

**INLAND REGIONAL CENTER**  
**VENDOR ADVISORY COMMITTEE**

**MINUTES**

**August 15, 2011**

**COMMITTEE MEMBERS PRESENT:** Tina Eyraud, Sharon Young, Dennis Mattson, Ruth Goodsell, Donita Remington, Bob McGuire, Barry Solomon, Sharon Barton, Tammi Simpson, William Ames, Elisha Hall.

**GUEST PRESENT:** Carol Santa Cruz, ABLE; Lucy Esquero, ABLE; Catherine Bennage, People's Care; Nakia Eyraud, V.E.W.; Karen Jones, PVW; Brittney Orwin, Wylie Center; Tracy Fakhouri, Pathway, Inc.; Andrea Wells, Exceed; Aurora Arzate, Benson House; Jim Stream, ARC Riverside; Tena Meinders, Salem Christian Homes; Colleen Hernandez, Sunny Days; Sachin Mathur, Tonner/St. Mary's Home; Stacy Johnson, FYI; Tina Smith, California Mentor; Vicki Smith, AB12; Therese Kragness, IBP, Inc.; Justin Trott, Premier Healthcare; Yvette Caldwell, SVS; Hazel Delgado, People's Care; Jodi Irvine, Exceed; Joann Avery, FYI; Melody Amaral, Wylie Center; Nicolette Smith, Westview Services; Robin Cole, Westview Services; Mark Hendren, CIN; Stephen Aulman, AOK, Jeanine Harrelle, Benson House

**STAFF PRESENT:** Carol Fitzgibbons, Sylvia Wackerman, Patti Harrold, Ruth Houghton, Lavinia Johnson, Tesa Patterson, Leilani Nguyen, Elizabeth Conley, Alice Gamboa Rico, Alex Rubio, Christina Peralta Gonzalez, Jennifer Cummings, Robert Mendes, Regina Kuruppu, Vince Toms, Sandra Guzman

**INTRODUCTIONS:** Donita Remington called the meeting to order at 0:02 a.m. and she welcomed the new committee members.

**MINUTES:** Motion made to approve minutes of June 20, 2011 meeting M/S/C; Goodsell/McGuire

**REGIONAL CENTER UPDATE:** Carol Fitzgibbons gave an update on the regional center.

- Probation: Back in January DDS put IRC Board of Directors on probation. We had to respond to the department which we did in March. Then we received a follow up letter which we responded to in July. You can find details of our probation on our website. Most of the areas of concern were not new ones; they were the same issues that came out in the BSA audit. The Department did not acknowledge our housing plan but our documentation shows they did. Most importantly is that there was not misuse of funds; actually there was less funds used then projected. We have submitted all the documents that were needed. The CHF grant was pulled back and any remaining funds were returned. Whistleblower policy was updated at our July board meeting and posted on our website. Our Conflict of Interest form has been revised. Staff is required to submit one annually and so is our Board. We had a training on Conflicts and how to handle a conflict. We sent the Department a copy of our Operations Manual. The week of July 15<sup>th</sup> the DDS Tech Team joined us for four days. They had an opportunity to speak with staff and offered some recommendations. This was not an audit it was more of a question and answers visit. They looked at some our procedures and offered recommendations.
- Contract: The State has our contract and they will have it until we are released from our probation.
- Inventory: This issue appeared in all 3 of our audits: BSA, DDS and our audit. During our move things were moved and put in different location and we lost track of where things were at. Things are being located and inventoried.
- Mediam Rate: We have many people moving from one area to another and this showed up in the trailer bill language. We have to assist them to find a vendor within 90 days in our area. If they are a vendor with another regional center we have to use their rate and then in 90 days were suppose to use the mediam rate which most of the time were lower. All regional centers in the system were asked to review their mediam rates. The Department also asked us to

reconcile how POS start up funds were used. We have gone back to 2002 and have done the best possible job to reconcile. All the regional centers have a different process in getting approval. Our issue was that there was no paper document involved. The department recognizes there were agreements made but cannot find paperwork on their part either. Three years ago we developed a housing plan.

- Budget: We had to make do with less money. We asked staff for suggestions on how we can do this and they came up with some great ideas. Our doors will be closing at 3:00 p.m. every Friday. Our staff pay period will be reduced by two hours. We will have Duty People available to you and our 24 hours emergency answering service is available as well. By closing our office at 3:00 p.m. we are projecting to save \$750,000 dollars. We also increased the employee's retirement contribution and reduced the employer's contribution. We are working on streamlining some areas and reducing some of the paperwork for staff. Starting the end of this month we will have community meeting. Patti Harrold and her team have been working hard in setting them up. We have eleven different sites throughout our communities. We are using community centers and libraries and holding them in the evenings or on Saturdays.
- Trailer Bill: You can find the Trailer Bill language on our website. This will affect all of us. Those of you that are not billing electronically will need to by June 30, 2012. The areas for exemption are voucher and hardship cases, such as cash flow difficulties or do not have the equipment. Behavioral intervention sent us letters asking parents to sign attendance sheets. A worker comes to the home and is requesting parent's signature. DDS has them available on line. That has to be attached to your bill. Might see Adult Health Day Care. Medi-Cal might decide they do not want to fund Adult Day Health Program. Take a look at the health needs and see if you can manage. Talks with licensing added language in licensing procedure. Senior Component that is within the program. We are no longer going to refer to custom endeavors. Day Programs are paid for the full 6 hours if consumers are 65% in attendance but not all day program are 6 hours.
- SPA billing for July has been extended. This center has completed 07-08 and 08-09 and will be working on 09-10. We will be working with the ICF providers.
- Question: Can we have a level 2 person in a level 3 home?
- SLS Services are required to have an independent assessment. We have a hand full we will be working with.
- 4.25% reduction has been expanded to Customary and Usual Rates. Those providers receiving Custom and unusual rates will be getting a 4.25% cut in their rates.
- Providers at the close of their fiscal year, regardless if they are profit or nonprofit receiving \$250,000 will be required to do an audit review; \$500,000 will be a full blown audit. There are different audit firms offering to provide trainings and possibly looking for business.

## **COMMITTEE REPORTS:**

**DAY PROGRAM:** Sharon Barton-Maggio reported that the Day Program group met last Thursday and the pre VAC meeting for this group was establish for the second Thursday of every even month at 2:00 p.m. At Thursday's meeting there was a small group in attendance, but overall it was a good meeting. If at all possible we would like to see an individual from this group part of the legislative committee. Regarding Transportation, individual vendors have indicated that there has been an improvement in transportation however, 90% still expressing late arrival and with the new attendance policy this is creating a bigger problem. Maybe William Ames can come to the next day program meeting and we can discuss these problems with him? Day program vendors feel they are getting the brunt of the late and early arrivals. The group also discussed and expressed the need for clarification on the new policy that is moving quickly regarding Integrated and Employment. Is it possible down the line that this would reduce day programs and our ability to provide services? The language is not clear and very concerning. Day Programs are requesting assistance with this.

**HEALTH FACILITIES:** No Report

**INFANT/CHILDREN PROGRAM:** Sharon Young reported that this group has not yet set a pre VAC meeting but will do so soon. She shared that there is a lot of concern regarding SB74. Negotiated Rates is also a concern. Service code 805 is a negotiated rate however this rate was established by the department. The regional center will set up some training on this for our vendors.

**RESIDENTIAL SERVICES:** Barry Solomon is the representative for level 2 and 3 homes. There was a pre VAC meeting in July however, he had not yet been appointed as this group's representative. He expressed concern regarding communicating with other vendors. Some vendors do not know that they have a representative. The next pre VAC meeting is scheduled for September 19 and he hopes to be able to schedule a regular meeting day and time. He commented on what a great opportunity IRC has provided for vendors. Vendors have asked Inland to give them information and Carol has provided them with that information.

**RESPIRE PROGRAMS:** Elisha Hall reported that this group had their pre VAC meeting this last Thursday. Ongoing meetings have been set for the second Tuesday of every even month at 10:00 a.m. The next meeting is scheduled for October 11 at 10:00 a.m. At our last meeting we had a great training provided by Mary Joseph Bacon on the process in Intake. This was very informative. One hot topic was the issue of not receiving the same information from all CSCs. We understand their caseloads are heavy but we want to streamline the info. It would be nice to have accessibility to program managers or unit meetings. An email was sent out to all respite vendors on Friday. The meeting dates will be posted on the calendar.

**SLS:** Tina Eyraud reported that they changed this group's meetings to the second Tuesday of every even month. She will have more information by our next meeting. Bob McGuire reported that the SLS Task Force Team came up with a process to review SLS services. At one time hours were being cut without any process in place. The job of the Task Force Team put together this process that would work for everyone. As vendors we need to evaluate our consumers and ask ourselves if the hours are realistic. If you are working on a cooking goal and you have been at it for 10 year, you need to ask yourself is this really the right goal for this consumer. Maybe you should work on a different goal. We will be meeting with the SLS vendors then meet with Inland. This has got to be a team effort and the consumer must be made aware of the goals they will be working on and if hours are going to be increased or reduced.

**SPECIALIST/SUPPORT PROGRAMS:** Donita Remington reported they also have a regular pre VAC meeting set for the first Tuesday of every even month. Any vendor that does not have a meeting schedule for their service group can email her at donitar@csusb.edu or Sandra Guzman at Sguzman@Inlandrc.org and we will assist you in organizing your meetings. During our meeting we discussed the Trailer Bill and getting authorizations in a timely manner. Another thing discussed was the new IPP. Donita stated she had an opportunity to look at one and felt it was done well. We are working on setting up a CDER training for this group as well.

**TRANSPORTATION:** William Ames reported they had their Transportation Quarterly Meeting on July 21. Tesa Patterson handed out the agenda and samples of some documents that were discussed at this meeting. The next quarterly meeting is scheduled for October 20. The issue of Curb to Curb as opposed to door to door was discussed. If a consumer is not ready and the transporter has to wait for 10 minutes for the consumer then every pick up after that will be late and can cause a consumer to arrive an hour or more late. He also stated he has not received any transportation complaints.

**VOCATIONAL PROGRAMS:** Ruth Goodsell reported that they have not had a meeting yet. They do have a meeting scheduled for September 20, at this meeting they will set up a regular meeting day.

**MEMBERS AT LARGE:** Dennis Mattson stated that is was good to be back on this committee. He stated that as a member of this committee we want to hear from the vendors, they want to resolve any issues you may have. We really want to get back to the way we once were. He thanked Carol for everything she is doing and expressed how great it is to have her here.

Question: Will someone be taking minutes at these pre VAC meetings? Answer: We will work on this.

Question: How can we reach our representative? Answer: We will be adding emails to the next agenda.

We have not yet formed a Legislative Sub Committee, Jim Stream has volunteered and we would like to have two members from the VAC Committee to be part of this as well. Barry Solomon and Tina Eyraud volunteered. Jennifer Cummings from the regional center will also be on this committee. Barry Solomon will facilitate and be in charge of coordinating a meeting for everyone. Anyone else interested in being part of this committee, please contact Barry.

**LEGISLATIVE:** No Report

**TRAINING REPORT:** Patti Harrold reported that they are working hard on closing the gap in communication. In order to do this it is really critical that we have your email address. Once a week we send out a weekly guide to our staff, families and vendors. We also send notices regarding our PO Box address changing and our closure hours. On our website we maintain a calendar of events, publish pre VAC meeting dates and announce our upcoming dance. You can find our CAC picnic and water balloon toss on You Tube. You can put comments or questions on our Facebook Fan Page. Patti also wanted to thank the vendors that have invited the training unit for Health Bodies, Health Minds workshop. If you are not on the List Serv, please take a form and sign up. If you are on the List Serv and know someone that is not, take a form for them. Emails and website are a quick way to communicate with a large group at one time. Our phones are capable of sending out a 30 second message if we needed to get a quick message out to everyone.

Barry Solomon suggested that maybe when staffs go out to a facility they can take a form with them offer to sign the facility up.

**OLD BUSINESS:**

Membership Committee: Donita thanked Ruth Goodsell for the fantastic job she did coordinating the interview for the Nomination Committee. We had an orientation for the new members which went well. We currently have two vacancies in the the categories of Level 4 and Behavior Mod Program representative. Anyone interested in applying for these positions send Sandra Guzman a letter of interest and she will forward it to the Nomination Committee. We would like to have recommendations by our next VAC meeting.

List Serv: If you have not sign up for the List Serv, we urge to do so. It is very important that you receive the latest updates.

**NEW BUSINESS:**

Sub Committee: Donita Remington announced that if anyone has an idea for another Sub Committee, please let us know. The P&I Sub Committee is meeting on a regular basis. Sylvia Wackerman, Debbie Mannon and the auditors are all part of this Sub Committee. We have received some clarification but want to run the final product with licensing so we do not break any Title 22 rules. In a month or so it should be ready. It has been quite a process. Sylvia Wackerman will also be looking at vacation time and spend downs.

**PUBLIC INPUT:** Donita Remington reminded everyone before we started with public input that they need to refrain from calling people's names out, making negative comments and make sure they do not appear to be attacking anyone. This is not the forum for those types of comments. We need to try to be positive. She asked anyone wishing to speak to stand, state your name and tell us what service group you represent.

Tena Meinder, Salem Christian Homes, Level 2, 3 and 4. Tena asked for clarification on regarding what is the procedure for requesting copies. Some CSCs ask for copies of any medical, doctor's lab work and xrays then there are others that don't ask for anything. Why the inconsistency? With the rising cost of

everything, we rather not do it if we do not have to. Answer: Sometimes we need the medical reports in order to code something for Medicaid Waiver. If at all possible, if you can scan the documents and email them to your CSC, maybe that would help. CSC are using the new IPP and along with the new IPP is a medical health form so maybe the CSCs are taking an active part and updating the consumer's record.

Jim Stream, ARC Riverside, Day Program. Jim expressed concern regarding the Integrated Employment as well. He agrees with Sharon Barton regarding it affecting the day programs. There is a hearing set for August 23 on this policy. The wording in this policy is concerning. It talks about competitive employment and qualified people need to be integrated. It goes a little too far. Some organization comes to alternative language. It was said in the meeting it was going to be a joint hearing. if it is a joint hearing then Senator Emmerson might be a good individual to contact. This is going to be an Assembly Meeting item. In the state of Washington it became an employment only. Go to [scdd.ca.gov](http://scdd.ca.gov) for more information. Question: Has this regional center taken a position regarding Employment First? Answer: No, as far as we know it is an informational hearing. If day programs want to make a recommendation to the board they can certainly do that.

Vicki Smith, Area Board 12. It is difficult saying that Employment First will be telling the regional center what they need to do. This is a document driven by consumers. There is no mention of getting a rid of day programs. She suggested everyone read the document. She would be happy to meet with any program wanting to discuss this further.

Therese Kragness, IBP. Therese stated that she knew that comment was directed to her but asked the committee to please not censure them. Donita stated that there is no need to criticize anyone. You can make your point without attacking anyone. Therese shared with everyone that regarding the hearing the family prevail. Question: in light of recent insurance changes how is this affecting the consumers? Answer: When a person comes through Intake we are required to take a copy of their health plan. Their health plan would be first and we would be second in line. A family health plan is consider a generic service. Insurance changes funding would the insurance would be primarily and the regional center secondary. We are not sure we can answer that right now.

Jeanine Harrelle, Benson House. Jeanine stated that they have not had a very good experience with the electronic billing. They have to call every month to try to reconcile their billing. We were told that if a consumer spent two day in the hospital all we had to do a place a comment on the billing and they would automatically pay us – this is not happening. We are still waiting for a payment from April. Is this because so many people are ebilling? Is this normal? This happens every month. Answer: That is not the way it is suppose to work. We willl check on it and get it worked out. Question: Is anyone else experiencing the same problem? Answer: No one raised their hands.

NEXT MEETING: October 17, 2010 at 10:00 a.m.

Meeting adjourned at 11:59