

AGENDA
INLAND COUNTIES REGIONAL CENTER, INC.
BOARD OF TRUSTEES MEETING
MONDAY, MARCH 13, 2017
Board Training: 5:30 p.m. to 6:00 p.m.
Meeting: 6:00 p.m. to 8:00 p.m.
The Rock Church and World Outreach Center
2345 S. Waterman Avenue
San Bernardino, CA 92408

5:30 p.m. Board Training: Legislative Training/Ms. Cummings

Call to Order/Mr. Nelson

Minutes of January 9, 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. Steuwer Info/Action

1) Approval of IRC Independent Audit/Ms. Steuwer Info/Action

2) Approval of Master Trust Independent Audit/Ms. Steuwer Info/Action

3) Ratify giving CHF Draft Audit for Bond Disclosure Purposes/Ms. Steuwer 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. McGuire Info/Action

a. Committee Chair Term Extension Request/Ms. McGuire Info/Action

Old Business

New Business

1) Master Trust handling Cal Able Accounts/Mr. Beckett

Info/Action

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: May 8, 2017

MINUTES OF JANUARY 9, 2017
Inland Regional Center, Inc.
Board of Trustees Meeting

5:30 p.m. Board Training was cancelled.

MEMBERS PRESENT: Peter Asten; Tom Cosand; Ted Leonard; Keith Nelson; Jack Padilla; Cameron Page; Elvia Sanders; Alva Stewart

MEMBERS ABSENT: Sheela Stark; Amanda McGuire; Rene Rojo

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

RECORDING SECRETARY: Sandra Guzman

STAFF PRESENT: CJ Cook; Jennifer Cummings; Robin Ferguson; Kurtis Franklin; Andrea Gonzales

GUEST PRESENT: Ashwin Gaur, New Living Options, Inc.; Ryan Nelson, CAC Chair

Mr. Nelson called the meeting to order at 6:03 p.m.

MINUTES OF NOVEMBER 14, 2017 BOARD MEETING: In the minutes of the October 19, 2016 Executive Committee meeting Ms. Harkin's name is misspelled. **1. Motion made to accept the minutes of the November 14, 2017 Board of Trustees Meeting M/S/C Cosand/Page.**

PUBLIC INPUT: None

SELF DETERMINATION UPDATE: Mr. Meza reported that the committee went dark in December. The minutes of the November 1st Self Determination Committee were included in the Board Packet. As of today, there are 295 consumers on the waiting list. The committee is currently looking for a location to meet until the Conference Center becomes available.

CHAIRPERSON'S REPORT: Mr. Nelson thanked Mr. Cosand for filling in for him at the November Board Meeting. Mr. Nelson expressed how honored he was to have participated in the food drive, toy drive and staff end of the year celebration. The Board appreciates staff and everything they do. The CAC is also very active and Mr. Nelson encouraged the Board to partake in some of their upcoming events. The CAC hosted a BBQ in the efforts of increasing membership participation. The CAC completed their Job Development Workshop and finished off the year with a Winter Dance. More information on the CAC events to follow.

EXECUTIVE DIRECTOR: Ms. Johnson reported IRC currently has 32,653 active cases which is an increase of 48 from last report. IRC continues to advertise and hire case managers. We have hired 20 new employees while 5 have separated from the agency. On December 2, 2016, IRC

held a ceremony commemorating last year's terrorist attack. Staff, legislators, two bicycle groups and a few members of the community attended. Ms. Johnson thanked CJ Cook, Gabriel Ortiz and their teams for planning and setting up the event. Building 3 continues to be under construction and will most likely not be available until after April. IRC's end of the year celebration was well attended and a huge success. Lastly, Ms. Johnson reported the loss of former Medicaid Waiver Nurse, Beth Santos on November 29th, Retired Program Manager, Sheilah Coble on December 8th and Infant Service Coordinator, Kathy Smith on January 5th. IRC was also shocked to hear of the passing of Sharon Jimenez, DDS liaison to IRC on December 21st. Allan Smith has been assigned as IRC's liaison.

FINANCIAL REPORT: Ms. Steuwer submitted a written report. The POS deficit and caseload ratios were discussed. 52 CSCs have been hired since the start of this fiscal year. Mr. Nelson announced the Governor is going to announce the state's budget tomorrow at 11:00 a.m.

COMMITTEE REPORTS

ANOTHER WAY: Ms. Gonzales thanked the Board for their participation in the Food and Toy Drive. The committee is considering changing the time of the Toy Drive so that kids attending school have a chance to participate. Another Way received the Riverside Autism Speaks grant in the amount of \$5,000. The Strategic Planning Retreat is scheduled for March 10th and 11th. An invitation has been extended to the Board's Executive Committee. Mr. Nelson stated that having a Board who supports Another Way financially can be a deciding factor for grants. Board's membership is \$60 per year.

COMMUNITY ENGAGEMENT: Mr. Cook submitted a written report and the Board had no questions.

CONSUMER ADVISORY COMMITTEE: Mr. Ryan Nelson reported he attended the Department of Developmental Services Consumer Advisory Committee meeting in November. The meeting was held in Sacramento. Some of the topics discussed were Competitive Integrated Employment, closing of State Developmental Centers, Consumer Advisory Reports. IRC's CAC is considered the most active and productive, Self Determination and Early Intervention Services. Mr. Ryan Nelson shared the 2017 CAC Schedule and invited the Board to attend any CAC event.

TRUSTEE INPUT

Mr. Asten shared he had lunch with the Executive Director of DesertArc who expressed concerns regarding the minimum wage law.

Mr. Nelson adjourned the meeting at 6:34 p.m. to go into Executive Session at 6:37 and reconvened at 6:43 p.m. No actions were taken during Executive Session.

Mr. Nelson adjourned the meeting at 6:44 p.m.

Respectfully Submitted,

Cameron Page
Board Secretary

Keith Nelson
Board Chair

MOTIONS FOR JANUARY 19, 2017

**1. Motion made to accept the minutes of the November 14, 2017 Board of Trustees Meeting
M/S/C Cosand/Page.**



Minutes IRC SDAC Self-Determination Committee November 1, 2016

Mission Inn Riverside Library

3581 Mission Inn Avenue

Riverside, CA 92501

Don Meza 909 890 3493 dmeza@inlandrc.org

Shannon Meehan 909 890 1259 sanbernardino@scdd.ca.gov

1. Call to Order and established of Quorum 5:00 pm

Members

Maia Pawooskar

Irene Padilla (OCRA DRC)

Rhonda Morris

Wendy Keedy

Kristie Sepulveda-Burchit

Doug Perkins

Staff

Kevin Haynes, IRC

Tamara Hathaway, IRC

Jonathan Eckrich, IRC

Shannon Meehan, SCDD

2. Approval of Minutes and Agenda



Irene Padilla moves, Wendy Keedy seconds

All approve M. Pawoskar, R. Morris, W. Keedy, K. Sepulveda-Burchit, I. Padilla, D. Perkins

3. Public Comment none
4. Self Determination program updates from DDS Stakeholder Workgroup (SCDD, IRC)
5. Update from the Statewide Self-Determination Advisory Committee meeting held on Oct 27, 2016 by Maia Pawoskar Agenda and docs available on www.scdd.ca.gov
 - a. The meeting agenda and packet were sent out to members of SDAC.
 - b. DDS provided input/response on Self-Determination waiver to CMS. CMS accepted the input and/or sought additional information.
 - c. There was a robust discussion on the items where CMS needed more info. DDS sought input from the SSDAC members. DDS will take the input from SSDAC meeting (meeting notes will be posted on the Website) and provide answers or seek clarification from the CMS before providing the formal response to the Waiver application.
 - d. Among the several topics discussed included discussion on Rates – methodology, Crisis Intervention and Support, Qualified Providers, Expenditure Safeguards.
 - e. DDS is committed to implementing the S-D program.
 - f. DDS did a survey on the local S-D Advisory Committees outreach efforts and results, including seeking information on the level of outreach, cooperation and support received by the local S-D advisory committees from their respective Regional Centers.

Self Determination Outreach at advocacy groups, CAC (SELPA's)

Flyers at IPP meetings on self determination and when sent to families after IPP's

DDS almost finalized training for regional centers on self determination



Collaborative meetings with members of this committee and IRC staff to educate families

6. Discussion Items

- g. Business arising (old business)
- a. Updates on progress for CMS waiver for IRC program additional questions
- b. Update on # of interested consumers 269
- c. Updates on venue future meetings of this committee

Conference room at SCDD where they are moving

- h. New Business
- d. Discussion on issues/points/concerns/suggestions for October statewide meeting
- e. Follow up by IRC on providing and improving and improving supports for SDAC today's meeting not on IRC's calendar, email blast by IRC include this meeting
- f. Follow up on trainings provided/developed by IRC to staff, parents, consumers, agencies give future meeting trainings to committee members so we might go and participate and assist/collaborate
- g. Update on progress on outreach/presentations by IRC to Spanish/disparity groups Fiesta Educativa conference and flyer being developed, have a conference this weekend Irene will be there. Other languages than Spanish.

7. Future Agenda Items and Presentations for upcoming meetings in 2017

Howard Mc Broom motivational speaker and self advocate IRC could work on getting him to speak
In January fourth Tuesday of the month

Next IRC Board meeting Rock Church San Bernardino 6-8 pm November 14, 2016

Irene brought DRC flyers election day hotline



8. Adjourn 6:30 pm

**Maia provided the PCP copy to attach to minutes of this meeting



MINUTES IRC SDAC Self Determination Committee

January 24, 2017

In-Roads, Inc.

851 S. Mt. Vernon Ave., Suite 1, 2, 3

Colton, CA 92324

Don Meza 909.890.3493 dmeza@inlandrc.org

1. Introduction and Call to Order 6:02pm

Members

Irene Padilla (OCRA DRC)

Rhonda Morris

Maia Pawooskar

Bill Jensen

Staff

Don Meza, IRC

Kevin Haynes, IRC

C. J. Cook, IRC

Public

Arianna Maldonado

8Yvette Torres

Serena James by phone

2. Consent items – Quorum not met for consent items

3. Public Comment



Ariana Maldonado from 24hour Care -

Yvette Torres -

Serena James – By phone-

Everyone commented that their holidays were great!

Don Meza - IRC held the 1st anniversary of the shooting. There was a lot of community support. The conference room will be available approximately late spring – IRC is starting to feel whole.

C.J. Cook – The anniversary was good. Looking forward to moving back into building #3. IRC still held events and trainings.

4. Self-determination program updates (SCDD, IRC)

Still awaiting CMS approval

5. Presentation – If I Need Help

The presentation is about wearable customized I.D. tags. There are different types of I.D. tags, anywhere from bracelets to t-shirts. There are different types of kits available to fit individual needs. Each I.D. holder has their own QR code that is directly linked to the If I Need Help website. The website has the individual's contact info. Caregivers control the information that is available on the website when a QR code is scanned. IRC provides one free kit to consumers per year. The website is HIPPA compliant. The website is able to send kit requests to consumer service coordinators.

6. Discussion Items (old business)

- a. Update on CMS waiver – Don Meza - Education department is responding to CMS questions
- b. Update on the number of interested consumers – Don Meza reported that the current number of consumers interested in SD is 295. Don, also stated that there is a concern about how repealing the ACA will effect IRC consumers getting ABA related services through insurances.
- c. Update on venue – Don Meza stated that there is an arrangement to hold future meetings at In-Roads venue until the later part of spring, time should remain the same on last Tuesday of the month. There has been discussion regarding SCDD involvement



7. New Business

- a. Maia would like to finish the PCP development workgroup practice next month. Irene will help come up with questions for the PCP practice group.
- b. Don stated that IRC is grateful to Sharon Barton for allowing the SDAC the use of the In-Roads facility.

8. Adjourn 7:10pm

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

January 18, 2017

4:00 to 5:00 p.m.

AGENDA

1. Lawsuit Update
2. Building Status
3. Parent's Request
4. Consumer Board Recruitment
5. Board Training

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Next Executive Meeting: February 15, 2017 at 4:00 p.m.

EXECUTIVE COMMITTEE MEETING

January 18, 2017

Present: Tom Cosand; Keith Nelson

General Counsel: Steve Beckett

Staff Present: Lavinia Johnson; Kevin Urtz; Merissa Steuwer; Sandra Guzman

1. Lawsuit Update: IRC was named in a lawsuit by two individuals who were injured in the December 2, 2015 Terrorist Attack. The State, County, IRC, CHF and Allied Barton were all named. Typically, when a lawsuit is filed everyone involved either directly or indirectly is named. The County's deadline to file was January 5, 2017. Lawsuit has been forward to IRC's insurance carrier. Lawsuit alleges that IRC had prior break in and threats and did nothing to heighten security.
2. Building Status: Building 3 projected completion date is April 1.
3. Parent Request: Keith received a parent request. Request is for the Board to place opposing SB18 on the Board Meeting Agenda. IRC is not taking any position in regards to SB18. Parent is welcome to attend IRC's Board Meeting and voice her opinion during the Public Input.
4. Consumer Board Recruitment: Keith stated that CJ Cook is working with CAC to see if anyone is interested in serving on the Board.
5. Board Training: The Board will be having a half day training on February 25. The topic will be Strategic Planning and Internal IT Training by the CFO.

Next Executive Committee Meeting: February 15, 2017 at 4:00 p.m.

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

February 15, 2017

4:00 to 5:00 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. Draft Audit Review
2. Marketing Plan
3. Nominating Committee
4. Orientation Committee
5. Self Determination Representative
6. Building the March Board Meeting Agenda

Next Executive Meeting: March 15, 2017 at 4:00 p.m.

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

February 15, 2017

4:00 to 5:00 p.m.

MINUTES

Present: Keith Nelson; Tom Cosand; Cameron Page; Sheela Stark

Via Conference Call: Alva Stewart

General Counsel: Steve Beckett

Staff/*Ex Officio*: Lavinia Johnson; Kevin Urtz; Merissa Steuwer; Sandra Guzman

1. Draft Audit Review: IRC received the draft audit and it is currently being reviewed by IRC's Controller. CHF is requesting a copy but audit cannot not be released until it has been approved by the Board. The Executive Committee can recommend the Board to ratify the draft audit at the March Board Meeting. The Executive Committee agreed to review the audit on Saturday, February 25 at 1:30 p.m. or Monday, February 27 at 11:00 a.m.
2. Marketing Plan: Keith was thinking of developing a policy with some standard language addressing media request. IRC cannot stifle staff from talking to the media. The Board should direct all requests to staff. If the Board is contacted, they should take the person's name and contact information and forward the message to CJ Cook. CJ will bring the request to management.
3. Nominating Committee: CJ Cook is currently working on recruiting consumer candidates. Sheela, Jack, Ted and Cameron are on the Nominating Committee.
4. Orientation Committee: Sheela will draft out an outline to share with the Board at Board Training. Keith, Sheela and Alva are the committee members. Kurtis Franklin will be asked to assist the committee.
5. Self Determination: Kristie Burchit has resigned from the committee. She is an IRC appointee and will need to be replaced. Rene Rojo is having some transportation problems. Ryan Nelson has offered to attend as Rene's alternate. Personal Plan Facilitator can be a family member. The Financial Planner is someone you hire.

6. Building the March Board Meeting Agenda: The IRC and Master Trust audits to be added to agenda.

Next Executive Meeting: March 15, 2017 at 4:00 p.m.



INLAND REGIONAL CENTER
Serving Individuals with Developmental Disabilities in San Bernardino and Riverside Counties

Executive Director's Report

March 2017

**Respectfully Submitted by Lavinia Johnson
and Kevin Urtz**

CONSUMER TOTALS: As of February 28, 2017, we have 32,828 active cases. That is an *increase* of 175 cases since our last report in January. This is a return to our relatively rapid growth that was much less during the holiday season.

STAFFING: We continue to advertise, interview and hire to fill any vacancies and are hiring to fill new growth positions. We currently have 704 employees which is up from 687 last reporting period (a net increase of 17 employees). We also have identified an additional 6 employees that will be starting in March. 470 of these employees serve in the capacity of a case manager (Consumer Service Coordinator, Early Start Case Manager or Case Management Trainee).

BUILDING 3: Restorative construction continues in building 3 and we continue to anticipate that it will be ready for occupancy in April. The fencing and mesh around the building will remain until restoration is complete. How the space in the building is to be used is still under discussion but we do anticipate that the coffee shop will return and of course the board meetings will return. We do not intend to have any formal ceremony marking the opening.



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

P. O. Box 19037, San Bernardino, CA 92423

Telephone: (909) 890-3000

Fax: (909) 890-3001

March 3, 2017

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

Re: Operations & POS Spending as of February 28, 2017

Attached herewith is the Fiscal Year 2017 spending for Operations and Purchase of Service (POS).

For the month of February, total gross expenditures in Operations is \$4,619,263. Other sources of revenues (interest income, ICF SPA income, and other income) received as an offset to expenditures is \$47,356. The net expenditures in Operations for the month is \$4,571,907.

The year-to-date spending for Personal Services is \$34,589,753; and for Operations, it is \$7,004,636. Total year to date net expenditures in Operations is \$41,187,274. The budget balance remaining is \$23,520,534 which is approximately 36.35% of the total allocation received from DDS. Thus far, Operations spending is aligned with the budget allocation.

In Purchase of Service (POS), the total expenditures for the service month of January 2017 paid in February 2017 is \$31,754,711. The breakdown of this amount is:

- Out of Home Care: \$10,549,627
- Day Programs: \$10,961,998
- All Other Services: \$10,243,085

The total projected POS spending as of February 28, 2017, is \$391,817,115. Currently, the total non-CPP allocation received from DDS is \$384,415,853; estimated ICF-SPA receipts is \$16,863,004. Total projected revenues from all sources (DDS & SPA) is \$401,278,857 which is higher than projected POS spending thus, a surplus is projected at \$9,461,742.

For January 2017, paid services; the service categories with the highest average cost per consumer are:

- Home Care Program: \$7,161
- Community Care Facilities: \$3,762
- Other Authorized Services: \$3,311
- Camps: \$3,294
- Non-Medical Programs: \$2,245
- Supported Employment: \$2,149

INLAND REGIONAL CENTER
Proposed Operations Spending
Fiscal Year 2016-2017
July 1, 2016 to June 30, 2017

	A	B	C	D	E	F
	FY 2017 Projected Annual Spending	Budget %	Current Month Paid Actual February 2017	Year-to-Date Claims Actual	Projected Budget Balance Remaining	Projected % of Budget Remaining
REVENUES						
C-1 Operations Allocation dated 9/12/2016	64,055,508		4,619,263	41,594,388		
C-1 Ops CPP Allocation dated 9/12/2016	652,300		1,088	14,707		
Total Revenues	64,707,808	100.00%	4,571,907	41,187,274	23,520,534	36.35%
PERSONAL SERVICES						
Salaries	40,149,279	62.05%	3,081,929	24,785,911	15,363,368	38.27%
Retirement	5,443,934	8.41%	164,483	4,524,617	919,317	16.89%
Social Security	582,165	0.90%	44,290	346,037	236,127	40.56%
Health Benefits	6,677,962	10.32%	482,518	4,229,098	2,448,864	36.67%
Worker's Comp Insurance	512,089	0.79%	(206)	510,163	1,926	0.38%
Unemployment Insurance	441,642	0.68%	0	0	441,642	100.00%
Non-Industrial Disability Ins/Life Insurance	269,000	0.42%	7,606	51,210	217,790	80.96%
Clinical Consultants - Consumer Services	305,000	0.47%	20,136	142,717	162,283	53.21%
Total Personal Services	54,381,071	84.04%	3,800,757	34,589,753	19,791,318	36.39%
OPERATING EXPENSES						
Temporary Help	2,500	0.00%	0	266	2,234	89.36%
Equipment Rental	90,000	0.14%	14,668	31,500	58,500	65.00%
Equipment Maintenance	80,000	0.12%	8,945	28,832	51,168	63.96%
Facility Rent	7,144,440	11.04%	585,760	5,235,706	1,908,734	26.72%
Facility Maintenance	4,000	0.01%	0	0	4,000	100.00%
Communications (postage, phones)	425,000	0.66%	26,298	156,569	268,431	63.16%
General Office Expense	88,000	0.14%	10,104	37,565	50,435	57.31%
Printing	16,000	0.02%	0	0	16,000	100.00%
Insurance	375,000	0.58%	0	247,105	127,895	34.11%
Data Processing	405,000	0.63%	31,817	264,792	140,208	34.62%
Data Processing Maintenance / Licenses	167,000	0.26%	0	22,000	145,000	86.83%
Interest Expense	61,250	0.09%	0	0	61,250	100.00%
Bank Service Fees	146,000	0.23%	6,517	96,862	49,138	33.66%
Legal Fees	169,000	0.26%	4,819	35,958	133,042	78.72%
Board of Trustees Expense	17,000	0.03%	2,321	6,452	10,548	62.05%
Accounting Fees	75,000	0.12%	0	0	75,000	100.00%
Equipment Purchases	186,602	0.29%	11,153	28,758	157,844	84.59%
Contractor & Consultants - Adm Services	75,000	0.12%	3,195	23,896	51,105	68.14%
Mileage Reimbursement	985,000	1.52%	70,720	500,439	484,561	49.19%
ARCA Dues	85,000	0.13%	0	0	85,000	100.00%
General Expenses	436,255	0.67%	42,191	287,936	148,319	34.00%
Total Operating Expenses	11,033,047	17.05%	818,506	7,004,636	4,028,411	36.51%
Total Expenses	65,414,119	101.09%	4,619,263	41,594,388	23,819,730	36.41%
OTHER INCOME						
Interest Income & Other Income	706,310	1.09%	47,356	407,115	299,195	42.36%
Total Other Income	706,310	1.09%	47,356	407,115	299,195	42.36%
Total Operating Surplus (Deficit)	0	(0)	0	(0)	0	

INLAND REGIONAL CENTER
Projected Purchase of Service (POS) Expenditures
Fiscal Year 2016-2017: (From 7/01/2016 to 6/30/2017)
Services Paid for January 31, 2017

(January 2017 services were paid in February 2017)

	FY 2017 Projected Annual Budget	Projected Budget %	Month of Service Paid Actual January 2017	Year-to-Date Paid Actual	Projected Budget Balance Remaining	Projected % of Budget Remaining	Average Number of Consumer	Average Net Cost Per Consumer
REVENUES								
C-1 Regular POS Allocation dated 9/12/2016	384,415,853	100.00%						
Projected ICF-SPA Receipts	16,863,004							
Total Revenues	401,278,857	100.00%	31,754,711	218,886,841	182,392,016	45.45%		
OUT-OF-HOME CARE								
Community Care Facilities	123,288,936	30.72%	10,549,627	70,873,911	52,415,025	42.51%	2,728	3,762
ICF/SNF Facilities	2,680	0.00%	0	0	2,680	100.00%		
Total Out-of-Home Care	123,291,616	30.72%	10,549,627	70,873,911	52,417,705		2,728	
DAY PROGRAMS								
Day Care	85,765	0.02%	2,616	21,888	63,877	74.48%	2	1,340
Day Training	105,245,613	26.23%	8,580,719	60,770,344	44,475,269	42.26%	8,871	1,029
Supported Employment (SEP)	18,583,867	4.63%	1,413,716	10,369,363	8,214,504	44.20%	1,203	2,149
Work Activity Program (WAP)	12,290,338	3.06%	964,947	7,037,084	5,253,254	42.74%	1,707	599
Total Day Programs	136,205,583	33.94%	10,961,998	78,198,679	58,006,904		11,783	
OTHER SERVICES								
Non-Medical: Professional	15,159,157	3.78%	1,157,687	7,282,906	7,876,251	51.96%	1,636	771
Non-Medical: Programs	2,914,191	0.73%	180,032	1,552,546	1,361,645	46.72%	105	2,245
Home Care: Programs (854, Homemaker Pgm)	1,217,385	0.30%	71,744	545,590	671,795	55.18%	11	7,161
Transportation	11,423,739	2.85%	887,361	6,407,355	5,016,384	43.91%	5,790	164
Transportation Contracts	21,366,550	5.32%	1,655,889	12,066,262	9,300,288	43.53%	2,708	657
Prevention Services	670,386	0.17%	40,966	340,543	329,843	49.20%	155	353
Other Authorized Services	23,120,357	5.76%	1,821,162	12,456,901	10,663,456	46.12%	3,786	3,311
Personal and Incidentals	159,427	0.04%	10,616	74,173	85,254	53.48%	121	108
Hospital Care	0	0.00%	0	0	0	0.00%	0	0
Medical Equipment	26,736	0.01%	300	1,280	25,456	95.21%	3	393
Medical Service: Professional	1,068,669	0.27%	63,313	527,904	540,765	50.60%	110	788
Medical Service: Programs	80,071	0.02%	6,562	27,016	53,055	66.26%	5	834
Respite: In-Home	54,831,558	13.66%	4,332,575	28,419,646	26,411,912	48.17%	7,961	574
Respite: Out of Home	268,516	0.07%	14,878	106,844	161,672	60.21%	11	1,580
Camps	13,174	0.00%	0	5,285	7,889	59.88%	1	3,294
Total Other Services	132,319,916	32.97%	10,243,085	69,814,251	62,505,665		22,403	
Total Purchase of Service (POS) Expenses	391,817,115	97.64%	31,754,711	218,886,841	172,930,274	44.99%	36,914	
Purchase of Service (POS) Surplus/Deficit	9,461,742	2.36%				0.47%		

Inland Regional Center Board Report

Submitted by Andrea Gonzales, Another Way Coordinator

Date: March 2, 2017

I. Strategic Plan

- A. Recap of Retreat/Leadership Training
- B. Request Board Adoption/Approval of Plan
- C. Board ask

II. Grants

- A. Dollar Tree submitted - \$5000
- B. Kaiser Riverside in process - \$15,000
- C. Kaiser San Bernardino in process- \$15,000
- D. Arrowhead United Way in process - \$15,000
- E. Autism Speaks denied due to scalability
- F. Albert Parvin denied, Foundation is too small to accommodate our request.

III. Golf Tournament – May 19th and 20th Temecula Creek Inn

- 1. \$80,000 in sponsorships committed
- 2. Raffle Prizes – 31 secured

IV. Bowling Tournament – Saturday, June 3rd 12- 4pm at Empire Bowl

- 1. One raffle prize per Board Member to match committee giving

V. Funder Meeting

- 1. Recap



Three-Year Strategic Plan
*Begins FY16/17 - Concludes FY 19/20**
Together we can make this a reality!

March 10, 2017

**Another Way's fiscal year mirrors that of Inland Regional Center and runs July 1 – June 30th of each calendar year.*

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Background

Another Way was born out of need and has been in existence since 1986. It is the brainchild of a handful of Inland Regional Center (IRC) Case Managers who recognized that many of their clients were struggling to maintain a basic living. Motivated by a sincere desire to help, these dedicated employees began to raise funds. The goal was to bridge the gap between the services and supports Inland Regional Center provides and those it cannot due to State guidelines. Staff sold baked goods, held car washes, and donated money. A tradition that continues to this day.¹ In time, these grassroots efforts evolved into a comprehensive fundraising program that includes grants, events, individual and corporate giving.

Another Way's purpose is to help children and adults who have a disability such as intellectual disability, autism, cerebral palsy or epilepsy and their family members during a time of crisis or great need. Another Way's intent is to bring relief, hope, and stability to each person we serve. Our clients are often among the most underserved and impoverished in the community. Many live on Social Security Income of \$890 a month. When tragedy strikes, such as a prolonged hospital stay or loss of a care-giver they are left in turmoil and often struggle to get back on stable ground.

Here are a few examples of those Another Way has helped

Jim a 56-year-old Riverside resident who has an intellectual disability has always maintained his independence by working part-time and living with a roommate. His roommate moved out and left him with all the bills to pay. Jim could not pay his portion of the bills and his roommates so Another Way intervened and payed his utility bill, allowing Jim to maintain his residence and more importantly his independence, as he searched for a roommate.*

Lilliana is five years old and has lived her life in and out of hospitals. She has severe respiratory problems and her parents are constantly taking her to and from the hospital. The extra expense of constant transportation (gas cost) caused the family to get behind on their electric bill. Having electricity is critical to Lilliana's health because she is dependent on breathing machines. Her mom is a student trying to earn her degree. Her mother called Another Way asking for help to get caught up on their utility bills until she received student aid. Another Way stepped in and stabilized the family.*

Hector an eight year old consumer needed extra diapers to keep his skin healthy and free from ulcers. Hector's insurance had a limit on the number of diapers he could receive. His family could not afford the added cost of diapers which came out to \$43.00 a month. We granted Hector funding for diapers up to \$600 and he continues to do well.*

Amy, another recipient of Another Way's assistance, was homeless prior to being placed in a Board and Care where our case manager works with her. She had only a few articles of clothing and a pair of shoes 1½ sizes too big. She was living on \$810 a month with all except*

¹ Approximately 140 employees donate to Another Way monthly donating over \$14,000 annually.

\$131 going to her rent at the Board and Care. Another Way stepped in and purchased clothing and shoes for Amy. This encouraged Amy and helped her regain her dignity during a difficult time.

Madison was six years old when her parents came to Another Way seeking assistance. Madison is nonverbal, has cerebral palsy and severe intellectual disability. She lacks safety awareness, has a limited attention span and cannot maintain a seated/upright position in a chair. Her parents requested funds to purchase a feeding chair. The chair helps eliminate choking risks, improves posture and strengthens her trunk control. Insurance denied to cover the chair because they saw it as the same as her stroller and called it a duplicative device. Her parents felt this was unfair as they wanted Madison to lessen her dependence on her stroller and they really wanted her to sit with the family at meal times. Another Way paid for the chair and improved Madison's life and helped integrate her into the fabric of family life.*

*Names have been changed.

A report from the Center for Economic and Policy Research further details the issue, **"People with disabilities account for a larger share of those experiencing poverty than people in all other minority, ethnic and racial groups combined and are even a larger group than single parents."** The report goes on to explain, **"The extra cost associated with living with a disability such as purchasing expensive equipment like wheelchairs and catheters or obtaining specialized medical attention keep many disabled people and their families in poverty."** Another Way intervenes with rental and utility assistance, dental funds, food, clothing, appliances, and burials when no other resource is available. Many of the individuals Another Way serves are:

- Living in poverty;
- Have one parent unable to work because they care for a disabled child or adult;
- Have more than one child in the household living with a disabling condition;
- Rely on an aging care-giver;
- Challenged by a low education level;

Another Way serves approximately 1200 children and adults each year through its Safety-Net, Health and Wellness Program, Toy and Food Drives. All recipients of assistance are low-income and reside in San Bernardino or Riverside County. It is a fiscally sponsored project of Inland Regional Center and reports and is accountable to its Board. Another Way operates with one paid staff member (Another Way Coordinator) and an Advisory Committee made up of 29 volunteers. Committee members are employees of Inland Regional Center and its Board. The group is diverse and includes Board Members, Directors, Program Managers, Case Managers, and Administration Staff. In addition to these volunteers, Another Way maintains a volunteer pool of 100+ people. These individuals include Inland Regional Center Staff and Community Members from companies, such as UPS and Cardenas Markets.

As Inland Regional Center (IRC) grows so do requests to Another Way. It is estimated that 35% of the 32,000 individuals IRC serves are eligible for Another Way's services. In the

next three-years Another Way will broaden its outreach to increase the number of clients served, provide more educational opportunities to IRC's Board, Advisory Committee Members, Volunteers, Staff, Vendors, and Consumers. We will strive to diversify revenue streams to ensure future sustainability.

Vision

The Inland Empire will become a place where a person living with an intellectual and/or developmental disability can live in dignity and not fear homelessness, unsanitary living conditions, isolation, hunger, or a worsening health condition due to lack of resources.

Mission

To improve the quality of life and promote independence and inclusion in society for developmentally disabled individuals and families living in San Bernardino and Riverside counties.

Values

1. **Service:** Another Way will be directed and inspired by service to others.
2. **Honesty:** In all matters Another Way members will professionally, respectfully, and candidly share their opinions on programs, outcomes, services, and fundraising to effectively serve our constituents.
3. **Consistency:** Another Way will maintain consistency in written and oral communication.
4. **Integrity:** Another Way recognizes its role in the community and will aim for excellence in our dealings with constituents, donors, and colleagues.
5. **Faith:** Another Way will have faith in its work and will look to past accomplishments when visualizing what can be achieved or dreamed of in the future.
6. **Enthusiasm:** Another Way Committee members will be positive and show enthusiasm for our mission.
7. **Ethical and Transparent:** Another Way Committee Members will be privy to financial records and receive documentation of expenses on a continual basis.

8. **Compassionate:** Another Way Committee Members will use compassion as they consider the needs of our consumers and the realities that contributed to their challenging circumstances.
9. **Non-Judgmental:** Another Way Committee Members will be open-minded and recognize not all individuals live by the same value system.
10. **Humility:** Another Way Members will understand the goal is to serve consumers and their families graciously and respectfully.

Championing the Cause

MARKETING AND COMMUNICATION PLAN

What groups do we need to serve most?	What do they need to hear from us?	What is the best way to find and communicate with them?	When will we communicate with them? How often?	How will we know if they have heard our message?
Case Managers/Staff	That we are available and a resource to consumers. Instructions on how to request funds. Feedback as to where we are going.	In-House: Newsletters, emails, website, internal fundraiser.	Newsletters – Quarterly; Emails – monthly; With some weekly at request meetings.	Response to surveys; Number of consumers served; Number of hits to website; Number of Case Managers at weekly request meetings; Number of Case Managers donating to Another Way.
Consumers	That we are here to help.	Through his/her case managers and through website and letters and follow-up surveys.	On an individual basis when assistance is provided.	Response to surveys and phone calls; Stabilization of living situation.
Donors	That we are making an impact. That their support is critical to sustaining Another Way's Mission. That	Thank you letters; invitations to events; donor appreciation; website; newsletters.	On-going cultivation.	Continued support.

What groups do we need to serve most?	What do they need to hear from us?	What is the best way to find and communicate with them?	When will we communicate with them? How often?	How will we know if they have heard our message?
	they are part of the solution.			
Board	That Another Way is meeting the needs of Inland Regional Center's most vulnerable clients.	At Board Meetings and through emails and invitations to events.	At minimum, every other month.	Their support.

Objectives and Priorities

1. Increase number served by 12% over the next three fiscal years. Resulting in direct intervention to 843 new consumers. This does not include the additional 1,000 consumers served by Another Way's toy and food drives.
 - *Consumer Giving: From FY14/15 to FY15/16 funding to consumers increased 81%; From FY15/16 to FY16/17 funding to consumers is anticipated to increase 30% based on current trajectory.*
 - *Consumers served: From FY14/15 to 15/16 the number of consumers served increased by 67%, going from 135 served to 226; From FY15/16 to 16/17 the number of consumers served increased 10% from 226 to 250.²*
2. Increase revenue by 19% each of the next three fiscal years.
 - *Revenue growth: From FY14/15 to FY15/16 revenue decreased 30%³; From FY15/16 to FY16/17 revenue is projected to increase by 57%.*
3. Develop a unified marketing plan that distinguishes Another Way as its own entity. Plan will include social media, collateral materials, networking, and Board engagement. It will be introduced in Winter of 2018.

² This only includes direct funding to consumer for safety-net and health and wellness services and does not include those served by Another Way's Toy and Food Drives. Increase is based on projections as FY16/17 concludes in June.

³ During FY15/16 The California Wellness Foundation shifted priorities and would no longer fund direct service to clients. Their focus is now policy change. Due to this Another Way refocused its efforts to find other donors to fill a \$100,000 gap in funding.

- Website development is in process and should be completed by September 2017.
- Staff Matrix in development
- Create a letter designed to inform consumers of how and why they received assistance.

4. Create a fundraising campaign specific to individual donors. In FY16/17 and FY 17/18 increase the number of individual donors by 30%. In FY19/20 implement an annual appeal (end of year giving) campaign with a goal of raising \$10,000.

- Network for Good Software has been purchased and will allow Coordinator to track potential and new donors and use move management strategies to influence giving status.

5. Increase giving to constituents as revenue increases. Advisory Committee will review income on a quarterly basis and determine the new allotment amount at that time.

6. Track consumer outcomes by instituting a feedback survey at point of giving. This will happen at weekly request meetings and be reviewed monthly.

People Development Plan

Area of Development Needed	What will be done	When	Cost of this development (Both in terms of time and money)
Design Website	Identify a sub-committee among Advisory Committee to assist with social media outreach.	Complete by September 2017	\$2195
Chair Development	Have chairs attend workshops specific to their roles in Another Way	On-going over next three years	\$3000
Leadership Development of Team	Training	Happening now and will continue	Part of Strategic Plan budget
Coordinator Development	On-going training in all areas specific to fundraising	Continuous	TBD – Will search for cost-effective methods.
New Committee Members Develop	Internal Training with input from long-term members	FY17/18	Free
Board Development	1. Meet and Greet 2. New media materials for Board to market Another Way to potential donors.	1) March 2017 2) September 2017	Part of Strategic Plan Budget 3) Brochures \$300

Operating Budget

Estimated Operating Budget Worksheet -FY16/17 thru FY19/20

THREE YEAR BREAKDOWN	Estimated Amount	Actual - TBD
Expected Income		
Grant:	\$350,000	
Donations	\$76,000	
Fundraising (Golf, Bowling, and Toy Drive)	\$514,652	
Interest (checking account)	\$252	
Dividend Income (Waddell and Reed investment)	\$7,500	
Other income		
TOTAL:	\$948,404	
Expected Expenditure		
Staffing Costs (coordinator)- what we are advised to reimburse IRC.	\$30,000 rest GIK	
Staffing Costs (assistant for three years)	\$80,000	
Office running costs (rent, etc.)	Gift in kind	
Supplies	Gift in kind	
Mileage	Gift in kind	
Conferences	\$30,000	
Board & Committee development	\$15,000	
Marketing (includes website & membership dues)	\$9,000	
Fundraising Tools (QuickBooks, Network for Good, Constant Contact)	\$12,594	
Phone (\$63.83 a month)	\$2,297.88	
Ink for color printer	\$500	
Other costs (unforeseeable)	\$5000	
TOTAL:	\$184,391.88	
Programs/Project Costs		
All Programs: Safety-Net & Health and Wellness (includes Dental)	\$501,020	
Food Drive	\$20,000	
TOTAL:	\$521,020	
Fundraising Costs		
Golf-	\$180,000	
Toy Drive-	\$18,000	
Bowling Tournament-	\$18,000	
Fundraising-	\$216,000	
TOTAL EXPENDITURE:	\$921,411.88	
Revenue less expense	\$26,992.12	

Risks and Opportunities

SWOT Analysis

Strengths <i>(internal)</i> <p>1) Hardworking group of long-term, committed volunteers; 2) Success of grant funded programs; 3) Adaptability; 4) Purchasing Network for Good Database; 5) Reserve Fund; 6) Relationships with Vendors/Sponsors; 7) Access to IRC's team of professionals – accounting, leadership, Board; 8) Employee support.</p>	Weaknesses <i>(internal)</i> <p>1) Lack of consistency in message; 2) Lack of exposure to outside community; 3) Need for more external donors who are not IRC vendors; 4) At times ego; 5) Limitations on the amount of money we can give out; 6) Limited staff; 7) Mission drift; 8) A limited donor and prospect pool.</p>
Opportunities <i>(external)</i> <p>1) Developing a Marketing campaign that includes all forms of social media to reach out to the greater community; 2) Capitalizing on Another Way's capacity. We are larger than most non-profits in the IE region (67% of nonprofits in the region have revenues under \$25,000; 3) Board cultivation; 4) Development of sub-committees and consent agenda; 5) More paid staff; 6) Coordinate with IRC Community Engagement and CAC for outreach. Specific partner strategies including use of logo, advertising, and marketing benefits for outside donors, donor participation in activities; 7) Networking opportunities; 8) Collaborating more effectively with like-minded charities in the region; 9) Training and development for committee and Board; 10) Create Task Force study for different areas of development for example an analysis of reserve fund.</p>	Threats <i>(external)</i> <p>1) Area economy; 2) Funders shifting priorities in response to new and uncertain political climate – for example – Cal Wellness; 3) To a lesser degree, DDS. However, if we keep moving more towards sustainability we'll be good; 4) Vendors being affected by budget cuts; 5) Amount of funding given out by Foundations in the region (average in IE is \$16 in grant funding per capita per year compared to statewide average of \$102 per capita.).</p>

Risk Register

Risks Identified	Controls in place	Who is responsible
Area economy	Difficult to control. However, we will diversify outreach to include Foundations in the greater Los Angeles Region to shore up local support when it is lacking.	Another Way Coordinator
Shift in funders priorities	Continue to search out new funder prospects and develop deeper relationships with existing funders.	Another Way Coordinator
DDS direction	On-going conversations – Keep steps in place to reimburse IRC for Coordinators salary during event time.	IRC Accounting Department/Another Way Coordinator
Donor Fatigue	Reaching out to new donors as new events take place. Discussions with loyal donors as to how and if they would like to be approached by Another Way for all fundraising opportunities.	Another Way Coordinator and Advisory Committee

Budget Cuts	None	State – We just need to be aware.
Mission Drift	Mission, By-laws, Operating Manual	Another Way Coordinator, Board, and Advisory Committee

Success Measures

Measures of Success:	When this will be measured: (Try to have measures throughout the year)
Website completion	September 31, 2017
Increase in number of consumers served	Quarterly
Increase in amount of stipend provided to consumers	Quarterly
Creation of a brochure to market Another Way to potential community donors that uses relatable terminology.	August 30, 2017
Facebook engagement and upkeep	June 2017
Twitter account implementation	June 2017
Cultivation of 10 new individual donors per year	FY16/17-FY19/20
New fundraising events that generate revenue, i.e. bowling tournament	Quarterly review
Annual Appeal Letter that generates \$10,000 a year	FY19/20
Revenue increase of 19% annually	Annually
Documented outcome results for each consumer served in terms of stability, health, and wellness	Monthly
Case Manager's understanding of Another Way Systems and positive rating of Another Way's work.	Annually with Case Manager survey
100% of Board giving to Another Way	Annually
All Chairs trained in responsibilities	Quarterly
All Advisory Committee members trained on processes	Quarterly
Advisory Committee members on same page	Monthly
Testimonials from 20% of consumers served – about 50 a year	Monthly
Collaboration with outside charities and Internally with Another Way departments	Quarterly
Updated Resource development guide	Quarterly

Management Plan - The Action Plan

Quarter 1 (Dates: July - September 2016)				
Action to take	Related Objective	Start Date	End Date	Resources Cost, time, people
Decide if it's prudent for Another Way to develop Strategic Plan	Board Approval	August 2016	December 2016	~\$25,000 – retreat, venue, consultants.
Determine a venue for Strategic Plan		August 2016	November 2016	See above

Quarter 2 (Dates: October- December 2017)				
Action to take	Related Objective	Start Date	End Date	Resources Cost, time, people
Enlist the expertise of consultant		December 2016	March 2017	See above
Gather feedback from committee		August 2016	February 2017	Free
Quarter 3 (Dates: January- March 2017)				
Action to take	Related Objective	Start Date	End Date	Resources Cost, time, people
Completion of Strategic Plan	Board Approval	August 2016	March 2017	See above
Identifying specific strengths among Advisory Committee members to help with plan implementation		March 2017	June 2017	TBD
Quarter 4 (Dates: April- June 2017)				
Action to take	Related Objective	Start Date	End Date	Resources Cost, time, people
Identify Advisory Committee Members to assist with Championing the Cause	Plan implementation	March 2017	June 2017	TBD - \$2000
Board approval of finalized plan			March 2017	TBD
Introduction of New Fundraiser – Bowling Tournament		January 2017	June 2017	\$5000 with anticipated revenue of 12K
Implementation of Donor Management System		January 2017	-	\$2900

Community Engagement and Training Unit Board of Trustees Report

March 13, 2017

Good afternoon, and thank you for your time in reviewing this report. The last three months have been extremely busy and productive for the Community Engagement and Training Unit (CETU), with many exciting changes and additions to the team.

Since I presented last, we have provided the following:

8 - New Parent Orientation Classes
57 - Community Outreaches
3 - New Staff Orientations
18 - Continued Education Classes for staff
6 - Vendor Trainings - Conflict Resolution
4 - Self Determination Orientations, Hesperia, Blythe, Barstow, Apple Valley
4 - Consumer Trainings - Self Advocacy
3 - CAC Events/Meetings
2 - Crisis Intervention Training Classes- Disability Awareness at the SB Sheriff Academy (120 Officers trained)

IRC's Newsletter Editors and Webmaster will be working hard in the lab to redesign IRC's publications and social media look! Newsletters will now be sent on a quarterly basis as we redesign our website, which will accommodate an IRC blog. We will discontinue sending Constant Contact publications once the revamp is complete. The revamped website and blog will be up and running July 1, 2017!

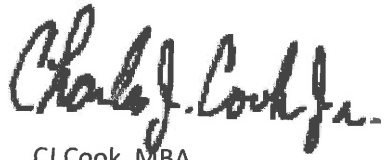
Our team has a new Event Developer, Daisy Felix, who comes to us from Cal State San Bernardino. Daisy's first task will be to plan the 2017 CAC Casino Night which will be held June 30th. We are still in the process of locating a facility to host the event.

We have also added a Diversity Outreach Coordinator, Lilliana Garnica. Lilliana was offered the position to design and implement community projects focused on outreach to underserved demographic populations, with a focus in the Hispanic Community and individuals with a primary diagnosis of Autism. As well, she will play a significant role in our Purchase of Services Disparity Data process, facilitating community input meetings and presenting findings in both English and Spanish.

Finally, we have created a Video for Fiesta Educativa - 100% in house. This video would have cost close to \$8,000 and taken twice the amount of time to produce. Amelia Maldonado (Community Relations Specialist), George Gonzalez (CST III CETU) and Daisy Felix spent 3 days storyboarding, planning, shooting and editing the video which was seen by all who attended the March 4th Fiesta Educativa conference.

If you don't have any questions for me at this time, I would like to show you the video that truly showcases IRC's in house talent!

Respectfully submitted,

A handwritten signature in black ink, reading "Charles J. Cook Jr." in a cursive style.

CJ Cook, MBA

Inland Regional Center

Manager

Community Engagement and Training Unit

CONSUMER ADVISORY COMMITTEE REPORT

MARCH 2017

Submitted by Ryan Nelson, CAC Chair

I would first like to report on the meeting I attended November 15 -16 in Sacramento for the Department of Developmental Services Consumer Advisory Committee. It is always an honor for me to represent the Inland Regional Center and my fellow consumers at the state level.

I find that consumers from across the state share many of the same concerns as our consumers here in the Inland Regional Center. We are in a changing environment in regards to consumer services and while it is exciting to see the upcoming changes we share concerns over the new programs and how they will be adopted in our community.

The two day conference was full of presentations from the DDS staff updating us on the changes and we are quite happy to have Nancy Bargmann, the Director of DDS come talk with us and listen to the concerns of consumers.

The topics we discussed included:

- **Competitive Integrated Employment Blueprint** - we hope that many consumers will be moving to minimum wage jobs and be working in the community.
- **Purchase of Service - Stakeholder Update and Dashboard**
- **Update from Nancy Bargmann, Director**
- **Developmental Center Update** - the closing of the Development Centers and moving of consumers into the community.
- **Update on CalABLE**
- **CAC Publications** - we spent time designing and updating information publications for all consumers to be informed.
- **CAC Member Reports** - This was one of my favorite parts of the meeting. I gave an update on the years activities of the IRC CAC and some events we had planned. (copy of the report attached). I am proud to report that our CAC was considered the most active and productive and my fellow CAC members want us to share more with the group about all we do here at IRC for consumers.
- **Self Determination Update** - This program gets a lot of attention with consumers but we are still waiting for regulations from the Federal Government and then from the State.

- **Community Based Services Regulations** - another area of anticipated change over the next few years.
- **Early Intervention Services** - we were updated on the process of these services and the value of early intervention.
- **Community Assignments** - As the CAC representative I have an assignment to give presentations to groups in our area such as service organizations. CJ Cook is helping me prepare to make my first presentation to the Kiwanis Group. There is a list of presentations I can make based on the interest of the group. I will also be sharing with the groups about the following topics and updates:
 - Developmental Centers closing in our Area
 - California Competitive Integrated Employment
 - Self Determination
 - CalABLE

We have a busy schedule planned, including our monthly bike rides, miniature golf tournament, t-shirt contest, Barstow Dance, Movie Night, Casino Night, Bingo, Talent Show, Ice Cream Social, BBQ, Fall Festival and December Dance.

I attend the Board of Trustees meeting to ask for the board to support us.

IRC★CAC

MINIATURE GOLF FUNDRAISER

\$10 Per Person ✕ 16-Hole Course
Everyone is welcome! Tickets sold at the door.

March 31, 2017
between 5 -10 PM



Fiesta Village

1405 East Washington Street
Colton, CA 92324



*One time play through. Be sure to mention IRC fundraiser at the entrance!

info: cac@inlandrc.org

PROCEEDS BENEFIT IRC CONSUMER ADVISORY COMMITTEE (CAC),
A SOCIAL AND ADVOCACY GROUP FOR IRC CONSUMERS AGES 16 AND OLDER.



IRC★CAC

APRIL CAC CYCLE CLUB RIDE

14 Mile Ride - Pacific Electric Trail

Saturday April 15 2017 - Meet Up 8:00 AM

11200 Baseline Road

Rancho Cucamonga, CA 91701

**(Central Park Community
& Senior Center)**

Ages 16 and older



Must bring own bicycle, helmet, bike lights, etc.

The Consumer Advisory Committee (CAC) is a social and advocacy group, for IRC consumers ages 16 and older.

IRC VAC Meeting 2/13/17 Highlights

VAC Members Present: Members at Large- Amanda McGuire, Robert Horrigan, Donita Remington and, Day Programs- Lynn Vizcarra, Residential- Victor Sanchez, Respite-April Stewart, Transportation- Lorraine Von Deauxplette, and Vocational- Gregory Mathes

VAC Members Absent: Health Facilities- Michelle Clarke, , Infant/Children- Johana Caicedo, SLS- Mark Hendren, Specialist/Support Programs- Doug McKown and Member at Large- Donna Gimm

- Category Reports were as follows:
 - Day Programs- Meeting was held on 02/08/17. Vince Toms spoke to the vendors about CMS funds, and WIOA- CCIR. Representatives from DOR were there to answer questions about HCBS. Vendors are having issues with receiving CDER and IPP reports in a timely manner. Next Meeting will be on April 5th, 2pm at Desert Arc.
 - Health Facilities- Absent but sent notes. The group met on November 16th. There were 6 providers in attendance. Discussed the changes that are occurring in the Department of Health relating to supervisors. Vendors are wondering why SIR's are reported to the Department of Health, when Title 22 states they are only to report to Regional Center. Next Meeting is TBD.
 - Infant/Children Programs- Absent but sent notes. Last meeting was held in November and POS was there to answer vendor questions. There is an Infant Development Association conference in Costa Mesa on March 3rd and 4th. CA Mentor will be hosting its 6th annual Autism Festival on Saturday April 8th. Next Meeting April 10th, 10:30am at Church on 251 N. Perris Blvd.
 - Respite Programs- Vendors met in January and discussed the issues relating to the minimum wage increase and using the correct sheet to apply for the differential. Next meeting will be held on March 14th at 9:30am at the Blue Pit Café.
 - SLS- No Report.
 - Specialist/Support Programs- No Report.
 - Transportation- Meeting was held on January 19th. Vendors discussed insurance companies, and compared rates, as well as a possible vendor fair. A question was asked if IRC would be able to put all Day Program Closure dates on their website, so that transportation vendors don't have to call each program individually to learn about their closure dates. Next Meeting will be on March 17th at the Back to the Grind Coffee House at 10:30am.
 - Vocational- Met in January. Vendors thank Vince Toms and IRC for their collaboration and support with the HCBS regulations. Joyce Holzer from DOR was present at the meeting to discuss initiating an adhoc committee to develop the new tool for HCBS and developing new rates for ESA's. Next meeting is on March 21st at 10am at OPARC.
 - B-Mod- No Report
 - Member at Large- Nothing to Report
- New Business- Vince Toms, IRC updated the group on several items:
 - IRC is developing a new template for Program Designs
 - IT is working on a new pay system

- Check the IRC website for updates on the Minimum Wage Increase and Negotiated Rates.
- 4 out of 12 trainings for Care Homes will be a webinar. The first two will be on SIR's and P&I.
- Requests for Need: There are 60 Care Homes left that want to change to a 4 Bed. There is a need for more Level 2 homes and level 4 homes. More ICF homes are needed in the upper desert and Lake Elsinore areas. Also a need for more elderly facilities.
- IRC is working with CCL on aging in place.
- As of April 1st, IRC will be funding supervised lunches for job coaches in groups that they are not able to leave during their lunch. IRC will be working to ensure this is in compliance with Title 17 and Dept. of Labor laws.
- IRC is in it's final round of interviews for an Employment Specialist.
- May 19th- A meeting will be held at SGPRC regarding CMS/HCBS changes, with speakers who made it happen in Vermont and Maine.
- 2017 is the year of the survey. QA liaisons will be scheduling their visits for Care Homes and Day Programs this year, and part of the visit will be a survey to see the status of the vendor's compliance with the new HCBS guidelines. A copy will be emailed to the program afterward.
- There are still openings on the VAC, with an opening for Residential Level 4, and Behavior Mod. Programs. In addition there are three people terming out in June 2017, Amanda McGuire, Member at Large and VAC chair, Lorraine Von Deauxplette, Transportation and VAC secretary and Michelle Clark, Health Facilities. As there are so many new members on the VAC, the VAC has requested that Amanda remain on the VAC for one more year, expiring June 2018. This will need to be voted on by the IRC board.
- Next VAC Meeting is April 17, 2017 at PVW.

WE WANT TO HEAR FROM YOU!

Tell us about your experience with IRC services.
Help us meet the needs of our Consumers and their families!
Share your input, suggestions, and ideas with us!

PURCHASE OF SERVICE - PROVIDING PUBLIC TESTIMONY

MARCH 30, 2017

5:00 - 6:00 PM English

6:30 - 7:30 PM Spanish

550 East Hospitality Lane

Suite 100

San Bernardino, CA 92408



Proudly Hosted By:



**Refreshments
Provided By:**



¡QUEREMOS SABER su opinión!

Cuéntenos acerca de su experiencia recibiendo servicios de IRC.
¡Ayúdenos a satisfacer mejor las necesidades de nuestros Consumidores y sus familias!
Comparta su historia, sugerencias e ideas con nosotros.

PURCHASE OF SERVICE - PROVIDING PUBLIC TESTIMONY
(COMPRA DE SERVICIOS) **(PROVEE SU TESTIMONIO)**

Marzo 30, 2017

5:00 - 6:00 PM Inglés

6:30 - 7:30 PM Español

550 East Hospitality Lane
Suite 100
San Bernardino, CA 92408



Patrocinado por:



Pizza y refrescos por:





Director Adult Services Report

March 2017

Respectfully submitted by Don Meza

SANDIS System Updates: SANDIS will be releasing a Web based version called “SANDIS 7” sometime in 2017. IRC is one of the biggest users of SANDIS software in the state, and our willingness to go forward with our iPads and Mobile SANDIS have been helpful in the ongoing development of the software. IRC was invited to participate in a User’s meeting for “SANDIS 7” in February 2017. We are excited about this possibility and look forward to testing this new software. The SANDIS team is currently “beta testing” the product at San Diego Regional Center and IRC hopes to have first use of the software by late summer or early fall 2017.

Medicaid Waiver (MW): Staff continue to work hard to add new cases to the MW program. DDS has not established a new goal for IRC, so we are using the most recently received goal of 11,662 active consumers as our guide. Currently, IRC has 12,337 consumers enrolled which puts us at 675 cases above the DDS goal that was set in June 2016. The MW team has been working diligently to assist CSCs to maintain the highest level of documentation. The MW staff continue to add new “Deeming” cases. MW staff will have a new task where they will begin to review the new, HCBS “1915i” cases in April 2017. This new program broadens the scope of MW program eligibility to our consumers.

Self Determination (SD): The SD Advisory group continues to meet monthly. The most recent meeting of the Self Determination Committee was held on February 28, 2017. Attached to this report are the meeting minutes of the IRC SD Advisory meetings held in January 2017 and November 2016 (there was no meeting in December 2016). The emphasis of the advisory group is to bring about awareness to the SD programming option. CJ and IRCs Community Engagement team have held SD Orientation meetings in Barstow, Hesperia, Palm Desert and Blythe in the past two months. An interest list is being maintained for consumers interested in participating in Self Determination at IRC and the list continues to grow. As of February 28, 2017, IRC has 309 consumers/families that have expressed an interest in the SD program.

Inland Regional Center Children & Transition Services

March 13, 2017 IRC Board of Trustees Report

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

Greetings, The San Bernardino Central School Age Unit was invited to participate in Read Across America at Lincoln Elementary School in Colton. Several of the Consumer Services Coordinators are familiar with this school as they have students on their caseload that attend Mrs. Hout's Special Day Class. The staff celebrated Dr. Seuss's birthday by donning the well-known "Cat in the Hat" hat. Staff enjoyed reading Dr. Seuss Books to four different classrooms. The team enjoyed collaborating with the community to focus on the importance and enjoyment of reading! The staff that participated were Program Manager Millee Martin-Walton, and Consumer Services Coordinators, Perla Agraz, Diego Ramirez, Beatriz Real and Jodi Simpson.

As an agency, IRC participates in the Regional Center Collaborative Team meetings which are held in Whittier, Ca on a quarterly basis. Together, with staff members from DCFS, Probation, and other Regional Centers, we collaborate and team up to improve the safety, wellbeing and appropriate services for our consumers who are supported by dual agencies. The next meeting will be held on Thursday, March 9th at 10:00am in which both Program Manager Robert Garcia and Keniece Tillman will attend.

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

Inland Regional Center (IRC) continues to meet with both Inland Empire Health Plan (IEHP) and Molina Health Care in efforts to transition all existing Behavior Health Therapies (BHT's) such as Applied Behavior Analysis (ABA) services currently funded by IRC to the Medi-Cal system. The process has been an undertaking which is a collaboration between IRC, IEHP, Molina Health care and recently Kaiser Medi-Cal. We have successfully transitioned close to 2,000 consumers to date. The transition itself is almost completed however, all agencies to continue to work together to ensure that continuity of care is received by all participants during the transition. We anticipate the transition will conclude by June 2017.

Community Services
Board of Trustees Quarterly Report
March 13, 2017
Respectfully Submitted by Vince Toms

Community Services has had a series of changes over the last year, to ready the vendor community to meet the Center for Medicaid and Medicare – Final Rule Changes coming in March of 2019. There have been several new positions added. There have also been several positions filled, because of staff promoting or leaving the units. 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. I strongly believe we have the pieces in place to make a strong push to March 2019, and beyond. The following will detail the changes and status of both Quality Assurance and Resource Development.

Quality Assurance

Replacement and additional staff:

- 1 for Mentor as of Jan 1, 2017
- 1 CPL as of February 1, 2017
- 1 CPL as of April 1, 2017
- 2 Program Evaluators as of Mid-September 2016
- 2 Employment Specialist as of March 17, 2017
- 1 QA vacancy for CPL position

General items:

- Working with IT to launch Webinars-including trainings for small groups and large groups...this will allow information and trainings to be provided on an ongoing basis via web and in person.
- First online seminar training will cover SIR's with the support of IRC SIR coordinator...tentative date April 2017.
- Attended QA/RDTU meeting to network with other Regional Centers regarding placements and improve consistencies regarding policies and procedures for all regional centers.
- On board for Crisis Home to open soon...worked with Resource, DBH, DDS, Licensing, CP, and Stacy and her team regarding plan on how to maximize consumer's quality of life and integrate into community.
- Upon request, staff trainings at IRC unit meetings regarding QA services and Mental Health meetings. The staff have attended 2 unit meetings thus far.

- Working on updating QA procedures in writing.
- Partnered with IRC Legal to improve documentations including working with Client's Rights Advocates.
- Conferences call with vendors and ICF department to improve communication and Health and Safety of consumers.
- Mentor-scheduled meeting on March 6, 2017 to discuss improvements in placements, customer service, and out of home respite.

SIR's:

- Introduction of Seamless form to improve turn time.
- Install Fox-it program to assist in entering SIR's.
- Follow up with CP sending letters regarding delayed reporting and improve turn time in accordance with regulations.
- Provide technical assistance to care providers in need.
- QA team working together to maintain compliance.

QA tools:

- formatting and updating info to allow liaisons to type on the form using their iPads...review info with CP's, sign, and email directly to CP after review. This will allow the CP's to have the info immediately.

Resource Dept.:

- Partner with Resource regarding homes needed.
- Held meeting with CJ, Amelia (Community Resource), Eric, Meredith, and Christina regarding proposed press release of vendor needs, as Board and Cares, RCFE's and children homes are needed.
- Support Eric and his team to continue and promote team cohesiveness.

SLS/Respite Vendor Fair

- Tentative date is May 2017.

CCL:

- Partner and discuss situations, issues, concerns.

ARM rate:

- All liaisons worked with their providers to assure appropriate ARM rate was implemented per their request and number of consumers in home.
- Partnered with Vendorization, POS, Terry, DDS, and Directors to implement spreadsheet and documents for ARM rate accuracy.
- Training to CP regarding ARM rates and regulation updates.

Medicaid Waiver and Mentor Audit:

-complied with deadline to support "Action Plan" on recommendations from DDS.

Goal:

-Continue to improve efficiencies in policies and procedures in the tasks mentioned above.

As our team evolves, continue to teach, coach, and guide new and seasoned staff to continue to support one another as a team. Encourage the importance of IRC's mission and provide excellent customer service through "strength based modules", promote a safe working environment, and hostile free fun atmosphere.

Resource Development and Transportation Unit

- Changing the Resource Specialist job description to include an emphasis on customer service.
- The TSR training has been completed with all our pilot groups and we now have all our pilot groups now completing transportation request via TSR in SANDIS.
- Implementing transportation compliance again in Riverside as it was discontinued. Compliance in the Riverside office will be every other Tuesday starting 3-7-17.
- Developed procedures for contract process for Resource and Transportation.
- Starting the 3 year contracts w/the 113 vendors this year.
- Attending a management seminar this month.
- Consulting w/ELARC (Jessica), SGPRC (Aaron C.) and CVRC (Aaron O). I have already planned to meet with Aaron C. from SGPC sometime this month and CVRC in May. I am still waiting on Jessica from ELARC to get back to me. Will be consulting with them on their processes for things such as new residential provider orientation, rate worksheet (we are the only ones using a rate worksheet so I need to find out what document they are using to show proof that they are negotiating rates), how they are going some of their CPP projects.
- Changing the checklist for day programs to include the changes with new statues and regulations (CMS and WIOA).
- Working with the behavior team here on changing the behavior portion of program design checklist so that it is in more simple language. We will create a template that could be used for requirements of a Behavior Support Plan (BSP) which would also include the supplemental 1:1 (The problem that I see is that the language needs to simple so that the people who are implementing the plan understands what it means, most programs have a Behaviorist writing there plans but that still does not mean that the person implementing the plan understands the actual plan. Once that is complete, a training will be provided on the BSP to all the team so that everyone is trained on this portion which means all resource specialist can review program designs for all facilities (L2, L3, L4). Currently everyone can review them up until that portion and once they get to the behavior portion it is given to one staff member to review. Once this training is complete we can be more efficient as a team in terms of completing the review of program designs so that they do not have to be reviewed by so many people and getting bounced back to the potential providers because everyone will be able to review a program design from start to finish.
- I also want to change the checklist for the program design so that we could take out the hypothetical section. Other regional centers are not doing it and it really does not serve a purpose because it basically is asking the potential provider to apply their behavior plan to a

hypothetical consumer when they have already demonstrated the necessary information in the behavior plan support section (This is the part where most vendors have problems and it is something that is just our requirement). Again, this something that I would like to look at over the next year to condense the checklist some and ensure that we are a little more efficient and effective overall.

- Working closely with team on modeling good customer service. Example: We had a vendor come in and I worked with a staff member on providing her some technical assistance on completing the program design in which she has been working on since 2009. I would like to coach and work with every staff member over the course of the year, as it is important in terms of increasing the customer service that we provide to potential and current vendors. In fact, it is critical.
- We will be obtaining additional monitors for the Resource staff to assist with reviewing program designs and improving efficiency.
- Working with the behavior team on the new program that we are developing in our area that is focuses on our autistic consumers.
-

Goals for next year:

- Condense the residential checklist, as I mentioned above.
- Improve the culture of team so that we are working as a more unified team.
- Continue to develop protocols and processes for the way that we do things so that we all have the knowledge. This will help with having everyone help in areas of need, when we need it because the process will be uploaded on the shared drive that we all have access to. I have done this already with the contracts process for Transportation and Resource.
- Work with the transition PM's on a needs survey in all areas.
- Continue to take management seminars/trainings to add to my skill set to meet the needs of the unit and topics that relates to areas where we as a team could improve (I'm still observing the unit to see what those would look like and what we need).
- Continue to do staff development.
- Continue to strengthen our relationship with QA, Vendorization, POS, the other regional centers and DDS.
- Develop our housing specialist position, so that staff could focus more on the housing aspect of the job and projects related to affordable housing. This can be accomplished with the addition of a new staff person starting next fiscal year. They will absorb the specialists current "other duties as assigned."

FAIR HEARINGS & LEGAL AFFAIRS UNIT BOARD OF TRUSTEES REPORT

January – February 2017
Respectfully Submitted by Jennifer Cummings

FAIR HEARINGS

As of March 2, 2017, IRC has 38 open Fair Hearing Requests (63% related to eligibility). Since January 2017, a total of 31 cases have resolved or received formal decisions; of which, 65% related to eligibility. In collaboration with Consumers, Families and IRC Staff, the Fair Hearings & Legal Affairs Unit resolved 23 of the 31 cases (74%) without the need to go to a formal state level hearing. There were eight formal hearing decisions: Eligibility (6), Vehicle Repairs (1), Copayment Assistance (1). The Office of Administrative Hearings (OAH) found in IRC's favor in six cases.

WIC §4731 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.

In 2016, a total of 21 complaints were filed, four of which were forwarded by the Complainant to DDS for a second level complaint appeal. In one case, DDS upheld IRC's findings and found that no rights violations occurred. Three remaining cases are pending with DDS at this time.

VENDOR APPEALS

In 2016, IRC received five vendor appeals. Four appeals were filed by vendors requesting IRC to retroactively authorize a 4-bed Alternative Residential Model (ARM) rate. A residential facility appealed a Corrective Action Plan issued by IRC, which was granted in part and denied in part. There are two additional vendor appeals pending: one relating to the 4-bed ARM rate and one relating to absence pay.

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 involved with the criminal justice system:

There are 10 criminal cases currently referred to IRC's intake department to determine eligibility. Eligibility assessments are currently scheduled and pending. Of these, 3 are in custody.

There are 23 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.

There are approximately 106 adult criminal cases we are currently following on an ongoing basis:

- Forty-Four (44) cases have criminal proceedings suspended are on some type of court-ordered plan due to their developmental disability. Of these cases:
 - Eight (8) consumers are residing at Porterville Developmental Center for competency training and treatment.

FAIR HEARINGS & LEGAL AFFAIRS UNIT

January – February 2017

- Three (3) consumers are residing at Patton State Hospital for competency training and mental health treatment.
- One (1) consumer is residing at Liberty Healthcare (Mental Health/Jail program) for competency training and mental health treatment.
- Thirty-Three (33) 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, 17 adult consumers are in custody.
- Twenty-Nine (29) consumers are on probation.

LEGISLATION:

The next ARCA/Regional Center Legislative Committee meeting is scheduled for March 8, 2017 to discuss bills that have been recently introduced.

Grassroots Day is scheduled for April 5, 2017 at the State Capitol.

Legislative Calendar:

Feb. 17	Last day for bills to be introduced.
Apr. 6	Spring recess begins upon adjournment of this day's session.
Apr. 17	Legislature reconvenes from Spring recess.
Apr. 28	Last day for policy committees to hear and report to fiscal Committees fiscal bills introduced in their house.
May 12	Last day for policy committees to hear and report non-fiscal bills introduced in their house to Floor.
May 19	Last day for policy committees to meet prior to June 5.
May 26	Last day for fiscal committees to hear and report to the Floor bills introduced in their house.
	Last day for fiscal committees to meet prior to June 5.
May 30-June 2	Floor Session Only. No committees, other than conference or Rules committees, may meet for any purpose.
June 2	Last day for bills to be passed out of the house of origin.
June 5	Committee meetings may resume.
June 15	Budget must be passed by midnight.



Board of Trustee Report
Intake, Early Start, Clinical Services and
The Early Start Family Resource Network
February, 2017
Submitted by Treva Webster

Intake: Last report I wrote “In order to provide friendly and efficient customer service, they [Intake] are working to make the intake process easier for both the incoming community and staff. Stay tuned!”

I am pleased to report that we are in the process of hiring two new bgrowth positions for Senior Intake Counselors to help with the heavy load of conducting the Social Assessments and managing the Intake cases. In additional to that, we have two new vendors that will be working with us to conduct Social Assessments and providing the very important and much needed reports on a timely basis.

Early Start Clinic: I am sorry to report that one of our long-time Early Start Infant Service Coordinators, Kathy Smith passed away on January 7, 2017. She is deeply missed by her family, her IRC colleagues and the children and families she served.

Early Start: Early Start is a Federal Program governed by “Part C” and not by the Lanterman Act so the applicable regulations and timelines are different from the Lanterman regulations and timelines. Edyth Gallardo, Early Start Program Manager is our designed Federal Compliance Specialist for Early Start.

Family Resource Network: FRN is currently collaborating with the IRC Transition Unit and Director Felipe Garcia to work with a grant from CaPromise to assist with pre-employment training of the young adult consumers we serve.

Clinical Services: Our Clinical Services Team is busy assessing eligibility as well as assisting with coordinating Nutritional and Dental services, Occupational Therapy, Physical Therapy, Pharmacology, and Medical/Nursing assessments.