Renton, Pleasanton Adult Ed; Craig Rose, VistAbility; Geneva Ziaoure, Manos Home Care

Guests Present/by Phone:

Lisa Kleinbub, RCEB; Chase Ryan Kalbaugh, RCEB; Steve Robinson, RCEB; Amy Schwartz, RCEB; Priscilla Gomez, RCEB; Ben Chen, Alameda County DD Council; Schantell Williams, DDS; Sheraden Nicholau, SCDD; Vi Ibarra, Contra Costa DD Council; Alicia Curran, Compass SLS & ILS; Aimee Vitug-Hom, VistAbility; Ann Pringle; Anna Willis, Emerging Horizons; Ashlee Kaigler, Thrive Support Services ILS; Carin Hewitt, alift LLC; Carlos Cienfuegos, Sentry Living Solutions; Carol Anne McCrary, VistAbility; Cecilia Connolly, The Arc of the East Bay; Chandra Jackson, Clausen House; Christine Rottger, VistAbility; Danon Jenkins, Futures Explored; Darice Tillery, Harambee Community Services; Debbie Galliano, Clausen House; Dominique Mellion, Broadmoor Community Services; Ember Avalos, NIAD Art Center; Emily Correia, Enjoy Life More; Kathy Chong-Lee, George Mark Children's House; Jason Parks, Las Trampas; Jaynette Underhill-Levingston, Clausen House; Jennifer Carper, Acadia Home Care & Staffing; JKulwinder Kaur, A Brighter View Day Program; Lita Guerrero, A Brighter View Day Program; Louise McClellan, Open House Center; Maria Ramirez; Maureen DeCoste, Ability Now Bay Area; Megan Benando, Trilogy; Nicole Doubly, RES Success; Nicole Rios, RES Success; Sonu Ghai, FACE; Sylvia Yeh, FCSN; Tony Green, CA Mentor; Will Sanford, CS & SC; Zackery Wheeler.

60 participants total

Call to Order:

Meeting called to order by Leslie Visbal at 9:35.

November Minutes:

Approval of November 18, 2022 minutes - M/Ramsay Mashy; S/Craig Rose with unanimous approval.

Inclusion Time:

Leslie Visbal invited those in attendance to share positive things happening in the community. She mentioned that she is looking forward to 2023 and is optimistic for the year ahead.

Lisa Kleinbub reminisced about the times when PVAC held an in-person(!) potluck for the holidays. The group concurred we are generally missing **Craig Rose's** cheesecake tarts and seeing each other at this time of year.

Sister Marygrace acknowledged and deeply thanked residential care providers – the profoundly tough times over the past few years have been supported so powerfully by our care providers who ensure that residents are deeply cared for even when thanks are few – recognizing the dedication it takes to continue providing care when the times are hardest.

Donna Feingold added that ILS and SLS are included in that group – true heroes throughout the pandemic and this year.

Jamie Renton recognized **Rose Casares** as an RCEB employee who helps whenever she is called upon, going above and beyond. For Jamie, Rose is a shining light, and for others whose work and lives she brightens, including **Mike Pereira** who (via the chat) seconded Jamie's words.

Reports

Regional Center/State Report – Lisa Kleinbub, Executive Director

- **Little Hoover Commission** met for the final time on 12/8/22, hearing testimony from Aaron Caruthers from SCDD. Appreciating that State Council used to play such a direct advocacy role in being independent and present alongside people – with federal government changes this hasn't been allowed. Previously, individuals were able to meet with advocates to refine statements at hearings and receive support while giving statements. Office of Clients' Rights Advocacy also spoke – highlighting that representation is the same for each RC with lead advocate and support staff member, even though RC catchment areas are diverse in size and demographics of areas covered. Many of the commissioners do not understand the service system – “I don't know how people find out about services or get diagnosed” was a comment from a chair of the commission – hoping this commission will be able to consider the system and its nuances as it makes its recommendations. SCDD and OCRA are so important to keep people served at center of what the commission is considering in terms of changes, and ensuring appropriateness in their choices.
- **Coordinated Family Support** will be rolled out in the spring – identifying supports for families, helping with coordination, planning for futures. Encouraging providers to consider whether this is something they can add to the services they provide – aimed at communities of color, serving people in their own homes and in their own languages. Could be a good fit for personal assistance, respite, SLS, ILS, likely residential care. **Sylvia Yeh** asked **Lisa** to define Coordinated Family Support, and **Lisa** mentioned it is part of the ARPA funding package. **Will Sanford** asked what the age limit? **Lisa** responded 18YO+. **Dan Hogue** asked whether information/guidance is available somewhere about CFS, and pasted a link in the chat <https://dds.ca.gov/services/coordinated-family-support-service/>. **Donna Feingold** asked about rates, and **Lisa** said RCEB will share this information as soon as it's available.
- **Remote Service** guidance from DDS is now available – Steve Robinson to report on this, but the DDS directive tied RS's to health and safety and the workforce shortage. Balancing daytime services around what supports are in place for participants – including residential homes, family homes. If there are people who can be served in person, we need to take this into account when making decisions. This is part of navigating return to program over the next year. Steve Robinson will meet with providers to navigate these considerations.
- A new **Governor's budget** will be available in the spring, expecting limitations in funding – hoping in the meantime we can all get some rest as we prepare for a different budget environment.
- **Sonu Ghai** asked in the chat about providing in-person services – **Lisa** replied that if a program is only providing in-person services, a survey regarding remote services is not required.

Regional Center Staff Report – Steve Robinson

- **Remote Services** for Day Programs and ILS – 11/23 Directive requires providers to reengage with participants to confirm continued interest in Remote Services; case manager must meet with participant within 90 days. Further guidance will be provided – unsure whether before end of year. **Steve** suggested documenting with a similar form to the ASD forms used at beginning of pandemic. There are many questions, and DDS is meeting with RC's to determine staffing levels, supplemental staffing options, billing, and dozens of questions submitted to DDS. RCEB is funding residential and support staff for individuals who choose to continue Remote Services; covered through end of state of emergency through February, but RCEB will continue funding as needed through 12/31/23.
- Re: **difference in Alternative Services and Remote Services** – RS represents more robust programming via distance with participants, rather than single-touch drop off of materials as was funded during pandemic.
- **Donna Feingold** asked regarding TDS whether the DDS form was sufficient for RCs to verify Remote Services, and if it was sufficient across RCs or only with RCEB? **Steve** confirmed it is true for RCEB, and that it should be true for all RC's. **Will Sanford** clarified that it is individualized, rather than 1:1, and that only Enclosure A is necessary for providers need to be vendorized; Enclosure B is for participants to choose TDS. **Steve** suggested that RCEB could clarify that services are individualized rather than strictly 1:1.
- **Mike Pereira** and **Donna** asked about identifying rates for Tailored Day Services. **Dan Hogue** asked whether TDS would be subject to rate increases? **Mike** also asked about what qualifies as Remote Services –

telephonic and digital, or are there other definitions? **Steve** responded that if a provider is already vendored at a rate that is higher than the stated TDS rate of \$46.24/hr, the higher rate prevails. **Mike** wanted to know whether to write the rate as 'customary' so that it changes with rate increases? **Steve** recommended putting the rate rather than a word or narrative. **Mike** guessed that rates would change with increases, but **Steve** said RCEB would confirm with RCEB.

- **Sylvia Yeh** asked, as a current TDS provider, they are vendored for up to 26 hours per consumer per month – do the new guidelines mean that current TDS consumers can use up to 4 hours/day? **Steve** confirmed that the maximum would now be 92 hours per month. **Sylvia** asked re: Remote Services, transportation is limiting the number of hours consumers can receive services – for hourly billing, transportation represents a huge impact to providers' income. If transportation is early and late, can providers still bill for the service hours that are scheduled? **Steve** responded that they would confirm with DDS, and **Priscilla** suggested they meet.
- **Sylvia Yeh** also asked about missing POS and back pay for services. **Lisa** responded that there is a new RCEB staff person who will be introduced in January whose role will be to focus on this issue exclusively. She agreed that this is one of the most urgent issues in the system, and with the ending of ASD, many confusions surrounding payments will be somewhat simplified – and the new employee can address existing issues more quickly than they have been. **Lisa** mentioned that this person will follow up with case managers re: POS as well, but the emphasis is on accounting and ensuring payment.
- **Craig Rose** mentioned that transportation guidelines around COVID do reduce income from entire routes being canceled when one rider tests positive, and place pressure on riders from these routes who cannot attend programs. **Steve** agreed that this needs to be part of the conversation as we shift away from ASD.
- **HCBS World Cafes** coming up 12/15, 16, 17, and 19th; providers need to be in compliance by March 17, 2023. Fruc has received documents from 250 providers to review compliance; 120 providers not yet submitted. For more information, <https://rceb.org/wp-content/uploads/2022/12/RCEB-World-Cafe-flyer.pdf>
- **Lisa** mentioned a question regarding case manager meetings via Zoom and replied that for individuals living in the family home, the individual can ask for remote meetings, but for those living outside the family home, RCEB is required to be monitoring in person on a quarterly basis.

Transportation Report - Priscilla Gomez

- **Priscilla Gomez** gave a transportation update – COVID protocols and processes. Looking at supported employment programs, where remote services are not available, there needs to be a consideration for this situation. For East Bay Paratransit, availability remains limited, and routes are being created with contracted transportation providers. All providers submitting requests by 11/15 will have routes by beginning of January.
- Looking at participants impacted by **EB Paratransit** timing; developing alternatives with contracted providers and will be in touch with Case Managers regarding the options.
- **LINK** is experiencing shortage of drivers and limited availability; they are working as quickly as possible to hire drivers and expand routes. Timing may be impacted until new drivers are hired.
- May need to increase RCEB contracted routes; may also need to examine how long routes are and which participants may need **shorter routes** of an hour or less.
- **Transportation** will continue to be very impacted as transitions continue to occur.
- Many thanks and appreciations were posted in the chat for **Priscilla's** work keeping the system moving.

Regional Center Board Report – Sister Mary Grace

- **RCEB Board Meeting** 11/28. Contract approvals: Independent Approach - serving two counties, supporting individuals needing physical, behavioral, medical support.
- November meeting includes **audit review, master calendar** for coming year. January will include review of bylaws; February includes performance report.
- **Work plan** approved including Board Trainings, Board Responsibilities, Relationship-building with consumers, families, service providers, staff, and community organizations.

- **New Board Officers** approved for 2023 – Frank Pare, Pres; Sadia Mumtaz, Vice; Gerald Tamayo, Treasurer; Dr. Stephen Whitgob, Ass't Treasurer; Renee Perls, Sec.
- Report from **Supports and Services Committee** – discussed complaint process and tracking for disparities, brochure process, looking forward to brochures.
- **Dan Hogue** thanked **Sister Marygrace** in the chat for her service on the RCEB Board.

SCDD Regional Advisory Committee – Sheraden Nicholau

- Hearing need from partners across the state for **PPE and antigen tests** – supplies are running low; but SCDD is still in liaison with CA Dept Public Health and CA Office of Emergency Services. Please reach out to sheraden.nicholau@scdd.ca.gov and SCDD will do their best to provide supplies free of cost.

Upcoming meetings/trainings:

- December 14th and 15th **Statewide Self-Advocacy Network**, 10a – 3p <https://scdd.ca.gov/event/december-2022-ssan-meeting/>, <https://scdd.ca.gov/event/december-2022-ssan-meeting-day-2/>
- **Self-Determination Program** Statewide Orientations in English, Spanish and Vietnamese. Sign-ups online: <https://scdd.ca.gov/sdp-orientation/>
- Update on **'There Oughta Be a Law'** contest – it's now year-round on SCDD's website! Providing an open pathway to raise policy issues in service system. https://scdd.sjc1.qualtrics.com/jfe/form/SV_8c9wD1u72jkHEFO
- Mondays at 10a, 2023—**Zoom Training** in English and Spanish. Topics include: Anti Bullying, Conservatorship Reform and Alternatives, Support Group Development and Dynamics, Coping During Times of Change, Strategies for Systemic Change, How to be an Effective Board Member, Special Education, Employment and Benefits, Relationships, Mental Health, SDP, and more. Email if interested: sheraden.nicholau@scdd.ca.gov
- Building upcoming workshops for **Fair Employment** with CA Dept of Civil Rights beginning in January. Meetings with US Naturalization and Citizenship re: Removing Barriers to Citizenship for people with I/DD and their families. Plain language guidance, exemptions, and accommodations coming – SCDD and advocates working to make sure these are fair, truly accessible, and useful.
- Thanking **Lisa Kleinbub** for her comments re: Little Hoover Commission and the importance of advocacy, coaching, removal of barriers, conflict resolution and promoting understanding.

Alameda County DD Council Report – Ben Chen

- **DD Council Employment Spotlight!** Looking for stories and highlights – submit via quick GoogleForm: https://docs.google.com/forms/d/e/1FAIpQLSeAQN1xzFBIPiA1jYwMlx8HikDbXSTA5VpWcKNV8DZ60EKx6Q/vi-ewform?usp=sf_link
- Register for GSPT's Webinar on **The Lanterman Act and Managing IPPs**, December 13, 1PM: https://us06web.zoom.us/webinar/register/WN_0XpD7HxwScajaMmc47ShHg
- **San Francisco Ballet** Sensory Friendly Performance of the Nutcracker: <https://www.sfballet.org/nutcracker-sensory-friendly-performance/>
- Register for **La Familia's IHSS Presentation** (Spanish), Dec 15th 10AM – 12PM: https://livelafamilia-org.zoom.us/webinar/register/WN_sOMqxaNxTASTYlktbFnQZg
- **La Familia Monthly Regional Center/Generic Resources Orientation**, December 20, 10AM -12PM: <https://livelafamilia-org.zoom.us/j/85888510651?pwd=Z0VMUHJTTUJYK2N3VlhJV1RvbXJVUT09>
- **Board of Directors** Meeting December 14, 9:30AM-12Noon.

Contra Costa County DD Council Report – Vi Ibarra

- **No meeting in December**; next meeting January 25. Will Sanford and the Governor's Budget presentation.
- **Spring presentations:** Representation and accessibility for families with school-age children – CARE parent Network, Social Rec and how to access it, Self-Determination, Age 3 transition into services. Please share with families who have children!

East Bay Legislative Coalition – Will Sanford

Will shared screen with EBLC PPT on Legislative issues:

- **Election outcomes:** Certification by Secretary of State will conclude in mid-December. Unofficial results are a clean sweep for Democrats – Gov. Newsom, Incumbent SOS, Atty Gen, Treasurer, Insurance Commissioner, Superintendent of Schools. New Controller: Malia Cohen.
- **Federal Offices:** Alex Padilla maintains seat, Rep. Garamendi, Rep. Desaulnier, Rep. Barbara Lee, Rep. Swalwell, and Rep. Ro Khanna maintained seats.
- **Senate controlled by Democrats (51 seats – soon to be 48 Dems and 3 Independents):** 49 Republicans.
- **House of Reps:** Speaker Pelosi is stepping down; Kevin McCarthy(R) currently the leader for Speaker – coming from Central Valley; needs 218 votes but has only 188 currently.
- **State Senate/Assembly:** Aisha Wahab/Senate Dist. 10 (new); Lori Wilson/SA 11 (new); Buffy Wicks/SA 14; Tim Grayson/SA 15; Rebecca Bauer Grayson/SA16; Mia Bonta/SA18; Liz Ortega/SA20 (new); Mike Lee/SA24.
- **Propositions:** P1 – Reproductive Rights – PASSED; Casinos/Online Betting – NO; Arts and Music – PASSED; Dialysis – NO; EV high earners – NO; Flavored Tobacco Referendum – PASSED
- 11/16/22 **LAO Executive Summary Budget Outlook** – \$25B Budget problem on the horizon; inflation-related adjustments vary across budget; reserves are being saved for a recession; recommendation to identify recent augmentations to pause or delay. May impact some of the IDD community’s advocacy directions.
- **New speaker** in the California Assembly: Asm. Anthony Rendon remains until 6/2023, then Asm. Rivas (D-23) will assume office 6/30/23.
- **Topics** in development for upcoming advocacy slate; EBLC meeting is 1/4, 10-12, or contact Mike or Will with suggestions; budget overview is 1/18 at 10AM; prep meeting for EBLC legislative breakfast forthcoming.
- **Zack Wheeler** mentioned that FUFEE would like to participate at the breakfast, but would like to coordinate with EBLC around details – **Mike** replied that EBLC List Serve is the best source for information. Organizing around breakout rooms in particular – can be tough, but want to ensure everyone has a chance to speak, aiming for everyone to have advocacy time. Want public officials to be aware and ready to discuss racial disparities in the system.
- **Assata Olugbala** asked if there is a topic on racial disparities for discussion? A community member would like to see this as a part of the slate of topics. **Mike** replied that EBLC looks at all stakeholder concerns, with an eye to disparities such as cultural and language barriers, but not always RC-specific concerns. **Sheraden** emphasized that all are welcome to share perspectives at the EBLC meetings. **Assata** replied that they are looking for action around fair and equitable practices, not just words – when harassment is considered to be negativity, and positivity is being requested in place of discussion, there isn’t enough being done while services are being denied to Black and Brown people. **Will** acknowledged how much work there is to do to meet everyone’s needs.
- **Ann Pringle** brought up the 6 points from the Little Hoover Commission – one was ‘Listen to Needs’ – there are needs that are outstanding; racial disparity has been going on for decades. Let this be the year it ends. RCs not blaming but taking accountability; building trust where the experience has been not receiving referrals up to and including the closure of day programs; respect – how can there be respect when the relationship is damaged? Where are doctors and nurses when consumers are ill and dying? Why do we have to struggle to care for consumers? Why are homes closing because of no placements? How can providers receive answers now, rather than later?
- **Maria Ramirez** added, in lieu of public comments – at the Board Meeting, Sister Mary Grace represented PVAC despite her term ending. Hoping to see someone on the board who isn’t afraid to say racial disparity, support families, represent providers, and acknowledge delays, disparities, differences in the provision of supports. FUFEE asked the board for a new director and a new direction for RCEB. PVAC’s representative cited negativity, general concerns. From FUFEE’s perspective, the negativity comes from a biased system that denies parity. Maria is hoping for a representative on the board who is an ally and who is willing to fight for justice.
- **Donna Feingold** suggested that since this issue arises regularly, PVAC needs a standing agenda item to discuss efforts being made, directly shares information on how this is being addressed at AICo DD Council,

RCEB, updates on consultant work – to provide a regular space to check in about this topic and be accountable to each other and stay informed on progress.

- **Mike Pereira** shared a PPT of a budget blueprint from State Assembly including assurances to honor increases system-wide over the past several years, even in the face of economic downturn.
- Wednesday 12/7, 10-12 via Zoom is **next EBLC meeting**. Contact Vi Ibarra to get added to EBLC email list: vi.ibarra@cchealth.org EBLC is looking for content: stories from participants, families, DSPs – stories from the system. Please reach out to stakeholders for stories, messages, and brief videos and send to Will, Mike or Vi.

Day Program Subcommittee – Mike Pereira

- **Troubleshoot** meetings continue on Wednesdays at 2PM – all providers are welcome.
- Last week's meeting on **TDS and RS** included RCEB – thanks to RCEB staff for joining discussion.

HireAble – Donna Feingold

- Excellent November meeting with **Business Advisory Committee** – commitment to diversity, equity. Labor shortage means there is a lever to make inroads for diverse populations.
- **ACRE-certified training by Penn Mar and Transcend** – great response; spaces may be full. More registrations than spaces; limiting to two registrations per organization.
- HireAble received a **DDS Employment Grant** – beginning in January, focusing on transition-age youth and working with six school districts to provide trainings on the road to employment.
- **Lisa Kleinbub** asked whether this training focuses on people with significant challenges to being employed, and how are these participants being prioritized? **Donna** responded that they are aiming to design the panel discussions to include a wide range of types of employment and experiences to span options for employment and provide representation for all types of employment opportunities, including microenterprise and variations on self-employment. **Lisa** mentioned they hear frequently about the needs of people with more significant disabilities and **Donna** specified that the ACRE training focuses directly on this topic.
- No HireAble meeting in December – see everyone in January!
- **Dan Hogue** mentioned that he will likely be the candidate for representing issues to the RCEB Board. Is it a possibility, in addition to a regular report in PVAC, there could be a committee that meets to raise issues and hear concerns so that they can be transmitted to the board more directly?
Dan also encouraged, if people are not feeling that he is the person to deliver these concerns, that people step forward to work together and collaborate so that these concerns can be effectively brought forward.
Dan also mentioned that he and Geneva have worked together and she will hold Dan's feet to the fire.
- **Geneva Ziaoure** mentioned that because of her role at Manos, she cannot be the representative to the Board, but will certainly help to channel discussion and concerns. She mentioned her support for creating a subcommittee for this purpose.

Membership – Marcie Hodge

- **Marcie** reminded everyone to post name and organization in the chat for attendance; attending three meetings or more results in automatic PVAC membership.
- November is the month for proposed **PVAC Membership** roster. **Dan** reminded the group that nominations can be accepted from the floor in the case that people would like to nominate others.
Co-Chair positions: **Daniel Hogue** and **Geneva Ziaoure**.
Amanda Eicher, Secretary; **Marcie Hodge**, Membership Chair.
Members: **Jennifer Carper**, **Esther Chow**, **Carlos Cienfuegos**, **Donna Feingold**, **Daniel Hogue**, **Samuel Kim**, **Ramsay Mashy**, **Michael Pereira**, **Jamie Renton**, **Craig Rose**, **Geneva Ziaoure**.
No nominations from the floor.
Open Memberships: Transportation, Children and Infant Services, At-Large.
- **Geneva** mentioned that she could fill the Children and Infant Services position for Manos.
- **Leslie** mentioned that, as a consultant, she has acted as the At-Large position holder.

- **Marcie Hodge** reviewed the slate one more time, and called for a vote. Leslie moved, and Sister Mary Grace seconded the vote. Unanimous approval followed, and the slate will be forwarded to the RCEB Board for approval in January.
- **Zack** asked the new chairs how they plan to approach racial disparities with the group. **Geneva** responded that they will be meeting with officers and members to develop a plan and speak with anyone who has concerns to make a plan together. **Dan** mentioned that part of this is developing a subcommittee or task force to look at issues from a resolution standpoint to identify outcomes that are wanted, and progress toward those goals. **Dan** and **Geneva** both placed their emails in the chat to receive comments and feedback.
- **Sister Mary Grace** invited Maria to sit and talk, over a cup of coffee, in the light of everything else that has been said.
- **Ann Pringle** mentioned that today, as we have been speaking, a Regional Center consumer is being buried, and asked for a moment of silence.
- **Assata Olugbaya** appreciated the outreach to have a cup of coffee, but what would be greater is to respond to the letter of request for an apology from FUFU.
- **Leslie** congratulated the new officers and members of PVAC.

Announcements and Public Comment

- **Leslie** wished that everyone a very happy and healthy holidays and a happy 2023.
- **Assata Olugbaya** mentioned that the public comments and participation have not been reported fully, and the transparency assured by the Brown Act is not being delivered. In particular, there has been a question about how long the brochure has taken – there have been concerns. Contracts have been voted on, but the contracts have not been provided openly for review.
- **Lisa Kleinbub** mentioned in the comments that RCEB is not subject to the Brown Act.
- **Assata** requested that the public be truly involved, and Maria brought up the values of Transparency and Accountability as listed on RCEB's website. Assata applauded the proposals for action, and hoped that this action would continue.
- **PVAC's next meeting will be Friday, January 13**, which will be facilitated by PVAC's new co-chairs.

Meeting Adjourned at 11:35 AM

Respectfully submitted for review by Amanda Eicher, Secretary