

**INLAND REGIONAL CENTER
VENDOR ADVISORY COMMITTEE**

VIA ZOOM

MINUTES

April 17, 2023

COMMITTEE MEMBERS PRESENT: Audrey Andrade, Member at Large: Felecia Arnold, Transportation: Johana Caicedo, Infant & Children's Programs: Marie Chatman, Vocational Programs: Lynn De Anda, Day Programs: Jenn Delgado, Respite Programs: Doug McKown, Specialist/Support Programs: Rachel Stewart, Behavioral Mod Program, April Stewart, Member at Large.

Ms. Stewart called the meeting to order at 9:06

MINUTES: Motion made to approve minutes of February 13, 2023, and March 20, 2023: M/S/C De Anda/Steward.

1. **Day Program:** Ms. De Anda reported the group met on April 12th. IRC was on the call for a Q & A session. Amy Alloway from Vendorization and Amanda McGuire gave a presentation on the Vendorization process that providers go through to become a provider. IRC gave a presentation on the Self Determination Program. The providers were notified there are some RFP's for Day Program TDS and hard of hearing services. There are some questions regarding CSC's and authorizations going over the 90 days. Providers should reach out to the PM when this happens. There are issues with Transportation being authorized. It is going over the 30-day leeway and it can take months.
2. **Health Facilities:** No Report
3. **Infant/Children's Program:** Ms. Caicedo reported on the Pre-Vac of March 27th. Jonathan Eckrich provided some additional information on the Provider Training and answered questions. The next round of training will be held in May. Send any questions to Johana. Treva Webster talked about the POS issues and let them know that many have been resolved. The Early Start units are going from 4 to 6 so ISC's may change. The Parent Training Sub-Committee is looking for a panel of Directors for the June training regarding safety protocols for home visits. They would like to hear from different Directors. Their next meeting will be held on April 24th at 8:30.
4. **Residential Service L2-L3:** No Report
5. **Residential Service L4:** No Report
6. **Respite Program:** Ms. Delgado reported they met on April 5th. They discussed DDS updates for office hours as well as Covid vaccination updates. Alejandra and Allen gave a presentation about Self Determination. Next meeting will be in June.
7. **SLS:** No Report

8. **Specialist/Support Programs:** Mr. McKown reported they did not meet but the providers know they can contact him at any time via email for issues or concerns.
9. **Transportation:** Ms. Arnold reported on the Pre-Vac of March 3rd. They are still working with the DDS rates. There is a concern about providers not being notified when a consumer terminates service. The provider shows up to transport and no one is home. Gas prices are high and they are traveling and making unnecessary stops. They are also having issues when CSC's change. They would like to figure out a way they can be notified of CSC changes. Next meeting will be on April 27th.
10. **Vocational Program:** Ms. Chatman reported they met on April 12th and had about 44 attendees. Alejandra and Allen gave a presentation on Self Determination. DOR talked about Self Determination funding. They have asked if vendors would be willing to share outcome data with them. If so, contact Ms. Chatman for where to send the information. DOR also talked about student services, CIE and customized employment. Andrew Burdick talked about the transition from sub-minimum wage. They are looking at strategies with DOR. Andrew Burdick and Beth Crane asked providers to share what they put on social media and their website so they can also share the information. LPA meetings are on IRC's employment web page. CIE incentives for payment are still being worked on. Next meeting will be on May 10th.
11. **Behavioral Mod:** Ms. Steward reported they joined the Day Program Pre-Vac. They have an ongoing-issues with CSC responsiveness, communication and CSC changes. Ms. Steward will be out during the next Pre-Vac but she has encouraged the providers to attend the Day Program Pre-Vac so their concerns can be addressed.
12. **Member At Large:** Ms. Andrade had nothing to report.

Committee Reports

- 1) **Legislative Committee Report:** No Report
- 2) **Membership Committee Report:** No Report

Regional Center Update: Mr. Toms gave the following report:

1. IRC no longer has any Personal Protective Equipment (PPE) to supply the vendor community. Most of our remaining stock has expired. We will not order any new allotment of PPE. Vendors requiring PPE will need to secure a supply for themselves. It is highly recommended that each vendor has a stock of masks, gloves, sanitizer, and anything else they may require, in case of any future outbreak. We will not be reimbursing vendors for any PPE purchased.
2. We have added an assessment to the social recreation program for children. Beginning June 1, 2023, an individualize assessment that is not to exceed two hours, per client, will be allowed for the 028 children's program only. This is a one-time assessment, and it is optional. The vendors must request the assessment and communicate with the Service Coordinator if they need additional hours on initial review of the case. This is not for the adult 055 program.
3. DDS Quality Incentive Program (QIP) was implemented in September of 2022. There are six overarching focus areas and are being developed and implemented on a flow basis. The intent is to improve client outcomes, vendor performance and service quality. Vendors meeting or exceeding DDS measures will be eligible for incentive payments. The following are the six focus areas:
 - a. Adult Residential Facilities for People with Special Health Care Needs (ARFPSHN) Prevention and Wellness. This was provided to the one IRC facility back in January. **Complete**.
 - b. Employment. There are three portions to this focus area with two developed and completed and one pending.

- i. Employment Access – Designed to increase placement and continued employment in CIE. Three areas that are currently **ongoing**:
 - 1. After a vendor assists four clients into CIE then each client thereafter, they get \$500.00 for each CIE post 30 days of employment and \$1000.00 for each CIE six months into CIE.
 - 2. For each client that exits a PIP the vendor gets a \$500.00 incentive after 30 days and again after 6 months.
 - 3. For each client exiting sub-minimum wage employment, the vendor gets a \$500.00 incentive after 30 days and again for 6 months. Vendors must hold a valid 14C certificate to earn the incentive.
 - ii. Employment Capacity – To increase CIE options vendors are eligible for incentives at \$1900.00 for each employee who becomes either certified or recertified in ACRE Employment Services or ACRE Customized Employment Services. If the vendor uses the Certified Employment Support Professional (CESP) they get an incentive of \$550.00 for each employee certified in CESP and then \$330.00 for each employee who recertifies. **Complete.**
 - iii. Client Satisfaction with CIE- Still under development.
 - c. Early Intervention. The last update I have on this was from early February and DDS was to convene focus groups to develop a tool to measure the time from Early Start referral to service provision.
 - d. Workforce Capacity. There are three portions of this focus area.
 - i. DSP Turnover Rate – DDS created and dispersed a DSP vacancy survey that was completed by the vendors. This has been **completed** and as of 4-5-23, as follows: 135 vendors eligible for payment. 100 vendored and authorized. 53 payments completed. This is also known as the \$8000.00 Quality Incentive Program payments for the DSP survey. The survey gave the data to assist DDS in creating the measures for this and the Service Access focus areas.
 - ii. DSP Average Tenure – DDS will standardize a formula to determine the average tenure of vendor DSPs. The incentive payment will be for those meeting a target percentage reduction in the vendor’s DSP turnover rate.
 - iii. DSP Training - Percentage of DSPs participating in the DSP University. A prototype has been developed for Early Start vendors. DDS reimburses the vendors for their staff training on cultural competency topics. More to come in this focus area.
 - e. Service Access. There are two portions of this focus area, with targeted percentages.
 - i. Vacancy rate- The next step for DDS (post survey) is to complete a tool that will define a target for the percentage reduction of DSP vacancies, with our vendors. They will have to show a decrease in the vacancy rate to collect QIP funding.
 - ii. Fluency - The second part of the measure is still under development. The goal is to fund the vendors based on a target percentage increase in the number of DSPs who are fluent in at least on non-English language (ASL included) compared to prior dates and targets.
 - f. Informed Choice and Satisfaction. The last update I have on this was from early February and DDS was at the time in the process of contracting with an agency to develop a tool for measurement and satisfaction of clients and families regarding their services and support.
- 4. There are currently 19 different vendor numbers that are now eligible to use TDS.
- 5. There are 2 vendors for the 028 social recreation and 3 for the 055 adults.

Financial: No Report

Training Offering: None

Resources: None

Old Business: None

New Business: None

Public Input: None

Next meeting is scheduled for May 15th, at 9:00 am via Zoom.