

Alliance of Service Providers (ASP)
Meeting Notes for October 23, 2017

Present: Sheila Keys, Rick Blumberg, Sierra Braggs, Cindy Claus-John, Jerry Freitas (RCRC) Pam Jensen (UVAH), Ilene Dumont (People Services), Kelly Weber, Rebecca Bailey (CBEM-Creating Behavioral and Educational Momentum), Gary Muench, Sarah Davis (Supportability), Joanne Holiday (Community Catalyst California), Catherine Sundquist (CAE Transport), Kristi Patterson, (Trajectory), Jeff Pocket (Reaching for Independence), Lea Montgomery (Families United), Anthony Obie (Rural Human Services), Steven Jackson (New Dawn Support Service), Mike Bern, Martin Weeks (Community and Employment Links), Valerie Johnson (Independent Adult Services), Debbie Jones (Remi Vista)

Agency Updates

Trajectory – A few artists in the performance dance ensemble finished their Fall School Tour. They are on break until the spring performances. There will be a public performance of the Body Discourse Project. There will be Monster Visual Arts performance around Halloween. They have been advocating for proper health care for persons with developmental disabilities.

Families United – They were able to hand off several emergency clients that they were successful in helping. They are advertising for staff. Lea's daughter is working on creating an ABC book. She is sad to report that she will be losing a personal assistance coordinator. All families and workers were successfully evacuated and are now back home after the fires.

CBEM- Northern Office They had an open position that is about to be filled. They are still taking referrals for critical intervention and educational services. Ukiah office, The team is growing and they are hiring new staff.

Reaching for Independence- Jeff reported that they are partnering with the McClain Foundation in a new building project. The \$25B in Fortuna will result in a 32 acre facility in about a year.

Community and Employment Links They will be hosting a Customized and Supported Employment training on Oct. 24 at the Family Resource Center.

New Dawn Support Service - Mike reported that they have been very busy.

Remi Vista- Debbie reported it is difficult to find qualified employees. She thought the Supported Life Conference was informative. Their supported living service will be moving to a new building across the street. They plan to have an open house.

Rural Human Services- They will have a table at the Building Bridges Fair in Eureka on Oct. 26.

CAE Transport – All is going well.

Community Catalyst California – They started offering Independent Living Services in Willits coincidentally on the first day of the fire. Everyone was okay and those evacuated have returned home. They need more staff. They had a Client Advisory Meeting. They have started to focus on eating and healthy nutrition. This may include a video accompanied by healthy tacos. They are participating on the Community Walks on the Rail Trail in Ukiah.

People Services They have submitted their application for a CARF survey in January or February. They completed 14 ABX 2.1 surveys after being notified very near the closing date that surveys were required for programs that provided no services during the year. High School community service projects have been painting their facility. As a result of the DDS survey they learned that supported employment crews can no longer provide janitorial or grounds maintenance services at People Services or regional center facilities because those sites have paid staff. They have until 2022 to comply.

They have hired an Employment Specialist who has been going to trainings, getting to know people and starting the Discovery phase of customized employment with clients. Unfortunately, the increase in health insurance took back most of the raises that staff received. Getting qualified staff is a barrier to growth. The Adventures Group went to a Giants/Padres game. People Services will be participating in active shooter drills in the county. The Employee Handbook has been updated to include the new leaves. Cal Trans inspections will be coming up soon. They had environmental health, workers' compensation and liability insurance inspections.

Marvel Sentry in Upper Lake was nominated as an Employer of the Year through CDSA. People Services was very active during the fire. 9 staff and 5 clients were evacuated and able to return home. One program was closed for a day. One client went into hiding but fortunately she called Ilene.

The Board of Directors toured the programs during service hours and had lunch at a café run by the clients.

Supportability – Sarah reported that they are settling in to their new place. 2 staff lost homes to the fire and some clients did not get services due to the fires. The Lions Club will be hosting a Halloween Party and costume contest. This is a very popular event. Gary noted that the recent fires showed that the elderly and people with disabilities were most at risk in fires. The housing situation is even worse now and there is only one building inspector in the entire county. Others quit after being overworked after the previous fires.

Gary talked about the Purple Table initiative. This is a reservation program that provides training to wait staff, how to help people order, where to seat people, and accommodations such as ordering tablets that work for everyone. Supportability spends about \$2,000/month taking people to restaurants to help them learn how to order and conduct themselves in restaurants that aren't based on fast food. Gary will be retiring soon so this may be his last ASP meeting.

Independent Adult Services – Valerie is on the slow arc to retirement. She has served 80 clients for the last 20 years. She likened it to getting divorced 20 times. She is working on transitioning the last 10 clients. It is hard to recruit qualified people with the low reimbursement rate. In the past she was able to recruit from college. Some clients are home owners but have a difficult time maintaining their homes especially mobile homes that are deteriorating. Many have family support systems that are disappearing due to age.

UVAH- Pam reported that its CARF Survey has been scheduled for December 11 and 12. The company picnic was enjoyed by all last month. The 27th annual golf fundraiser was a success primarily due to one very large donation of \$20,000. Pam and 2 program directors were able to attend the CDSA annual meeting in Walnut Creek. We picked up some useful information and were present when our local Walmart store manager received its employer of the year recognition. Several UVAH staff went to the Supported Life Conference. Pam and the directors attended a Careers Summit hosted by the Mendo-Lake Adult Education Consortium. There were several employers present who described what their labor needs are, hard to fill positions and entry level jobs. Hospitals and medical fields were represented as were construction and business and government. Training in “soft skills” was a need in all sectors. They can teach the skills if employees come to work every day, on-time, have acceptable social skills and work habits.

RCRC Report

Cindy thanked everyone for completing the surveys. All but 5 service providers completed them. 2 providers refused and 2 are retiring. She thanked everyone for helping out during the fires. The governor declared a state of emergency so providers will be able

to bill for absences due to the fires. She was aware of a service provider who lost their home.

Rick reported that the management team met frequently during the fire. Staff were asked to take notes about what worked well and did not work. There is a 24 hour crisis line that is available and CBEM is available to provide counseling for clients and families. There was general discussion about not having access to the regional center on the first day because it was a holiday and that there was no response to callers who left messages with the 24 hour emergency line.

RCRC is at full staffing. They are still recruiting for a few positions due to upcoming retirements. Rick is willing to attend provider staff meetings. Just let him know when they are scheduled. They are planning to submit another Diversity Outreach grant proposal. It may include incentives for service providers to hire and retain bi-lingual staff. RCRC pays a differential to staff who need to speak Spanish more than 20% of the time.

RCRC is recruiting board members. They are particularly interested in parents of young children whose primary language is Spanish.

Rick met with Sheriff Tom Allman to discuss better coordination with and training of law enforcement regarding people with developmental disabilities. If Proposition B passes it will give the police a training facility. Rick shared data on people with disabilities being victims of crimes.

Dave Hingsburger will be here in the spring to discuss safety and services with clients. There will be workshop trainings in Lake County and Del Norte. Dr. Lucy Esralu has 3 curriculums on healthy relationships that she will be sharing in Del Norte.

The new facility on Main St. in Lakeport is going slow because it is very hard to get permits in Lake County.

The California Autism Professional Training and Information Network will be holding a training on Oct. 28 at Ukiah High School.

Sierra announced trainings on Social Security and Benefits will be held on Nov. 15 in Ukiah at RCRC and on Nov. 29 in Crescent City from 1-2 at Rural Human Services.

Disparity Grants

Pam announced that providers can apply for disparity grants but it must have impact beyond the specific provider. Applications can be found on the DDS website.

Recent Legislation

Pam gave a brief overview of recent legislation including AB959 regarding regional center websites; AB1111 Breaking Barriers to employment that allows providers to apply for funding from Workforce Development Boards to help people with barriers to employment in rural areas enter and complete workforce preparation training and education; AB 1008 makes it unlawful to include questions about an applicant's conviction history on an application; AB168 prohibits employers from asking for an applicant's salary history; and AB63 relating to parental leave requirements for employers.

Behavior Management Meeting

This topic will be addressed after Dr. Lucy Esralu comes on board in January.

Emergency/ Disaster Response Coordination

There was a brief discussion about coordination between providers and the regional center during disasters such as the recent fires. Communication was very difficult due to the lack of phone service. Notification of individuals by law enforcement worked well in Lake County due to the Nixel alert system that was instituted after the last fire. Going low tech and the use of sirens was suggested due to the phone outages. Is there a way to integrate community volunteers and be mindful of confidentiality? It was suggested that clients and families should be asked at orientation and reminded annually to call the service provider and let them know that they are okay in emergency/disaster situations. We cannot coordinate if we cannot communicate. Even law enforcement's satellite phones did not work. Due to lack of time we will discuss what worked and what did not work at our next meeting.

Next meeting – Wednesday, January 3, 2018 9-11a.m.