

Strategic Plan

BACKGROUND:

Since Fiscal Year 2013/14, ARCA has operated under a strategic plan to help ensure the work of the staff and the organization as a whole are consistent with its overall goals. As each strategic plan covers a three-year period, specific priorities consistent with the plan are identified each year. In October 2018, ARCA Board members and staff participated in a strategic planning retreat to identify the major priorities for the organization for Fiscal Years 2019/20 – 2021/22, which are:

- Funding and Sustainability;
- Inclusive Communities; and,
- Flexible and Sustainable Service Models.

The Board of Directors also spent time at the retreat identifying key strategies for approaching the work in the above areas. Over the last two months, ARCA staff have reached out to various ARCA committees and discipline groups for additional input regarding strategies to advance work in the priority areas. ARCA staff drafted a strategic plan document that incorporates work from the retreat as well as feedback received from regional center staff and provided it to the Board of Directors in March 2019. Since that time, regional centers have solicited input from their individual boards on the draft plan.

ANALYSIS/DISCUSSION:

- Several regional centers noted that their individual boards had reviewed the draft document and had no recommendations for improvement.
- One regional center noted a grammatical error in the draft, which has now been corrected.

RECOMMENDATIONS: To approve the draft Strategic Plan for Fiscal Years 2019/20 – 2021/22.

ATTACHMENT(S): *Strategic Plan for Fiscal Years 2019/20 – 2021/22*



Association of Regional Center Agencies

Strategic Plan

Fiscal Years 2019/20-2021/22

The Strategic Planning Process

The Intent and Objective: Why a Strategic Plan?

Strategic planning determines where an organization is going, how it's going to get there, and how it'll know if it got there or not. The fundamental purpose of strategic planning is to align the mission and vision with appropriate strategies and initiatives. Without them, the plan exists in a vacuum. And organizations that develop plans without considering mission and vision usually fail in their execution. The value statements are also important to the strategic planning process, as they provide a touchstone for the organization for how business decisions are made, and what are acceptable strategies and tactics. Goals, strategies, and tasks are the cornerstone of every strategic plan. They are the roadmap for where the organization is going. They define what will be accomplished, by whom, and when. By having focused goals, strategies, and tasks — coupled with a strong accountability system — an organization's likelihood of success is enhanced.

The Next Step: Conducting a Strategic Planning Process

In 2012, ARCA began work on the strategic plan that guided its efforts during the 2013-14 through 2015-16 Fiscal Years, which was subsequently revised to guide the organization's work during the 2016-17 through 2018-19 Fiscal Years. ARCA convened a strategic planning retreat in October 2018 to begin work on its updated strategic plan, intended to guide its work in the coming three Fiscal Years. This document is the result of that concentrated discussion, as well as further consultation with ARCA's various discipline groups and committees.

Given the extensive review of the Vision, Mission, and Values of the organization that was undertaken in 2012, it was believed that they continue to be current and applicable. It was felt that it was essential all regional centers have an opportunity to participate in the strategic planning process. As such, each regional center Executive Director and Board Delegate was asked to jointly complete a survey regarding the current strengths, challenges, and priorities that should be considered as the strategic planning process unfolded.

Vision, Mission, Values

Vision

The Association of Regional Center Agencies effectively represents a strong regional center system that supports Californians with developmental disabilities and the developmental services system.

Mission

The mission of the Association of Regional Center Agencies (ARCA) is to promote, support, and advance regional centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act in providing community-based services that enable individuals with developmental disabilities to achieve their full potential and highest level of self-sufficiency.

Values

The Association of Regional Center Agencies values:

- Respectful interactions with all stakeholders;
- Democratic decision-making among its members;
- Honesty and integrity in communicating with all stakeholders;
- Analysis of relevant information and crafting of policy;
- Assertive leadership and advocacy; and,
- Effective negotiation of agreements with DDS and partner organizations.

Funding and Sustainability

ARCA will pursue funding and operational reforms to enhance stability while achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act.

ARCA envisions predictable and sustainable funding that allows California to confidently keep its commitments to people with developmental disabilities to the quality services and lifelong planning and service coordination needed to achieve their individual goals.

The developmental disabilities service system has seen...

Longstanding budget restrictions continue to result in unfunded provider and regional center mandates, provider rate and regional center operations freezes, negotiated rates with overly-restrictive caps, insufficient community start-up funding, antiquated purchase of service formulas, and increased caseloads. As a result, the choice of purchased services and provided supports for Californians with developmental disabilities has decreased, leaving many individuals and families without the services and supports they need. Additional funds made available in 2016 provided important investments, which have since been eroded by inflationary pressures. While the recently-released rate study provides a framework for the future, legislative support and full funding will be needed to carry out its sweeping and complex changes. The Developmental Services Task Force has been charged with examining sustainability for regional center Operations funding, but there is not yet a cohesive proposal that balances meeting required caseload ratios, a mechanism to adjust with time, and local flexibility.

ARCA will work to implement change by:

1. Advocating for rates that are based on the actual cost of service provision, adjust with time, and include considerations for wage compression, operational needs, staff recruitment/retention/training, geographic factors, and the cultivation of both new resources and a career ladder for existing and future employees, as sustainable rates are foundational to quality services.
2. Using data and anecdote to illustrate the need for, and benefits of, smaller caseloads while addressing the overall sufficiency of regional center Operations funding needed to allow centers to carry out the direct service of service coordination through meeting required caseload ratios and to providing appropriate related support, including resource development, quality assurance, risk mitigation, and clinical services.
3. Pursuing funding for the replacement of the regional center Uniform Fiscal System with an accounting system that supports current expectations and is better able to implement future changes in laws, regulations, and rate structures, while ensuring reliable payments to service providers.
4. Engaging, aligning, mobilizing, empowering, and educating community members, including individuals with developmental disabilities and their family members, to participate in the legislative process in support of the common goal of a sustainable funding structure.
5. Supporting and advocating for policies that enhance the availability and accessibility of a variety of publicly-funded programs (*e.g.*, Medi-Cal, IHSS, SSI) that people with developmental disabilities rely on to meet their ongoing needs.

Inclusive Communities

ARCA will pursue reforms to support individuals with developmental disabilities to live in inclusive communities as envisioned in the Lanterman Developmental Disabilities Act.

ARCA envisions natural communities that demonstrate awareness, acceptance, integration, participation, and respect for community members with developmental disabilities, in addition to a developmental services system that offers services and supports designed to honor individual abilities, needs, backgrounds, and choices.

The developmental disabilities service system has seen...

California's community-based developmental services system was established to provide an alternative to institutional care. The state is now finalizing the transition of most of its developmental center residents to community settings, where the overwhelming majority of individuals with developmental disabilities live. Further, the demographics of the people served by the regional center system have been changing in tandem with the state's overall population, including increases in the racial and ethnic communities represented. Many Californians with developmental disabilities need additional services and supports to allow them to maximize their participation in the areas of community life, employment, and housing – a need increasingly matched by expectations of the federal government, individuals served, and their families. Additionally, while many community members are willing to better include people with developmental disabilities in everyday life, they may lack awareness of their needs or how to best contribute to solutions in this area.

ARCA will work to implement change by:

1. Advancing opportunities for people with developmental disabilities to pursue, and be supported in, integrated employment options that are consistent with their individual interests, goals, and support needs.
2. Pursuing funding for affordable housing through state and federal sources and supporting regional centers to do so at the local level, as access to this critical resource is central to supporting individuals with developmental disabilities choosing independent community living.
3. Partnering with state agencies and community service providers to ensure services offered through regional centers are provided in settings that meet the integration expectation of the Home and Community-Based Services Final Rule ahead of the March 2022 implementation deadline, and meaningfully support full community participation and membership.
4. Honoring the diverse cultures of people with developmental disabilities and their families by ensuring access to valued services and supports that are enhanced by new and ongoing community partnerships and informed by meaningful data, as well as shared information and lessons learned from regional centers' experiences.
5. Increasing general community awareness, understanding, acceptance, and recognition of the contributions and needs of community members with developmental disabilities.

Flexible and Sustainable Service Models

ARCA will pursue reforms to enhance resources to meet individual needs as envisioned in the Lanterman Developmental Disabilities Services Act.

ARCA envisions a developmental services system that is empowered to meet the varied, complex, and dynamic needs of people with developmental disabilities in flexible and innovative ways in order to support them in achieving individualized goals, regardless of whether they are served traditionally or in the Self-Determination Program.

The developmental disabilities service system has seen...

A foundational tenet of California's developmental services system is that services and supports should be uniquely tailored to enable each person served to meet his or her individualized goals, which requires the maintenance and expansion of flexible service models. In response to state fiscal challenges over the last two decades, the system has seen fiscal constraints and limitations on flexibility in the services it can offer to meet identified needs. At the same time, regional centers are increasingly striving to support people with greater medical, behavioral, and psychiatric support needs in community settings. As the state's Self-Determination Program launches, individuals with developmental disabilities and their families can access more flexible services, which provides an opportunity to explore creative person-centered service models that can enhance the traditional service system as well.

ARCA will work to Implement Change by:

1. Maximizing opportunities for strategic resource development to meet community service needs through available funding for Community Resource Development Plans.
2. Supporting regional centers to enhance their capacity for safety net services by collaborating with DDS to improve data collection related to complex needs, researching national best and promising practices in this area, and gauging the effectiveness of policy responses.
3. Pursuing freedom and flexibility for regional centers to support individuals with innovative and creative service models that are based on individual need, economically feasible, sustainable, and scalable.
4. Working to restore regional centers' ability to purchase services that were suspended by the Legislature in 2009, including social recreation and camp services, as these services are low-cost investments that yield high-value outcomes for people with developmental disabilities and their families.
5. Stressing the value of person-centered thinking and planning as critical tools to improve individual lives, meet federal requirements, promote flexible service delivery, and highlight the importance of long-term service coordination support at reasonable caseload ratios.
6. Supporting regional centers as they launch the Self-Determination Program through the collection and dissemination of systemwide information about initial experiences, shaping of recommendations as the program prepares for expansion, and analyzing promising practices and services that present opportunities for improving the traditional service delivery system.

Operational Focus Area: Regional Center System Efficacy

ARCA will pursue an effective, efficient organization that promotes the goals and objectives of the ARCA Board of Directors and encourages and supports regional center efforts in California.

ARCA envisions an effective, efficient organization that promotes the goals and objectives of the Board of Directors, and encourages and supports regional center efforts in California.

ARCA will work to implement change by...

- Fostering relationships with state-level partners and stakeholders, including DDS, Legislature, the State Council on Developmental Disabilities, The Arc and United Cerebral Palsy California Collaboration, and others.
- Representing ARCA, the regional centers, and the developmental disabilities service system in legislative and Budget hearings, promoting the developmental disabilities service system at Grassroots Day and other venues, and by being responsive to requests for information, testimony, and formal and informal meetings with state representatives, including members of the Legislature, DDS, and others.
- Promoting education and information sharing within the ARCA office, with the Board of Directors, its Committees and sub-Committees, task forces, key stakeholders, and our community.
- Providing relevant and vital information to its internal and external partners in a respectful, clear, and concise manner.
- Maximizing the effectiveness and efficiency of both the ARCA staff and consultants, and facilitation of the Board of Directors through Professional and Organizational Development efforts.
- Maintaining fiscal responsibility to its regional center members with an unqualified independent audit with no material findings, and operating within budget.

Implementation and Accountability

The Strategic Plan establishes a prioritization of activities for the next three years. Annual budget and work plan development in each fiscal year should be organized around the focus areas of the Strategic Plan.

Annual focus areas will be developed at the beginning of each fiscal year.

Periodic reporting on progress will ensure there is ongoing awareness of, and engagement with, the plan.

DRAFT

Strategic Priorities

BACKGROUND:

Since Fiscal Year 2013/14, ARCA has operated under a strategic plan to help ensure the work of the staff and the organization as a whole are consistent with its overall goals. As each strategic plan covers a three-year period, specific priorities consistent with the plan are identified each year. The major focus areas for the organization for Fiscal Years 2019/20 – 2021/22 are:

- Funding and Sustainability;
- Inclusive Communities; and,
- Flexible and Sustainable Service Models.

Within each focus area, ARCA staff in consultation with the Strategic Planning Committee has identified key one-year objectives to drive the work of the Association in Fiscal Year 2019-20. These include specific tasks intended to:

- Pursue rate reform for developmental services;
- Advocate for an equitable and sustainable regional center operations funding methodology;
- Encourage and empower community members to participate in the legislative process;
- Increase integrated employment opportunities;
- Increase affordable integrated housing options;
- Enhance regional centers' responses to the needs of individuals and families from culturally and ethnically diverse communities;
- Increase regional centers' capacity to meet the needs of those with complex needs through strategic resource development;
- Increase community understanding of the value of person-centered thinking and planning; and,
- Implementation of the Self-Determination Program (SDP).

ANALYSIS/DISCUSSION:

It is important for the Association to have targeted priorities as outlined in the attached document to guide its work on an annual basis. While these topics are those that are anticipated to require the greatest investment of time and energy during the 2019-20 Fiscal Year, ARCA remains nimble and able to respond to other pressing issues as they arise.

RECOMMENDATIONS: To approve the draft Strategic Priorities for Fiscal Year 2019/20.

ATTACHMENT(S): *Strategic Priorities for Fiscal Year 2019/20*



ARCA Draft Strategic Plan 2019-20 Priorities

The ARCA Strategic Plan is a three-year document with focus areas meant to guide the work of the Association. The 2019-20 priorities are specific objectives within those focus areas to be implemented by the work of ARCA's various committees and groups, as well as staff and consultants, through the current fiscal year.

I. Funding and Sustainability

a. Pursue rate reform for developmental services.

- i. Advocate for a permanent rate structure that supports service availability to meet the needs of people with developmental disabilities.

b. Advocate for an equitable and sustainable regional center operations funding methodology.

- i. Finalize recommendations to present to the DDS Developmental Services Task Force for a sustainable regional center operations funding formula that allows regional centers to meet caseload ratios, flexibly carry out their mandates, and hire and retain highly qualified staff.
- ii. Pursue sufficient funding to allow regional centers to meet statutorily required caseload ratios that have been promised to people with developmental disabilities and their families.
- iii. Carry out a public relations campaign that highlights the critical importance of the service coordination and other supportive services regional centers provide.

c. Encourage and empower community members to participate in the legislative process.

- i. Provide regional centers with the tools needed to help their communities better understand opportunities to participate in the legislative process, including trainings and materials.
- ii. At critical points in the Budget and legislative process, provide regional centers as well as a broader network of community partners with actionable steps to take to advocate for improvement of and sustainable funding for the developmental services system.

II. Inclusive Communities

a. Increase integrated employment opportunities.

- i. Support regional centers' Employment Specialists by providing information regarding developments related to the implementation of the Workforce Innovation and Opportunities Act, training opportunities, and research studies.
- ii. Through the Employment Committee, work with DDS to improve the collection and analysis of data related to competitive integrated employment outcomes.
- iii. Present information regarding the contributions and support needs of people with developmental disabilities in the workplace to non-disability specific audiences.

b. Increase affordable integrated housing options.

- i. Collaborate with statewide housing leaders to identify housing needs, including through improved data collection regarding aggregate as well as specialized needs (e.g., wheelchair accessibility, behavioral support considerations, etc.), and seek solutions to increase affordable housing to meet the unique needs of individuals with developmental disabilities.
- ii. Serve as a liaison between DDS, Housing and Community Development, and regional centers' housing contacts to expand affordable housing options.
- iii. Advocate for greater access to broader housing funding sources to address the needs of people with developmental disabilities.
- iv. Spearhead and work in conjunction with housing leaders to provide information to non-disability specific audiences regarding the housing needs of people with developmental disabilities and the economic resources available to meet them.

c. Enhance regional centers' responses to the needs of individuals and families from culturally and ethnically diverse communities.

- i. Working with community partners, advocate for improvements to and evaluation of the grants to enhance services to diverse communities.
- ii. Advocate for expansion of the models and services demonstrated to improve outcomes for individuals and families from diverse communities.
- iii. Working with community partners, advocate for presentation of the data regarding purchase-of-services that is more accessible and leads to greater understanding.

- iv. Support regional center Cultural Specialists by providing research and information on topics such as the National Standards for Culturally and Linguistically Appropriate Services and other topics related to enhancing services to individuals from diverse communities.

III. Flexible and Sustainable Service Models

a. Increase regional centers' capacity to meet the needs of those with complex needs through strategic resource development.

- i. Work with community partners and DDS to collect information about safety net capacity as compared to current and future needs, in order to provide a framework for the development of a long-term plan.
- ii. Advocate for the availability of sufficient Community Resource Development Program funds to enhance community capacity for a variety of safety net programs, including those developed in conjunction with local partners.
- iii. Pursue improvements to the Community Resource Development Program process, including more consistent and predictable timelines for application and plan approval.

b. Increase community understanding of the value of person-centered thinking and planning.

- i. Develop and disseminate public information that underscores the central role that person-centered thinking and planning has in helping people with developmental disabilities and their families meet individual goals.
- ii. Highlight the challenge high caseload ratios present to people with developmental disabilities and their families and engage community partners to address and improve the service coordinator shortfall.

c. Implementation of the Self-Determination Program (SDP).

- i. Participate on the DDS SDP committees and workgroups.
- ii. Disseminate information on SDP advisory and work group products and discussion to regional center contacts.
- iii. As regional centers launch SDP, consult with various committees and discipline groups (i.e., Directors of Client Services, Community Services Directors, Chief Financial Officers, ARCA Information Systems, etc.) to identify common implementation challenges, collaborate with DDS on resolution, and develop recommendations for modifications ahead of program expansion.

Harbor Regional Center
Client Advisory Committee

May 18th, 2019

Meeting Minutes

Members Present: David Gauthier-CAC Chairperson; Deaka McClain-CAC Co-Chairperson; Debbie Howard; Mathew Cox; Weley Dale; Michelle Roach; Tom Basch; Mead Duley; Kelly Sutton

HRC Staff Present: Elizabeth Garcia-Moya; Kris Zerhusen

Life Steps Staff Present: Kristine Engels

Call to Order & Minutes Approved

David called the meeting to order at 1:03 p.m.

The minutes were unanimously approved by all committee members.

DDS CAC Update

Deaka conducted the DDS Emergency Preparedness training. She utilized the training material provided by DDS, “Feeling Safe, Being Safe” workbook. Each member received a copy along with a magnet in which important contact information can be written and posted for first responders in case of an emergency. The CAC members also watched the video “Feeling Safe, Being Safe” on emergency preparedness from DDS. The information from the video was discussed and members shared how they can implement the information learned at home. Deaka also shared a sample emergency kit supply list and reminded members to think of the items that they need specifically that may not be on the list such as personal care items, medications, and so on. The CAC members also discussed the possibility of presenting the Emergency Preparedness training to clients at day programs and also sharing it with supported living providers.

Deaka shared that the next CAC meeting in Sacramento is scheduled on June 10th. At our next CAC meeting, Deaka will provide the committee with an update from the Sacramento meeting.

HRC Client Advisory Committee Meeting

May 18th, 2019 Minutes

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Self- Determination Update

David and Deaka reported that in April HRC hosted the Self-Determination Orientation for the clients/families that were chosen for Self-Determination. The training was offered at the Torrance office. The next Self-Determination Orientation is scheduled on June 7th at the Long Beach office. Two sessions will be available for clients and families either from 9:00 a.m.-12:00 p.m. or 1:00 p.m.-4:00 p.m. Self-Determination Advisory meetings will continue to be held on the second Wednesday of the month. The next meeting is scheduled for Wednesday, June 12th, 2019 from 6:00 p.m.-8:00 p.m. at the Torrance office.

CAC Elections

In preparation for the upcoming CAC election, the by-laws were reviewed and discussed. Nominations are scheduled for the month of August. Upon reviewing the by-laws, the members decided to make revisions/changes. The members voted on the changes and they were approved by all members in attendance. The changes are mostly related to attendance and participation as an officer. It was discussed that members that are nominated for office should be expected to be committed and attend most of the CAC meetings. The by-laws will be updated and reviewed both by Deaka and David with the assistance of Elizabeth. They will be presented at the next CAC meeting in August.

Community Outreach

Kelly, Michelle, and Tom shared that the CAC hosted a table at the Transition Fair that was held at HRC Torrance on April 24th. They had the opportunity to share with clients and families the role of the CAC. In addition, they were able to gather contact information of the clients that expressed an interest in attending the next CAC meeting. The CAC would like to increase their membership. The committee discussed and planned the next community activity. It was agreed that the CAC would like to participate in the upcoming Special Olympics, Fans in the Stands at Cal State, Long Beach.

HRC Client Advisory Committee Meeting

May 18th, 2019 Minutes

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HRC Updates

Kris shared with the CAC that if you receive SSI, you may be eligible for Cal Fresh. The application process via telephone will start May 24th. HRC is providing information to our supported living providers regarding the process and how to access the resource. Kris shared that a representative from Cal Fresh presented at an Adult Unit meeting regarding the program so Service Coordinators should be able to share information regarding the program and eligibility.

Elizabeth provided the CAC with an update regarding new day programs that have recently opened such as Cole-Pacific, Ambitions-Long Beach, and David's Place. The CAC was also provided with an update as to some recent changes in staff at HRC. The CAC was informed that Mary Hernandez, Director of Adult Services has moved on to a different position outside HRC and Rick Travis has retired.

Adjournment

David adjourned the meeting at 2:57 p.m.

Next CAC Meeting

The next CAC meeting will be held on Saturday, August 17th from 1:00 p.m.-3:00 p.m. at HRC Torrance office.

Harbor Regional Center Community Relations Committee July 1, 2019

Monica Sifuentes, MD, Chairperson, Pediatrician/Board Member; David Gauthier, Client/Board Member; Dee Prescott, Service Provider Easter Seals Southern California; David Bourassa, Community Volunteer; Terri Nishimura, PTN Service Provider, Nancy Spiegel, HRC Director of Information and Development

Budget Advocacy Update:

During the past year, members of this committee actively advocated with our legislators for budget increases to our service system. During budget hearings in the Senate and Assembly, budget committees approved a number of changes which were promising for our service system, and which received support from our local representatives, thanks in great part to the advocacy by members of our community and this committee. However, when the final budget negotiations took place with the Conference Committee, the Governor, and representatives of his administration, several of these changes were taken out of the final agreement.

- Regional Centers received an additional \$8.2 billion, to provide for an expected increase in population of 16,963 clients statewide. (Equivalent to one whole regional center). Some targeted funds for specific purposes were provided, such as to reduce service coordination ratios for clients with complex service needs. However, regional centers did not receive the 8% across the board increase that we were seeking.
- The developmental services budget also received funding of service provider rate increases, by an initial investment of \$125 M in 2020, and \$250M in the following year. Initial estimates are that some service providers will receive an 8.2% rate increase. However, based upon rates that were proposed in the draft Burns and Associate Rate Study, some service providers in specific service codes will be getting a smaller increase or no increase at all under the compromise rate proposal. Burns and Associates are continuing to review community input on their rate proposals, which will be finalized by October 2019.
- The Uniform Holiday Schedule, a predetermined schedule of 14 unpaid days for service providers, has been suspended until January 2022, (but not repealed).
- Despite being supported by so many of our legislators, social recreation and camp services will not be restored at this time.
- A fix for the minimum wage 'quirk' was not included (Currently many providers in our area cannot receive budgeted funds for minimum wage increases, if they are paying locally-mandated minimum wages that are higher than the state minimum wage).

Our local legislators showed a strong willingness to support our system. Advocacy efforts from parents, clients, service providers, and regional centers (and ARCA) did make a strong impression. We will keep our community informed of opportunities to continue advocacy efforts that we hope will correct the unmet needs in this 2019-20 budget.

45th Anniversary Event

Harbor Regional Center finished our 45th Anniversary Year with a celebration of our partners in serving people with developmental disabilities and their families.

We were honored to recognize Denny Amundson as an inspirational leader and advocate in the field of developmental services since the 1960s. As Assemblyman Frank Lanterman's Chief of Staff, Denny assisted in the drafting of the original legislation which became known as the Lanterman Act, and which resulted in the creation of California's regional center system. Denny has continued to serve the developmental disabilities community for more than 50 years.

We also recognized some special partners for their Outstanding Service, Partnership, Leadership, and Inspiration:

We recognized two **business organizations** in our community for their special partnership with HRC and our clients. The Los Angeles Habilitation House was created with a commitment to employment of people with disabilities. Their workforce made up of 37% people with developmental disabilities, 32% veterans with disabilities, and 31% other employees with disabilities. The South Bay Sunrise Rotary Club has provided generous and continuous contributions for the support of HRC clients and families in need for almost ten years.

We honored two dedicated **service providers** for their valuable contribution to the lives of our clients. Pediatric Therapy Network has made an immeasurable difference in the lives of many thousands of young children and their families over two decades. Social Vocational Services brought to life a remarkable vision of supporting people in the community since the 1970s, for more than 40 years of service.

We recognized two **HRC parents** who have provided their insight and leadership for the benefit of all of their fellow HRC families. Joe Czarske is always thinking of new ways to represent and support his daughter Mattea as well as all people with developmental disabilities and their families. Reverend Lavelle Gates is there when we need him to provide words of inspiration and hope, to join us in legislative advocacy and education efforts, and speak on behalf of his fellow parents, especially busy and involved fathers like himself.

We recognized three **clients who have served as an inspiration to others**. Erica Contreras has made major strides as a student in her final year at Long Beach City College, about to earn two Certificates in Culinary Arts and Baking and Pastry Arts, while learning to live independently as a part of the College 2 Career program. Timan Ford wants to be an inspiration to others after being the first client in the state to participate in the Paid Internship Program, and to be hired after only 3 months in Office Services with Skechers. Cristina Sanz, who is a cast member on the Emmy-winning show Born This Way, has clearly inspired others in so many ways, but especially in reminding all of us that there are no limits other than those we place on ourselves.

We thanked for HRC staff members who have provided a combined 157 years of exemplary services: Rachel Quijada, Accountant, Lyle Walter, Office Clerk, Vel Roman, Intake Service Coordinator, and Nancy Spiegel, Director of Information and Development.

Assembly Member Al Muratsuchi and Senator Ben Allen provided a joint resolution honoring HRC for 45 years of service.

We were very lucky to have so many generous sponsors to make this special event possible. We acknowledged their support in the invitation and program.

Event Sponsor- Del Harbor Foundation

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Self-Determination Advisory Committee Harbor Regional Center Minutes, June 12, 2019



1. Meeting **convened** at 6:14pm.

Present: Linda Chan Rapp, Miriam Kang, David Gauthier,
Harbor Regional Center [HRC]: Pat Del Monico, Liz Cohen-Zeboulon, Antoinette Perez, Judy Samana
Taimi, Diana Sandoval

Absent: Rosalinda Sofia Cervantes (State Council on Developmental Disabilities [SCDD])

Guests: Rhonda Kopito Isabela Dier, Wendy Shoef, Brenda Bane, Blanca Lara

Quorum not established, so **Minutes** from April 2019 were not read/approved.

2. Harbor Regional Center (HRC) update – Antoinette Perez

a. Person Centered Plan (PCP) – one-time reimbursement of PCP charges are available for Self Determination Program (SDP) participants.

[1] \$25-75/hour - reimbursement rates vary; reimbursement timeframe will probably be a couple of weeks. Whether there is a cap on reimbursement for total cost covered was unclear.

[2] documentation needed: w4 form, receipt plus documentation of the qualifications of the person who conducted the PCP as specified by law (c.f. Department of Developmental Services [DDS] website)

[3] Having a private PCP is an option; but it is a good thing to get prepared. Analogy: having a meeting before the IEP – it helps to be prepared. Ronda Kopito (Independent Facilitator with ASLA) added that having a private PCP with family members, and friends means that a lot of good information comes out, such as free services and resources that would help meet the goals of the SDP participant. Brainstorming together is a process that could be very beneficial.

b. **Orientation** meetings were held 5/18 & 6/1 – 8 sessions of Part One, which covers all the elements of SDP except the Financial Management Services [FMS] Orientation piece, which will be held on 6/22/19.

[1] Of the 88 persons currently in the SDP (after 11 participants of our 99 SDP slots either moved or withdrew), 71 have completed Orientation, Part One

[2] The make up session of Part One (to be scheduled) as well as the 6/22 FMS Orientation will be filmed for possible individual makeup screenings

[3] If a participant still doesn't show up at any of the orientations – What is the plan?

Inform those who have missed that in order to participate in this round of SDP you need to first get oriented. Encourage SDP participants who are apprehensive about all the specifics with the program, to realize that we learn, we make mistakes – Give SDP a chance.

[4] The FMS Orientation is scheduled separately for 6/22/19, and will probably be presented by Victor Lira, Vice President of Regional Center Services for Premier Healthcare Services.

c. **Financial Management Services** - agencies that have been approved for serving SDP participants: Premier and at least one other FMS have completed the process of becoming contracted for SDP. "24-Hour" FMS has started the contract process also. Any FMS that has been contracted with one regional center can serve SDP clients throughout the state.

d. Resources:

- [1] for PCP, and Independent facilitators – Autism Society of Los Angeles (ASLA) has reached out to individuals trained in facilitating person-centered plans; also both ASLA and State Council on Developmental Disabilities have hosted trainings for Independent facilitators, although a list of trained people has not yet been generated.
- [2] HRC will be hosting a fair to give SDP participants a chance to meet people who would like to serve as Independent Facilitators, as well as facilitators for independent person-centered plans. This fair may be paired with a PCP training.
- [3] The State Council on Developmental Disabilities announced at the 6/11/2019 statewide meeting that it has opened an informative Facebook “California Self-Determination Program Forum” page for questions and resource sharing regarding SDP. Anyone can join this forum – not Regional Center specific..
- [4] There is a need for building and sharing resources, collaborating with other RCs.

4. HRC will host an upcoming PCP training with Liz Harrell, who is a trainer who has been working with SDP since the pilot, and who helped lead the Train the Trainers meetings. Date: possibly on 7/13 or 7/20 depending on facilities openings at HRC. Families can sign up for childcare up to 3 days before the PCP training. SDP clients will be contacted about this training via ebulletin, and at the 6/22 FMS training. Moreover, HRC plans to host a meet and greet for SDP participants either in July or in August.

3. Statewide Self-Determination Advisory Committee, Sacramento 6/10-11, 2019 – Linda Chan Rapp

A. Strategic Planning for the committee via Person-Centered Planning process led was by Liz Harrell, Special Projects Coordinator - Department of Developmental Services. She has been involved in the Self-Determination Pilot in the past at East LA Regional Center. A draft of mission and vision statements were drawn up: (see attached notes by Liz Harrell)

B. Prioritized goals (one year or less in scope) resulted from this training, including: goals relating to person-centered planning, organizing subcommittees within the Statewide Committee, ensuring communication between regional center and local committees, and filling vacancies appointed by the State Council on Developmental Disabilities on local advisory committees. (see attached notes by Liz Harrell) Priority One was Statewide SDAC subcommittees, that is creating a coordinating committee to meet, collaborate and confer with DDS and SCDD between convening of the Statewide committee.

C. A proposal for ongoing evaluation of SDP was presented. Funding for this assessment has not yet been authorized, however.

D. What was Not discussed:

Because the purpose of this meeting was to take the Statewide SDAC through the Person-Centered Planning process as we developed a strategic plan, nuts-and-bolts questions unfortunately were not addressed other than an overview of the assessment process for SDP roll out (and for the SDP itself after the program opens up to all Regional Center (RC) clients in 2021).

4. Questions for DDS were collected

5. Discussion:

- a. Parent question: “How is SDP funded?” It is paid from the same funding as traditional regional center services. Pat Del Monico added, SDP is supposed to be cost neutral.

- b. Parent question: "Do providers still need to get fingerprinted?" Yes – background checks are required. Fingerprinting is done by the SDP participant's FMS, and is paid for by the person who is getting the background check.
- c. Another parent expressed concern that if bureaucracy were not such a barrier, and she had more control over her daughter's services, things would be so much better. She was frustrated in trying to get services for her daughter and requested that we have virtual meeting options (such as zoom) for this committee in order to make attendance and participation easier for caregivers and family. However Pat Del Monico explained that Bagley Keene rules mandated an open meeting with a sitting committee.
- d. Ideas for future SDAC meetings: review Service Items and categories.

d. Announcements:

[1] Independent Facilitator training by SCDD, 6/15 at Miller Children's Hospital Long Beach

[2] Next local Self-Determination Advisory Committee meeting is scheduled 7/10 at 6pm, but Miriam Kang will confirm the next meeting date; possibly we will meet earlier on the same day as Liz Harrell's Person Centered Planning training. [Notifications: see HRC e-bulletin, website]

6. The meeting adjourned at 7:58 pm.

Abbreviations

DDS Department of Developmental Services

HRC Harbor Regional Center

FMS Financial Management Services

PCP Person-Centered Plan

RC Regional Center(s)

SCDD

SDAC Self-Determination Advisory Committee

SDP Self-Determination Program

Minutes submitted by Linda Chan Rapp

Harbor Regional Center
Service Provider Advisory Committee
June 4, 2019, 10:00 am

Members Present:

Member Name	Organization
Paul Quiroz, Chairperson	Cambrian Homecare
Brian Lockhart	Aacres
Richard Pease	Ambitions
Nancy Langdon	Canyon Verde
Dee Prescott	Easter Seals
Juan Sanchez	Birth and Family Services
Jazmin Zimmerman	Dungarvin
Steve Goclowski	Mentor
Louise Elliott	ICAN
Kristine Engels	Life Steps Fundation
Patricia Flores	Life Steps Foundation
Alex Saldana	Oxford Services
Terri Nishimura	Pediatric Therapy Network
Angie Rodriguez	SVS
Lisa Peterson	Shield Healthcare
Brandon Whitfield	Autism Spectrum Therapies
Eric Kosta	24HR Homecare
Keri Castaneda	Ability First
Jordan Quenun	Ability First
Katie Fohrman	ABLE Arts Work
Katie Del-Rio	Goodwill SOLAC

HRC Staff Present:

Staff Name	Title
Patricia Del Monico	Executive Director
Erica Reimer Snell	Community Services Director
Tes Castillo	Accounting Supervisor
Ashley Ayala	Fiscal Review Specialist
Judy Wada	CFO

Call to Order

Paul Quiroz called the meeting to order at 10:11 a.m.

Presentation on HRC Resource Center

Barbara Del Monico, Manager of the Family Resource Center gave a presentation on the assistive technology lab, upcoming events, upcoming Saturday Speaker Series, and available resource material. Members were encouraged to visit the resource center.

DDS Updates

Rate Study-Patricia Del Monico reported on the “Stabilizing Services for the Consumers in the DDS System Item 4300-101-001” and that the budget May revise is in the conference committee. Any proposed changes are still undetermined until the committee is done; Governor is challenging the committee to finish by June 7, 2019.

Additionally, she reported on upcoming tailor bill language concerning Mobile Crisis Services/Safety Net Services and Corrective Action Plans.

Bridge Funding – Erica Reimer-Snell reported that the rate letters were issued by DDS to those receiving the funding. Providers receiving the funding will see the increase on their June payment for May billing.

Self Determination Program – Erica Reimer-Snell reported that HRC has held two rounds of orientation (one in Torrance and one in Long Beach). The upcoming orientations will focus on the FMS process and vendorization. Case Management will also provide an informative presentation to the SPAC in the near future.

HCBS- Erica Reimer-Snell reported that DDS has contracted with the Public Consult Group (PCG) to work with community providers to offer education, implementation strategies/feedback, and training for regional centers, providers, families, and clients. Training will begin in July. PCG will also work with the Heightened Scrutiny providers to develop a plan to get them into compliance.

Electronic Visit Verification – Paul Quiroz report that a formal letter requesting an implementation extension has been submitted. This request would delay the Phase I (CMS) implementation until January 2021 and Phase II (IHSS) until March 2021. The next meeting is scheduled for June 17, 2019.

Budget Update

Judy Wada reported that the regional center system had a \$65 million dollar deficit and that DDS has funded for \$122 million dollars. But the DDS finding is not correct to the individual needs/budgets of the regional centers.

HRC Updates

HRC 45th Anniversary – Erica Reimer-Snell reported that the event on May 5, 2019 hosted over 300 people and honored service providers, staff, families, and clients.

Legislative Advocacy – Erica Reimer-Snell reported that the representatives in the HRC area are supportive and the group should keep up the good work.

DS1891- Erica Reimer-Snell reported that the SPAC will be piloting the new electronic signature format for this required form. The document must be updated every two years and HRC is implementing a new process to complete this requirement. The documents will be sent to the providers via email in one to two weeks.

HRC Website - Erica Reimer-Snell reported that the website team had reviewed the ease of access surveys completed by the service providers and are working with the web developer to finalize the content and structure.

Open House - Erica Reimer-Snell reported that HOPE is hosting an open house on June 26, 2019 at their newest apartment building in Long Beach. This is the first affordable housing property in this neighborhood; seven clients will be moving in.

Guest Speaker - Erica Reimer-Snell reported that the creator of Project Search will be speaking at HRC on July 26, 2019. There will be morning and afternoon presentations. All are encouraged to attend.

CalFresh – Dee Prescott from Easter Seals reported that CalFresh enrollment began in May and encouraged providers to research this benefit on behalf of their clients. As well as register as a Community Based Organization (CBO) to be able to register clients directly.

Provider Engagement

Paul Quiroz reported that the SPAC would like to have members be more involved in the agenda. The committee was encouraged to share topics/ideas. Proposed ideas included: workplace safety and security, annual safety drills, and CCL updates.

Service Provider Updates

Each provider shared current events and topics from their individual organizations.

Meeting adjourned at 12:02pm

Next committee meeting is scheduled for 8/6/2019