



# Redwood Coast Regional Center

*e-Billing Newsletter - May Edition*

## *E-Billing Invoices*

**DO NOT SUBMIT** May invoices prior to **June 1<sup>st</sup>, 2017.**

### *Vendors Billing via E-Attendance*

- Your invoices will be on the right side of the e-Billing screen, once you have logged in.
- An XLS file is an excel file and a XML file is a web file.
- Make sure you email the excel file containing the DS2087. It is the signature page of the billing. Your billing will not be processed without it.

## *Important Reminders*

- ❖ **Do not give out your user information. You are able to create user profiles if you are a Vendor Administrator.**
- ❖ **Always review your Authorization to Purchase services documents.**
- ❖ **All invoices must be submitted**, even if no services were provided.
- ❖ **We have links to help.** Review the guides and other links on the e-Billing website before contacting the Fiscal Department. 90% of questions are answered in the information already provided with the links on the website.
- ❖ **Bill during non-peak hours.** Peak billing time is within the first 10 days of the month. We recommend you use the e-Billing system during non peak hours such as early morning or later in the evening between the 1<sup>st</sup> through the 10<sup>th</sup>.
- ❖ **Documents, Documents, Documents.** Parent Verification Forms are required for specific vendors (see more information below). When using the One-Time calendar you must submit receipts and word documents may be required. It is the vendor's responsibility to ensure all documents have been submitted. Billings will not be processed without any required document.
- ❖ **Complete your invoice monthly.** Always log in to see if you have any invoices issued from RCRC. Sometimes you may have more than one invoice issued to you. Invoices with an "Issued Date" over 90 will be removed and considered no payment owed. If you find you provided authorized services, have not been paid, and there is no invoice to bill for the authorized service, please contact one of the fiscal staff.
- ❖ **Notify RCRC immediately if you have any of the following changes in:** Address, Email, Phone number, Banking information (only if you receive payments via Direct Deposit)

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

1600 NINTH STREET, Room 320, MS 3-8  
SACRAMENTO, CA 95814  
TTY 654-2054 (For the Hearing Impaired)  
(916) 654-1954



May 1, 2017

TO: REGIONAL CENTER EXECUTIVE DIRECTORS AND BOARD PRESIDENTS  
SUBJECT: DRAFT SURVEY FOR PROVIDER RATE INCREASES

As you are aware, with the enactment of Assembly Bill (AB) X2-1 (Chapter 3, Statutes of 2016), many regional center service providers received rate increases effective July 1, 2016. In particular, rate increases were targeted for the purpose of increasing wages and benefits for staff who spend a minimum of 75 percent of their time providing direct services to consumers.

Included in ABX 2-1 is a requirement that the Department of Developmental Services (Department), with regional center participation, must survey all providers who received this rate increase. The survey must be returned by October 1, 2017, or providers will forfeit the rate increase.

Understanding that completing these surveys may present a significant challenge for some providers, the Department is taking the following steps to help facilitate the process:

**Draft Survey – May 1-24, 2017**

- Enclosed is a draft survey that has also been sent to several provider and advocacy organizations. We ask that you share this with providers in your area for their comments, suggestions and other feedback. It is important that a wide variety of providers have an opportunity to provide input. Comments and questions can be submitted via email to [vendorsurvey@dds.ca.gov](mailto:vendorsurvey@dds.ca.gov).
- The Department has scheduled two webinars/conference calls to review the draft survey, answer questions and take suggestions and comments. The calls are scheduled for Friday, May 5, 2017, at 2:00 p.m. and Wednesday May 10, 2017, at 9:00 a.m. Information on how to register for these calls can be found at <http://www.dds.ca.gov/ratechangesJuly2016/index.cfm>.
- Additionally, the Department will coordinate with stakeholders, such as provider organizations and regional center vendor advisory committees, to discuss strategies and process, including alternative methods for distribution and completion of the survey.
- During this time, the Department will continue to work on developing a secure, online option for submitting the survey. It is hoped that this option will lessen the workload for both providers and regional centers.

**"Building Partnerships, Supporting Choices"**

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- The Department will schedule a meeting/conference call to review comments and recommendations received. A summary of comments received will also be posted on the Department's website.
- The survey will be finalized during this time, including any needed revisions.

Final Survey – June 1-October 1, 2017

- The Department plans to release the final survey by June 1, 2017.
- Once released, the Department will again schedule multiple webinars/conference calls to provide guidance and answer questions.
- Additionally, we will be available to participate in meetings with provider organizations, vendor advisory committees and others to help answer questions.
- Further, responses to frequently asked questions will be available on the Department's website.

We are hopeful that with regional center and provider assistance and involvement, well in advance of when the survey is due, we can collectively minimize the potential difficulties that people may experience in completing this survey.

We appreciate your assistance with this survey process. For any questions, or to submit comments and suggestions, please contact Greg Nabong, Program Operations Branch Manager, at [Greg.Nabong@dds.ca.gov](mailto:Greg.Nabong@dds.ca.gov), or at (916) 653-3749.

Sincerely,

*Original signed by:*

JIM KNIGHT  
Assistant Deputy Director  
Community Services Division

Enclosure

cc: Regional Center Chief Counselors  
Regional Center Administrators  
Regional Center Community Services Directors  
Association of Regional Center Agencies

FOLLOW UP SURVEY INSTRUCTIONS  
DRAFT FOR REVIEW AND COMMENT ONLY

The Department of Developmental Services (DDS) is required to do a survey of all service providers that received a rate increase effective July 1, 2016. As required by law ([Welfare and Institutions Code Section 4691.10](#)) the purpose of the rate increase was to enhance wages and benefits for staff who spend a minimum of 75 percent of their time providing direct services<sup>1</sup> to consumers. Eligible service providers also received a rate increase for administrative expenses ([see Welfare and Institutions Code Section 4691.11.](#)) Any provider who received rate increases under Welfare and Institutions Code Section 4691.10 who does not complete and return this survey by October 1, 2017, will forfeit the rate increases. **NOTE: this is a preliminary draft of the survey; providers do not need to complete and return this document. The final version, with instructions on how to submit the completed survey, is planned for release on June 1, 2017.**

Providers must complete a separate survey for each combination of Vendor Number and Service Code for which a rate increase was received.

**Survey Instructions** (Survey questions start on page 3)

**Reporting Period:** It's recommended that responses apply to January through March, 2017. However, you can use any period of at least one month between July 1, 2016 and June 30, 2017.

1. **Vendor Name** -
2. **Vendor Number**
3. **Service Code**
4. **Vendoring Regional Center:** Select the regional center from which the vendor received the vendorization approval
5. **Name:** Person completing and/or responsible for responding to questions regarding the survey
6. **Email address:**
7. **Business address:**
8. **Phone number:**

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<sup>1</sup> "Direct Services" are services, supports, care, supervision, or assistance provided by staff directly to a consumer to address the consumer's needs, as identified in the individual program plan, and include staff's participation in training and other activities directly related to providing services to consumers, as well as program preparation functions as defined in [Section 54302 of Title 17](#) of the California Code of Regulations.

9. **What types of increases did employees receive?:** Check the boxes next to the increases received by employees who spend at least 75 percent of their time providing direct services to consumers. Select all that apply, even if not all eligible employees received the same types of increases.

10. **Information for each category of staff that received increases in wages and/or benefits:** Fill in the information below for each staff category or classification (e.g. Direct Support Professional, Job Coach, Facilitator, etc.) that received increases. You are not required to report on individual employees.

- a. **Position Category or Title:** Fill in the name of the job category or position title for employees who received salary and/or benefit increases.
- b. **Average percentage of time providing direct service:** Choose the range that reflects the average percentage of time employees who received increases in this category/title spent providing direct services
- c. **Average number of staff during the review period:** Write in the average number of employees in this job category/title who received increases. This average can be based on the number of employees who work on a typical day, week, or a pay period.
- d. **Average monthly, per person salary, wage and benefit costs:** Write in the average hourly costs for employees for in this job category/title. Include employment related costs including taxes, social security, Worker's Compensation insurance, and benefits including health, retirement, etc.
- e. **What types of increases did staff receive?:** Check the type(s) of increases employees in this job category received. For each increase, write in the percentage increase received. For example, write in 5% if the salary range for this job category/title was increased by a set percentage due to the rate increase received July 1, 2016. If a bonus or benefit did not exist prior to July 1, 2016, write in 100% for the percentage increase.

11. **How was the portion of the rate increase for administrative costs used?**  
Select from the list all areas funded by the administrative costs rate increase that apply. If "other" is selected, please write in a description of what the funds were used for.

**Draft Questions for Provider Rate Increase Survey**

Reporting Period (identify start and end date) \_\_\_\_\_

- 1. Vendor Name
- 2. Vendor Number
- 3. Service Code
- 4. Vending Regional Center (should be drop down or check box menu)

Contact Information

- 5. Name
- 6. Email Address
- 7. Business Address
- 8. Phone
- 9. Please choose what types of increases employees received (Choose all that apply)
  - Wages
  - Bonus
  - Health Benefits
  - Dental Benefits
  - Vision Benefits
  - Retirement/Savings Plan Benefit
  - Other (please describe in the box below

- 10. Complete the information below for each category of staff that received an increase in wages and/or benefits (the option will be given to repeat the questions below for as many types of staff as received increases.)

- a. Position category or title \_\_\_\_\_
- b. Average percentage of time providing direct service
  - Between 75 and 85%
  - Between 86 and 95%
  - More than 95%
- c. Average number of staff during the reporting period \_\_\_\_\_
- d. Average monthly, per person salary, wage and benefit costs during the reporting period \_\_\_\_\_
- e. What types of increases did staff receive? Also include the percentage increase for each type.

<u>Type of increase</u>	<u>Percentage increase</u>
<input type="checkbox"/> Salary	_____
<input type="checkbox"/> Bonus	_____
<input type="checkbox"/> Health Benefits	_____
<input type="checkbox"/> Dental Benefits	_____
<input type="checkbox"/> Vision Benefits	_____
<input type="checkbox"/> Retirement/Savings Plan Benefit	_____
<input type="checkbox"/> Other	_____

**11. How was the portion of the rate increase for administrative costs used?  
Select all that apply**

- Salaries, wages or benefits for managerial personnel whose primary purpose is the administrative management of the vendor. This includes, but is not limited to, directors and chief executive officers
- Salaries, wages or benefits for employees who perform administrative functions, including but not limited to payroll, personnel functions, accounting, budgeting, and facility management.
- Facility/occupancy costs directly associated with administrative functions
- Maintenance and repair
- Data processing and computer support services
- Contract and procurement activities, except those performed by direct service employees
- Training directly associated with administrative functions
- Travel directly associated with administrative functions
- Licenses directly associated with administrative functions
- Taxes
- Interest

- Property insurance
- Personal liability insurance directly associated with administrative functions
- Depreciation
- General expenses, including but not limited to communication costs and supplies directly associated with administrative activities
- Other (please explain)

DRAFT



*“It is the Vision of Redwood Coast Regional Center that all people in our community, including individuals with developmental disabilities, will live, learn, work, travel, and play in the best, most inclusive environments...”*