



BOARD OF DIRECTORS MEETING

Wednesday, May 26, 2021
6:00 PM

Register in advance for this meeting/webinar:

https://us02web.zoom.us/webinar/register/WN_nW6_5KRJSOKBwN6WF_8BeA

After registering, you will receive a confirmation email containing information about joining the meeting/webinar.

ACTION ITEM	ORDER	GENERAL SESSION AGENDA	
	1	CALL TO ORDER	Dina Richman
	2	PUBLIC INPUT/ANNOUNCEMENTS	Dina Richman
ACTION	3	APPROVAL OF MINUTES <ul style="list-style-type: none"> April 28, 2021 	Dina Richman
	4	BOARD EDUCATION <ul style="list-style-type: none"> National Core Indicators (NCI) 2020 Annual Administrative Report – Administrative Services (Electronic Records) 	Juan Maldonado Kaye Quintero Melinda Sullivan
	5	EXECUTIVE DIRECTOR'S REPORT <ul style="list-style-type: none"> May Revise COVID Update 	Melinda Sullivan
	6	EXECUTIVE COMMITTEE <ul style="list-style-type: none"> DDS Directive – In-Person Meetings 	Dina Richman Melinda Sullivan
ACTION	7	ADMINISTRATIVE AFFAIRS COMMITTEE <ul style="list-style-type: none"> Line of Credit Renewal Review of Financial Statements 	Mark Higgins Kaye Quintero
For Information Only	8	NOMINATING COMMITTEE <ul style="list-style-type: none"> Proposed Slate of Officers and Directors for Election 	Al Marsella
CLOSED SESSION	9	EXECUTIVE SESSION <ul style="list-style-type: none"> Approval of Minutes Litigation Status Update on Executive Director's Performance Evaluation 	Dina Richman
	10	ADJOURNMENT	Dina Richman

APPROVAL OF MINUTES

LOS ANGELES COUNTY DEVELOPMENTAL SERVICES FOUNDATION

Board of Directors

April 28, 2021

MINUTES

PRESENT

Dina Richman, Chair
Elizabeth Beltran
Larry DeBoer
Mark Higgins
Kim Isaac
Gloria Leiva
Dr. Alex Li
Jonathan Martinez
Yudy Mazariegos
Louis Mitchell
Jae Rhee

NOT PRESENT

Rachelle Cabrera
Danielle Dejean
Dr. Anila Guruji
Dr. Anthony Stein
Ana Villasenor

ADVISOR TO THE BOARD - PRESENT

Al Marsella

STAFF

Pablo Ibanez
Carmine Manicone
Kaye Quintero
Melinda Sullivan

GUESTS

Dennis Moreno
Nikisia Simmons – DDS
Bridgette Sroujeh

CALL TO ORDER

Ms. Richman called the meeting to order at 6:05 PM. The meeting was conducted via Zoom.

PUBLIC INPUT

No public input was given.

ANNOUNCEMENTS

- Ms. Mazariegos acknowledged Ms. Sullivan for the success of the recent vaccination clinics and all the support given to clients and families who participated.

APPROVAL OF MINUTES

Correction: Page 3 – Last Sentence “Ms. Sullivan present an over of the survey results” s/b “Ms. Sullivan presented an overview of the survey results”

Mr. DeBoer moved to approve the minutes of March 24, 2021 with the above noted correction, Ms. Mazariegos seconded the motion, and it passed unanimously.

BOARD EDUCATION

As part of Board Education and Training, Mr. Carmine Manicone, Associate Director of Client and Family Services, gave a focused presentation on Service Appeals and Complaint Processes. Board members were given the opportunity to ask questions and discuss the content.

EXECUTIVE DIRECTOR’S REPORT

ARCA Update

Ms. Sullivan and Ms. Isaac advised the Board that Grassroots Day this year was conducted virtually via Zoom and was a success. The logistics and operation of the meetings were organized by ARCA and 3 regional center staff. A delegation of 4 persons (a service provider, a parent, a client, and a RC staff person) participated in the 5 legislative visits throughout the day.

Ms. Sullivan advised the Board that they could find an Information/Fact Sheet that was presented at the legislative visits in their packet. This sheet focused on:

- *History of the System,*
- *State Of Emergency Efforts During The Pandemic*
- *Access & Equity*
- *Strong Beginnings (Early Intervention)*

- *Community Outreach.*

In addition, Ms. Sullivan shared the following ARCA position letters to the legislators for information only:

- Response to 2021-22 Preliminary Budget Hearings – May Revise
- SB 639 Comments
- ICF-DD 10% Rate Extension, CalAIM Transition Delay

Vaccination Clinics at Lanternam

Ms. Sullivan advised the Board that today was the start of a new vaccination clinic cycle with Oxford Healthcare. The Center has scheduled a vaccination clinic with LA County on May 20, 2021.

ADMINISTRATIVE AFFAIRS COMMITTEE

Reduction in Line of Credit

Mr. Higgins reported that the Center has a revolving line of credit with City National Bank and they have notified the Center of their intent to reduce the line from \$35 million to \$28 million when the agreement renews in June. He reminded the committee that last year the credit line was raised from \$25 million to \$35 million and we only used \$3 million for 4-5 days. This is not a cause for concern given our current projected cash flow position. The Center will continue to monitor the state's cash position and budget projections for significant changes.

STATE OF EMERGENCY REPORT

Mr. Higgins reported that Regional Centers continue to report to DDS on the monthly impact of the pandemic. The Committee reviewed the statewide summary of the reported COVID related Operations and Purchase of Services expenditures for last fiscal year and this fiscal year to date. He added that DDS is working on submitting a claim for FEMA reimbursement and regional centers are being asked to look at their state of emergency expenditures and backup documentation.

REVIEW OF FINANCIAL STATEMENTS

Cash Flow

Mr. Higgins reported that that the Center is projected to have \$6,715,000 available at the end of June 30, 2021. Mr. DeBoer suggested that if the Center finds itself with a surplus at the end of the fiscal year, that a one-time salary adjustment should be considered for staff.

Mr. Higgins reviewed the financial statement summary through February 28, 2021.

Fiscal Year to date 2020-2021 (B-2)

In Operations (main contract) we have spent \$15,367,603 (60.6% of budget). In Purchase of services (main contract) we have spent \$159,536,840 before we add late bills. Including projected late bills, we will have spent \$163,675,921 (70.9% of budget).

Fiscal Year 2019-2020 (A-7)

This month we recorded (42,998) in OPS and \$248,543 in POS. To date, we have spent 95.9% of our OPS and 98.4% of our POS allocations. We are currently projecting surpluses in both OPS and POS.

Fiscal Year 2018-2019 (E-4)

This month we recorded \$25,601 in POS. To date, we have spent 99.9% of our OPS and 98.6% of our POS allocations. We have a very small surplus as well in POS.

ADJOURNMENT FOR EXECUTIVE SESSION

Ms. Isaac moved to suspend the General Session meeting at 7:10 PM for Executive Session to conduct business on Approval of Minutes, Litigation, and Timeline for Executive Director's Performance Evaluation, Ms. Beltran seconded the motion, and it passed unanimously.

RECONVENE FOR GENERAL SESSION

The Board discussed in Executive Session the Approval of Minutes, Litigation, and Timeline for Executive Director's Performance Evaluation.

ADJOURNMENT

The meeting was adjourned at 7:18PM.

Elizabeth Beltran, Secretary

/fl

BOARD OF DIRECTORS

ACTION LOG

April 28, 2021

	DESCRIPTION	ACTION	STATUS
	Approval of Minutes – <i>March 24, 2021</i>	<ul style="list-style-type: none">• Approved	

DRAFT

BOARD EDUCATION

ADMINISTRATIVE SERVICES DIVISION

ANNUAL ADMINISTRATIVE REPORT

2020

The Administrative Services Division of the Center consists of five distinct units - Accounting, Client Revenue Coordination, Information Systems, Contracts and Audits, and Operations Management. Each of these units has a manager. There were a total of 24 staff positions in the Division during 2020, the same as in the prior year.

Overall, the most significant accomplishment of 2020 was the division's ability to adjust to the challenges of operating during the COVID-19 pandemic. Many needed changes were needed that required an increase in staff efforts in all of the units in the department. IT staff had to focus quickly on giving staff the ability to work remotely, Operations staff had to make changes to work space to ensure the health and safety of employees, and accounting and revenue staff had a significant increase in workload due to clients needing additional services and supports during this time. This was all accomplished while continuing to meet all regular critical deadlines.

What follows are the highlights of the specific accomplishments in each of the areas of the division, by unit.

ACCOUNTING

This unit consists of a manager (the Controller), an Accountant, one Accounting Associate II, one Accounting Associate Specialist, and four Accounting Associates. The Accounting unit experienced 50% turnover in 2020, including the retirement of its Controller for over 26 years and three vacated Accounting Associate positions. The average tenure in the Accounting Unit in 2020 was just under 12 years.

BUDGETING AND TRACKING EXPENDITURES

In the first quarter of each fiscal year, Purchase of Services (POS) expenditures are projected and an Operations budget is developed based upon the allocation received from DDS. These were developed and submitted to the Administrative Affairs Committee and the Board.

Developing POS expenditure projections in the midst of the COVID state of emergency was a challenge, given the uncertainty of the availability of funding, the increase in supports needed by clients and families during this time, DDS directives allowing for absence and estimated billings by service providers, the expansion of Participant Directed Services, and the suspension of cost participation programs. Our projections were submitted to the Board and DDS beginning in the late fall, reflecting an increase from the prior year of approximately 20%. We also continue to account for expenditures related to the Community Placement Plan (CPP)/Community Resource Development Plan (CRDP) and Early Start funding through the Family Resource Center (FRC) portion of our main contract.

Financial statements were prepared and distributed on a monthly basis, including detail for CPP/CRDP expenditures as differentiated from the main contract. Financial activity relative to the Koch-Young FRC is also included on the monthly financial statements. Actual expenditures tracked well within 10% of projections for fiscal year 2019-20 and for fiscal year 2020-21 to date.

As part of the Operations budget, salary and benefit projections were prepared and updated during the fiscal year. In 2020, these projections included the estimated cost of scheduled salary increases outlined in the collective bargaining agreement and the addition of four positions. Investments in additional technology and other supports needed for staff to working remotely were also taken into consideration. These projections reflected an increase of just under 4% from the prior fiscal year.

The Center continued to monitor its POS funding process in line with current law and regulation through its Funding Committee. Internal audits of POS authorizations and payments continue to be conducted periodically by Accounting staff and no systemic problems have been noted.

The Center's insurance program was reviewed with our brokers and was presented by our brokers to the Administrative Affairs Committee. There were slight increases in coverage costs this year, primarily a reflection of the impact of the pandemic. Claims remained minimal, and our workers' compensation experience modification rate was lowered for the second year in a row as a result of a lower number of claims.

ACCOUNTING PROCESSES

The five Accounting Associates maintain all POS service authorizations and process all payments to service providers. In 2020, the accounting staff processed an average of 2,000 payments each month and completed maintenance for over 3,700 service authorizations each month. Service coordination continues to submit service requests electronically through the SANDIS case management program, which minimizes the amount of data entry needed from the accounting staff. Service providers also continue to bill for services electronically. This year, accounting increased the frequency of their payments in order to better meet the cash flow needs of the providers and the clients for whom the center acts as representative payee.

Electronic Fund Transfer (EFT) is the method of payment used for the vast majority of POS service providers, for some Operations vendors, and almost all employee payroll and travel and other expense payments. New this year was the consolidating of all employee payroll and expense reimbursement payments into the bi-weekly payroll cycle. This eliminated the need for separate payments to be made to employees for reimbursements. The center also encouraged residential providers to receive client personal and incidental (P&I) funds payments via EFT. These efforts, in addition to the increased frequency of payments, has reduced the number of off-cycle manual checks being issued.

Payroll continued to be processed on a bi-weekly basis utilizing Paylocity. This product allows employees to manage their personal and benefits information on their own online or via the Paylocity device application. Employees also use the Paylocity system for timekeeping and to access pay statements.

All expenditures related to POS and Operations are claimed monthly to DDS, and contract advance requests are submitted timely where warranted.

The Self Determination Program (SDP) continued to expand this year. Accounting staff received a number of trainings to learn how to monitor better the status of client budgets, efficiently process authorizations for SDP services, and accurately process billings from the Financial Management Service (FMS) providers. Accounting worked closely with the SDP Coordinator to field inquiries from clients, families and providers. The unit is also preparing for the expansion of this program in 2021.

This year, operations in the accounting area were impacted in a number of ways by the COVID-19 pandemic. Efforts needed to be made and additional equipment needed to be provided to allow the accounting staff to work from home effectively, as they had never been required to do so before. Authorization maintenance workload increased with the addition of new services needed by many clients having increased service needs during this time. Over 3,500 additional service authorizations were created for this increase in service needs. DDS directives allowing service providers to bill for absences and averaged billing amounts required additional review by staff and brought many inquiries from providers. Lastly, many rate adjustments for service providers needing additional funding to cover COVID-related costs were also processed this year.

CASH MANAGEMENT

The Controller prepared regular projections of the Center's cash flow and reported to management and the Administrative Affairs committee monthly. The Center secured a line of credit with City National Bank again this year, with an approved request from the Center to increase the credit line by \$10 million to \$35 million in anticipation of possible increased cash flow concerns at the state level. The Center took a draw on the line for \$3.4 million in the beginning of July while awaiting the new fiscal year advance funds from DDS, which was a lower than the \$10 million borrowed in the year prior. Interest expense on amounted to \$800, which was nominal compared to the prior year of \$7,600. Interest earnings amounted to over \$118,000, a modest increase over the \$113,000 earned in the fiscal year prior.

Cash flow continues to be impacted by the ICF SPA process, wherein the regional center is reimbursed by ICF providers for POS day program and transportation services expenditures vs. by DDS through the regular state claiming process. Reimbursement for these service expenditures usually takes about 3 to 4 months, whereas the regular state reimbursement process takes approximately 1 month. Reimbursements through the ICF SPA process totaled just over \$1 million for fiscal year 2019-20, which is down again slightly from the prior year.

AUDITS

The Center's independent auditors, Aiello, Goodrich, and Teuscher (AGT) once again issued an unmodified opinion for the 2018-19 fiscal year, with no specific audit findings or items of concern noted. In the fall of 2020, the auditors conducted their work on the 2019-20 report, which was delivered to the Administrative Affairs Committee in January 2021 with similar results. This marked the completion of the fifth consecutive audit report issued by AGT. DDS requires the Center not employ a firm more than five years in any ten-year period. Therefore, in the fall of 2020, the Center issued a request for proposals for a new firm. The Center interviewed four firms,

and the Board approved to proceed with Windes Inc. as their auditors for the fiscal year 2020-21 audit.

DDS completed their biennial audit of the Center in the fall of 2020. The fieldwork was a challenge to complete, as the Center was met with the staffing turnover mentioned earlier in this report. In addition, DDS worked remotely and the Center's accounting staff had more difficulty gathering documents given their limited time in the office. The fieldwork was completed in January 2021, and the Center is currently awaiting a draft report from DDS on their findings.

BANKING AND OTHER ACTIVITIES

The Center's banking relationship with City National Bank continues in a positive vein and bank services such as online banking services, automated fraud detection services, and account reconciliation services continue to serve us well. City National Bank introduced a new online banking platform to its customers this year, and the Center transitioned to this new platform in August. Training on the use of the new online system was completed and the new platform is a welcome improvement.

The Accounting unit also monitors the results of endowment fund investment activity with the California Community Foundation. Separate accounts continue to be used at the Foundation for donor restricted and unrestricted contributions. The Administrative Affairs Committee continues to review the performance and management of the fund, and this year reviewed historical data related to the performance of the fund. The fund endured a loss at the beginning of the pandemic, but has since recovered and continues to perform well.

AUDITS AND CONTRACTS

This unit coordinates the development of all Operations and Purchase of Services contracts, completes all service provider fiscal reviews, provides service provider trainings, and administers all family cost participation programs. A new assignment to the unit this year was support of the new Self Determination Program (SDP). This unit consists of one manager and one Fiscal Monitor Associate. The Fiscal Monitor Associate position was filled in the beginning of 2020.

The manager coordinated the development and tracked the status of over 100 contracts in 2020. Some of the types of contracts include those for clinical services supports, Purchase of Service Supported Living Services agreements, and commitments for projects funded in the Center's contract (such as Community Placement Planning (CPP), projects to reduce disparities in service delivery, and Home and Community-Based Services (HCBS) waiver compliance). Payment activity on these contracts are also monitored by the manager.

DDS required the Center to complete ten service provider fiscal reviews in fiscal year 2019-20. Twenty-four audit reports were completed and submitted to DDS for the year, which is up from 14 in the preceding year. No appeals were filed relative to any of the audits. In the last half of 2020, efforts to complete fiscal reviews were slowed in order to allow service providers to focus on meeting increased and changing needs of our clients and families during the pandemic.

The unit continued to coordinate the Family Cost Participation Program (FCPP) and Annual Family Program Fee (AFPF) program until March 25, 2020, when the DDS waived all requirements related to these programs to lessen the economic burden on families and all regional centers to prioritize work associated with the response to COVID-19. The requirement for the Center to assess families was suspended as well as the requirement for families to pay the associated costs or fees. This DDS directive is still currently in effect.

The Center began transitioning clients into the Self Determination Program (SDP) in February of 2020. The Audit and Contracts unit is responsible for providing expenditure reports and calculating the budgets used to develop client SDP spending plans. The Fiscal Monitor Associate is a member of the Center’s SDP planning team, which includes the Director of Client and Family Services, Director of Administrative Services, and the SDP Coordinator. The Fiscal Monitor Associate participates in weekly meetings with the SDP planning team and Service Coordination staff. During this period, the unit supported the completion of 22 client budgets.

The Audits and Contracts unit also assisted with the determination of specialized rates for various residential service providers who were being impacted by the pandemic. These providers were challenged with keeping staff on site while clients continued to be in the homes full-time and coordinating how to treat clients effected by COVID or isolated from the possibility of exposure, and rate adjustments were necessary in order to help providers manage the additional costs.

CLIENT REVENUE COORDINATION

This unit manages \$10 million in trust for a little less than 800 individuals and coordinates benefit applications and redeterminations for clients. Management of client benefits includes receiving monthly Supplemental Security Income (SSI) and other benefit payments, making regular disbursements to pay for rent and other living expenses, and keeping the status of their eligibility current. This unit consists of a manager and two Revenue Coordinators.

There were 11 SSI and Social Security benefit applications submitted this year, which is down significantly from 2019 (51 in the prior year). This decrease in activity is primarily a reflection of the minimal number of clients moving into out-of-home placement during the pandemic. Benefit redeterminations were up to 619 from 152 in 2019, which was due to the Social Security Administration (SSA) giving specific focus on updating the benefit status of SSI benefits. The number of accounts managed by the unit was 794 at the end of the reporting period, down 33 from the prior year. Seventeen applications (down from 11 in the prior year) and 296 redeterminations (up from 214 in the prior year) were processed for Medi-Cal benefits. In addition, the unit completed an additional 943 (down from 2,276) forms in response to requests for written information from the Social Security Administration and other entities.

Activity	2019	2020	% Change
Active Accounts	828	794	-4%
SSI/SS Benefit Applications	51	11	-78%
SSI/SS Benefit Redeterminations	152	619	307%
Medi-Cal Benefit Applications	35	17	-51%

Medi-Cal Benefit Redeterminations	214	296	38%
-----------------------------------	-----	-----	-----

The portion of the cost of placement in a licensed residential home paid out of an individual's benefits is sometimes paid by the Center as a loan during the benefit application process. These loans are to be paid back when the benefits are awarded. In 2020, loans totaling approximately \$30,000 were authorized and later reimbursed from client benefits. The total loan balance at the end of 2020 was \$81,600, a 59% increase over 2019. This is due to delays in the awarding of benefits from Social Security.

In addition to managing benefits received for our representative payee clients, the Revenue unit is responsible for coordinating the disbursement of some Purchase of Services funds for clients deemed ineligible for SSI benefits and those receiving SSI that live independently. As of 12/31/20, the Center funded the full cost of out-of-home placement for 63 clients ineligible for SSI benefits. Purchase of Services funds were also used to supplement SSI benefits for 265 clients living independently in 2020.

Many of our benefit recipients were eligible to receive the federal Economic Impact Payments in 2020. Over 700 clients received the first round of payments October of 2020. SSI recipients are usually expected to keep their total available resources under \$2,000, but clients receiving this additional income can exclude this amount from that resource limit for one year from receipt. Revenue staff work closely with service coordination staff to develop plans to spend these funds and to monitor available resources.

INFORMATION TECHNOLOGY

These five individuals continue to manage and support all of the Center's computer-related activities. This unit's responsibilities include all facets of the midrange computer system, including client and financial data collection processes and various other system processes, as well as the Center's network and personal computers that the Center uses in the conduct of its business.

During the State of Emergency in 2020, much of the unit's focus has been on supporting the many staff working remotely; establishing staff to work remotely with the proper hardware, software updates and daily helpdesk assistance. The unit successfully established video conferencing to meet the needs of various departments as well.

In addition to the helpdesk, the IT unit provided basic training to new hires and ongoing support to staff working on a variety of applications related to all aspects of the Center's operations. The IT staff continue to be well versed in several computer systems and many customized applications to provide a high level of expertise to meet staff needs.

The unit continues to ensure our various systems continue to function with a minim of downtime for system problems or maintenance needs. Please note that the Center employs nearly 230 individuals, all of whom have a designated personal computer that share resources but are able to work independently. The unit continued to maintain a lock-out system and restrict network access after working hours.

The Center converted to Windows 10 and Office 2016 during this time and completed the replacement of Windows 7 computers. It also purchased other equipment, including scanners, to increase the Center's capability to digitize client records.

Document imaging (Laserfiche) efforts continued at the Center, with IT staff providing technical assistance and training of staff. In addition to the scanning of client records, IT assisted with the initiation of Seamless Docs, a system that allows for electronic signatures as well as completion of forms remotely; both of these efforts assisted those individuals working remotely.

OPERATIONS MANAGEMENT

This unit has five full time staff including the manager that support the Center in meeting all facility, supply, and non-computer equipment needs. This unit is also responsible for managing the Center's reception duties and phone systems. Staffing remained steady with the exception of the Receptionist position, which was vacated in November due to a transfer to a service coordination secretary position.

In early 2020, furniture replacement and painting for all of the private offices was completed, as well as painting of the Center's resource center. This was the last phase of a furniture upgrade that was started in the prior year, which was put on hold due to limited funding.

The onset of the pandemic required the Operations unit to shift priorities, as they had to learn quickly how to effectively support staff working remotely and keep the office space safe for those continuing to report to the office. The Center was immediately closed to all visitors and most staff were sent to work at home. Incoming calls were routed either directly to employee extensions or to a voice mailbox system that was monitored by the Receptionist remotely throughout the day. The mobile feature of the phone system was activated for all staff, which had not been previously introduced. Frequented areas were cleaned more regularly, a full sanitization of the offices was completed in June, and cleaning and sanitization supplies were made available in all common areas. The Operations unit worked with building management as well to ensure social distancing guidelines were clearly posted throughout the building.

The Center has increased use of phone and email to communicate with clients and families during the pandemic, but much of the corresponding with clients, families and service providers continues via regular mail. In addition, many forms used are still in paper format. The Center has prioritized efforts to move more payments to direct deposit, convert paper forms to an electronic format, and has acquired an electronic signature software package that will allow documents to be sent and signed electronically. The extent to which these efforts will affect the Operations unit's mail processing are expected in the coming year. Documents requiring signature, outgoing check payments, and various mass mailings were the bulk of the mailings processed by the unit in 2020.

Task chairs and other minor pieces of equipment have been made available to staff working from home when there have been concerns regarding the adequacy of workspace. When these concerns have come to the attention of management, ergonomic assessments were completed. These assessments can now be completed remotely with the support of a vendor. In-office workstations for various staff were also modified throughout the year as needed. Modifications included the

installation of ergonomic sit/stand desks, task chairs, and telephone headsets to replace handsets. We continue to prioritize these efforts to ensure the safety of the staff.

The process for ordering equipment and office supplies remained unchanged this year, but the need for supplies decreased significantly with staff working remotely. Archived records continue to be maintained in offsite storage, and the need to access those records decreased as well. Cleaning and disinfecting supplies were very difficult to obtain at the beginning of the pandemic, and Operations staff worked aggressively to secure them from various suppliers. The Center now maintains these supplies throughout the office space. In addition, disaster and medical emergency supplies were kept stocked and all emergency kits were replaced this year.

Lastly, the Operations unit played a key role in assisting with the Center's efforts to support clients and families during the pandemic. This assistance included supporting with delivery and distribution of PPE supplies, the receipt and distribution of food donations, and coordinating how to arrange space to allow intake assessments to resume on site. This unit has played a key role in ensuring the Center continued to conduct business effectively.

EXECUTIVE DIRECTOR'S REPORT

May 16, 2021

Senator Susan Talamantes Eggman
Chair, Senate Budget Subcommittee #3 on Health and Human Services

Assemblymember Joaquin Arambula
Chair, Assembly Committee on Budget, Subcommittee #1 on Health and Human Services

RE: Department of Developmental Services (4300) – Response to 2021-22 May Revise

Honorable Senator Talamantes Eggman and Assemblymember Arambula:

The Association of Regional Center Agencies (ARCA) represents the network of 21 regional centers, community-based organizations that serve more than 350,000 Californian children and adults with developmental disabilities. We appreciate the opportunity to comment on the Governor’s May Revision Budget for FY 2021-22 for the Department of Developmental Services (DDS).

California is presented with unique opportunities in the coming fiscal year to invest in the future based on what our experience, both historic and over the last year, has demonstrated is important. ARCA is pleased to see the thoughtful investments being proposed to support people with developmental disabilities and their families in the following areas:

- *Elimination of funding sunsets* that will enhance financial stability for service providers and allow for longer-term financial planning for fundamentally ongoing expenses;
- *Enhancing emergency readiness* through the expansion of START mobile crisis teams and resources to assist people served by regional centers with tools and information to prepare for a variety of emergencies, including power interruptions;
- *Strengthening the Direct Support Professional workforce* by offering bilingual differentials and opportunities for career advancement through training and certification that leads to higher wages;
- *Enriching employment supports* for people served by regional centers through enhancements to the Paid Internship Program and other investments;

- Improving the Self-Determination Program by investing resources needed to smooth out the transition challenges identified following the three-year phase-in period;
- Focusing on priority populations through FY 2020-21 Early Start outreach, support services for those served by regional centers who are deaf, enhancing outreach to tribal nations, provisionally serving 3–4-year-olds to ensure their needs are met during this critical developmental period, improving intake for diverse communities, and targeting greater service coordinator attention to those with low or no paid regional center supports; and,
- Development of a performance improvement program “with an initial focus on reducing caseload ratios,” which once funding for the program increases in FY 2022-23, will allow regional centers to provide additional services coordination support while focusing on key systems outcomes.

These are wise long-term investments that will lay a foundation for California’s developmental services system to better support the people it serves and their families in the coming fiscal year and beyond. We appreciate the Administration’s commitment to advancing the above priorities.

Given the opportunities that this unique year presents, ARCA requests the Legislature advance the following additional priorities to further strengthen services to Californians with developmental disabilities:

- Begin comprehensive rate reform through a meaningful investment in service provider rates to enhance the capacity of the service provider network to pay competitive wages, provide flexible, innovative services, and support the pursuit and attainment of individualized goals and measurably better service outcomes;
- Bridge the service coordination shortfall by fully funding the 921 service coordinator shortfall until implementation of the proposed performance improvement program to allow regional centers to reduce caseload ratios beginning in FY 2021-22, which would provide critical support to people with developmental disabilities and their families as they continue to navigate through the pandemic and identify routines, services, and opportunities to support their choices; and,
- Remove service barriers through developing a structure for local approval of health and safety waivers for needed residential support, elimination of the Annual Family Program Fee and Family Cost Participation Program, allowing for remote planning team meetings for FY 2021-22 with the commitment to identify a permanent structure in the coming year, and simplifying requirements related to accessing generic services.

ARCA appreciates the opportunity to offer the above comments. We look forward to continuing important conversations about working with the Legislature, Administration, and community partners to identify how to best serve this critical population in the coming year and beyond. If you have any questions regarding ARCA's positions on these or other issues, please feel free to reach me at awestling@arcenet.org or by phone at (916) 446-7961.

Sincerely,

/s/

Amy Westling

Executive Director

Cc: Renita Polk, Consultant, Senate Budget Subcommittee #3 on Health and Human Services
Nicole Vazquez, Consultant, Assembly Budget Subcommittee #1 on Health and Human Services
David Stammerjohan, Chief of Staff, Office of Senator Eggman
Karen Jones, Legislative Aide, Office of Assemblymember Arambula
Hannah Ackley, Legislative Director, Office of Senator Melendez
Bernadette Sullivan, Legislative Director, Office of Senator Pan
Marc Engstrom, Legislative Director, Office of Assemblymember Frazier
Justin Boman, Legislative Director, Office of Assemblymember Mathis
Nick Sinclair, Legislative Aide, Office of Assemblymember Patterson
Jake Donahue, Legislative Director, Office of Assemblymember Ramos
Daniel Folwarkow, Legislative Aide, Office of Assemblymember Rubio
Liz Snow, Chief of Staff, Office of Assemblymember Wood
Rebecca Hamilton, Human Services Fiscal Consultant, Senate Republican Fiscal Office
Eric Dietz, Consultant, Assembly Republican Caucus
Alex Khan, Consultant, Assembly Republican Caucus
Marisa Shea, Principal Consultant, Senate Human Services Committee
Debra Cooper, Chief Consultant, Assembly Human Services Committee
Kelsy Castillo, Senior Consultant, Assembly Human Services Committee
Joe Parra, Principal Consultant on Human Services, Senate Republican Caucus
Mareva Brown, Policy Consultant, Office of the Senate President Pro Tempore
Gail Gronert, Policy Consultant, Office of the Speaker
Myesha Jackson, Policy Director, Office of the Speaker
Sonja Petek, Fiscal & Policy Analyst, LAO
Mark Newton, Deputy Legislative Analyst, LAO
Lauren Babb, Deputy Director, Office of Legislation, Regulations & Public Affairs, Department of
Developmental Services
Nancy Bargmann, Director, Department of Developmental Services
Jennifer Lopez, Assistant Program Budget Manager, Department of Finance
Steven Pavlov, Principal Program Budget Analyst, Department of Finance
Christopher Odneal, Finance Budget Analyst, Department of Finance
Vishaal Pegany, Assistant Secretary, Health and Human Services Agency
Marko Mijic, Deputy Secretary, Health and Human Services Agency
Michelle Baass, Undersecretary, Health and Human Services Agency
Dr. Mark Ghaly, Secretary, Health and Human Services Agency
Tam Ma, Deputy Legislative Secretary, Office of the Governor

EXECUTIVE COMMITTEE

EXECUTIVE COMMITTEE

May 12, 2021

MINUTES

PRESENT

Dina Richman, Chair
Elizabeth Beltran
Mark Higgins
Gloria Leiva
Louis Mitchell

STAFF

Melinda Sullivan

CALL TO ORDER

Ms. Richman called the meeting to order at 12:00 p.m. The meeting was held via Zoom.

APPROVAL OF MINUTES

The minutes of March 10, 2021 were approved by consensus.

COVID UPDATE

Ms. Sullivan reported that the Center was hosting a vaccination clinic today and this will complete its partnership with Oxford Healthcare. Should the Center get enough interest from the Lanterman Community to schedule another event, it will do so.

In addition, the Center has collaborated with LA County to host a vaccination clinic on May 20, 2021. To date, interest is very low and LA County will determine shortly if they have enough participation to move forward.

Ms. Sullivan advised the Committee that it has been very quiet at the Center as related to COVID-19 cases. The Center has been experiencing a decline in its monthly food bank requests, but sees this as a positive projection that families are in a better position.

The Center is continuing with its distribution of PPE at a rate of about 300 pieces a month and are continuing with two distribution events monthly in the Lanterman catchment area. PPE is also being included with weekly food distribution boxes.

DDS DIRECTIVE (In-Person Meeting)

Ms. Sullivan shared with the Committee the DDS Directive regarding in-person monitoring visits. It states, that to ensure the health, safety, and well-being of consumers living outside of the family home, DDS is directing regional centers to resume conducting, at least quarterly, face-to-face monitoring visits for consumers living in licensed residential facilities, family home agency settings, and supported living/independent living arrangements. Ms. Sullivan reported that Lanterman has approximately 1,600 clients that live in out of home settings and that approximately 65 service coordinators need to begin performing in-person visits. The Center leadership has been meeting with teams to discuss strategies on safety protocols and implementation to move this directive forward.

NINTH RENSTATEMENT OF BYLAWS

Ms. Sullivan advised the Committee that she has met with the Center’s legal counsel, Enright and Ocheltree, to start the review/update of the bylaws. A draft will come to the Committee for review in July.

ADJOURNMENT FOR EXECUTIVE SESSION

Mr. Mitchell moved to suspend the General Session meeting at 12:31 p.m. for Executive Session to conduct business on Approval of Minutes, Litigation, and the status on Executive Director’s Performance Evaluation 2020-21, Ms. Leiva seconded the motion, and it passed unanimously.

RECONVENE FOR GENERAL SESSION

The Committee conducted business in Executive Session on Approval of Minutes, Litigation, and the status on Executive Director’s Performance Evaluation 2020-21.

ADJOURNMENT

The meeting was adjourned at 12:40 p.m.

/fl

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 NINTH STREET, Room 240, MS 2-13
SACRAMENTO, CA 95814
TTY: 711
(916) 654-1897



April 21, 2021

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: DEPARTMENT DIRECTIVE 01-042121: IN-PERSON MONITORING VISITS

Welfare and Institutions (W&I) Code section 4639.6 authorizes the Director of the Department of Developmental Services (Department) to issue directives to regional centers as the Director deems necessary to protect consumer rights, health, safety, or welfare, or in accordance with W&I Code section 4434. Regional centers must comply with any directive issued by the Director pursuant to this section.

The Department acknowledges the vital work of regional centers in response to the COVID-19 pandemic. Regional centers have adapted service delivery in order to protect consumers and limit the risk of exposure and spread of COVID-19. In response to the pandemic, regional centers continued to conduct monitoring visits using remote electronic communications. While moving to remote monitoring was necessary, it is not intended to be a long-term strategy considering the significant benefit of face-to-face monitoring. With availability of vaccinations and continued use of safety measures (personal protective equipment, etc.) it is important to return to in-person monitoring visits.

On January 13, 2021, the Department issued a letter confirming that employees of California's regional centers who conduct certain activities to ensure the welfare of consumers are "health care workers" pursuant to the State of California's Vaccination Plan, and thus are prioritized for COVID-19 vaccination within Phase 1A. While there is no requirement that regional center staff conducting in-person monitoring be vaccinated, this prioritization for vaccination may support regional centers in being able to carry out essential in-person monitoring activities for consumers residing in settings outside of the family home.

Pursuant to W&I Code section 4639.6, to ensure the health, safety, and well-being of consumers living outside of the family home, the Department is directing regional centers to resume conducting, at least quarterly, face-to-face monitoring visits for consumers living in licensed residential facilities, Family Home Agency settings, and Supported Living/Independent Living arrangements as required by Article IX, Section 1(b) of the Department's contracts with regional centers. Regional centers may conduct additional

"Building Partnerships, Supporting Choices"

Regional Center Executive Directors
April 21, 2021
Page two

face-to-face quality assurance monitoring visits, but these visits do not replace the face-to-face visits required by contract language. Recognizing the number of visits to be scheduled, regional centers should develop a strategy to begin visits no later than 30 days from the date of this Directive, that prioritizes visits to consumers with the most high-risk needs first.

When conducting in-person monitoring visits, staff should follow the most restrictive local, state and federal guidelines for COVID-19 safety in effect at the time. Regional centers should establish risk mitigation protocols for these visits, and proactively advise individuals, families, staff and others, as necessary, of precautionary measures involved in upcoming visits. Regional centers should contact the Department if additional personal protective equipment, such as masks, gloves or hand sanitizer, is needed to safely conduct in-person visits.

Consumers, family members or providers should contact their local regional center with questions regarding this Directive. Questions from regional centers should be directed to DDSC19Directives@dds.ca.gov.

Sincerely,

Original Signed by:

NANCY BARGMANN
Director

cc: Regional Center Board Presidents
Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies