

AGENDA
INLAND COUNTIES REGIONAL CENTER, INC.
BOARD OF TRUSTEES MEETING
MONDAY, September 9, 2024
 Inland Regional Center
 Conference Center – Board Room
 1425 S. Waterman Avenue
 San Bernardino, CA 92408
 or Via Live Stream at Inlandrc.org/live

Call to Order/Ms. O’Connell

Minutes of July 8, 2024 Board of Trustees Meeting/Ms. O’Connell Action

Public Input: Comments limited to 3 minutes per person. Action may not be taken on any item that is not on the Agenda. **In order to protect the rights of our consumers, comments should not include personal consumer information. If you have a specific issue or comment, contact your CSC or email your comments to Btrustees@inlandrc.org.** You may also submit Public Input Comments electronically via inlandrc.org/live.

Executive Director’s Report/Ms. Johnson Info

Director’s Reports/Directors Info

Committee Reports (Written Reports)

- 1) Another Way/Ms. Gonzales Info
- 2) Executive Committee/Ms. O’Connell Info
- 3) Legislative Committee/Ms. Cummings Info
- 4) Master Trust Committee/Ms. Miller Info
- 5) Vendor Advisory Committee/Ms. Stewart Info

Old Business: None

New Business

- 1) DVU Presentation Info
- 2) Caseload Ratio/Mr. Toms Action
- 3) Purchase of Service Policy Update/Mr. Toms Action
- 4) Guenther Foundation Grant Authorization/Ms. Lara Action

Trustee Input

Closed 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))

November (Dark), Next Meeting: January 13, 2025

MINUTES OF JULY 8, 2024
Inland Counties Regional Center, Inc.
Board of Trustees Meeting

BOARD PRESENT: Jay Connor; Theodore Leonard; Eric Naranjo; Maureen O'Connell; Briseida Ramirez; Rene Rojo; Gizelle Siojo; Teri Smith; Joshua Souder; April Stewart

BOARD MEMBERS ABSENT: Carmela Garnica; Alicia Lara; Kiana Buffington

DIRECTORS PRESENT: Steve Beckett; Felipe Garcia; Eric Hamler; Lavinia Johnson; Don Meza; Merissa Steuwer; Vince Toms

STAFF PRESENT: Martin Morales; Monica Munguia; Estefania Pena; Maria Rodriguez

GUEST PRESENT: Sharon Barton, In-Roads; Tenika Doyle, Chasing 7 Dreams; Shaun Dwyer, In-Roads; Araceli Gill, Family Member; Melody Granath, In-Roads; Olivia Guzman, In-Roads; Angelica Hill, In-Roads; Tyler Jarvis, In-Roads; Jordan Lanier, Caregiver; John Maggio, In-Roads; Jessica Naranjo, In-Roads; Helen Neri, Caregiver; Jana Ruiz, Hannah Interpreter Service; Jonika Smith, Chasing 7 Dreams; Alma Sobampo, Ives Torres, Consumer; Family Member; Isabel Torres, Parent; Veronica Velasco, In-Roads; Tina Wilson

CALL TO ORDER: The meeting was called to order by Ms. O'Connell at 5:04 p.m.

MINUTES OF MAY 13, 2024 ANNUAL BOARD OF TRUSTEES MEETING: 1. Motion made to approve the minutes of the May 13, 2024 Annual Board of Trustees Meeting M/S/C Connor/Rojo.

MINUTES OF MAY 13, 2024 BOARD OF TRUSTEES MEETING: 2. Motion made to approve the minutes of the May 13, 2024 Board of Trustees Meeting M/S/C Rojo/Naranjo.

PUBLIC INPUT: None

EXECUTIVE DIRECTOR'S REPORT: Ms. Johnson reported the following: 1. Ms. Johnson shared the IRC Pantry Project video with the Board and thanked CJ Cook, Sharon Barton, In-Roads, Sophia Benitez, 24Hr Home Care and the consumers who have worked so hard on this project. 2. Ms. Johnson thanked the Parent Advisory Committee for their ongoing support and collaboration. 3. The developmental services Trailer Bill AB162 was signed by the Governor on July 2nd and contains major provisions such as a statutory requirement for the development of the Master Plan for Developmental Services; Implementation of the final phase of the rate models 1/1/25; Allowance for remote IPP/IFSP; Using statistical practices to more efficiently complete provider audits; Elimination of the Family Cost Participation and Annual Family Program Fees; Changing the timing of assessments for children who are provisionally eligible; Updating social recreation statutes to include a requirement for identification of a RC contract to DDS and training for some staff. 4. As of May 2024, IRC Currently employs 1,202 staff of which 83 are managers, 787 are in case management and 332 are in administrative services. 5. IRC hosted Unlocking Possibilities: A Journey through the Self Determination Program. The conference was held at the Riverside Convention Center on June 8. 6. IRC's HR department held a hiring event on Friday, June 28, 2024 at IRC. 83 job offers were made, 78 were accepted.

DIRECTOR'S REPORTS: No questions

COMMITTEE REPORTS:

- 1) **ANOTHER WAY:** Ms. Gonzales submitted a written report. No questions from the Board.

- 2) **EXECUTIVE COMMITTEE:** The notes from the May and June Executive Committee Meetings were included in the board packet. No questions.
- 3) **LEGISLATIVE COMMITTEE:** No Report
- 4) **MASTER TRUST COMMITTEE:** Ms. Miller submitted a written report. The Board had no questions.
- 5) **VENDOR ADVISORY COMMITTEE:** No Report

OLD BUSINESS: None

NEW BUSINESS:

1. **APPROVAL OF NEW BOARD MEMBERS:** Ms. Ramirez stated that the Ad-Hoc Nominations Committee met and interviewed 4 candidates. It is the committee's recommendation to approve the following candidates to serve on the Board of Trustees: Mark Kendall, Cynthia Jefferson, David Head and Stephen May. **3. Motion made to approve all four candidates M/S Rojo/Connor.**
2. **APPROVAL OF BOARD OFFICERS:** Ms. O'Connell stated that the following members would like to continue in their current position for an additional two-year term as stated in IRC's Bylaws: Maureen O'Connell, Chair; Carmela Garnica, Vice Chair, Alicia Lara, Secretary and Jay Connor Member at Large. **4. Motion made to approve the slate of officer as presented M/S/C Rojo/Naranjo.**
3. **2024-25 PERFORMANCE CONTRACT:** Mr. Toms presented IRC's 2024-25 Performance Contract and reviewed the measures with the Board. The plan was previously submitted to DDS on June 14, 2024 therefore Mr. Toms is requesting a motion to approve the contract effective with the DDS submission date of June 14, 2024. **5. Motion made to approve IRC's 2024-25 Performance Contract effective with the DDS submission date of June 14, 2024 M/S/C Connor/Rojo.**
4. **POS POLICY FOR RESTORED SERVICES:** Mr. Toms presented the Purchase of Service (POS) Restored Services Policy. Welfare and Institutions Code (WIC) 4648.5 restored regional center authority to fund social recreation services, camp and associated travel expenses, nonmedical therapies, and education services. The overall intent of social recreation is to increase our client's access to integrated social activities in their various communities. Camp will be classified as either residential (stay overnight) or day camp (client goes home every day). The regional center may purchase non-medical specialized recreational therapies for clients and their families to support the Individual Program Plan (IPP). Educational Services for children 3 to 17 may be funded when the need has been identified and certain conditions have been met. **6. Motion made to approve the POS Policy for Restored Services as presented M/S/C Rojo/Connor.**
5. **SALARY SCHEDULE UPDATE:** Mr. Beckett reviewed the changes to the existing salary schedule. 5 new positions, 4 positions had a change in their salary range, 4 positions are no longer active positions and 3 either salary range or name change. **7. Motion made to approve the updated Salary Schedule M/S/C Rojo/Connor.**
6. **2024-25 SALARY SCHEDULE:** Mr. Beckett presented the Salary Schedule for fiscal year 2024-25. The salary schedule includes the 1.5% COLA previously approved by the Board. **8. Motion made to approve the 2024-25 Salary Schedule M/S/C Connor/Rojo.**

7. **WORKPLACE VIOLENCE PREVENTION PLAN:** Mr. Beckett stated there is a new statute that requires every corporation with more than 25 employees to implement a workplace violence prevention plan by July 1. The plan provided in the board packet was reviewed and approved by the Executive Committee in June. There are 4 different types of workplace violence identified in this plan. 1. Workplace violence committed by a person who has no legitimate business at the workplace; 2. Workplace violence directed at employees by persons coming to the workplace; 3. Workplace violence committed by current or former employee; 4. Workplace violence committed in the workplace by a person who does not work at IRC but has, or is known to have had, a personal relationship with an employee. IRC has a plan in place, we have security walking around, cameras installed and key card access. This plan defines if something was to happen, how would we respond. **9. Motion made to approve the Workplace Violence Prevention Plan as presented M/S/C Connor/Rojo.**
8. **EMPLOYEE HEALTH BENEFITS:** Ms. Steuwer is requesting the Board to authorize the Executive Committee to approve the health benefits for the new plan year beginning October 1, 2024 and ending on September 30, 2025. Our current plans are with Kaiser and Blue Shield. Kaiser has about 2/3 of our employees enrolled where Blue Shield is only a 1/3. The broker is experiencing difficulties obtaining a quote from Blue Shields. **10. Motion made to give the authority to the Executive Committee to approve the health benefit package when it becomes available M/S/C Leonard/Rojo.**

TRUSTEE INPUT:

1. Mr. Rojo shared that he has been very involved in the community. On September 22 he'll be helping at the 3rd Annual Suicide Prevention Event in Riverside. They'll be lowriders, bikes, art, food and entertainment. If anyone is interested in attending, he will provide a flyer to Sandra who can share it with all of you. On July 28 he'll be helping at the 17th Annual Motorcycle and Car Show Parade Christmas at the Ronald McDonald House in Loma Linda. He will provide a flyer for this event as well.

Ms. O'Connell adjourned the meeting at 6:06 p.m.

Sincerely,

Alicia Lara
Board Secretary

Sandra Guzman
Assistant Secretary

MOTIONS FOR THE JULY 8, 2024 BOARD OF TRUSTEES MEETING:

- 1. Motion made to approve the minutes of the May 13, 2024 Annual Board of Trustees Meeting M/S/C Connor/Rojo.**
- 2. Motion made to approve the minutes of the May 13, 2024 Board of Trustees Meeting M/S/C Rojo/Naranjo.**
- 3. Motion made to approve all four candidates M/S Rojo/Connor.**
- 4. Motion made to approve the slate of officer as presented M/S/C Rojo/Naranjo.**
- 5. Motion made to approve IRC's 2024-25 Performance Contract effective with the DDS submission date of June 14, 2024 M/S/C Connor/Rojo.**
- 6. Motion made to approve the POS Policy for Restored Services as presented M/S/C Rojo/Connor.**
- 7. Motion made to approve the updated Salary Schedule M/S/C Rojo/Connor.**
- 8. Motion made to approve the 2024-25 Salary Schedule M/S/C Connor/Rojo.**
- 9. Motion made to approve the Workplace Violence Prevention Plan as presented M/S/C Connor/Rojo.**
- 10. Motion made to give the authority to the Executive Committee to approve the health benefit package when it becomes available M/S/C Leonard/Rojo.**

Director Adult Services, Clinical, and Intake

September 2024

Respectfully submitted by Don Meza

Adult Services Team Update: The adult services team is using a hybrid model of service. The CSCs are required to be in the office two days per week otherwise they are working in the field, or from home. The program managers have been asked to be in the office at least two days per week. The CSCs share office space and/or can drop in and schedule themselves to work in the office on days when their peers are working remotely. The case management teams have been completing in-person visits with consumers in a conscientious and safe manner. The focus of in-person visits has been with consumers residing in Board and Care, Specialized Facilities, Skilled Nursing Facilities, and for independent consumers with Supported Living services. In Adult services there are currently 12 case management teams with approximately 230 service coordinators that cover the two-county catchment. As we grow, we continue to add new staff which has resulted in smaller caseload ratios for the CSCs. The Intermediate Care Facilities (ICF) Unit is planning a Vendor Faire in October, as well as reviving a Holiday event for their consumers in December 2024.

Work and Programs: Adult consumers continue to return to daily activities through “traditional” services. The overall situation has been challenging because some programs have not been able to return to a full-time schedule. The COVID related “state of emergency” was lifted effective 2/28/2023. The consumers and families maintain the option, if requested, to continue receiving remote services until 6/30/2025. We are finalizing efforts to comply with the subminimum wage transition required by the HCBS Final Rule. Consumers and families have been informed that all subminimum wage positions will end effective 12/31/2024. The CSCs have been completing IDT meetings with the consumers at their programs to determine which work options will be best for them in the future. Many of the consumers have been transitioning to “layered” program services which can combine paid work and community activities. All consumers involved with “workshops”, can no longer be paid subminimum wage for their work effective January 2025.

Senior Services Highlights: Our Senior CSCs assist consumers and their families in obtaining referrals to medical professionals for common diseases of the elderly. There are referrals to endocrinologists for diabetes; rheumatologists for arthritis; cardiovascular specialist for cardiovascular disease. The most prevalent concern with a good majority of IRC Senior consumers is dementia and/or Alzheimer's Disease. Another issue that can create major change of lifestyle in a senior's life is their susceptibility to falls; and their inability to recover from falls. Their homes are always checked for safety hazards. One of the main contributors to falls in having “throw rugs” or “hoarding” conditions in their homes.

The Senior team frequently works in collaboration with APS; Age Wise; Family Caregiver Support; and the Public Guardian. The agency that they most often interact with is “In-Home Supportive Services”. An effort is made to create support systems from generic resources along with IRC's vendors, such as SLS, ILS, Nursing vendors, Respite vendors, and representative payee services.

The IRC Senior Units also work closely with the “IRC Clinical Team” for things such as medication management; dental services; and at times, medical anomalies that require a team of medical professionals to review and guide CSCs to referrals to appropriate medical professionals.

IRC Senior Units are also available to offer emotional support and at time, financial assistance through “Another Way” for burial funds when the consumer and/or family have no funds.

The Senior team Program Managers recently attended the “Elder Abuse Conference” where Riverside Deputy DA Maureen DuMouchel was the keynote speaker. She discussed ways to best interview elderly victims of abuse. She stressed that there are too many times when law enforcement may dismiss the allegations altogether simply because they either don't have the patience, or possibly the skill, to elicit pertinent information of their abuse. The takeaway from this talk was to never dismiss an individual's allegations of assault/abuse without proper investigation. Make them feel comfortable and safe as this may in time divulge information of the abuse.

Inland Regional Center Children's Services

September 09, 2024, IRC Board of Trustees Report

Submitted by Felipe J. Garcia IRC Director of Children's Services

Greetings, as of August 2024, we currently have 25,000 clients in Children's services. We continue to hire replacements as soon as possible to ensure that consumers have an Early Intervention Services Coordinator (EISC) or Consumer Services Coordinator (CSC).

Children services continue to grow and is constantly being assessed to address the needs of our consumers. We have been approved to hire two additional Program Managers for the Riverside County area. The plan is to consolidate areas with the least possible disruption to our consumers. Although, Children services is a large program, with the assistance of the two Program Administrators, Edyth Gallardo and Jonathan Eckrich, we are making progress at meeting our consumer's needs. On 08/26/2024, Childrens Services welcomed our new IDEA Specialist who will be working with staff who support consumers ages 0 to 22.

Early Start Units

Childrens Services has been authorized an additional Early Start growth unit in Riverside County. New catchment areas have been drawn up and we will begin interviewing for a Program Manager soon. The San Bernardino County Early Start units will also be restructured in order to help with manager to staff ratios. We continue to average more than 750 new referrals per month for both counties combined. Our six Status 0 Coordinators are set to go live 09/01/2024 to track clients through the intake process and meet the 45-day timeline and compliance expectations. We continue to have Case Management growth positions for Early Start as we work towards hiring to meet the established requirement of 1:40 cases per EISC.

Preschool Units

We currently have five Preschool Units (two in San Bernardino County and three in Riverside County). Hiring continues to be a priority for the Five Program Managers who oversee the Pre-School Units (ages 3-6) and have been interviewing on an ongoing basis. We continue to hire to meet the established requirements of 1:40 cases per Consumer Services Coordinator (CSC). We currently have 21 growth positions for Preschool Units.

School Age Units

Children Services has been authorized an additional School Age growth unit in Riverside County. New catchment areas have been drawn up and we will begin interviewing for a Program Manager soon. This addition will also assist the San Bernardino County teams who will be transferring Riverside County cases to the new unit. Case transfers at age 14 continue and we continue to interview for case management growth and backfill positions.

Board of Trustees Quarterly Report - Respectfully Submitted by Vince Toms

September of 2024

The following is a summary of statewide updates that affect our clients and vendors:

IRC is waiting for the data from the Department of Developmental Services (DDS) to implement the Early Start Quality Incentive payment. This is still a three-tiered payment structure that incentivizes quick service delivery. The incentive period is from January 1, 2024, through December 31, 2024. It will be based on the initial starting date of the authorization and the date of initial service provision by the vendor, as determined by purchase of service, e-billing, and the client master file. Once we get the data from DDS, IRC will pay the first quarter which is January to March of 2024. This is a DDS driven incentive, so vendors can direct questions to QIPquestions@dds.ca.gov. One of the current issues with this is what to do with the data of those family members that are vendored to provide services like transportation.

The Burns Rate Reform will have the final rates implemented by January 1, 2025. There will be numerous DDS directives coming that will be shared with each vendor group. Some service codes will require changing program designs and service codes to best meet the definition of the new service descriptions created by the study. Day Programs and clinical services will have most of the new service code changes. This will end up being a massive workload issue, with the need for the vendors to create program design addendums, secure a new service code(s), complete new rate agreements and then on the case management side, there will be a need for new authorizations and Individual Program Plan addendums. We were hoping for DDS directives already, but the most recent information states that they will start having webinars in September.

The DDS Service Provider Directory continues to move forward at a rapid pace. For the next two fiscal years, vendors will get 10% additional funding from the 90% base, by participating and completing the information that will go into the statewide provider directory. IRC has done an extensive amount of information emails, media blasts and website placement for the vendors to understand the process. Once each vendor is validated, they will be eligible for the 10% payment, also known as the Quality Incentive Program payment. Protiviti is the DDS consultant that will be working with each IRC vendor to collect data for the directory. Vendors have until 10-31-24 to participate.

DDS is in the process of creating a unified intake process. The timeline for completion is January 1, 2025, with an implementation date of July 1, 2025. They are in initial discussions over this initiative. Other initiatives that have been created to unify the regional centers processes are the vendorization packet, the respite assessment and the standardized Individual Program Plan (IPP). The standardization of these processes and documents will assist the clients and families in having a system more unified and less scattered by regional center.

If there are any questions or comments, I can be reached at vtoms@inlandrc.org.



CURRENT PRIORITIES

- Continuing Atlas improvements
- Supporting IRC staff



DIVISION MANAGERS

Case Control
Denise Adame

Communications
Sandra Guzman

Information Technology
Marc Rinebolt

**Facilities, Office Services &
Procurement**
Gabriel Ortiz

IT AND ADMIN SERVICES

ADMINISTRATIVE SERVICES

The Administrative Services division is hard at work prepping to support the ARCA Academy to be hosted by IRC in September. ARCA Academy is a series of trainings and sessions designed for ARCA Board Delegates, Regional Center Board Members, and Regional Center Directors state-wide. We look forward to a successful event!

Our Case Control department has been as busy as ever with rapidly processing information requests and intakes. Processing of the backlog of paper records into the digitized system is also progressing, and we have a plan in place to try and eliminate a bulk of the paper backlog later this year.

INFORMATION TECHNOLOGY

The Information Technology Department is continuing our work in supporting IRC staff. The Atlas Case Management system has seen some great new additions to further support staff and the clients that we serve.

Respectfully Submitted by Kurtis Franklin, Director of IT and Administrative Services

September 2024

Inland Regional Center Transition Services & Special Services

September 2024 IRC Board of Trustees Report

Submitted by: Alan Munoz Secretary V of Transition Services and Specialty Services

Enhanced Service Coordinator Unit (ESC):

Inland Regional Center (IRC) has formed a new unit to provide coordination of services at a 1 to 40 coordinator to consumer ratio for clients in underserved communities with low or no purchased services (POS). This unit is called the Enhanced Service Coordination (ESC) Unit. This is an option for our low to no POS clients who live in underserved communities. This unit was developed to fulfill the enhanced service coordination mandate from DDS which is “intended to improve service access and delivery” by providing clients with “focused support and increased service coordination.” The uniqueness of enhanced service coordination includes the consideration of cultural, linguistic, systemic, and societal barriers and implementation of best practices to reduce such barriers through a service access and equity lens. The Program Manager of this unit is Lilliana Garnica. Ms. Garnica currently has 344 consumers enrolled in this program. All ten positions have been filled. Ms. Garnica and one of her team members are participating in the Cultural and Humility Training. Ms. Garnica continues to provide outreach efforts to provide training and knowledge.

Self Determination Program (SDP):

We have a total of 371 Self-Determination cases, with cases pending effective dates. Alejandra Rivera is the Program Manager who manages the Self Determination Program, and the Systems of Care positions. Our participant Choice Specialists (PCS) have been assisting in expanding awareness of self-determination service options through efforts to identify concerns and barriers to enrollment, reduce identified barriers and by providing information and training to consumers, families, IRC staff and providers about self-determination options. Ms. Rivera continues to collaborate closely with the Local Volunteer Advisory Committee (LVAC) to support implementation of the Self-Determination Program. The LVAC approved a conference/resource fair, being held on November 2nd, 2024, that will be provided by Ives Torres Foundation. The LVAC has also approved and provided Committee Center Planning training and book purchase facilitated by DVU. Lastly, the LVAC approved an Independent Facilitator Training that was awarded to the Autism Society Los Angeles in collaboration with Phoenix Facilitation. They will provide IF training to two 12-15 participant cohorts. One will be in English, and one cohort will be in Spanish. Training modules will include SDP fundamentals, SDP law and Directives, Intermediate training on budgets.

Ms. Rivera and her team host an Independent Facilitator (IF) roundtable virtually. This platform is for certified IFs to collaborate with IRC on SDP related topics. Additionally, the Self-Determination team will be restructuring in order to better serve individuals in the Self-Determination Program. This year there will be 10 CSCs assigned to Self-Determination case management and they will form a new unit under Ms. Rivera. She recently hired a replacement for PCS.

Systems-Care Coordinator:

IRC's Systems of Care Coordinators are Rosalba Martinez and Sommer Schene-Arce. Ms. Martinez is the designated System of Care Coordinator for San Bernardino County. Mrs. Schene-Arce is the designated System of Care Coordinator for Riverside County. The System of Care Coordinators have been continuously collaborating with our partners to meet the needs of children and youth in foster care who have experienced severe trauma. IRC has Interagency Child, Youth and Family Services Memorandum of Understanding (MOU) with Riverside and San Bernardino Counties. These agreements outline the various local entities (required partners and collaborative partners) establishment of shared interagency responsibility, engagement, and resource allocation. Our systems of care coordinator participate in all required meetings, provide support to IRC's staff, and updates our partners on cases in addition to reporting data to DDS.

Medicaid Wavier

HCBS Medicaid Waiver (MW) programs allow California to receive Federal funds that support the notion to oversee the services and supports for the population of the developmentally disabled. Inland Regional Center has the highest number, which is approximately 22,925 enrollees. Department of Developmental Services (DDS) monitors MW enrollments and expects all Regional Centers (RC) to continue to increase enrollment on a monthly basis. All RC's HCBS programs are audited by state and federal reviewers. MW partners with representatives from the Department of Developmental Services and Department of Health Care Services to conduct quality review of cases once every two years. MW has 20 Senior CSCs and 9 CSTs. Carmelita Florentino has been hired for Program Manager for the Medicaid Wavier unit.

Transition Units:

Transition Units serves ages 14-22 years old. 7 Program Managers (PM) oversee these programs which are as follows:

- Mona Jaber-West End Transition
- Andrew Burdick-San Bernardino High Desert Transition
- Angelica Serrano-San Bernardino Transition
- Brandie Parhm-Riverside South Transition
- Elizabeth Tagle-Riverside Transition

- Amira Abdelmageed-Riverside East Transition
- Aymee Bezold- Riverside Lower Desert Transition

Announcements:

Aymee Bezold was recently promoted to Program Manager of Riverside Lower Desert Transition.

Savannah Giron has been promoted from CSTIII to SDP Support Clerk.

There is a total of 9,299 cases in all transition units. Our Transition Units are continuing to collaborate with school districts and Special Education Local Plan Areas (SELPA) on providing information about IRC's services for adults that are transitioning out of school and into a pre-vocational or vocational programs per consumer's Individual Program Plans.



Inland Regional Center Board Report
Submitted by Andrea Gonzales, Another Way Coordinator
Date: August 27, 2024

To: The Board of Trustees

A. 2025 Golf Tournament Date is Saturday, May 17th, 2025.

1. After doing research on room and golf rates we decided to go with Omni Rancho Las Palmas again.
2. Mixer will take place on May 16th, 2025.
3. Discounted golf rates for Board and IRC staff

B. Bowling Tournament is on Saturday, September 28th at Empire Bowl in Redlands.

1. As of 8-27-24 Another Way has raised \$14,600 for the Bowling Tournament and should net approximately \$6500.00.
2. The event is from 12-4 pm.
3. There will be Shakey's Pizza, mojos, chicken, cupcakes, finisher's medals, and the opportunity to win trophies at this fundraiser.
4. IRC Staff, consumers and vendors are all participating.

C. Toy Drive is on Wednesday, December 11th at Couture Events on E St.

1. The event is open to Inland Regional Center consumers who are up to age 14 and their siblings up to age 12. All guests must meet Another Way's income eligibility criteria.
2. The event is from 3:30 to 6:30 p.m. (after school)
3. There will be Santa pictures, food, gifts, and games.
4. Typically, 250 people attend the event and we collect approximately 300 toys for our youngest consumers.
5. Ingram Micro, T-Force Freight, and IRC staff generously purchases gifts for our consumers.

D. Food Drive & Gift Card Giveaway

1. Another Way is currently planning a Thanksgiving Food Giveaway for November 23rd. We are going to work with Stater Brothers to put together food boxes with turkey and all the trimmings.
2. Planning on helping 100 families this holiday season.

3. Another Way is also planning on giving out gift cards during December for food.

Approved	In Progress/Submitted	Denied	Extensions
<p>FY23/24-Carpenter (\$35,000), Unrestricted.</p>	<p>The Annette Williams Charitable Foundation (\$5,000)</p> <p>Carpenter for FY24/25 (\$35,000); unrestricted</p>	<p>The Richard Reed Foundation. The request was for \$10,000. Coordinator reached out to foundation for feedback with regards to the denial and received the following message: “We are a small foundation and try to visit/connect with our grantees in person as much as possible, so our geographic focus for orgs we support is typically Colorado and Northern California where our employees are based. We are also trying to be equitable across the different program areas we support, and both our animal and human support area dollars are already committed for the year. I hope this additional info helps. We do think the work you do is important and aligns with our vision, but it is just not possible to lend you our support at this time.”</p>	<p>Cal Wellness thru June of 2024. Report due September 31st 2024.</p>

<p>Big Lots 23/24 (\$3000) for Safety-Net Program.</p>	<p>Henry L. Guenther Foundation is in progress and is due Oct. 31st. Request (\$35,000). First time approaching this foundation.</p>		
<p>Stater Brothers - \$2,500 (Safety-Net Program).</p>	<p>Carl E. Wynn (prospect) reaching out to company</p>		
	<p>Walmart – (\$5000)</p>		
	<p>Grace Helen Spearman Foundation - \$5000. They have funded Another Way in the past.</p>		

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

July 17, 2024

4:30 p.m.

EXECUTIVE COMMITTEE: Maureen O’Connell, Chair; Carmela Garnica, Vice Chair; Alicia Lara, Secretary; Jay Connor, Member at Large; Ted Leonard, Member at Large

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

RECORDING SECRETARY: Sandra Guzman, Executive Assistant

1. Master Trust Report – Merissa presented the portfolio for Master Trust as of June 30, 2024.
2. New Board Member Orientation - Lavinia stated with the 4 new board members coming on board we need to schedule a New Board Orientation. Steve and Lavinia are available to assist with the orientation. We can include the full board since the orientation contains valuable information for all members.
3. Appointment of Board Members to the Audit Committee: We have received an email from DDS asking about the various committees, one was the Audit Committee. Currently, the Executive Committee has been serving as the Audit Committee. The Audit Committee can consist of 3 board members. Staff cannot be part of the committee but can be available to provide information to the committee. The Executive Committee has the authority to appoint members to the Audit Committee. There is nothing pressing requiring the Audit Committee to do right this minute. We are preparing for next year’s audit.
4. Outcome of Whistleblower Investigation: What’s the status of this report? Attorney submitted report to DDS. Maureen spoke to the attorney in June and sent him an email to him today which he responded stating he sent an email to DDS with his findings from his investigation on April 30. He has followed up on two occasions and has not heard back from the department.

Next Executive Committee Meeting: August 7, 2024

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

August 7, 2024

4:30 p.m.

EXECUTIVE COMMITTEE: Maureen O’Connell, Chair; Alicia Lara, Secretary; Jay Connor, Member at Large; Ted Leonard, Member at Large

STAFF/EX OFFICIO: Lavinia Johnson, Executive Director; Merissa Steuwer, Chief Financial Officer

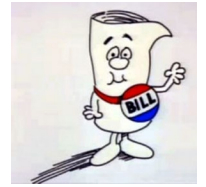
RECORDING SECRETARY: Sandra Guzman, Executive Assistant

1. Master Trust Report: Merissa presented the portfolio for Master Trust as of June 30, 2024.
2. Employee Benefits: Merissa reviewed IRC’s health benefit package for 10/1/2024 to 9/30/2025 and explained the increase in benefits. Changing from Blue Shield to Health Net because Blue Shield refused to give us a quote. Discussed the difference between a traditional plan and a Medical Employee Reimbursement Plan (MERP) plans. IRC will be able to absorb the cost of health plans for this year. 1. Change from Blue Shield to Health Net; 2. Change from Traditional Health Plan to MERP; 3. Premium rate sheets for employees and retirees 4. No increase in share of cost for employees and retirees. **Motion to approve items 1-4 of the Employee Benefits package for 10/1/24 to 9/30/25 M/S/C Connor/Garnica.**
3. Disability Voice United (DVU): Lavinia was contacted by a member of DVU last week and was asking to meet with the Board. An invitation was extended to DVU to attend the September Board Meeting to introduce their ambassadors and provide a brief overview of their organization. DVU will be added to the September Agenda.
4. Board Orientation: Steve is currently working on updating the Board Orientation Manual.
5. Building the September Meeting Agenda: Add DVU, Merissa will go over the employee benefits in closed session.

Next Meeting: September 18, 2024



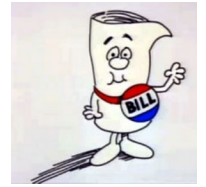
LEGISLATIVE REPORT
September 2024
 Respectfully Submitted by Jennifer Cummings
 Fair Hearings and Legal Affairs



Bill	Title	ARCA POSITION	Bill Location
Federal	S.3109/H.R.3060 - Alleviating Barriers for Caregivers (ABC) Act		
Federal	H.R.7055 - Eliminating the Marriage Penalty in SSI Act		
Federal	S.3118/H.R. 6296 - HCBS Relief Act		
Federal	H.R.7213 - Autism CARES Act		
Federal	S.3726/H.R. 3111 - Words Matter Act		
AB 438	Pupils with exceptional needs: individualized education programs: postsecondary goals and transition services.		PASSED - ON TO GOVERNOR
AB 1147	Disability Equity and Accountability Act of 2023.	Oppose Unless Amended	Senate - Third Reading
AB 1316	Emergency services: psychiatric emergency medical conditions.		DEAD
AB 1584	Criminal procedure: competence to stand trial.	Concerns, Amends	(2-YEAR BILL) Senate - Appropriations
AB 1588	Affordable Internet and Net Equality Act of 2024.	Support	Senate - Appropriations
AB 1822	Criminal defendant: mental competency to stand trial: Would make the incompetence provisions for a person who is mentally incompetent and charged with a misdemeanor that requires registration as a sex offender the same as those for a person who is charged with a felony (§§ 1370/1370.01 only).		Assembly - Public Safety
AB 1851	Drinking water: schoolsites: lead testing pilot program: Would create a pilot program to test (potable) school water for lead.		Senate - Appropriations
AB 1876	Developmental services: individual program plans and individual family service plans: remote meetings. Would remove the remote sunset.		Senate - Appropriations
AB 1906	Persons with disabilities: terminology: Changes terms across code related to “dependent person” and “dependent adult” to be “person with a disability” and “adult with a disability.” Sponsored by The Arc.		Senate - Third Reading
AB 1907	California Child and Family Service Review System: Child and Adolescent Needs and Strengths (CANS) assessment: Would make the CA Child and Family Service Review System include data from the Child and Adolescent Needs and Strengths assessment tool.		Senate - In Floor Process Special Consent



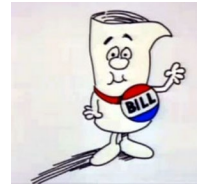
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Bill	Title	ARCA POSITION	Bill Location
AB 1911	Residential care facilities: complaints: Would let someone file a complaint with CDSS against an RCFE, and if it alleges imminent danger, would require an onsite investigation within a day. Longer timelines for other complaints, and also for the serious ones (30 days) after July 1, 2025.		Senate - Appropriations
AB 1914	Community colleges: providers of care for individuals with developmental disabilities: model curriculum: Would require city colleges to develop a DSP certification program. Sponsored by The Arc.	Support	DEAD
AB 1925	Childcare and development programs: eligibility: Would add children eligible for IDEA services.	Support	DEAD
AB 1926	Health care coverage: chronic digestive diseases and inherited metabolic disorders: Would require health plans to cover various treatments for such diseases/disorders.		Senate - Appropriations
AB 1938	Special education: inclusive practices and strategies: For deaf/hard of hearing/blind children, would define and mandate inclusive education practices.	Support	Senate - Third Reading
AB 1952	Special education: inclusive practices and strategies: Raises the foster payment “infant supplement” by an extra \$517.24/month.	Support	DEAD
AB 1975	Medi-Cal: medically supportive food and nutrition interventions: Would add such foods to Medi-Cal benefits for people with to-be-defined medical conditions.	Support	Senate - Third Reading
AB 1977	Health care coverage: behavioral diagnoses: Would prohibit health plans from requiring an enrollee from having to be re-diagnosed with autism or PDD to keep their behavioral health coverage.	Support	Senate - Third Reading
AB 1993	Residential care facilities for the elderly: maximum number of residents: Current law deems RCFEs to be a “residential use” of property for up to 6 residents. This would raise it to 10.		Senate - Appropriations
AB 2002	Vehicles: public safety: Blue Envelope Program. Under the program, the bill would require the blue envelope to contain specified information for requesters with a condition or disability, as specified.	Sponsored by ARCA	DEAD (Held under submission)
AB 2026	Disabilities: person-first terminology: Code cleanup to replace “developmentally disabled person” and similar forms with “person with developmental disabilities” And “emotionally disturbed” with “children who are emotionally disturbed.”	Support	DEAD



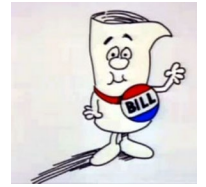
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Bill	Title	ARCA POSITION	Bill Location
AB 2075	Resident-Designated Support Persons Act: Would let a care facility resident designate a person who can visit even during a public health emergency.	Support	Senate - Appropriations
AB 2121	CCFs – Placeholder in CDSS definitions of various facility types, including CCFs.		DEAD
AB 2200	Guaranteed Health Care for All: Single payer, including all regional center services.		DEAD
AB 2207	State boards and commissions: representatives of older adults: Adds, to a range of committees and councils, the ED of the CA Commission on Aging and the Director of the Department of Aging.		Senate - Third Reading
AB 2237	Foster youth transfers: Intent language. Plan is to make the foster youth’s transfer county take on the financing to ensure continuity of mental health care.		Senate - Third Reading
AB 2300	Plastics and IV tubing: Would prevent the use of a specific doping agent in the manufacture of IV drip bags. I am not suggesting an opinion per se, but note that the product quality and cost impacts (if any!) might impact those in our population with significant medical involvement.	Support	DEAD
AB 2317	Anaphylaxis and child care: Would require child care providers to have an anaphylaxis policy, and give employees who volunteer for training legal protections if they administer epinephrine.	Support	Senate - Third Reading
AB 2340	EPSDT services: Bans caps on medically-necessary EPSDT services in Medi-Cal (beneficiaries <21yo).	Support	PASSED - ON TO GOVERNOR
AB 2352	Mental health and psychiatric advance directives.		Senate - Judiciary
AB 2356	Personal and incidentals allowance: Raises it from \$35 to \$50 a month.	Support	DEAD
AB 2360	Developmental services: family services: counseling.	Support	Senate - Appropriations
AB 2383	State Department of Developmental Services: services for children with developmental disabilities: training programs.		Senate - Appropriations
AB 2397	Child support: special needs trusts.		CHAPTERED
AB 2417	Homelessness: California Interagency Council on Homelessness: Repeals various statutory references to Housing First policies.		DEAD
AB 2423	Developmental services: regional centers: rates: Requires the director to do, at a minimum, annual rate reviews for nonresidential, transport, and in-home respite services.	Support	PASSED - ON TO GOVERNOR
AB 2428	Medi-Cal: Community-Based Adult Services: Raises CBAS rates in Medi-Cal to at least parity with fee-for-service.	Support	PASSED - ON TO GOVERNOR



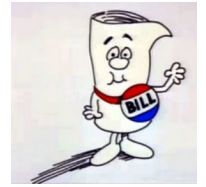
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Bill	Title	ARCA POSITION	Bill Location
AB 2446	Medi-Cal: diapers: Adds diapers as a benefit, including for children over three who need them due to a “physical, mental, neurological, or behavioral health condition.”	Support	Senate - Third Reading
AB 2510	Dental care for people with developmental disabilities: Would require DDS to contract with California Northstate University to do a statewide RC dental program to lower the need for sedation dentistry. Requires RCs to designate a lead staff and do other outreach/eligibility work.	Support	DEAD
AB 2541	Peace officer training: wandering: Requires POST to develop guidelines related to wandering, including related to autism. Consulted stakeholders include RCs.	Support	PASSED - ON TO GOVERNOR
AB 2544	Background checks: Would let someone start doing child care at a CCF while an out-of-state background check is still pending, under certain circumstances. In cases where a positive check is returned, the facility would have to remove the employee within three business days.		DEAD
AB 2551	Crimes: elder abuse: Would move the definitional age floor from 65 to 60 for “elder” and 64 to 59 for “dependent adult.”		DEAD
AB 2701	Medi-Cal: dental cleanings and examinations: Would give everyone, regardless of age, two cleanings and two exams a year. (21+ currently only get one cleaning/exam annually).		Senate - Appropriations
AB 2753	Rehabilitative and habilitative services: durable medical equipment and services: Would require plans that cover (re)habilitative services to cover DME and needed services/repairs of same when under doctor’s orders.	Support	DEAD
AB 2775	Community paramedicine: Extends sunset date (from 2024) for the Legislature to monitor and evaluate the implementation of community paramedicine and triage to alternate destination programs by local EMS agencies in California and determine whether these programs should be modified or extended before January 1, 2031.		DEAD
AB 2784	Special education: nonpublic, nonsectarian schools: waivers: Placeholder in the section that prohibits waivers of special ed costs without approval.		DEAD
AB 2821	Postsecondary education: students with disabilities: Adds new data collection on the universities, as relates to their programs for students with disabilities.	Support	Senate - In Floor Process Special Consent
AB 2830	Foster care: relative placement: family finding: When a social worker notifies relatives of a removed child, they provide various info. This would add to that list of helpful information “mental health supports, childcare, and financial assistance.”	Support	DEAD



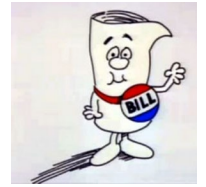
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Bill	Title	ARCA POSITION	Bill Location
AB 2866	Pool safety: State Department of Social Services regulated facilities: Child day care facilities are exempt from some pool safety regs, including related to drowning prevention measures. This would repeal that exemption.	Support	Senate - Third Reading
AB 2941	Parents and youth: helpline and online support: Would require CDSS to contract with Parents Anonymous Inc. to create a helpline to provide support for parents/families.	Support	DEAD
AB 3020	2-1-1 Infrastructure Act.		DEAD
AB 3030	Persons with disabilities: protection and advocacy agency: Spot bill in WIC §4901.		Senate - In Floor Process Special Consent
AB 3063	Pharmacies: compounding: Would let non-compounding pharmacies provide flavored medications.	Support	Senate - Third Reading
AB 3079	In-Home Supportive Services program: undocumented related providers: Would require IHSS to find way to make non-citizens eligible for services, and for a non-citizen who's related to a recipient to be exempt from a background check.		DEAD
AB 3156	Medi-Cal: managed care plans: Spot bill with the intent of exempting regional center clients who are also fee-for-service Medi-Cal from mandatory enrollment in Medi-Cal managed care.		Senate - Third Reading
AB 3169	Health facilities: spot - Dunno, but it could include SNFs... (and the ICF set).		DEAD
AB 3193	State acquisitions of goods and services: rehabilitation services: Existing law authorizes state agencies to enter into contracts for the acquisition of goods or services upon approval by the Department of General Services. This bill would authorize the Dept. of Rehabilitation to award contracts for rehabilitation services, provided that the value of the purchase is less than \$25,000 and involves, among other things, assistive technology devices and services.	Support	Senate - Third Reading
AB 3215	Medi-Cal: mental health services for children: spot – Maybe about behavioral health for Medi-Cal kids?		DEAD
AB 3229	Foster care: Would add deadline to require counties to do mandated MOUs with various county agencies for children and youth in foster care who have experienced severe trauma, by January 1, 2026.		Senate - In Floor Process Special Consent
AB 3291	Developmental services. Would require discussion at the IPP regarding caregiver succession planning no later than the consumer's 22 birthday.	Support	Senate - Third Reading



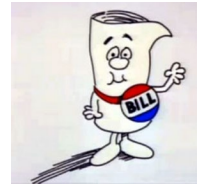
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Bill	Title	ARCA POSITION	Bill Location
SB 37	Older Adults and Adults with Disabilities Housing Stability Act.	Support	PASSED - ON TO GOVERNOR
SB 897	Pupil attendance: interdistrict attendance: school districts of choice.	Support	Assembly - Third Reading
SB 1001	Death penalty: intellectually disabled persons: Would define when an intellectual disability occurs, for the purpose of death penalty exemption.		Senate - In Floor Process Unfinished Business
SB 1033	Health facilities: licensing and certification fees. Placeholder. Cf. TBL in the same section.		Assembly- Health
SB 1043 ²	Short-term residential therapeutic programs: spot – Do we interact with these? Placeholder intent language related to restraint use reporting.		Senate - In Floor Process Unfinished Business
SB 1082	Enhanced behavioral supports homes: Spot bill		Senate - Appropriations
SB 1112	Medi-Cal: families with subsidized childcare: Would require DHCS and CDSS to do an MOU to better connect children to Medi-Cal, and to address alternative payment agencies.	Support	Assembly - Third Reading
SB 1197	In-home respite services: resource families: For children and nonminor dependents with developmental disabilities on AFDC who live with a resource family, this bill would clarify that they are not prohibited from receiving in-home respite.	Support	Assembly - Third Reading
SB 1245	In-home supportive services: licensed health care professional certification: The supportive services one receives in IHSS needs must be done under order of a “licensed health care professional;” this bill clarifies paramedical services are an option, and adds nurses/NPs to the long list of people who can certify when an IHSS applicant is unable to perform some ADLs independently.	Support	DEAD
SB 1257	Geographic Managed Care Pilot Project: County of San Diego: CalAIM: regarding way the County of San Diego does its CalAIM advisory boards.		CHAPTERED
SB 1281	Advancing Equity and Access in the Self-Determination Program Act: Requires DDS to standardize various parts of SDP and ensure equitable enrollment, moves some employer-related costs onto participants, ensure participants’ choice of providers is respected, exempt SDP from RC POS standards, “ensure that participants have a choice of FMS for all budget sizes,” and have DDS assess FMS options.		Assembly - Third Reading



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Bill	Title	ARCA POSITION	Bill Location
SB 1285	Driver's licenses: disability identifier: Would have DMV add an option for voluntary self-disclosure of a disability that affects communication, and the inclusion of a symbol to that effect on driver's licenses/ID cards. A doctor's note would be required.		DEAD
SB 1354	Health facilities: payment source: Would require long-term care facilities to give their patients the same quality of care regardless of payment (e.g., Medi-Cal, private insurance, etc).	Support	Assembly - Third Reading
SB 1362	Qualified ABLE Program: CalABLE accounts: funding: Would give \$250 to any ABLE account created after next July.	Support	DEAD
SB 1384	Powered wheelchairs: repair: Wheelchair right-to-repair.	Support	PASSED - ON TO GOVERNOR
SB 1392	Criminal procedure: competence to stand trial: Changing the 1370 competency process.		DEAD
SB 1400	Criminal procedure: competence to stand trial: Would remove the option of dismissal of misdemeanor charges for incompetent defendants.		Assembly - Judiciary
SB 1406	Residential care facilities for the elderly: resident services.	Support	Assembly - Third Reading
SB 1432	Health facilities. Care facility spot – Placeholder in HSC §1250, facility definitions.		Assembly - Third Reading
SB 1443	CA Interagency Council on Homelessness – Adds SCDD to the Council.	Support	Assembly - Third Reading
SB 1463	Developmental services: Self-Determination Program: Would create Deputy Director of Self-Determination position.		PASSED - ON TO GOVERNOR
SCR 98	TBI Awareness Month – Recognizes March as TBI Awareness Month.		CHAPTERED

Color Key: Blue - Developmental Services, Orange - Education, Green - Health

UPCOMING LEGISLATIVE DEADLINES & EVENTS:

- Aug. 31 – Last day for each house to pass bills
- Sep. 30 – Governor's signing deadline
- Nov. 5 – General election



**BOARD OF TRUSTEES REPORT, RESPECTFULLY SUBMITTED BY LAURA MILLER
September 9, 2024**

Pooled Fund Balance as of July 2024	\$25,123,276.48
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COMMITTEE MEMBERS

Tom Cosand, Bob McGuire, Debra Mannon,
Stephen May, Evan Page, Jack Padilla, Steve Spears,
Kevin Urtz, and Treva Webster

OPERATIONS & UPDATES

The Master Trust of California (MTC) staff continue to prioritize visits to beneficiaries. Beneficiaries that have not had a purchase from their trust in the previous twelve months have been a primary focus. We are pleased to report that we have reduced the list of beneficiaries in this category by 34% in twelve months.

One benefit of a properly drafted special needs trust (SNT) is that a beneficiary can maintain eligibility for public benefits. However, programs such as Supplemental Security Income (SSI) and subsidized housing restrict what types of distributions can be made from an SNT. Every distribution request the MTC receives asks about the benefits a beneficiary receives to ensure we comply with current regulations.

Previously, persons on SSI who received funds from an SNT for food and shelter could receive a reduction to their SSI cash benefit. This is called in-kind support and maintenance (ISM). Effective September 30, 2024, the Social Security Administration will no longer include food in ISM calculations. This means that we can start paying for groceries for beneficiaries from their SNT without reducing their SSI benefits. This historic regulatory change will make life a bit easier for our beneficiaries who have felt the pinch at the grocery store.

ACCESS

Distributions to beneficiaries for June and July 2024 included the following items and services:

- Advocacy services
- Association dues
- Attendant care and companion services
- Bottled water
- Cell phone
- Cell phone, cable, and Wi-Fi bills
- Cleaning services
- Clothing
- Distribution to remainder beneficiaries
- Electronics
- Entertainment, recreation, gym membership
- Furniture and home décor
- Home repairs
- Hygiene products and Incontinence supplies
- Junk removal
- Landscape services
- Legal fees
- Massage therapy
- Medical/dental/vision care expenses
- Mileage
- Pest control
- Post office box fee
- Pet care
- Swimming pool maintenance
- Pre-need burial
- Salon services
- Summer camp
- Utilities
- Vacations
- Vehicle insurance and registration
- Water filtration system
- Wheelchair repair



INLAND REGIONAL CENTER

...valuing independence, inclusion, and empowerment

P. O. Box 19037, San Bernardino, CA 92412-6127

Telephone: (909) 890-3000

Fax: (909) 890-3001

September 9, 2024

(916) 651-6309

OCO@dds.ca.gov

Mr. Cruz:

Inland Regional Center (IRC) is sending this correspondence in response to the Department of Developmental Services (DDS) letter dated July 22, 2024. The DDS letter informed IRC that, based on caseload ratio data sent to the Department on March 13, 2024, IRC did not meet the required caseload ratios for the following categories:

1. Consumers enrolled in the Home and Community-Based Services Waiver
2. Consumers under six years of age
3. Movers within the last 12 months
4. Consumers with complex needs

These caseload ratios are mandated by the Welfare and Institutions Code (WIC) Section 4640.6(c) and Article IX, Section 2 of the Regional Center Contract. This document serves as the IRC plan of correction as required by Section 4640.6(f) of the WIC.

As in previous years, IRC has experienced tremendous growth in our client population over the past year. By the end of March 2024, IRC had 51,430 clients. On average, IRC increases by three hundred clients on average each month, including new cases, transfers, and reactivations. This growth would theoretically necessitate a fully staffed new unit every 90 days to maintain the required caseload ratios mandated by WIC.

IRC has consistently posted employment opportunities for Consumer Services Coordinators (CSCs) and has actively hired them for these positions. Since June 30, 2023, IRC has onboarded 355 new staff members. However, we also had to fill fifty-four positions due to staff turnover. Despite these challenges, we continue to advertise and hire new employees.

From July 1, 2023, to June 30, 2024, IRC's Human Resource Department hosted hiring events on the following dates:

- January 26, 2024
- June 28, 2024

As of March 2024, IRC employed a total of 1151 staff members, with 790 dedicated to case management. By July 1, 2024, our total staff increased to 1201, with 815 in case management.

To support newly hired staff, stabilize the workforce, and reduce turnover, IRC's Training and Development Unit created the Division Specialist position to replace the previous New Staff Mentor Program. The Training Department has hired two of the three Division Specialists, who aid with developing, coordinating, and facilitating division-specific curricula. Additionally, the Division Specialist supports various staff development and community partner training initiatives, including curriculum development.

IRC will continue to incentivize our bilingual staff with a monthly stipend upon completion of a competency test. We aim to meet the community's needs and adequately compensate our team for reading, writing, and speaking low-frequency languages, including American Sign Language (ASL), Spanish, Arabic, Mandarin/Chinese, Tagalog, and Vietnamese. We believe this stipend will help recruit candidates to support the agency's continued growth and assist in reducing disparities in our Purchase of Services (POS) while reducing our caseload ratio.

IRC's Executive Management Team reviewed and updated all current pay scales, resulting in increased salaries and providing a one-time salary augmentation and a COLA increase for FY23/24 to promote stability and longevity within our agency.

On July 29, 2024, IRC announced on inlandrc.org that clients, families, staff, and community members were invited to share their input on efforts to bring caseloads into compliance. The Community Engagement Team also emailed the notice to DDS and SCDD to ensure their awareness of the upcoming virtual meeting. The notice was also shared across

all IRC social media platforms. Parents, clients, vendors, and community partners were encouraged to attend a Public Meeting on August 12, 2024, at 5:00 pm via Zoom, with the option to submit feedback via email to community@inlandrc.org until August 19, 2024. Additionally, the Vendor Advisory Committee (VAC) received the notice via email and was encouraged to provide feedback.

IRC staff were invited to submit feedback regarding the caseload ratios letter to community@inlandrc.org from July 24, 2024, to August 19, 2024. Community partners were also given the same deadline to provide their feedback via email. The following are the common themes identified from the feedback received:

Automation of Routine Tasks:

Theme: Leveraging Technology

Both internal and external feedback highlights the critical role of technology in automating repetitive tasks. This includes utilizing software tools for data entry, case documentation, and routine monitoring, which frees up staff time for more complex tasks. Automation is viewed as essential for enhancing overall efficiency and reducing the burden of administrative work.

Improved Client Self-Service Options:

Theme: Client Empowerment through Technology

Enhancing client self-service portals with resources such as FAQs, guides, and tutorials is strongly recommended to decrease the number of cases requiring direct intervention. This approach empowers clients to manage common issues independently, streamlining service delivery and reducing staff workload.

Team Specialization:

Theme: Organizational Structuring for Efficiency

Organizing teams into specialized groups focused on specific case types is a recurring suggestion. Specialization allows team members to develop deeper expertise, leading to faster case resolution, fewer errors, and overall improvements in service delivery quality and efficiency.

Enhanced Training and Development:

Theme: Continuous Professional Development

Ongoing training and development are consistently emphasized as essential for boosting team efficiency and effectiveness. Workshops on best practices, innovative technologies, and time management are suggested to ensure staff remain skilled and up to date, enabling them to handle cases more effectively.

Regular Review and Feedback:

Theme: Iterative Process Improvement

Conducting regular reviews and soliciting feedback from team members are seen as vital practices for identifying inefficiencies and areas for improvement. This iterative approach to workflow optimization ensures processes are continuously refined and adapted to meet evolving needs.

Leverage Technology for Case Management:

Theme: Technological Integration in Workflow

Adopting case management software to track cases, set reminders, and automate tasks aligns with the broader theme of using technology to boost efficiency. This integration is crucial for reducing administrative workload and ensuring smoother case management.

Outsource When Possible:

Theme: Strategic Resource Allocation

Outsourcing certain case management tasks to external agencies or specialists is recommended to optimize resource allocation. This strategy allows the internal team to focus on tasks that require their unique expertise, further enhancing efficiency.

Technology-Assisted Monitoring:

Theme: Efficient Monitoring and Communication

Utilizing technology such as apps and online platforms for client monitoring and communication is suggested to reduce the need for frequent in-person check-ins. This method is seen as an effective way to maintain oversight while saving time.

Specialized Roles and Focus:

Theme: Role Optimization

Assigning specialized roles within the team to handle specific support aspects is recommended for more focused and efficient service delivery. Specialization helps hone skills and improve outcomes in particular service areas.

Organizational and Policy-Level Advocacy:

Theme: Systemic Change and Resource Allocation

Collaborating with policymakers and advocating for systemic changes that increase funding and resources is

considered crucial. Such changes could lead to reduced caseloads and better support for clients, improving overall service delivery.

Transition Planning:

Theme: Proactive Client Management

Developing robust transition plans for clients moving between life stages or services is seen as necessary for ensuring smooth transitions and preventing crisis-driven workload spikes. This proactive approach can reduce the frequency and intensity of crises.

Better Promotion of Services:

Theme: Enhancing Awareness and Utilization

To increase client awareness and utilization of available resources, it is recommended that services such as the Self-Determination Program and Coordinated Family Support Services be promoted and advertised more effectively. This can lead to better service engagement and outcomes.

On August 12, 2024, a Zoom meeting was held. A brief presentation was given, but no public input was received. Representatives from DDS, along with 27 parents, clients, and community members, attended the meeting. The State Council on Developmental Disabilities (SCDD) did not participate.

Action plan:

Tasks and Responsibilities:

1. Explore Town Hall Meetings

- **Responsible Team:** Community Engagement Team and Service Access and Equity Team
- **Actions:**
 - Organize and schedule regular town hall meetings to engage with the community, gather feedback, and address concerns.
 - Develop a communication plan to promote these meetings and encourage participation from a diverse audience.
 - Ensure that discussions from town hall meetings are documented and shared with relevant teams for action.

2. Continue Posting Open Positions:

- **Responsible Team:** Human Resources Department
- **Actions:**
 - Regularly update and post open positions across multiple platforms to attract qualified candidates.
 - Monitor application trends and adjust recruitment strategies as needed.

3. Onboard New Staff

- **Responsible Teams:** Training and Development Team
- **Actions:**
 - Provide ongoing support, training, and mentorship for new staff to ensure a smooth transition and high retention rates.

4. Increase PR Awareness Around Specialized Programs

- **Responsible Teams:** Community Engagement Team and Service Access and Equity Team
- **Actions:**
 - Launch a PR campaign focused on increasing awareness of specialized programs like Self-Determination and Coordinated Family Services (CFS).
 - Utilize multiple channels, including social media, newsletters, and community events, to reach a broad audience.
 - Collaborate with community partners to amplify the message and ensure consistent communication.

5. Continue Seeking Feedback through Focus Groups, Board Meetings, and Online Surveys

- **Responsible Teams:** Community Engagement Team and Service Access and Equity Team
- **Actions:**
 - Organize regular focus groups to gather feedback from clients, staff, and stakeholders.

- Initiate a PR campaign to boost attendance at the Board of Trustees meetings.
- Develop and distribute online surveys to collect input on specific programs, services, and overall satisfaction.
- Analyze feedback data and use insights to inform decision-making and continuous improvement efforts.
- Provide transparent updates on actions taken in response to feedback to maintain trust and engagement with the community.

Sincerely,

Lavinia Johnson
Executive Director

1.2.4(a) PURCHASE OF SERVICE POLICY

The vendor will request the deductible or co-payment from the family at the time of service. The family will pay the deductible or co-payment to the vendor. The family will send the Explanation of Benefit (EOB), via an email to the Inland Regional Center Behavior Specialist Technician. In the body of the email, they will provide the name and Unique Client Identifier (UCI). IRC will reimburse the vendor once invoiced and according to the patient's responsibility indicated on the EOB. The vendor will then in turn reimburse the family.

Conferences

Within available resources, Inland Regional Center may fund conference registration fees for consumers and/or their parent/guardian/conservator(s) to attend conference(s) related to the consumer's developmental disability(ies) at a maximum of \$1200 per family, per fiscal year. All requests must be made and authorized in advance and be supported by an Individual Program Plan objective for conferences.

Day Program for Adults

After graduating or receiving a certificate of completion from public or private education, consumers will be supported in determining the program services of their choice. Preference is given to those program services which constitute the least restrictive option, emphasize community integration and critical skills development, in addition; preference is given to the closest, most appropriate and cost-effective program that meets the consumer's needs. Funding through the Department of Rehabilitation, enrollment in Adult Education and Regional Occupational Programs may be utilized to maximize consumer integration in the community.

Diapers/Incontinence Supplies

Diapers for a consumer who is three years of age or older may be approved when the family can demonstrate financial need and when doing so will enable the child to remain in the family home. The incontinence supplies purchased must be the same type of incontinence supplies available to consumers through Medi-Cal. Incontinence supply reimbursement shall be \$150 per month or \$1800 per fiscal year maximum per consumer. Authorization can be done mid-month for the full, prorated amount for that month. Proof of purchase/payment will be needed for reimbursement. Private and generic sources first must be exhausted.

Medical and Diagnostic Requests

The regional center may purchase incidental medical or dental services after private and generic sources have been exhausted and will consider using the most cost-effective services first. All requests must be accompanied by a copy of the denial from Medi-Cal or the consumer's health/medical private insurance.

7 | 2-13-12/Revised 5-29-12/Revised 10/18/17; Bd Approved 11-13-17; Revised 1-29-18; Revised 4-18-18; Revised 7-31-19; Bd Approved 11-4-19; Revised 4-6-22'
Revised 8.7.24: Revised 8.7.24

INTEROFFICE MEMORANDUM

TO: INLAND REGIONAL CENTER BOARD OF TRUSTEES

FROM: ANDREA GONZALES/ANOTHER WAY COORDINATOR

SUBJECT: HENRY L. GUENTHER FOUNDATION GRANT

DATE: 8-28-24

CC: LAVINIA JOHNSON; SANDRA GUZMAN

Members of the Board,

Attached you will find a proposed Board Resolution regarding Another Way submitting a grant application to the Henry L. Guenther Foundation. Another Way will be requesting funding to pay for part of the Another Way Coordinator's salary (\$15,000), dental work for our consumers (\$15,000) and a subscription to the Network for Good (\$2,900) for a total of \$32,900.

The guiding purpose of the Guenther Foundation is to engage in charitable endeavors that will "improve social conditions, promote human welfare, and/or alleviate pain and suffering." In doing so, it "primarily applies its resources to preserve and enrich the benefits to be derived by California residents, and principally those residing in Southern California, from improved and expanded medical services, opportunities for youth, and other similar humanitarian projects." These can include "individual and family services, educational programs, homeless assistance, veterans' affairs, food banks, medical equipment and technology, technology resources, etc."

Another Way's request aligns with the purpose and principles of the Guenther Foundation.

I am requesting that the Board approve the proposed resolution authorizing Another Way to submit the grant application to the Henry L. Guenther Foundation.

Thank you,

Andrea Gonzales/Another Way Coordinator

**RESOLUTION OF THE BOARD OF TRUSTEES
OF INLAND COUNTIES REGIONAL CENTER, INC.
a California Nonprofit Public Benefit Corporation**

WHEREAS, the Another Way Advisory Committee intends to submit a grant application to the Henry L. Guenther Foundation;

WHEREAS, the Henry L. Guenther Foundation seeks to fund programs that will improve social conditions, promote human welfare, and/or alleviate pain and suffering. In doing so, it primarily applies its resources to preserve and enrich the benefits to be derived by California residents, and principally those residing in Southern California, from improved and expanded medical services, opportunities for youth, and other similar humanitarian projects. These can include individual and family services, educational programs, homeless assistance, veterans' affairs, food banks, medical equipment and technology, technology resources, etc;

WHEREAS, the Henry L. Guenther Foundation requires a statement from the Board authorizing the presentation of the grant application as a prime need within the scope and limitations of the Henry L. Guenther Foundation's policies;

WHEREAS, the Another Way Advisory Committee's proposed grant application is aligned with the purpose and policies of the Henry L. Guenther Foundation; and

WHEREAS, the Another Way Advisory Committee operates under the 501(c)(3) designation of Inland Counties Regional Center Inc.;

NOW, THEREFORE, BE IT RESOLVED, that the IRC Board of Trustees authorizes the presentation of the Another Way grant application as a prime need within the scope and limitations of the Henry L. Guenther Foundation's policies.

Dated: September 9, 2024

By: _____
Maureen O'Connell, IRC Board of Trustees' Chairperson

Attested:

By: _____
Alicia Lara, IRC Board of Trustees' Secretary