

**Provider Vendor Advisory Committee
Regional Center of the East Bay
Meeting Minutes Friday, April 14, 2023**

Members Present: Dan Hogue, Las Trampas (Co-Chair); Geneva Carlos-Valentino (Co-Chair); Marcie Hodge, St. John Boy's Home; Amanda Eicher, NIAD; Donna Feingold, HireAble and Finding Golden Solutions; Ramsay Mashy, California Autism Foundation; Mike Pereira, Ala Costa Centers; Jamie Renton, Pleasanton Adult Education; Craig Rose, VistAbility; Will Sanford, SC & CS.

Guests Present/by Phone:

Lisa Kleinbub, RCEB; Chase Ryan Kalbaugh, RCEB; Michael Minton, RCEB; Fruc Menchavez, RCEB; Steve Robinson, RCEB; Amy Schwartz, RCEB; Priscilla Gomez, RCEB; Schantell Williams, Alameda County DD Council; Vi Ibarra, Contra Costa DD Council; Alicia Curran, Compass SLS & ILS; Amy Simons, A Brighter View Day Program; Alicia Curran, Compass SLS & ILS; Anna Willis, Emerging Horizons; Anthony Rowe, Adaptive Learning Center; Ashley Laqui, Compass Creative Arts; Candice Elton, Thrive Support Services ILS; Carol Anne McCrary, VistAbility; Carlos Cienfuegos, Sentry Living Solutions; Chandra Jackson, Clausen House; Cindy Smith, Families United For Equity; Danon Jenkins, Futures Explored; Debbie Galliano, Clausen House; Dominique Mellion, Broadmoor Community Services; Eddie Esquivz, Manos; Ember Avalos, NIAD Art Center; Emily Correia, Enjoy Life More; Eva J. Muñoz, Good Samaritan ARF; James Mercado, Open House Center; Jason Parks, Las Trampas; Jaynette Underhill-Levingston, Clausen House; Joanne Rolle, The Arc of the East Bay; Juan Velasquez, Jr., Pathway to Choices; Juan Velasquez Jr., Pathway to Choices; Juanita Hightower, Clausen House; Judy Hunter, Las Trampas; Kiptiatu Iscandari, A and K Residential Homes; Kulwinder Kaur, A Brighter View Day Program; Louise McClellan, Open House Center; Maria Ramirez, Families United For Equity; Megan Benando, Trilogy Adult Services; Nancy Brum, Keystone Adult Learning Center; Nicole Doubly, RES Success; Robert Jo, Agape Care Home; Scott Brooks, Futures Explored; Teresa Alcaraz, Enriching Lives; Teresa Nold, Deaf Plus Adult Community; Wendell James; Zackery Wheeler, APOCDDA.

65 participants total

Call to Order:

Geneva Carlos-Valentino and Dan Hogue called the meeting to order at 9:35AM. Geneva Carlos-Valentino confirmed quorum at approximately 9:40.

Inclusion Time:

Eddie Esquivz celebrated the weekend being on the horizon, and Jason Parks invited others to join him in hiking many miles in Sunol this weekend! Mike Pereira politely declined Jason's invitation.

January Minutes:

Approval of 3/10/23 minutes - M/Will Sanford; S/Ramsay Mashy; with unanimous approval by members present.

Reports:

No Presentation today; Reports begin with Staff Update and continue with Lisa Kleinbub upon her arrival.

Reports:

Regional Center Staff Report – Steve Robinson, Mike Minton, Fructuoso Menchavez

- **Steve Robinson reported on follow-up questions to last month's Coordinated Family Services Presentation.**
Re: compensation rates for bilingual services – if there is a bilingual rate, it will be separate from the incentive rate of 11% on top of the total POS amount per month.
- **Community Development Resource Plan – 2 RFPs re-posted, due dates extended to 5/5/23.**
 - No proposals received for service provider for specialized residential facility for people who are Deaf and Hard of Hearing. Facility is being renovated by housing developer; completion date August; must be in contract by June 30. Provider must have staff members fluent in ASL.
 - Also seeking In-home Behavioral Respite Provider.

- RFPs for both opportunities: RFP: <https://www.rceb.org/providers/request-proposal/>
- **Changes to SLS Procedures** - Case managers can now approve SLS services through duration of the IPP (rather than annual) with the exception of 2:1 services, where the initial request will cover 6 months, then reviewed annually.
- **Mike Minton addressed the many COVID email updates** in the past month:
 - COVID is no longer considered an SIR to report to RCEB.
 - Vaccination and vaccination tracking has ended.
 - Mask-wearing is strongly recommended, but not required, even at the highest level of care.
- **New hire in RCEB QA.** Pre-COVID, a training program was proposed for new SLS agencies; this is now moving forward and will be open to existing SLS agencies as well.
- **Fructuoso Menchavez gave an update on HCBS funding.** In the past, RCEB has requested feedback from providers; this year's request has been approved for training and the creation of technical assistance teams for compliance. Making sure that providers are staying in compliance, following up with remediation plans, implementing these plans. Over the next two years, HCBS work will focus on this work.
- **Priscilla Gomez provided a transportation update:**
 - Following on mask requirement changes, transportation vendors have been asked to revisit COVID protocols, and an update is forthcoming end April/early May.
 - Temperature checks and continued COVID protocols are in place until this update.
 - RCEB has reached capacity once again for adding new routes after adding approximately 100 individuals; hopefully in ~2wks this capacity will expand again via additional drivers with Countywide and WT; looking at pending requests in meantime to begin structuring routes.
 - Alternative transportation options are also being discussed with ID teams:
 - RC's cannot fund private transportation for those who can safely use public transportation;
 - RC's must fund least expensive transportation modalities;
 - RC's must fund transportation from homes to the least expensive service provider.
 - Alternatives include Public Bus; BART; County/City Paratransit; Travel Training with the goal of fullest possible independence and community integration.
 - Also interested to hear about day programs willing/interested to add transportation services.
 - Encouraging communication with case manager to problem-solve transportation options.
 - Families may be eligible for some reimbursement for providing private transportation.
- **Will Sanford mentioned that Day Programs are exploring flexibility to provide more individual transportation options that are more person-centered** as they increase HCBS efforts. Looking at participant-directed transportation in RC's like North LA – has RCEB used this option to allow participants to hire staff?
- **Dan Hogue asked about 880 Services** – is there room for creativity in getting folks to/from program: Can eligible staff be reimbursed for use of personal vehicles? Priscilla Gomez responded that drivers need to be included under agencies' insurance policies and insured up to \$1M; vendors should forward insurance certificates to Priscilla Gomez for review.
- **Lisa Kleinbub added that accompanying participants on BART would also be a form of travel training.** While she was unsure about funding for this, she underlined it as a good option and that RCEB would look into it.
- **Steve Robinson addressed Dan Hogue's question in the chat regarding bilingual qualifications for CFS providers,** and said that DDS has not released standards for this yet. Lisa Kleinbub said there might be a standard forthcoming but it is not yet clear how that will travel with the staffperson. Will Sanford added that Jim Knight at DDS indicated it might be a certification that is on the staff person to complete. ASL/Alternative Communication support may also be considered a bilingual certification as well. Lisa Kleinbub mentioned much work is still being done in linguistics, for example in reporting to DDS on languages, there is no option yet for ASL fluency, dialects of Chinese, etc. Carlos Cienfuegos asked whether there would be a test for a native Spanish speaker and Lisa Kleinbub replied that it would likely be a simple certification process. Geneva Carlos-Valentino added that this would be a way to have a record that someone is able to do what they say they can do.

Regional Center/State Report – Lisa Kleinbub, Executive Director

- **Lisa Kleinbub reported out from an earlier call on CalAIM**, providing enhanced case management for folks traditionally underserved by MediCal, rolling in benefits such as housing into MediCal. Unclear how CalAIM will work with people in the I/DD space. Waivers (including HCBS waivers) present questions around overlap and coordination. However, important supports such as housing are not limited by these questions. Both counties will be one-provider counties in the coming year - the Alameda Alliance and Contra Costa Health Care; this may provide more leverage with health plans to troubleshoot issues since around 65% of people served by RCEB are MediCal recipients.
- **Important bills in legislature including AB649** – eliminates requirement to appeal denial by health insurance for medical services including equipment, IHSS – which has caused delays for many people. Bill is sponsored by ARCA: www.arcnet.org/docs/ab649wilson.pdf
- **AB1147 includes many aspects of reform to I/DD system**; very complex and ARCA continues to look at this bill without taking a position yet – RCEB as well. Will bring many changes to the system, cost a lot.
- **RC's continue to advocate for improvements to core staffing program**, alongside Lanterman Coalition. Adding trainee program to provide coverage for open positions, and job fairs for quicker hiring. Every RC is struggling with hiring, attrition with new hires, and long-term staff retiring.
- **Assembly will also review Little Hoover Commission report, Georgetown University's Service Access and Equity Reports** – information to follow hearings forthcoming via the PVAC listserv. Topics include equity around race, but also differences between Regional Centers, RC policies. Trainings in development include cultural humility, implicit bias – somewhat standardized while also tailored to each RC. Lisa Kleinbub addressed question re: Little Hoover and Georgetown reports – they have not been released yet but have been much-discussed.
- **Re: POS for Respite/ILS**, which appear to be ending 6/30/23 – these will be reviewed and rolled over to 7/1/23. Will include other services in this review process starting next year.
- **Mike Pereira mentioned an issue being raised in provider calls: rollover for ILS and Respite** is initiated by RCEB; will be communicated to Case Managers. For service providers, what are best practices for those providing Respite and ILS? Lisa Kleinbub said not to worry until beginning of July; in billing portal these should be visible. Mike Pereira reasserted that providers are looking for reassurance that there will not be interruption in POS. Dan Hogue asked whether this would help smooth billing processes, but Lisa Kleinbub said that unfortunately, it does not simplify things.
- **Dan Hogue asked about 091 POS**, and Steve Robinson replied that these have been authorized through 6/30, and that Case Managers will extend POS as necessary once the need for continuation has been discussed.
- **Priscilla Gomez requested that providers continue to send transportation re-start spreadsheets** to her office; individuals are still not able to send in their own requests for transportation to and from services.

Regional Center Board Report – Dan Hogue

- **Dan Hogue opened with a summary** that the Board Meeting included mainly typical business for the Board.
- **Contracts** – approved contracts included phone service and other operations needed.
- **Financial report** includes continued underutilization of POS dollars and personnel. Lisa Kleinbub advised that POS and staffing budgets will continue to be underspent due to staffing issues.
- **Subcommittee Equity Meeting** report – will be discussed as a separate agenda item.
- **RCEB Board voted to support AB649. Waiting to see where ARCA lands on AB1147.**
- **PVAC expressed interest for the Board to work with RCEB on transportation issues.**
- **Wendell James asked for a progress report on referrals and back pay for POS**; Dan Hogue said that RCEB's goal is to take care of all back-POS by end of fiscal year, but that they continue to look for feedback from the vendor side. Lisa Kleinbub said that it is very important to have the GoogleSurvey documentation of missing POS because RCEB may not know from their side all the issues that providers are seeing.
<https://docs.google.com/forms/d/e/1FAIpQLSfj94OjlsI9OkvcowklJv1VocujjE2Bs0rX9bGvdWWx7wPg/viewform>

- **Dan Hogue mentioned Equity Subcommittee and RESC discussion of equity in referrals**, and that it is helpful to know who has capacity and who doesn't for new referrals, and that the Equity Subcommittee will continue to work with RCEB to advise on this topic.
- **Teresa Nold asked about the hold up for consumers at DPAC**, as these are the ones who need 1:1 support. Case Managers say they're waiting to hear back from those higher on up for authorizations. We're not getting paid for some of the 1:1 consumers yet. I'm not sure if I need to do the missing POS since it's still in process? Re: Compass ILS, Lisa Kleinbub advised that they would take a look with someone from Compass at ongoing budgets that are still behind; forms are being changed to better calculate months with more days and they are still being converted, and that DPAC can be in touch with Lisa Kleinbub to follow up.
- **Lisa Kleinbub asked that providers encourage more people to come to PVAC** and raise issues so that we can track what is happening and what is not happening. Providers mentioned in the chat that COVID POS's, timely CIE incentive payments, and POS errors are outstanding and they asked how best to follow up; Lisa Kleinbub responded that she would copy these issues from the chat and work with providers to ensure resolution. Geneva Carlos-Valentino asked that an update be provided next month on whether folks have been made whole and Lisa Kleinbub agreed.
- **Zackery Wheeler referenced a comment in the chat re: NBRC with renewals for ILS/Respite POS's** – since NBRC is a smaller RC and since NBRC did not always address all providers' issues in the same way, NBRC may not be the best model. He offered encouragement for the path RCEB is following, and noted that Lisa Kleinbub has been the only RC so far to address racial disparity in the system. Donna Feingold mentioned that she did not mean for the comment about NBRC to be misleading – she had very little overlap with NBRC in her organizational experience. She had worked with RCEB providers who needed the back billing through RCEB to be resolved. Zackery Wheeler followed up with the experience of being in a NBRC Board meeting approving overpayment for a very large vendor when he was waiting for movement on his own situation without response. Marcie Hodge added the experience of her family members who served as providers in Vallejo within NBRC's catchment area, and has seen the discrimination that occurs at NBRC. She thanked Lisa Kleinbub for leading from the future with policies to address disparity and to hear providers' concerns. Lisa Kleinbub expressed appreciation for those who speak up to identify inequities so that they can do things better. She appreciated the feedback, and asked that providers continue keeping informing her and RCEB about what she can do better.
- **JC Velasquez asked a question in the chat for RCEB regarding Self-Determination** – when participants transition to Self-Determination, can they still participate in vendored program, and what are the guidelines for how this works? Lisa Kleinbub responded that vendored programs can be included in spending plans for Self-Determination participants; the Financial Management Services provider will work with providers on billing. Dan Hogue advised that the individual and the agency would establish a rate and contract via the Financial Management Services provider. Dan Hogue asked about intake files which are governed by Title 17; without these files would they be out of compliance? Lisa Kleinbub replied that RCEB continues to provide case management for Self-Determination participants, but that since each situation is so individualized, vendors may provide services differently. If programs are HCBS-compliant, review for compliance isn't necessary, but if vendors are not compliant, they may need to work on review. Anthony Rowe added that Self-Determination was designed to remove providers from the status quo and develop new solutions; how can RCEB help make sure this is possible? Will Sanford mentioned that right now, FMS is one of the restrictions that makes Self-Determination look much more like the status quo; there is a push for DDS to give that innovation back to the Self-Determination system. Vendored may even be the wrong term – contracts are much more specific than typical program designs. Anthony Rowe re-asserted the issue of inequity stands in the system, which is so little regulated. Geneva Carlos-Valentino asked whether a presentation on Self-Determination from the perspective of vendored providers would be helpful.

Donna Feingold added in the chat that it might be helpful to look to providers in other parts of the state who might have expertise as well.

Dan Hogue concurred, thanking Lisa for the openness to provider feedback.

He also noted that different providers in competition would be able to set costs in an open market to cover their costs accurately. Mike Pereira noted that new markets take time to normalize, especially in the context of rate changes over the past few years. In his organization, he chose to maintain a similar rate structure to their vendored program to help smooth over this market stabilization process. Mike Pereira concurred with voices in the chat requesting the presentation suggested by Geneva Carlos-Valentino.

Vi Ibarra requested that the presentation be from providers, rather than from RCEB. Lisa Kleinbub also said it would be great to have the perspective of providers. She mentioned that the Self-Determination committee does not hear from providers on this topic enough.

State Council on Developmental Disabilities Report - Geneva Carlos-Valentino for Sheraden Nicholau

- **PPE/Testing:** For antigen tests or PPE needs, please continue to reach out to sheraden.nicholau@scdd.ca.gov.
- **US Citizenship and Immigration Services Training - A CONVERSATION ON HOW TO BECOME A U.S. CITIZEN.** When: Tuesday, April 18, 2023; Two options to join, via Zoom. You Choose: 10:00 AM to 11:30 AM, or 6:00 PM to 7:30 PM. See event flyer: <https://files.constantcontact.com/be05f332501/4b7a3482-c6cb-46dd-b5d0-6d7ec10291a7.pdf>
- **Please reach out to Sheraden Nicholau** with additional questions and needs before next month's PVAC.

Alameda County DD Council Report – Schantell Williams

- **Alameda County Transition Fair** at College of Alameda – thanks to the 150 people who attended and the 48 service providers from the community. Appreciation to Manos and RCEB for support for the event as well!
- **33rd Annual Joint Council Awards** upcoming on June 6! Sponsorship opportunities and nomination info to come.
- Alameda County Public Health Department has developed a new **Office for Violence Prevention** and seeks feedback for how resources should be allocated.
- **Talent show!** Register for FCSN's 9th Annual Special Needs Talent Showcase, April 22, 4 – 6PM: <https://www.specialneedstalentshowcase.org/>
- **Golden Village Family Conference**, May 13th 8:45am -3pm: <https://www.eventbrite.com/e/golden-village-family-conference-tickets-602628095857> Conference at Ed Roberts Campus – designed for Cantonese, Korean, and Vietnamese-speaking families with children in special education ages 3-21.
- **DHTI Fast Track Respite Training:** <https://healthpipeline.wufoo.com/forms/w1lyu8pr198fagq/> Basic Training on Respite Care in English, Chinese, Vietnamese.
- **REACH Housing Opportunities Waitlist** is still open: <https://trivalleyreach.org/housing/>
- **Project Search Stoneridge Creek in Pleasanton:** For information on how to apply, please contact Curtis John at jjohn@eastbayinnovations.org or (510)618-1580 x15. Providing education and on-site training for individuals with I/DD to become employment-ready.
- **HireAble - What Comes Next:** Educating Students, Teachers and Families on the Value of Work, May 4, 11, and 18 from 4:30PM – 6PM <https://us06web.zoom.us/meeting/register/tZAqceCtpjseE9KbmslXtbgGE9-7Kt7Yqlim#/registration>
- **CIL's Emergency Preparedness Program:** For more information or to get involved, please contact: 510-841-4776 or DisasterHelp@centerforindependentliving.org
- **La Familia Sessions in Spanish:**
Monthly Orientation to Regional Center Services and Generic Resources, April 18, 2023, 10AM – 12PM: <https://livelafamilia-org.zoom.us/j/85888510651?pwd=bnNKczdxQzB0eGpBc05RWnZRSmFhQT09>
Together Creating Awareness about Autism, April 20, 10AM – 12PM: https://livelafamilia-org.zoom.us/webinar/register/WN_RmJcEO8zQTaKtUPjVlvKA#/registration

Contra Costa County DD Council Report – Vi Ibarra

- **Vaccination Update:** Counties are incorporating COVID into ongoing health care. Information about walk-in, no-appointment vaccination clinic in Bay Point and elsewhere:
 - Flyer for the walk-in vaccination clinic in Bay Point is here https://drive.google.com/file/d/1Ew5xqN8MsRjGnFbFI1QKxuHMuYo1bccr/view?usp=share_link.
 - Ongoing and general information about vaccination can be found here <https://www.coronavirus.cchealth.org/get-vaccinated>
- **Workgroup in Contra Costa County on guaranteed income** – would be great to see folks with I/DD joining in to say what guaranteed income could mean for them.
 - Guaranteed income in Contra Costa County discussion, flyer in English: https://drive.google.com/file/d/1Y-4YZMiRnILVXttelSG8N3fZSwj3kDvY/view?usp=share_link and
 - flyer in Spanish: https://drive.google.com/file/d/1sFoi5tMC7KINo2hAMZfHQ0wVISdDecB/view?usp=share_link
- **Joint Awards Committee:** please consider sponsorship and nominations! Please share flyer with staff and families, participants, to ask folks to consider making nominations.
 - DD Councils Awards event flyer in English: https://drive.google.com/file/d/1aneniPR6n-YLzVuS_tt92OAwVA1eK-5o/view?usp=share_link
 - DD Councils Awards event flyer in Spanish: https://drive.google.com/file/d/1d2YAsgEasWrjULu9lxm--UAUiuVegu-/view?usp=share_link
- **Next Board Meeting April 26;** in-person at 1220 Morello Avenue in Martinez; hybrid options available.

Service Provider Equity Subcommittee Report – Anthony Rowe

- **Anthony Rowe** wished everyone a happy Friday and updated the group on the first issue raised.
- **The committee's first discussion centered on transparency in RFP process.** They have reached out to Lisa Kleinbub's office to discuss actionable items and how they can work together to improve the process.
- **Next meeting is April 28, Friday, 1PM.** Information and Zoom link will be sent via PVAC Listserv.
- **Anthony Rowe mentioned questions** about how this committee will be different from past committees; he noted that this committee as a subcommittee of PVAC has the opportunity to work more closely in coordination with RCEB to impact the situation differently.
- **Provider Equity Subcommittee Meeting April 28th at 1 p.m.** <https://us02web.zoom.us/j/84413826731>
Passcode: Equity

East Bay Legislative Coalition – Mike Pereira

Shifting to Legislative Bill Process:

EBLC will support the following bills -

- **AB1031/Rubio** – Rest Breaks Bill (Labor & Employment). Mike Pereira mentioned that this bill deserves our community's focus because employers, including I/DD community, struggle with lawsuits and other issues regarding breaks and timing. Organized labor has taken a position of neutrality on this after significant work.
- **AB649/Wilson** – Elimination of Recession Era Language (Human Services – 4/18).
- **SB37/Caballero/Wicks** – Older Adults & Adults with Disabilities Housing Stabilization Act (HS – 4/24).
- **SB246/Ochoa Bogh** – Interagency Council on Homelessness (Housing – 4/24).

Additional Bills of Interest –

- **AB1147/Addis** – Regional Oversight Bill with significant changes for oversight and requirements for consistency among Regional Centers. EBLC taking a watch position. (Judiciary passed 11-0; HS – 4/18).
- **AB1568/Wood** – Review and update ILS assumptions in Rate Study. May not ultimately be managed through bill process but very likely to be a focus at the state.
- **Next EBLC Meeting:** May 3, 10-12PM on Zoom; email vi.ibarra@cchealth.org to be added to email list.
- **Document forthcoming: Site Visit How-to Tips** for inviting legislators to visit programs, connect legislative offices and aides to people served.

- **Heading into CA state revenue shortfall; uncertain times ahead.** Despite confidence that significant cuts will be avoided, it's an important time to stay active in advocacy.

Day Providers Report – Mike Pereira

- **Reminder that all are welcome to join the Wednesday 2PM troubleshoot meetings;** Day Providers welcome input from providers of all services.
- **Noting that Lanterman Coalition has set up a meeting to discuss Remote Services.** Vendored through the end of this calendar year; LC is hoping to engage DDS about moving beyond this year. Given transportation, staffing challenges, hybridized services have become very helpful even as most people want to return to in-person services, but remote options are still needed as a choice.
Looking for information from PVAC group and East Bay community about remote services via survey. Seeking a description of how services have been rendered and what innovative practices should be maintained. There is openness from DDS to explore this; interested to have a more general primer of how these services are being offered. Aiming for 40-50 responses to survey.
- **Appreciating folks for contributing to troubleshoot conversations** re: Transportation, Remote Services, and all Provider concerns.

HireAble Report – Donna Feingold

- **HireAble trainings in May** with student/family presentations for students 16-22:
What Comes Next: Educating Students, Teachers and Families on the Value of Work, May 4, 11, and 18 from 4:30PM – 6PM <https://us06web.zoom.us/meeting/register/tZAqceCtpjispE9KbmslXtbgGE9-7Kt7Yqlim#/registration>
- **HireAble's monthly meeting** on April 24th at 3pm. We will have a Job Coach training presented by Curtis and a job coach from EBI. There will also be a brief discussion on how DOR pays for Customized Employment – right on the heels of ACRE training (21/25 participants now certified!). All are welcome to attend HireAble: <https://us02web.zoom.us/j/82980621111>
- **May monthly HireAble meeting features Dr. Nancy Dome**, presenting on compassionate dialogue based in equity and inclusion.

PVAC Membership Report – Marcie Hodge

- **Reminder to put email and name in chat for attendance purposes**, and that after three meetings, attendees may be appointed for openings, run for office with PVAC as members.

Public Comment

- **Resource Question for PVAC:** A parent is looking for tutoring resources for school-age children with autism? Please forward resources to Geneva Carlos-Valentino and she will help connect. Marcie Hodge advised that students with IEP's can access resources through their schools; Marcie Hodge will connect with Denise Bradley for further resources.
- **Donna Feingold** asked about incentive payments for CIE trainings; Steve Robinson replied that there has not been more information on this.

Meeting Adjourned at 11:28

Respectfully submitted for review by Amanda Eicher, Secretary