

AGENDA
INLAND COUNTIES REGIONAL CENTER, INC.
BOARD OF TRUSTEES MEETING
MONDAY, JANUARY 8, 2018
Board Orientation: 4:30 p.m. to 6:00 p.m.
Meeting: 6:00 p.m. to 8:00 p.m.
Inland Regional Center
Conference Center
1425 S. Waterman Avenue
San Bernardino, CA 92408

4:30 p.m. Board Orientation

Call to Order/Mr. Nelson

Minutes of November 13, 2017 Board Meeting/Mr. Nelson Info/Action

Public Input: (Comments limited to 5 minutes per person. Action may not be taken on any item that is not on the Agenda. Please submit Request to Speak Form noting the agenda item to be addressed at sign-in table.)

Self Determination Update/Mr. Meza Info/Action

Chairperson's Report/Mr. Nelson Info/Action

Executive Director's Report/Ms. Johnson Info/Action

Financial Report/Ms. Steuerer Info/Action

Employee Recognition Report/Ms. Harkin (Written Report) Info/Action

Committee Reports

- | | |
|--|-------------|
| 1) Another Way/Ms. Gonzales | Info/Action |
| 2) Community Engagement Report/Mr. Cook | Info/Action |
| 3) Consumer Advisory Committee/Mr. Ryan Nelson | Info/Action |
| 4) Vendor Advisory Committee/Ms. Remington | Info/Action |

Old Business

- | | |
|--|-------------|
| 1) 2018 Performance Contract Plan Revision/Mr. Toms & Mr. Cook | Info/Action |
|--|-------------|

New Business

None

Trustee Input

Executive Session

- 1) Legal Matters (In accordance with Welfare & Institutions Code Section 4663(a)(5)
- 2) Employee Salaries and Benefits (in accordance with Welfare & Institutions Code Section 4663(a)(3)

Next Meeting Date: March 12, 2018

MINUTES OF NOVEMBER 13, 2017
Inland Counties Regional Center, Inc.
Board of Trustees Meeting

BOARD TRAINING: Intake Process for Early Start and Lanterman Consumer

MEMBERS PRESENT: Peter Asten; Tom Cosand; Ted Leonard; Amanda McGuire; Keith Nelson (via conference call); Jack Padilla; Cameron Page; Sheela Stark; Alva Stewart

MEMBERS ABSENT: Rene Rojo; Elvia Sanders

DIRECTORS PRESENT: Steve Beckett; Felipe Garcia; Lavinia Johnson; Don Meza; Merissa Steuwer; Vince Toms; Kevin Urtz; Treva Webster

RECORDING SECRETARY: Sandra Guzman

BOARD FACILIATOR: Ashwin Gaur, New Living Options

STAFF PRESENT: Wasima Alvi; CJ Cook; Kurtis Franklin; Andrea Gonzales; Gabriel Ortiz; Elizabeth Tagle

GUEST PRESENT: Kiana Buffington; Consumer; Enrique Camacho, Parent; Enrique Salvador Camacho, Consumer; Cynthia Hernandez, Parent; Amy A. Lee, Consumer; Philip Lee, Parent; Gregory Mathes, OPARC; Alejandra Rivera, Community Member; Alexis Rodriguez, Consumer; Dimpna Rodriguez, Parent; Mario Rodriguez, Parent; Alyse Schwerdt; Denise Thornquist, DDS

CALL TO ORDER: Mr. Nelson called the meeting to order at 6:00 p.m.

MINUTES OF SEPTEMBER 11, 2017: A request was received to correct the minutes under the Chairperson's Report. Minutes should read "asking the Board to oppose SB18. **1) Motion made to approve the Minutes of the September 11, 2017 with correction M/S/C Page/Stark.**"

PUBLIC COMMENT:

1. Maria Elena Hernandez, Fiesta Educativa. Ms. Hernandez presented IRC with a thank you plaque for the continual support given to Fiesta Educativa. Ms. Hernandez stated she is hopeful she will be able to resume to use IRC's auditorium for the annual conference in the future.

SELF DETERMINATION: Mr. Meza reported the remaining questions need to be answered by CMS before the department can resubmit the plan for approval. The department has been more vocal and has been actively encouraging more trainings. In October, IRC Program Managers attended a full day orientation where the main focus was Self-Determination. As an agency, IRC continues to hold SD Advisory meetings. The next advisory meeting is scheduled for November 28, 2017 at 6:00 p.m. in the IRC's Board Room.

CHAIRPERSON'S REPORT: Mr. Nelson is reporting from Sacramento as he is there with his son Ryan attending the DDS CAC meeting. Mr. Nelson reports with the holiday season approaching, he would like to see the Board support staff, consumers and Another Way by attending the upcoming events. Mr. Nelson thanked CJ and his staff for another successful Fall Festival. He especially wanted to thank Amelia Maldonado for reaching out to local legislators and inviting them to attend. The Board had our annual retreat in October. Valuable information was exchanged and simple obtainable goals were set

such as better communication between board and staff, keeping a board calendar, working with staff on outreach and striving for 100% board attendance at board meetings.

EXECUTIVE DIRECTOR'S REPORT: Ms. Johnson introduced Elizabeth Tagle new Program Manager for the Riverside Transition Unit. Ms. Tagle will be replacing Olivia Gutierrez who will be retiring after 22 years at the end of November. Ms. Johnson reported that as of October 31st IRC reports 34,443 active cases. At this rate, IRC anticipates reaching 35,000 by the end of March. The Fall Festival was a success thank you to CJ Cook, his team and the many volunteers that made it all possible. On December 2nd, IRC will be holding a private commemoration for IRC staff, Board and invited guests from 10:00 a.m. to 12:00 noon.

FINANCIAL REPORT: Ms. Steuwer provided an update on IRC's Operations' budget for fiscal year 2017-18. IRC received the D1 Allocation from DDS on August 31, 2017. The total allocation for Operations including CPP is \$68,887,181. That is an increase of 6.06% from last year. Ms. Steuwer reviewed the standard budget items as well as highlighted the new policy item that was included in the D1 this year.

2. Motion made to approve the projected expenditure plan for fiscal year 2017-18 M/S/C Page/Leonard.

EMPLOYEE RECOGNITION REPORT: Written Report.

Mr. Nelson requested item #2 under New Business to be moved forward.

NEW BUSINESS:

- 2) APPROVAL OF NEW OFFICERS:** The Board has elected to increase the membership to 15. Ms. Stark reported that the Nominating Committee would like to recommend Joshua Souder, Eric Naranjo, Gizelle Siojo and Kiana Buffington to serve on the Board. **3. Motion made to approve the appointment of Joshua Souder, Eric Naranjo, Gizelle Siojo and Kiana Buffington to the Board M/S/C Page/Alva.**

COMMITTEE REPORTS:

1. **ANOTHER WAY:** Ms. Gonzales shared this time of the year is a busy time for Another Way. Another Way was able to provide \$50 Stater Brother's Gift Cards to 155 consumers in need for Thanksgiving. The annual toy drive that is scheduled for December 13th has raised about \$18,000. Ms. Gonzales shared and invited the Board to the upcoming events: Toy Drive, December 13, 2017; Food Drive, December 16, 2017; Bowling, April 14, 2018 and the 20th Annual Golf Tournament, June 8-9, 2018.
2. **COMMUNITY ENGAGEMENT REPORT:** Mr. Cook reported that the 2017 IRC Fall Festival was held on November 4th. The event was well attended by approximately 1,500 consumers/family members, community members and local legislators. This years was a carnival theme with 75 vendor booths on display. Premier Health Care hired the former President of the CAC as Mario the Monkey Mascot. She will be traveling all over as their official mascot.
3. **CONSUMER ADVISORY COMMITTEE:** Mr. Ryan Nelson stated he was currently in Sacramento attending the DDS CAC meeting. He shared that the CAC BBQ went well and was well attended. On December 16th, the CAC will be holding the December CAC Cycle Club 20 Mile Ride. The CAC Winter Ball Dance is scheduled for December 7th at Fiesta Village.
4. **VENDOR ADVISORY COMMITTEE:** Ms. McGuire submitted a written report and announced that she will be resigning from the VAC. She has accepted a position at IRC and will be working with Vince Toms. The VAC Nominating Committee is recommending Donita Remington as the VAC

Chair. **4) Motion made to accept Ms. Remington as the VAC Chair M/S/C Asten/Stewart.** Mr. Cosand thanked Ms. McGuire for her service on the Board.

NEW BUSINESS:

1. **2018 PERFORMANCE CONTRACT PLAN:** Mr. Cook reviewed the 2018 Performance Contract Plan. The plan went from 5 measures in 2017 to 17 for 2018. 9 measures are on employment. Disparity continues to be an issue and staff will continue visit and reach out to people in those areas. IRC's Employment Specialists are out in the community as well promoting employment fairs, paid internships and job readiness. The 5 standard measures such as minors and adults living in the home will continue to be monitored. Mr. Cook is requesting the Board's approval of the 2018 Performance Contract Plan as presented. **5) Motion made to approve the 2018 Performance Contract Plan M/S/C Stewart/Leonard.**
2. Was addressed earlier.
3. **PURCHASE OF SERVICE POLICY:** Mr. Toms explained IRC received new language regarding its respite policy. The respite policy was updated to reflect these changes. The policy will no longer have a cap on authorized hours. **6) Motion made to accept the revised policy M/S/C Page/Leonard.**
4. **POLICY ON PROCUREMENT:** Mr. Toms reviewed the revised Policy on Procurement and Disbursement of Funds Relative to Resource Development, and General Operations for the Inland Regional Center. The following sections were revised: 1b. To include culturally and linguistically groups but not limited to just them; 1e. To include financial statements of the applicant; 1f. Request for Proposals to look more transparent and to ask the IRC Board's Executive Committee to review and score the submissions; and 3d. If a contract is terminated and the service is needed the Board can award the contract to another vendor that is in good standing with IRC. **7) Motion made to approve the revised language in the Procurement Policy M/S/C Asten/Page.**
5. **ANOTHER WAY NAVIDAD EN EL BARRIO RESOLUTION:** Ms. Gonzales is requesting approval of the Navidad En El Barrio Resolution. **8) Motion made to adopt the resolution and partner with Navidad En El Barrio M/S/C Page/Padilla.**

TRUSTEE INPUT: None

Mr. Nelson adjourned the meeting at 6:53 p.m. to go into Executive Session. Executive Session was called to order at 7:01 p.m.

The Board reconvened at 7:33 p.m. The Board approved an audit item and acted on some ligations matters.

Mr. Nelson adjourned the meeting at 7:34 p.m.

Sincerely,

Cameron Page
Board Secretary

Keith Nelson
Board Chair

Motions for November 13, 2017

1) Motion made to approve the Minutes of the September 11, 2017 with correction M/S/C Page/Stark.

2. Motion made to approve the projected expenditure plan for fiscal year 2017-18 M/S/C Page/Leonard.

3. Motion made to approve the appointment of Joshua Souder, Eric Naranjo, Gizelle Siojo and Kiana Buffington to the Board M/S/C Page/Alva.

4) Motion made to accept Ms. Remington as the VAC Chair M/S/C Asten/Stewart.

5) Motion made to approve the 2018 Performance Contract Plan M/S/C Stewart/Leonard.

6) Motion made to accept the revised policy M/S/C Page/Leonard.

7) Motion made to approve the revised language in the Procurement Policy M/S/C Asten/Page.

8) Motion made to adopt the resolution and partner with Navidad En El Barrio M/S/C Page/Padilla.

**INLAND REGIONAL CENTER
Board of Trustees
Executive Committee Meeting**

November 15, 2017

4:00 p.m.

AGENDA

EXECUTIVE COMMITTEE: Keith Nelson, Chair; Tom Cosand, Vice Chair; Cameron Page, Secretary; Sheela Stark, Member at Large; Alva Stewart, Member at Large

STAFF/EX OFFICIO: Lavinia Johnson, Executive Director; Kevin Urtz, Associate Executive Director; Steve Beckett, General Counsel; Merissa Steuwer, Chief Financial Officer

RECORDING SECRETARY: Sandra Guzman, Executive Assistant

1. Orientation for New Consumer Board Members
2. Holiday Events for Board Members to Attend
3. CAC Holiday Dance – Board Members Encouraged to Attend
4. Executive Committee Meeting in December
5. DDS Audit Response

Next Executive Meeting: TBD

INLAND COUNTIES REGIONAL CENTER, INC.
Board of Trustees
Executive Committee Meeting
November 15, 2017
4:00 p.m.

PRESENT: Cameron Page; Tom Cosand; Alva Stewart

PRESENT VIA CONFERENCE CALL: Keith Nelson; Sheela Stark

GENERAL COUNSEL: Steve Beckett

STAFF/EX-OFFICIO: Lavinia Johnson; Merissa Steuwer; Kevin Urtz; Sandra Guzman

1. ORIENTATION FOR NEW CONSUMER BOARD MEMBERS: Sheela and Alva will be meeting on November 30 to plan and develop the orientation packet. At the November 30 meeting Sheela and Alva will schedule a date and time to meet with Sandra so that everything can be uploaded and organized onto the Board's iPads. December 8th can possibly be set as orientation date for the full board but will know for sure after the November 30th meeting date. Orientation will be before the January Board Meeting.
2. HOLIDAY EVENTS FOR BOARD MEMBERS TO ATTEND: Board members are encouraged to attend the upcoming holiday events. CAC Holiday Dance, December 7th, Another Way Toy Drive, December 13th, Staff End of the Year Party, December 14th and Another Way Food Drive December 16
3. CAC HOLIDAY DANCE: Board Members are encouraged to attend and support the CAC.
4. EXECUTIVE COMMITTEE MEETING IN DECEMBER: The Executive Committee will plan to meet on December 13th at 3:00 p.m. at the Event Center prior to the Toy Drive.
5. DDS AUDIT RESPONSE: The audit response for fiscal years 2012-13 & 2013-14 will be sent out tomorrow.

Next Executive Committee Meeting will be held at the Event Center on December 13 at 3:00 p.m.

**INLAND REGIONAL CENTER
Board of Trustees
Executive Committee Meeting**

December 13, 2017

3:00 p.m.

AGENDA

EXECUTIVE COMMITTEE: Keith Nelson, Chair; Tom Cosand, Vice Chair; Cameron Page, Secretary; Sheela Stark, Member at Large; Alva Stewart, Member at Large

STAFF/EX OFFICIO: Lavinia Johnson, Executive Director; Kevin Urtz, Associate Executive Director; Steve Beckett, General Counsel; Merissa Steuwer, Chief Financial Officer

RECORDING SECRETARY: Sandra Guzman, Executive Assistant

1. Orientation for New Consumer Board Members – January 8
2. Building the January Agenda

Next Executive Meeting: January 17, 2018

INLAND COUNTIES REGIONAL CENTER, INC.
Board of Trustees
Executive Committee Meeting
December 13, 2017
3:00 p.m.

PRESENT: Cameron Page; Tom Cosand; Sheela Stark

STAFF/EX-OFFICIO PRESENT: Lavinia Johnson; Kevin Urtz; Sandra Guzman

1. ORIENTATION FOR NEW CONSUMER BOARD MEMBERS – JANUARY 8: Sheela and Alva would like to schedule the Orientation Training for the full Board on January 8, 2018 from 4:30 -5:30 p.m. Orientation notice be mailed to Board. Any member that would like a tour of the IRC campus can do so by scheduling a Friday appointment time with Sandra.
2. BUILDING THE JANUARY AGENDA – The regular committee reports, Employee Recognition and financial report should remain on the agenda. The Board will need to approve the 2018 Performance Contract Plan revision so that will be placed on the agenda as well.

Next Executive Committee Meeting: January 17, 2018



INLAND REGIONAL CENTER

Serving Individuals with Developmental Disabilities in San Bernardino and Riverside Counties

Executive Director's Report

January 2018

Respectfully Submitted by Lavinia Johnson

and Kevin Urtz

CONSUMER TOTALS: As of December 21, 2017, we have 34,519 active cases. That is an increase of 76 cases since our last report in November when we were at 34,443. Last year at this time, we had 32,653 which means that we experienced a growth of 1,866 consumers during 2017. This is an average of approximately 156 consumers per month. We anticipate reaching 35,000 around early April.

STAFFING: We continue to advertise, interview and hire to fill any vacancies and are hiring to fill new growth positions. We currently have 752 employees. 490 of those employees serve in some capacity as case managers. Since November 1, we have hired 9 employees with another 5 due to start on 1/2/18. We lost 7 employees since November 1, including 3 retirees each with over 20 years experience.

DECEMBER 2 ANNIVERSARY COMMEMORATION: As you know, on 12/2 we held what we feel was a respectful, healing and comforting gathering in commemoration of the 12/2/15 attack in Sections A, B & C of the Conference Center. For the first time since the attack we opened Section A & B to the public. Although the gathering was relatively small, we had a significant number of victims, and family members of the victims from the County in attendance, as well as staff and Board members from IRC.

We should also add that on 12/1 we also hosted a significant number of County victims and family members for a private visit to the Conference Center. This was the result advance communication we had with representatives of the County in an effort to be as receptive to their needs as possible. While this was a very difficult experience it also appeared to be very healing. We would like to extend our thanks to the County for helping coordinate the visit and for providing counselors and other supports for the event. Finally we would like to thank C.J. Cook and his unit, especially Daisy Felix, for the tremendous job that was done preparing the Conference Center for the event.

On a lighter note:

HOLIDAY YEAR-END CELEBRATION: The IRC staff year-end celebration on the afternoon of December 14 was again a huge success and attended by nearly 700! We want to extend our thanks to the Fun Committee for all the hard work they did in making the celebration a reality. We also want to thank all of those who donated gift baskets for the various raffles. Thank you very much.

TOP WORKPLACE AWARD: Finally, in case you haven't heard, on November 30 IRC was honored at the Riverside Convention Center by the Southern California News Group/Inland News Group as the **Top Workplace of 2017 in the Inland Empire, Large Company category.** We are especially pleased because judgement of the winner is based on the responses from a survey given all employees. They received a 85% rate so this is truly an award our employees earned and deserve. They wouldn't have responded so positively to the survey if they didn't enjoy working and being with their co-workers. We're proud of them all.



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

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December 29, 2017

To: The Board of Trustees
From: Merissa Steuwer, CFO

Re: Operations & POS Spending as of December 2017

Attached herewith is the Fiscal Year 2018 spending for Operations and Purchase of Service (POS).

We received our D-1 allocation dated August 31, 2017 in September 2017. The details of the D-1 Allocation are:

- Ops Non-CPP = \$ 68,165,040
- Ops CPP = \$ 722,141
- POS Non-CPP = \$409,478,842
- POS CPP = \$ 1,024,000
- **Total D-1 = \$479,390,023**

For the month of December, total gross expenditures in Operations is \$5,244,916. Other sources of revenues (interest income, ICF SPA income, and other income) received as an offset to expenditures is \$9,737. The net expenditures in Operations for the month is \$5,235,179.

The year-to-date spending for Personal Services is \$29,136,056; and for Operations, it is \$5,524,448. Total year to date net expenditures in Operations is \$34,434,718. The budget balance remaining is \$34,452,463 which is approximately 50.01% of the total allocation received from DDS. Thus far, Operations spending is aligned with the budget allocation.

For Purchase of Service (POS), the total expenditures for the service month of November 2017 paid in December 2017 is \$31,445,951. The breakdown of this amount is:

- Out of Home Care: \$10,572,052
- Day Programs: \$10,976,459
- All Other Services: \$ 9,904,440

The total projected POS spending as of December 2017, is \$428,135,303. Currently, the total POS allocation received from DDS is \$410,502,842; estimated ICF-SPA receipts is \$16,610,018. Total projected revenues from all sources (DDS & SPA) is \$427,112,860 which is lower than the projected POS spending of \$428,135,303. Projected POS deficit thru D-1 allocation is \$1,022,443.

INLAND REGIONAL CENTER
Proposed Operations Spending
Fiscal Year 2017/2018
July 1, 2017 to June 30, 2018

DRAFT

	A	B	C	D	E	F
	FY 2018 Projected Annual Spending	Budget %	Current Month Paid Actual Thru 12/28/17	Year-to-Date Claims Actual	Projected Budget Balance Remaining	Projected % of Budget Remaining
REVENUES						
D-1 Operations Allocation dated 8/31/2017	68,165,040	98.95%	5,244,916			
D-1 Ops CPP Allocation dated 8/31/2017	722,141	1.05%	2,781			
Total Revenues	68,887,181	100.00%	5,235,179	34,434,718	34,452,463	50.01%
PERSONAL SERVICES						
Salaries	43,627,618	63.33%	3,479,623	21,021,061	22,606,557	51.82%
Retirement	5,466,236	7.94%	191,335	3,362,469	2,103,767	38.49%
Social Security	632,600	0.92%	49,261	300,679	331,921	52.47%
Health Benefits	6,836,972	9.92%	625,585	3,619,690	3,217,282	47.06%
Worker's Comp Insurance	688,829	1.00%	0	688,388	441	0.06%
Unemployment Insurance	398,170	0.58%	0	0	398,170	100.00%
Non-Industrial Disability Ins/Life Insurance	218,138	0.32%	2,108	37,017	181,121	83.03%
Clinical Consultants - Consumer Services	325,000	0.47%	19,218	106,751	218,249	67.15%
Total Personal Services	58,193,564	84.48%	4,367,129	29,136,056	29,057,508	49.93%
OPERATING EXPENSES						
Temporary Help	100	0.00%	0	0	100	100.00%
Equipment Rental	80,000	0.12%	19,941	40,234	39,766	49.71%
Equipment Maintenance	90,000	0.13%	813	6,793	83,207	92.45%
Facility Rent	7,191,816	10.44%	600,038	4,121,468	3,070,348	42.69%
Facility Maintenance	2,000	0.00%	0	0	2,000	100.00%
Communications (postage, phones)	391,954	0.57%	12,883	169,422	222,532	56.77%
General Office Expense	236,108	0.34%	8,091	34,404	201,704	85.43%
Printing	16,000	0.02%	0	0	16,000	100.00%
Insurance	525,000	0.76%	35,835	312,657	212,343	40.45%
Data Processing	356,115	0.52%	84,118	279,628	76,487	21.48%
Data Processing Maintenance / Licenses	150,000	0.22%	1,300	2,185	147,815	98.54%
Interest Expense	45,000	0.07%	0	0	45,000	100.00%
Bank Service Fees	130,000	0.19%	0	8,944	121,056	93.12%
Legal Fees	250,000	0.36%	3,998	17,919	232,081	92.83%
Board of Trustees Expense	17,000	0.02%	0	9,036	7,964	46.85%
Accounting Fees	75,000	0.11%	0	0	75,000	100.00%
Equipment Purchases	154,400	0.22%	0	10,723	143,677	93.06%
Contractor & Consultants - Adm Services	160,000	0.23%	0	60	159,940	99.96%
Mileage Reimbursement	986,773	1.43%	77,470	397,277	589,496	59.74%
ARCA Dues	106,406	0.15%	0	0	106,406	100.00%
General Expenses	436,255	0.63%	33,301	113,698	322,557	73.94%
Total Operating Expenses	11,399,927	16.55%	877,787	5,524,448	5,875,479	51.54%
Total Expenses	69,593,492	101.03%	5,244,916	34,660,504	34,932,987	50.20%
OTHER INCOME						
Interest Income & Other Income	706,310	1.03%	9,737	225,785	480,525	68.03%
Total Other Income	706,310	1.03%	9,737	225,785	480,525	68.03%
Total Operating Surplus (Deficit)	0	(0)	0	(0)	0	

INLAND REGIONAL CENTER
Projected Purchase of Service (POS) Expenditures
Fiscal Year 2017/2018: (From 7/01/2017 to 6/30/2018)
Services Paid for November 2017
November 2017 services were paid in December 2017

	FY 2018 Projected Annual Budget	Projected Budget %	Month of Service Paid Actual November 2017	Year-to-Date Paid Actual	Projected Budget Balance Remaining	Projected % of Budget Remaining	Average Number of Consumer	Average Net Cost Per Consumer
REVENUES								
D-1 Allocation dated 8/31/2017	410,502,842							
Projected ICF-SPA Receipts	16,610,018							
Total Revenues	427,112,860	100.00%	31,455,951	167,720,624	259,392,236	60.73%		
OUT-OF-HOME CARE								
Community Care Facilities	129,621,638	30.35%	10,572,052	\$53,670,746	75,950,892	58.59%	2,342	4,590
ICF/SNF Facilities	2,856,036	0.67%	0	\$0	2,856,036	100.00%		
Total Out-of-Home Care	132,477,674	31.02%	10,572,052	53,670,746	78,806,928		2,342	
DAY PROGRAMS								
Day Care	149,817	0.04%	2,736	\$11,016	138,801	92.65%	2	1,224
Day Training	113,494,475	26.57%	8,552,305	\$46,466,361	67,028,114	59.06%	9,495	973
Supported Employment (SEP)	20,598,302	4.82%	1,503,084	8,105,544	12,492,758	60.65%	1,098	2,635
Work Activity Program (WAP)	11,669,399	2.73%	918,334	4,769,169	6,900,230	59.13%	1,357	712
Total Day Programs	145,911,993	34.16%	10,976,459	59,352,090	86,559,903		11,952	
OTHER SERVICES								
Non-Medical: Professional	\$13,511,718	3.16%	732,822	\$4,788,703	8,723,015	64.56%	1,302	860
Non-Medical: Programs	3,275,468	0.77%	160,317	1,198,320	2,077,148	63.42%	106	2,394
Home Care: Programs (854, Homemaker Pgm)	1,935,006	0.45%	50,400	260,348	1,674,658	86.55%	7	10,471
Transportation	12,155,716	2.85%	1,123,040	4,936,672	7,219,044	59.39%	5,017	202
Transportation Contracts	23,151,147	5.42%	1,860,345	9,324,104	13,827,043	59.73%	2,495	770
Prevention Services	1,164,231	0.27%	60,985	407,023	757,208	65.04%	206	453
Other Authorized Services	27,705,203	6.49%	1,768,671	10,348,002	17,357,201	62.65%	3,410	4,276
Personal and Incidentals	207,812	0.05%	10,839	56,746	151,066	72.69%	114	150
Hospital Care	0	0.00%	0	0	0	0.00%	0	0
Medical Equipment	408,757	0.10%	0	2,607	406,150	99.36%	1	2,514
Medical Service: Professional	1,235,731	0.29%	56,129	436,999	798,732	64.64%	119	810
Medical Service: Programs	91,658	0.02%	1,525	13,041	78,617	85.77%	5	588
Respite: In-Home	64,587,394	15.12%	4,078,238	22,873,116	41,714,278	64.59%	7,441	723
Respite: Out of Home	297,790	0.07%	4,129	44,905	252,885	84.92%	6	1,773
Camps	18,005	0.00%	0	7,202	10,803	60.00%	3	500
Total Other Services	149,745,636	35.06%	9,907,440	54,697,788	95,047,848		20,232	
Total Purchase of Service (POS) Expenses	428,135,303	100.24%	31,455,951	167,720,624	260,414,679	63.44%	34,526	
Projected Surplus/(Deficit) of POS	(1,022,443)	-0.24%				-2.71%		



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

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TO: Inland Counties Regional Center, Inc. Board of Trustees
FROM: Maria Harkin, HR Manager
DATE: December 28, 2017
RE: Employee Awards for October and November

OCTOBER:



Annette Richardson



Congratulations Annette!

"Annette has endless smiles and a helpful attitude at all times. She does not turn away anyone without helping them.

She has continued to train staff and parents within the community in her area of expertise. She will offer help and suggest appropriate solutions for client services and staff.

People approach her with ease and are comfortable sharing information with her for help"



"We are nominating Lynette Banda for her outstanding achievement in the planning of the 2017 Annual Vendor Fair. For months prior, Lynette communicated with over 100 vendors and other agencies to ensure that the fair had a positive outcome. Her drive, patience, and organizational skills contributed to the success of the fair. The theme of the fair was 'Superheroes' and because the vendors and IRC Staff had such a positive experience participating in this event, Lynette should be recognized as the superhero!"

CONGRATULATIONS LYNETTE!

NOVEMBER

POSITIVELY

Christine Garganera

CONTAGIOUS

Congratulations Christine!

"A positive and good attitude are Christine's constant at work. Despite having to complete her workload with constant interruptions, she does her best without complaint. She always greets everyone with a smile and she has a way of making our staff and visitors feel welcome. She listens to others with real intent and she shows that she genuinely cares about them."

HERCULES OF THE MONTH

MELODY
PITTMAN

"Melody has been my mentor for the past 12 months and has demonstrated an exceptional willingness to guide me and sacrifice her own work time to assist me and others when needed. She shows enthusiasm and brings a positive energy to our unit with her optimistic outlook on even the most troubling of cases. Melody brings experience, talent, and a true passion for helping the DD population and it truly shines in her work as well as in her interactions with co-workers and those she mentors."

CONGRATULATIONS MELODY!



Inland Regional Center Board Report

Submitted by Andrea Gonzales, Another Way Coordinator

Date: December 20, 2017

A. The Holidays

1. Thanksgiving

- a. Distributed 163 (\$50) Stater Brothers Gift Cards to consumers in need

2. Food Drive

- a. Served over 700 consumers and the community
- b. Began to develop a relationship with Stater Bros through bags
- c. Discussion with Navidad about timing of truck arrival

3. Toy Drive, Saturday, December 16th from 8am – 3pm

- a. Approximately 200 consumers and their family members attended
- b. New sponsors – Kaiser, Law Offices of Sheela A. Stark and Big Lots

4. Photos of events

B. Reminder - 20th Annual Golf Tournament – Friday, June 8th (mixer); Saturday, June 9th (tournament and banquet lunch)

- a. Location – La Quinta
49-999 Eisenhower Drive., La Quinta, CA 92253

C. Mid-Fiscal Year Update

1. Fiscal Year to Date Income is at \$107,492.07 with (\$35,000 in A/R). Expense are at \$103,354.59, leaving us with a net of \$4,137.18 as of December 20, 2017.

- 2. We have served 205 consumers through direct assistance, last year at this time we are at 158 at this time (31% increase). We served over 2000 consumers through the holiday outreach.
- 3. As of 12/20 we have \$134,190.07 in the bank
- 4. As of 12/20 we have \$259,036.12 in Investments

D. Grants

- 1. Carpenter approved for \$35000
- 2. Weingart in process - \$25000
- 3. Union Pacific open in January for golf - \$10000
- 4. Wells Fargo in January for Program - \$10000
- 5. Big Lots in January for Program - \$5000

INLAND REGIONAL CENTER CETU

Board Report January 2018

Since I last reported to you, we have held our annual IRC CAC winter dance at Fiesta Village and planned, coordinated, and attended the December 2nd memorial. This year's dance was an ugly sweater theme, with 140 consumers participating in the event.

Since reintroducing Sex Ed for Consumers and How to Talk to Your Child About Sex, we have provided six classes to over sixty consumers and caregivers. In November we offered How to Advocate for Yourself, How to Advocate for Your Child, in Spanish and English, as well as a Healthy Boundaries in Victorville, IRC 101 Spanish at Riverside Unified School District and New Parent Orientations in English and Spanish at IRC.

Staff training continues to be a fast-paced part of the CETU mission. Our Senior trainer, Jonathan Eckrich, was promoted to Manager - Training and Development. We held one New Staff Training since my last report along with eight continuing education training sessions for staff as well as twelve New Staff follow up labs to ensure our staff is well trained and motivated to serve our community.

November, as I have reported to you, was our Annual IRC Fall Festival. We also provided support to the community with eleven outreaches including IRC 101 to Tribal TANF (Temporary Assistance for Needy) Office.

The month of December was dark for New Staff, and we spent a good portion of the month conducting outreaches engaging our community. CETU volunteered at Santa Claus Inc. and assisted parents with shopping for gifts, helped the Boys and Girls Club of San Bernardino with their "Shopping at Kohls" annual event and supported Another Way's toy drive and ICF during their annual breakfast for consumers. Also, we attended seven outreaches, including teaching eighty-five police officers Disability Awareness at the Sheriff Academy.

In closing, we have completed our 2018 IRC CAC schedule in which Ryan will expand upon in his Board report.

Respectfully,

CJ Cook, MBA

Manager Community Engagement, and Training Unit

2018 IR CAC Events, Meetings, and Seminars

Meetings are from 6pm to 730pm unless specified

Month	Event	Location	Lead
Jan 30 th	NVRA, Voters Rights and Pre-Election Candidate speeches	IRC Boardroom	CJ
Feb 27 th	IRC CAC Elections and by law review	IRC Boardroom	Greg
March 27 th	Movie Night- Harry Potter order of the Phoenix	Meniffee	Cody
April TBD	66ers baseball game	San Bernardino	CJ
April TBD	Barstow High School Dance	Barstow	Ismeth
May TBD	Storm baseball game	Lake Elsinore	CJ
May TBD	Festia Village Fund raiser	San Bernardino	Cody
June 19 th	IRC CAC Board meeting	IRC Boardroom	Greg
June 29 th	IRC CAC Casino Night	Club Center	Daisy
July 31 st	Pool Party	Shamel Park Riverside	Greg
August 28 th	Coffee Night	Molino's Riverside	Ryan
Sept 25 th	Movie Night- Wreck It Ralph	Peppermint Ridge	Cody
Oct TBD	IRC CAC VVHS dance	Victorville	CJ
Oct 30 th 530 pm to 830pm	IRC CAC Annual BBQ Halloween Theme	Riverside	Ryan
Nov 6 th	IRC CAC Board meeting	IRC Boardroom	Greg
Nov 3 rd	Booth at Annual Fall Festival	TBD	Cody
Dec 7 th	IRC CAC Winter Dance	TBD	Ismeth



2018 IRC Performance Contract Plan

Inland Regional Center 2018 Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>1. Percent of total annual Purchase of Services by individuals diagnoses and ethnicity.</p>	<p>Statement:</p> <p>Inland Regional Center (IRC) is committed to addressing disparities within our community.</p> <p>Activities:</p> <p>IRC will analyze POS expenditure data to help identify areas where we might be able to increase the Purchase of Services to better meet the needs of our underserved population.</p> <p>IRC will continue to develop the Diversity Outreach Coordinator position to increase education, engagement, and cultural competency of IRC staff, Consumers, families, and community partners as well as maintain records, collect data, and track qualitative and quantitative outcomes from APEP and Fiesta Familiar.</p> <p>IRC will support families in being referred to the Autism Parent Education Program (APEP) and expose them to different services in which they may be eligible for through Purchase of Services.</p> <p>IRC will support families in being referred to Fiesta Familiar, to educate them on critical topics that directly affect them and their children's services and primary diagnoses.</p> <p>IRC will provide annual training for Fiesta Educativa staff and volunteers on the Regional Center system, to assist IRC in gaining the trust and confidence of the community.</p> <p>IRC will continue to collaborate and support Fiesta Educativa with their annual conference that provides education and information on IRC services to underserved diagnoses, languages including Spanish and Vietnamese, and ethnicities, specifically Autism.</p> <p>IRC will assist and support families to gain confidence in IRC and community resources.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>2. Percent of total annual Purchase of Service expenditures by individual's ethnicity and age:</p> <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21, inclusive • Twenty-two and older 	<p>Statement:</p> <p>It is important to IRC that Consumers of all ethnicities and age groups have access to services that they are eligible for, and that will help them meet their needs and goals.</p> <p>Activities:</p> <p>IRC will utilize the Autism Parent Education Program (APEP) to expose families to different services in which they may be eligible for through Purchase of Services.</p> <p>IRC will utilize Fiesta Familiar to educate families on critical topics that directly affect them and their children's services and primary diagnoses.</p> <p>IRC will continue to work with the Office of Client Rights and State Council on Development Disabilities to offer educational seminars to the community.</p> <p>IRC will actively seek, schedule, and attend outreaches and educational events once per week. These opportunities will assist IRC in clearly and concisely communicating mission and values to stakeholders, with a focus on diversity and disparity.</p> <p>IRC will participate in inter-agency collaboration to provide and receive training in cultural competency.</p> <p>IRC will provide twelve (12) Cultural Competency trainings to Case Management and Administrative staff on a variety of subjects that speak to culture, ethnicity, and self-awareness.</p> <p>IRC's Diversity Outreach Coordinator will provide advocacy services to Consumers and families during the IPP and Purchase of Services process.</p> <p>IRC will continue to participate in the Self-Determination Advisory committee.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>3. Number of percent of Adult individuals by ethnicity receiving only case management services.</p>	<p>Statement:</p> <p>IRC is focused on understanding why Consumers may be receiving case management services, but not a purchased service, and how to best resolve this matter.</p> <p>Activities:</p> <p>IRC will continue to participate in inter-agency collaboration with the Department of Behavioral Health, local Police Departments, and Crisis Intervention Teams to address the increased interaction with our population <i>not</i> attending a program.</p> <p>IRC will support the Consumer Advisory Committee (CAC) in providing educational forums and events to link Consumers to Day, Behavior, or Work Activity Programs.</p> <p>IRC will create Public Service Announcements on Disparity in POS, Advocacy, Eligibility and Regional Center services in English and Spanish.</p> <p>IRC will provide “How to Advocate for Your Child” training in English and Spanish to empower parents to advocate for their children and needed services.</p> <p>IRC will continue to develop and improve upon inlandrc.org to deliver information and linkage to IRC eligibility, intake process, and community training.</p> <p>IRC will design and implement community projects focused on outreach to underserved demographic populations, with a focus on the Hispanic community and individuals with a primary diagnosis of Autism.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
4. Total number of \$1000, \$1250, \$1500 incentive payments made for fiscal year.	<p>Statement:</p> <p>IRC provides opportunities for employment and available support to achieve integrated competitive employment.</p> <p>Activities:</p> <p>IRC will analyze POS expenditure data to help identify the total number of individuals participating in competitive and integrated employment.</p> <p>The IRC Employment Specialist will provide outreaches and community education to provide information on employment opportunities and available supports.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>5. Increase the number of local partnership agreements over the next calendar.</p> <p><i>** It is the policy of the state that opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with development disabilities, regardless of severity of their disabilities. This policy is known as the Employment First Policy.</i></p>	<p>Statement:</p> <p>IRC strives to establish a local partnership agreement between Regional Centers, Local Education Agencies (LEA), and Department of Rehabilitation (DOR) districts.</p> <p>Activities:</p> <p>Local Partnership Agreement (LPA) will create a streamlined agreement between LEA, DOR and IRC to properly train Consumers for Competitive Integrated Employment. (CIE)</p> <p>LPA will use a vendor at the school districts to offer the Paid Internship Program (PIP).</p> <p>PIP will lead CIE placements over time.</p> <p>PIP will increase job readiness of Consumers exiting school.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
6. Decrease the number and percent of Regional Center caseload in state developmental centers (DCs).	<p>Statement:</p> <p>All people have gifts and abilities and are valuable. Each one is best supported in an inclusive community.</p> <p>Activities:</p> <p>IRC will continue to support families and Consumers to move into the community with Community Placement Plan funds as available.</p> <p>IRC will develop resources in IRC's two-county area to assist individuals transitioning from developmental centers.</p> <p>IRC will continue to assist and support families to gain comfort and confidence with community resources.</p> <p>IRC will participate in state efforts to develop residential and program alternatives for those who are challenging and difficult to serve.</p> <p>IRC will continue to serve as a resource to Regional Centers who have Consumers leaving Sonoma Developmental Center.</p>



2018 IRC Performance Contract Plan

<i>Public Policy Measure</i>	<i>Actions to attain Objectives</i>
<p>7. Increase number and percent of minors residing with families or "home settings"</p> <p>"Home settings" also include: Foster Home Agency homes and home of parent or guardian</p>	<p>Statement:</p> <p>Children develop best in loving, inclusive home settings and often support is needed to avoid out-of-home placements as much as possible.</p> <p>Activities:</p> <p>IRC will provide training for families to deal with behaviors interfering with child's ability to interact with family and community.</p> <p>IRC will continue developing and providing group parent training and supports for families within the specific ethnic groups served by IRC.</p> <p>IRC will continue assessing, developing, and providing families with services and supports to keep and maintain children in their own.</p> <p>IRC will continue the preference for small 4-6 bed homes for "out-of home settings".</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>8. Increase the number and percent of adults residing in home-like settings.</p> <p>“Home-like settings” include: Independent living; and Supported living settings; as well as Adult Family Agency Homes and the Consumers’ family homes.</p>	<p>Statement:</p> <p>“Home” can have many different meanings, but the key idea is a place where a person chooses to live.</p> <p>Activities:</p> <p>IRC will continue developing and providing effective services and supports for Consumers to gain as much independence as possible.</p> <p>IRC will continue to monitor implementation of AB1472 to ensure that the Consumers are respected, and compliance achieved.</p> <p>IRC will continue monitoring supported living environments to ensure safe supports and services.</p> <p>IRC will continue to assist families in obtaining services and supports needed, such as in-home services, respite, behavior intervention, and parent training, hospice, and crisis services.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>9. Decrease number of minors living in facilities serving six or more.</p>	<p>Statement:</p> <p>Although IRC believes that children develop best in loving, inclusive homes, with the existence of compelling circumstances they may require different placement. Southern California has the only subacute facility for children. Many children throughout California are transferred from their home Regional Centers to this sub-acute facility serving more than six. IRC will work in partnership with the transferring Regional Center and provide shared case management.</p> <p>Activities:</p> <p>To the greatest extent possible, services will be identified and provided to allow the child to successfully transition back to their home.</p> <p>IRC is committed to continuing support for the children's sub-acute facility and programs that offer this high level of care to all Southern California children served by Regional Centers.</p> <p>IRC will continue the practice of a rigorous multi-disciplinary review of placement in homes with more than 4 beds.</p> <p>Communicate to any potential provider that it is IRC's preference for homes to serve four or fewer people with rooms of their own.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
10. Decrease number and percent of adults living in facilities serving more than six people.	<p>Statement:</p> <p>Inland Regional Center's Board of Trustees confirmed its policy to support living arrangements that are small i.e., serve four to six people. Adults are provided with private bedrooms and baths.</p> <p>Activities:</p> <p>IRC will continually follow Consumers living in large skilled nursing facilities and assess their needs to see if they can be appropriately served in a small home setting serving four to six people.</p> <p>IRC will continue the practice of a rigorous multi-disciplinary review of placement in homes with more than 4 beds.</p> <p>IRC will communicate to any potential provider that it is IRC's preference for homes to serve four or fewer people with rooms of their own.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
11. Number and percentage of Consumers, ages 16-64 with earned income.	<p>Statement:</p> <p>IRC's core values are Independence, Inclusion and Empowerment and believes that Consumers with an earned income encompass these values.</p> <p>Activities:</p> <p>Annually, IRC will analyze data changes in the number of percentages of Consumers with an earned income, ages 16-64, as reported from Employment and Development Department.</p> <p>The IRC Employment Specialist will provide outreaches and community education to provide information on employment opportunities and available supports to community partners, vendors, and Consumers.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
12. Annual earnings of Consumers ages 16-64 compared to people with all disabilities.	<p>Statement:</p> <p>IRC believes in equal pay for employees who perform "substantially similar work."</p> <p>Activities:</p> <p>IRC will analyze the number of individuals served, ages 16-17 years of age.</p> <p>IRC will analyze the number of individuals served, ages 18-23 years of age.</p> <p>IRC will analyze the number of individuals served, ages 24-64 years of age.</p> <p>IRC will then review the average earnings for the calendar year in comparison to all people with disabilities in CA.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
13. Average annual wages for Consumers ages 16-64.	See statement and activities in measure #12.



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
14. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	<p>Statement:</p> <p>IRC believes that individuals with disabilities are like other employees; they want to do a good job, appreciate constructive supervision, enjoy new challenges, and want to get ahead.</p> <p>Activities:</p> <p>IRC will participate in a Job Fair or Employment Fair to promote employment opportunities for those who participate in a Paid Internship Program.</p> <p>IRC's Employment Specialists will stress the importance of a Paid Internships Program, potentially leading to employment at the Vendor Advisory Committee and subcommittee meetings.</p> <p>IRC will provide training to CSCs to help them better understand the Paid Internship Program and Competitive Integrated employment.</p> <p>CSC will review employment options annually during the IPP planning process.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
15. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	See activities in measure #14.



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
16. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the fiscal year.	See activities in measure #14.



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>17. Percentage of adults who reported having integrated employment as a goal on their IPP.</p>	<p>Statement:</p> <p>It is the goal of IRC to have Consumers hold jobs in a typical workplace setting, where most of the persons employed are not persons with disabilities.</p> <p>Activities:</p> <p>IRC Employment Specialists will train adult and transition units on integrated employment.</p> <p>IRC will develop IPPs based on Person Centered Planning.</p> <p>IRC CSCs will discuss integrated employment with transition and adult Consumers.</p> <p>IRC CSCs will add or make an addendum to the IPP for adults who show interest in integrated employment.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>18. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of those to whom incentive payments have been made.</p>	<p>Statement:</p> <p>IRC believes that employees with disabilities must have the same opportunities as those without disabilities.</p> <p>Activities:</p> <p>Data will be collected manually from service providers IRC's employment specialist.</p> <p>IRC will participate in a Job Fair or Employment Fair to promote employment opportunities for those who participate in a Paid Internship Program.</p> <p>IRC's Employment Specialists will stress the importance of a Paid Internships Program, potentially leading to employment, at the Vendor Advisory Committee and subcommittee meetings.</p>



2018 IRC Performance Contract Plan

Public Policy Measure	Actions to attain Objectives
<p>19. Number and percent of individuals receiving only case management services by age and ethnicity.</p> <ul style="list-style-type: none">• Birth to age two, inclusive.• Age three to 21, inclusive.• Twenty-two and older.	<p>See statement and activities in measure #3.</p>



Compliance Measures

Measures	Measurement Methodology
1. Unqualified independent audit with no material finding(s)	Yes, IRC's audit by independent CPA firm is Unqualified with no material findings noted.
2. Substantial compliance with DDS fiscal audit.	Yes, IRC is working collaboratively with DDS Auditors to ensure that IRC is compliant
3. Accuracy percent of POS fiscal projections (based on February SOAR).	Yes, the figures in the February SOAR is based on actual and historical expenditures
4. Operates within OPS budget	Yes, actual expenditures plus late bills do not exceed OPS budget
5. Certified to participate in wavier.	Yes, based on most recent wavier monitoring report.
6. Compliance with Vendor Audit Requirements per contract, ARTICLE III, Section 10.	Yes, based on documentation regional center forwards to DDS.
7. CDER/EST Currency	CMS status codes 1 and 2 current CDER OR ESR.
8. Intake/Assessment and IFSP time lines age (0-2).	Sandis Intake and Early Start Report
9. Intake/assessment time lines for consumers ages 3 and above.	Biennial DDS report to regional centers
10. IPP Development (WIC requirements)	Biennial DDS report per WIC section 4646.5 c (3)
11. IFSP Development (Title 17 requirements)	Annual DDS IFSP review per IPP protocol using IFSP Review Criteria.



Inland Counties Regional Center
1365 South Waterman Avenue
San Bernardino, CA 92408
909-890-3000

Inland Regional Center (IRC) is a springboard to greater independence for individuals with developmental disabilities in San Bernardino and Riverside counties. We have provided support to people with intellectual disabilities, autism, cerebral palsy, and epilepsy since 1972. Today we provide case management and service coordination for more than 34,000 Consumers and employ more than 750 dedicated staff members.

The cornerstone of our service philosophy is person-centered planning. Every person is different. They have unique needs, support systems, goals, and preferences. Our service plans reflect that individuality! IRC Service Coordinators work together with our Consumers to create service plans that embody what IRC believes in wholeheartedly: Consumer independence, empowerment, and inclusion. Throughout this report, you can find helpful information about our 2017 Performance Contract.

Public Policy

Measure 1

Decrease the number and percent of regional center caseload in state Developmental Centers (DCs).

IRC's dedicated and hardworking State Developmental Center (SDC) Unit transitioned seven individuals out of the State Developmental Centers; three of which were from Fairview and four from Porterville. These Consumers were placed in various living settings where they could successfully integrate back into their communities. Two consumers returned home to their families, four were transitioned into Community Care licensed facilities, and the last Consumer was admitted to a medical facility. At this time, IRC has not received any requests from our sister Regional Center's to assist in transitioning Consumers out of Sonoma State Development Center.

Measure 2

Increase number and percent of minors residing with families or "home settings."

"Home settings" include Foster Home Agency homes and the home of parent or guardian.

IRC believes children develop best in loving, inclusive home settings. Often support is needed to help prevent out-of-home placement. IRC provided training for families to better handle behaviors that may interfere with child's ability to interact with their family and community.



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One program IRC is utilizing is Fiesta Familiar. This program is specifically for parents/families of IRC Consumers with no Purchase of Service. Fiesta Familiar offers classes (two to three hours each) that explain regional center services, how to access services, what an Individualized Program Plan (IPP) is, etc. These courses can be offered in English, Spanish, and Vietnamese.

A second program IRC is utilizing is the Autism Parent Education Program (APEP). This program is specifically for parents of an IRC Consumer with Autism who has no Purchase of Service, but also open to all families of IRC Consumers with a diagnosis of Autism. APEP is presented in four 4-hour modules on the following subjects: All about Autism, Communication, Social Needs, and Behavior. APEP is offered in both English and Spanish.

The APEP program has been offered to parents in both San Bernardino and Riverside Counties. In August of 2017, an English APEP training was held in Rialto. In September of 2017, a Spanish APEP training was held in Riverside. In November 2017 APEP training in an English APEP training was held in Victorville. APEP trainings are scheduled in Palm Desert, San Bernardino, and Riverside, during in the first quarter of 2018. At the end of each APEP, parents are asked to complete a survey where they share their thoughts about the program: its benefits, what services they are interested in requesting for their child, etc.

Engaging with our community is of the utmost importance to Inland Regional Center. Our Community Engagement and Training Unit (CETU) is covering training, outreach, communications, advocacy, and more. We have staff focused on providing valuable training to Consumers, families, and our more than 750 staff members. Our team frequently presents to community agencies who work alongside IRC to help provide support to people with disabilities. CETU attends numerous outreach events monthly to help connect with our Consumers, their families, and the community at large. CETU also has an extensive marketing and web presence, ensuring our community stays up to the minute on the information that matters to them. CETU staff also act as liaisons to our Consumer Advisory Committee (CAC), a social and advocacy group for IRC Consumers. We also have a staff member dedicated to developing programs to help reach underserved populations.

CETU extends its reach to IRC Consumers and families, using a wide variety of web-based communication methods. CETU is active on Facebook, Twitter, and Instagram, sharing relevant information, programs, resources, and events with more than 9,300 followers. CETU writes three different monthly newsletters for families, staff, and service providers that is sent to more than 7,300 subscribers. Our newsletters provide information tailored to each specific audience. CETU also maintains a website that is easy to read and navigate, featuring blog articles and announcements on the home page, allowing visitors to easily access up-to-the-minute IRC information.



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CETU has expanded its training offering to include: How to Advocate for Your Child, How to Advocate for Yourself, IRC 101, Stigmas of Disabilities, Anti- Bullying, National Voters Rights, Stress Management, and Disability Awareness. These trainings are conducted in both English and Spanish, to assist with educating and supporting Consumers and parents. CETU has also created Public Service Announcements to help educate the community on the disparity in Purchase of Services and encourage the use of APEP and Fiesta Familiar. Also, the PSA format has been utilized to assist staff, families, and vendors better understand the repeal of respite caps, effective January 1, 2018.

IRC's Family Resource Network (FRN) offered IEP Overview in Spanish and English each quarter during 2017. Also, FRN coordinated Sensory Integration parent training with IRC OT/PT each month. During this classes, FRN provided Spanish translation. FRN helped facilitate the Angeles Con Futuro Spanish support group. This group meets once a month and each month offers a different presenter discussing various topics of interest to parents who have children with special needs. As well, FRN sponsored a parent training called, What's New in Accessing Insurance.

IRC continued assessing, developing, and providing services and supports for families, that allow them to care for their children in the home, such as: Behavior Intervention services, Specialized intensive Training (S.I.T), out of home respite, personal assistance, Wrap around programs and any services and supports that are in the best interest of the consumer and the family unit. The goal is to maintain the consumer in their natural environment.

IRC continued preference for small, 4-6 bed homes for out of home placement. IRC communicates to any potential provider that it is IRC's preference for homes to serve four or fewer people, with rooms of their own. Additionally, IRC conducts a rigorous multi-disciplinary review of placement in homes with more than four beds.

Measure 3

Increase the number and percent of adults residing in home-like settings.

"Home" can have many different meanings, but a fundamental idea is a place where a person chooses to live. "Home-like settings" include Independent Living, Supported Living settings, Adult Family Agency Homes and a Consumer's family home.

IRC continued to develop and provide efficient services and supports for Consumers to become as independent as possible. IRC's Quality Assurance (QA) team and Resource Development and Transportation Unit (RDTU) monitored the implementation of AB1472 to ensure that the Consumers are respected, and compliance is achieved. QA and RDTU also continued monitoring Supported Living setting to ensure safe environments for Consumers. IRC also assisted families in obtaining services and



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supports needed to help Consumers live as independently as possible, including in-home services, respite, behavior intervention and parent training, hospice, and crisis services.

Measure 4

Decrease number of minors living in facilities serving six or more.

Although IRC believes that children develop best in loving, inclusive homes, with the existence of compelling circumstances, they may require different placement. Southern California has the only sub-acute facility for children. Many children throughout California have transferred from their home regional centers to these sub-acute facilities serving more than six. IRC will work in partnership with the transferring regional center and provide shared case management. To the most significant extent possible, services will be identified and provided to allow the child to transition back to their home successfully.

IRC is committed to continuing support for the children's sub-acute facility and programs that offer this high level of care to all Southern California children served by regional centers.

IRC conducts rigorous multi-disciplinary reviews of any placement in homes with more than four beds. IRC's Research Development and Transportation Unit (RDTU) communicates to any potential provider that it is IRC's preference for homes to serve four or fewer people with rooms of their own. Specifically, during, IRC's New Residential Services Provider Orientation (NRSPO) trainers emphasize developing four-bed or fewer residential facilities. We explain the reasoning behind this which is person-centered planning and CMS regulations.

Lastly, we changed the residential checklist to include that IRC will only develop four bed facilities and that Consumers must have their own rooms. The checklist is provided as a tool/guide to help potential providers write a program design. Providers must meet all guidelines in the checklist to become vendors as an IRC best practice.

Measure 5

Decrease number and percent of adults living in facilities serving more than six (6) people.

Inland Regional Center's Board of Trustees confirmed its policy to support living arrangements that are small, i.e., serve four to six people. Adults are provided with private bedrooms.

IRC continually assess the needs of Consumers living in sizeable skilled nursing facilities to see if they can be appropriately served in a small home setting serving four to six people. IRC conducts a rigorous multi-disciplinary review of placement in homes with more than four beds. Finally, IRC communicates to any



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potential provider that it is IRC's preference for homes to serve four or fewer people with rooms of their own.

RESIDENCE CODE DESCRIPTION	RES.CODEUNDER 18.....		OVER 18.....			GRAND TOTAL
		PAYEE	PAYEE	TOTAL	PAYEE	PAYEE	TOTAL	
OUT OF STATE	09	0	1	1	0	0	0	1
OWN HOME/PARENT/FAMILY/GUARDIAN	11	0	16139	16139	12	12022	12034	28173
INDEP. LIVING/OWN HOME-SUPPORTED	13-14	0	0	0	5	1695	1700	1700
STATE DEVELOPMENTAL CENTER	20-40	0	0	0	0	26	26	26
CCF	44-50	0	43	43	1054	1168	2222	2265
ICF/DD/UNKNOWN	52-53	0	9	9	0	2	2	11
ICF/DDN	54-55	0	24	24	50	246	296	320
ICF/DDH	57-58	0	4	4	143	556	699	703
SKILLED NURSING	59-60	0	2	2	19	74	93	95
FOSTER HOME	76-80	0	885	885	32	100	132	1017
REHABILITATION CENTER	82	0	0	0	2	6	8	8
ACCUTE GENERAL HOSPITAL	83	0	3	3	1	4	5	8
SUB-ACUTE/PEDIATRIC	84-85	0	34	34	15	71	86	120
TRANSIENT/HOMELESS	90	0	0	0	0	5	5	5
OTHERS	41-43, 86-89, 98	0	14	14	1	83	84	98
		0	17158	17158	1334	16058	17392	34550
			=====			=====	=====	

Need add to report Van

Diagnosis of IRC Consumers broken down by category

Age of IRC Consumers

0-2

3-5

6-21

22-51

52+

Ethnicity of IRC Consumers

White, Hispanic, Asian, African American other



Inland Counties Regional Center
 1365 South Waterman Avenue
 San Bernardino, CA 92408
 909-890-3000

How well is IRC doing at reducing disparities and improving equity?

Percent of Regional Center Expenditures by Primary Language

Language	Consumer Count	Percent of Total Expenditures
English	26,840	84.00%
Spanish	6,468	14.49%
Vietnamese	90	0.21%
Tagalog	60	0.15%
Arabic	50	0.09%
Mandarin Chinese	44	0.11%
Korean	36	0.15%
ASL (American Sign Language)	29	0.14%
Cambodian	23	0.06%
Other Asian	21	0.08%
Farsi (Persian)	17	0.09%
Cantonese Chinese	17	0.03%
Urdu (Pakistan India)	16	0.03%
All Other Languages	12	0.05%
Hindi (Northern India)	12	0.04%
Other Indo-Iranian Language	11	0.04%
Laotian	10	0.00%
Other Pacific Island	8	0.03%
Other Sign Language	7	0.04%
Nigerian	4	0.02%
Armenian	3	0.02%
Portuguese	3	0.02%
Thai	3	0.01%
French	3	0.01%
Samoan	3	0.01%
Russian	3	0.00%
Japanese	3	0.00%
Somali	3	0.00%
Other Uralic-Slavic Languages	2	0.05%
German	1	0.01%
Italian	1	0.00%
Swahili	1	0.00%
Amharic	1	0.00%
Guamanian	1	0.00%
Hebrew	1	0.00%
Hmong	1	0.00%

* Languages that had no consumers and no expenditures are not included in the table.

Percent of Total Annual Purchase of Service Expenditures by Diagnosis and Ethnicity

Ethnicity/Race	Autism	Intellectual Disability	Cerebral Palsy	Epilepsy	Cat 5
American Indian or Alaska Native	0.4%	0.4%	0.4%	0.4%	0.0%
Asian	5.8%	3.1%	3.1%	2.5%	3.1%
Black/African American	9.5%	14.3%	10.5%	13.0%	10.2%
Hispanic	35.7%	32.2%	32.0%	28.7%	31.1%
Native Hawaiian or Other Pacific Islander	0.1%	0.1%	0.3%	0.3%	0.0%
Other Ethnicity or Race	10.4%	3.3%	3.6%	2.6%	3.4%
White	37.8%	48.7%	50.2%	51.8%	52.2%

Inland Regional Center Children & Transition Services

January 08, 2018 IRC Board of Trustees Report

Submitted by Felipe J. Garcia IRC Director of Children and Transition Services

Greetings, and Happy New Year 2018! School age and Transition teams continue to work on meeting our consumer's needs. We are half way through the school year and consumers who are getting ready to exit school via graduation or at age 22 have contacted their Transition Consumer Services Coordinator (CSC) to schedule Day Program tours and/or start the referral process to the Department of Rehabilitation. The process has changed for consumers exiting school whom request IRC funded Day programs. The Workforce Innovation and Opportunity Act (WIOA) states that any consumer under the age of 24 needs to be assessed for gainful employment and can no longer participate in sub minimum wage jobs. To provide training to IRC staff, Department of Rehabilitation and Local School Districts, there was a training at the Corona City Library on the referral process for consumers who will be affected by WIOA last April 2017. We have now scheduled a follow-up cross training for January 18, 2018, which will be held at IRC.

Holiday Spirit:

On December 07, 2017 the San Bernardino School Age Unit visited Totally Kids, a rehabilitation sub-acute hospital to have a little Christmas fun and to spread some holiday cheer to the children residing at Totally Kids. CSC's had the opportunity to work closely with the children while decorating Christmas stockings. Arts and crafts such as glitter pens, stickers, bows, and ribbons were used to add character. Each team member also brought unisex stuffed animals for each child to keep. CSC's stated that this by far was the most rewarding experience. Listening to holiday music, laughing, and dancing with some of the most beautiful children on earth was priceless. Way to go San Bernardino School Age!

Update: Transition of Behavior Health Therapy from Regional Center system to Medi-Cal

On November 21st 2017 the Department of Developmental Disabilities (DDS) provided all Regional Centers with Directives on the upcoming transition of Behavior Health Therapies (BHT). This pertains to children without the diagnosis of Autism, ages 0-21, who are receiving IRC funded BHT services. The letter also included directives on children who have Medi-cal Fee for Service (FFS) and are currently receiving IRC funded BHT services. The transition will take effect in July 2018; however, there are several items we are working on prior to this transition. For example, obtaining clinical recommendations by a licensed Psychologist and/or Physician for continuity of service while also ensuring cases identified by DDS continue to have IRC funded BHT services. IRC is the largest Regional Center, so we anticipate a high volume of cases that will need to be reviewed and prepared for transition to a Medi-cal, Managed Care Plan (MCP). IRC's Behavior Services Team is taking the lead on this project and are working closely with this writer to meet timelines and guidelines established by DDS.

Community Services
Board of Trustees Quarterly Report
January 8, 2018
Respectfully Submitted by Vince Toms

The overall direction of Community Service is to provide quality customer service to our prospective and current vendors. We must create and keep high quality vendors and do so with consistency and mutual respect. The following will detail the changes and status of both Quality Assurance and Resource Development.

Vendorization

New Vendors Approved: **66**

ICRC 33's (Out of Area Vendors Added): **17**

Reactivated Vendors: **10**

Rate Table Additions: **231** Rate records and Sub-Codes were added.

Retro Rate Changes: the unit processed **56** retroactive rate changes.

Service Agreement/Contract Renewals: **5** Contract/Service Agreements renewals were processed.

Miscellaneous Changes: The unit processed **89** miscellaneous address changes, **8** capacity changes, **2** name changes and **84** SANDIS changes.

Tax Identification Changes: **2**

Vendor Application Packets Sent: **42**

EFT Applications Set Up: **69**

Alternative Residential Model Changes:

(1) Coronmina Adult Home, HJ0596 changed from a 905-Owner-Operated facility to a 915-Staff Operated facility effective November 1, 2017.

Vendor Closures: the unit processed **33** vendor closures.

Vendor Portal Requests: **35** Service Provider Portal records were set up.

Insurance Renewals: **397** General & Professional, Worker's Compensation, and Auto Insurance renewal documents were processed. *License Renewals:* **206** license renewal documents were processed.

Customer Service Calls: The unit responded to **2,794** customer service inquiries/phone calls.

VSN Requests: Vendorization received **25** requests for vendor information from other R.C.'s.

Scanning: **5,559** loose pages, and **44** new files were scanned. There is approximately a 7-week backlog of scanned materials (paper). There are approximately 4,900 electronic records pending that need to be uploaded/scanned into AEX.

Document Reproduction for Legal/Auditors: **19** vendor records

Resource Development and Transportation Unit

- Facilitating second Day Services Orientation on 12-13-17. Have 25 people already reserved to attend.
- Attending Health and Safety Workshop on 1-5-18 in Los Angeles.

- Making changes to new residential service provider orientation to make it more efficient. This is an ongoing process.
- First submittal of Crisis Home Program Plan and Rate sheets to DDS in 11-2017.
- Continuing to work closely with team on modeling good customer service.
- Telephone conference w/DDS regarding Tenant Referral Organization.
- Compliance in Riverside is ongoing. It is currently occurring every other Tuesday.
- Working to resolve audit finding regarding 742 service code that is supporting two-day programs. Have had several conference calls with DDS regarding solutions to this issue and how to resolve.
- Requested an additional \$125,000 for CPP funds from DDS for FY 15-16.
- Sent modification request to DDS to request to convert our CSR to an EBSH-4bed home for children.
- HCBS Waiver contracts have been fully executed. Several vendors have already begun to receive funding.
- Working on developing behavior program for adults in the Riverside County area w/ vendor that is already vendored w/Orange County RC. This also includes a program that is currently based out of the LA area but would like to work w/IRC to develop a program that can support consumers with behavior challenges.
- Still in the process of developing crisis mobile service to provide extra support to the individuals that will be residing at our Crisis Home.
- Working with CA respite to provide services for our consumers to preserve their placements and/or provide additional support to consumer's residing in family homes.
- Joint IRC and DOR training on 1-18-18.
- New hire for RDTU until effective 12/11/17.
- Gap funding request was made to DDS on 10-27-17 for two ICF facilities per vendor's request.
- Gap funding was approved by DDS for one ICF facilities for 60 days per consumer that was residing in this facility during the period that funds were requested for.

Quality Assurance

Quality Assurance currently has 21 staff. There are 14 liaisons committed to the Community Care and Intermediate Care Facilities, 3 committed to Day Programs, 2 Employment Specialists, 2 Consumer Service Technicians and 1 Special Incident Coordinator. The team has finished the rebuilding and restructuring with the final addition of 2 new liaisons, since the last report. Over the next two months, we will continue to teach and strengthen the new liaisons.

Goals continue to be making the work processes more reliant upon technology and less paper driven. We are creating presentations for staff and vendors on multiple topics.

-QA fully staffed; need to reevaluate for further support for QA Liaisons due to increase in Mentor Homes; Board and Cares; SIR reports; complaints/allegations; Crisis Homes/EBSH coming on board.

FAIR HEARINGS & LEGAL AFFAIRS UNIT BOARD OF TRUSTEES REPORT

December 2017

Respectfully Submitted by Jennifer Cummings

FAIR HEARINGS

IRC has 35 open Fair Hearing Requests (63% related to eligibility). Since September 1, 2017, a total of 57 cases have resolved or received formal decisions (58% related to eligibility). In collaboration with consumers, families and IRC staff, the Fair Hearings & Legal Affairs Unit resolved 39 cases without the need to go to a formal state level hearing.

There were 16 formal hearing decisions: Eligibility (8), Respite (2), Transportation (2), Camp (1), Swim Lessons (1), Van Lift (1), Dental Reimbursement (1). The Office of Administrative Hearings (OAH) found in IRC's favor in all 16 cases. Two additional cases were dismissed because the fair hearing requests were filed outside the timeline to appeal.

COMPLAINTS (WIC § 4731, CITIZENS, EARLY START COMPLAINTS)

(Consumers, and anyone on behalf of a consumer, who believes that any right to which a consumer is entitled has been abused, punitively withheld, or improperly or unreasonably been denied by a regional center, developmental center or service provider, may file a complaint pursuant to WIC § 4731. If a complainant is not satisfied with IRC's proposed resolution, the complainant may refer the complaint to DDS within 15 working days.)

IRC Complaint Outcomes: Since September 1, 2017, IRC has responded to five WIC § 4731 Complaints. Two additional WIC § 4731 Complaints pending an IRC decision at this time.

DDS Complaint Outcomes: DDS declined to review one complaint appeal because it was filed outside the timeline to appeal. DDS responded to an Early Start Complaint and found no evidence to support that a violation of rights occurred. In November, one Complainant withdrew their complaint appeal because IRC had provided a new transporter that was working out for the consumer. DDS issued a Corrective Action Plan resulting from one complaint appeal involving adequate notice. IRC refuted the findings and responded to DDS. There are no other complaints pending a DDS response at this time.

FORENSIC SERVICES

Fair Hearings & Legal Affairs Unit takes an active role in overseeing and facilitating regional center services for consumers involved in the criminal justice system and serves as a liaison and primary point of contact with all courts in Riverside and San Bernardino counties. IRC assists the courts by creating appropriate recommendations and treatment plans to best serve IRC consumers and the community.

The following is a brief listing of consumers presently involved with the criminal justice system:

There are nine criminal cases currently referred to IRC to determine eligibility. Eligibility assessments are currently scheduled and pending. Of these, six are in custody.

There are 11 active juvenile criminal cases where either probation is involved or criminal proceedings are suspended and they are participating in some type of court-ordered plan.

FAIR HEARINGS & LEGAL AFFAIRS UNIT

December 2017

There are approximately 144 adult criminal cases we are currently following on an ongoing basis:

- Fifty-four (54) cases have criminal proceedings suspended are on some type of court-ordered plan due to their developmental disability. Of these cases:
 - Twenty-three (23) consumers are on a regional center 2-year diversion program
 - Seventeen (17) consumers receiving community-based competency restoration training
 - Ten (10) consumers are residing at Porterville Developmental Center for competency training and treatment.
 - Four (4) consumers are residing at Patton State Hospital for competency training and mental health treatment.
- Twenty-three (23) cases are currently pending. Usually, this means that these cases are in their early stages (i.e., awaiting the appointment of an attorney/public defender, awaiting court-ordered assessments or plans, etc.). Of these, nine adult consumers are in custody.
- Thirty-six (36) consumers are on probation.



**Intake, Early Start, Clinical Services and
The Early Start Family Resource Network
REPORT
December, 2017
*Submitted by Treva Webster***

Intake

The Intake Unit is on the frontline of IRC and has hundreds of opportunities a week to make a good first impression of the Regional Center System. The volume of individuals seeking services continues to grow and we continue to look at systems and processes to make the Intake process as stress-free as possible for those seeking help.

Early Start and Early Start Clinic

As the numbers of children ages 0-3 seeking Early Start services through IRC continues to grow, the challenges of finding appropriate providers and staff to meet the case-load ratios also continues to grow. We are researching various ideas and working with other Regional Centers to find the right solution for IRC.

Early Start Family Resource Network

From the trainings offered to staff, service providers, and families to the one-on-one time spent with families to help them through the difficult task of navigating systems, collaboration with ESFRN is a key component to the services we provide for children and families.

Clinical Services

We are pleased to have a new Speech and Language Therapy consultant working with us here at IRC to provide support, education, consultations, and assessments for speech, language, and communication services.