



SUPPORTS & SERVICES COMMITTEE NOTES

Date: June 26, 2023

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

Host: *Frank Paré*

Guests: Ann Pringle, Brian Blaisch, Denise Sieberling, Dominique Mellion, Dr. Gregory Holler, Families United For Equity, Kelly J, Maria Ramirez, Melody Davis, Mya, Natalie Jerez, Sadia Mumtaz, Wendell James, Zackery Wheeler

Spanish Interpreter: Rosa Trevizo

Note Taker: Cristal Jimenez-Hernandez

AGENDA:

- No minutes to approve at this time.
- Welcome and introductions.
- Frank commented that they are still thinking about changing the dates and times for these meetings, because meeting every other month is not enough for dialog. The idea is to have more time to talk and have individuals to be more engage with the committee directly.
- Frank also commented that in previous conversations they talked about:
 - Forming a *parent advisory group* to serve as a laboratory to test new ideas. This project has been set aside.
 - More room for advocacy: as a way to identify the challenges the RCEB system. For example, the lack of communication between CM and parents on terms of what

services are available. As a result, a brochure was designed. The brochure is not enough, but it created a bridge of communication. The board will keep updating and adding more information to it, like information about support living services.

- Inquiries from individuals that are joining this meeting for the first time:
 - **Ms. Denise** mentioned is difficult to get in contact with CM via phone and email. She has been trying to connect with CM and sometimes takes months to receive a response. Her son is a RCEB client and needs assistance with some programs and a solution when it comes to administering his medication for seizures at the programs he is assisting. Lisa will follow up with her and will explain more about this and provide her a brochure. In addition, Sadia suggests to make a note of the incidents when it comes to case managers (without adding names) not following up with client/parents' phone calls and emails.
 - **Kelly J** mentioned that her sister (25 years old), has not been diagnosed with any disability, but seems to be intellectually behind, and would like to know more information about the RCEB services. Lisa provided her with the RCEB website where she can fill out the application and contact the intake department. Frank also invited Kelly to attend future meetings.
 - **Mya** would like to know more information about services and licensing.
- **Homeless RCEB clients.**
 - A previous meeting was held to talk about the policy of these cases on how to take them out of the inactive list and put them in a different list "*category D*". Also, discussed that is hard to reach out these clients and that CMs fear for their safety when it comes to going out to the streets trying to find their homeless clients. That is when a provider can assist with and provide potential housing.
 - Ronke mentioned there are different type of homeless: some of them have a place to stay but do not want to stay in; others do not have a place to stay. RCEB refers homeless clients to vendors who can provide and assist with housing. RCEB also connects with vendors to see if they can reach out to clients when RCEB is unable to get in contact with them. Currently we have around 70 homeless clients.
 - Sadia would like to know what the Lanterman Act says regarding how far a CM can go to find homeless clients. Ronke mentioned that clients have rights and choices that are protected by the Lanterman Act. RCEB can only work with them, but cannot force them to choose something they do not want to.
 - Frank suggests policy change.
 - Sadia suggests having other vendors, organizations to work with clients when it comes to housing and behavior.
 - Dr. Gregory Holler is trying to develop a mobile service for homeless advocacy where they can offer services with trained personnel. He had a meeting with Lisa to present this project.
 - Per Frank, another meeting will be set to discuss how to work together on the homeless situation.

- **UPDATES**

- **POS backload:** Lisa mentioned that they have established a number of systems to reduce this issue. Getting few backloads for 2022 and 2023.
- Three things have been done in order to reduce issues when it comes to POS. Now all purchases for residential services are issued until they cancel; respite will roll over at the end of June; ILS will also roll over.
- Starting 2024 fiscal year we will be working on standardized day program services, and supported living authorization.
- **Policy review and input in policies:** Lisa asks for any suggestions about this. She wants to make sure that case managers are sharing the procedure that is being used when it comes to POS. RCEB wants to be transparent about it, and have few steps for that so everyone can understand it. In addition, a contractor has been hired to review three to four POS policies along with the procedures.
- Elvia wants to make sure we are not duplicating our efforts, as one of the subcommittees in the Diversity and Equity board are also looking for policy and advocacy at grievances.
- **Brochure:** an update was made adding information about support living services, and coordinated families support services for adults living at home. This new version has been printed and it is available on the RCEB website. So far, RCEB has received a lot of positive impact from family members and other people from the community. RCEB will be announcing any future updates on the brochure.