

**INLAND REGIONAL CENTER
VENDOR ADVISORY COMMITTEE**

VIA ZOOM

MINUTES

July 17, 2023

COMMITTEE MEMBERS PRESENT: Audrey Andrade, Member at Large: Felecia Arnold, Transportation: Marie Chatman, Vocational Programs: Lynn De Anda, Day Programs: Jenn Delgado, Respite Programs: Doug McKown, Specialist/Support Programs: Rachel Steward, Behavioral Modification Programs: April Stewart, Member at Large.

Ms. Arnold called the meeting to order at 9:04.

Ms. Stewart thanked everyone for submitting comments to CMS regarding the proposed access rule and the 80/20 provision. Many comments were submitted. Most comments agreed some things are good but implementing would be difficult. The Association of Regional Centers, California Department of Health Care Services and California Disability Services also submitted comments saying the 80/20 rule does not make sense with the rate study.

MINUTES: Motion made to approve minutes of June 12, 2023: M/S/C De Anda/Steward.

1. **Day Program:** Ms. De Anda reported they met on the 12th and had a smaller group than usual. IRC was on the call. They discussed the issues with transportation authorizations and waiting up to 60 days for services. IRC let the providers know there is still room at the vendor fair if anyone would like to attend. Next meeting will be on August 9th at 1 pm.
2. **Health Facilities:** No Report
3. **Infant/Children's Program:** No Report
4. **Residential Service L2-L3:** No Report
5. **Residential Service L4:** No Report
6. **Respite Program:** No Report
7. **SLS:** Ms. Delgado reported she has no new updates. If anyone has questions, they can email her.
8. **Specialist/Support Programs:** Mr. McKown reported his group did not meet but the providers know they can contact him at any time via email with issues or concerns.
9. **Transportation:** Ms. Arnold reported they met June 22nd. They are still having issues with the Burns rate and have not heard anything yet. They are hoping for an update. They asked if the new TMR rate that expires the end of 2023 has been extended. They discussed the issues with transportation authorizations and being able to accept new referrals to transport due to the rates. They are very wary of the 24/25 rates.

10. **Vocational Program:** Ms. Chatman reported her group did not meet in July, but they will meet August 9th and they are expecting guest speakers to present.
11. **Behavioral Mod:** Ms. Steward reported her group met with the Day Program providers. They talked about the issues with transportation. They discussed incentives for individuals to come to program again and incentives for staff to keep morale up. They will meet again with the Day Program group at their next meeting.
12. **Member At Large:** Neither Ms. Andrade nor Ms. Stewart had anything 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. The Auditor of the State of California issued an audit on DDS and the regional center system in June of 2022. The conclusions were that the regional centers are poorly funded and did not have sufficient staff to meet client needs and did not properly monitor vendors. Further, it found that the system does not have a data system or process to track and measure client access and satisfaction with services. The fourth finding was regarding DDS ensuring that regional centers resolve client complaints in a timely manner.

There has been some resolution to some of the issues, primarily with funding more service coordinators and there is some work being done to develop a satisfaction survey. IRC submitted their survey to DDS for review, about six months ago. Timelines have been set for any community complaint, at 20 days. Specific to this group, it means that if anyone in the community makes a complaint to DDS, then IRC must investigate and submit a report to DDS within 20 days of notification. It is imperative that the vendor community work with IRC to quickly provide access and data to resolve complaints.

2. The rate structure for transportation that came out because of the 2023 extension of remote services is set to expire at the end of the calendar year.
3. Currently, DDS is not proposing an extension of remote services beyond the end of the calendar year. Federal funding will also end for remote services. More details will come on this piece, but for now, our day program and independent living service providers should start thinking about how they will return to pre-pandemic programming.
4. Little Hoover Commission – Seven broad recommendations so all clients despite Ethnic and Geographic differences receive the same service options.
 - a. Increase consistency across the 21 RC system.
 - i. DDS should create a consistent intake process for all RCs.
 - ii. DDS and RCs should use similar technology so people can find out what services are available.

- iii. Legislature should require DDS to identify a standard set of core services for all RCs, by 2025
- b. Target and reduce racial and ethnic disparities.
 - i. The legislature should require DDS to standard categories to measure clients receiving services.
 - ii. DDS should conduct more robust analysis of existing data to better understand disparity.
 - iii. DDS should require RCs to report on additional metrics by demographic characteristics.
- c. Strengthen state oversight of the DD system.
 - i. The legislature should amend statute to allow DDS Director to have authority to issue general directives to the RCs.
 - ii. DDS should issue detailed guidance to RCs to understand the regulations regarding services codes and how they can be used.
 - iii. The legislature should do an evaluation of the RC system to identify policy and procedures that are different. This would identify areas for standardization and assess effectiveness of outcomes.
- d. Modernize technology.
 - i. The legislature should amend the statute to require all RCs to use a single system to track service delivery.
 - ii. DDS should define and develop a unified accounting and case management system. They should also describe the functionality and how the new system will solve the existing technology problems.
- e. Standardize the vendorization process.
 - i. The legislature should require DDS to standardize the process to make it easier for prospective vendors.
- f. Strengthen and support RC governing boards.
 - i. The legislature should add a gubernatorial board appointee and restrict the RCs' involvement in board selection.
 - ii. The legislature should require DDS to increase and improve client participation on the boards and enhance training opportunities.
- g. Improve service coordination.
 - i. DDS should convene a taskforce with state and county agencies to streamline the process of accessing generic services.
 - ii. DDS should develop and receive funding to enhance navigation services for clients.

Financial: No Report

Training Offering: None

Resources: None

Old Business: None

New Business: None

Public Input: None

Next meeting is scheduled for August 21, 2023, at 9:00 am via Zoom.