

**Alliance of Service Providers (ASP)**  
Meeting Notes for July 11th, 2018

Present: Sheila Keys, Jerry Freitas, Heath Barilli, Kim Nash, Jessica Mouton-Hadley (RCRC), Ilene Dumont (People Services), Sarah Davis (Supportability), Joanne Holiday (Community Catalyst California), Catherine Sundquist (CAE Transport), Enrique Uolla (CBEM), Sheli Wright, Denise Gorny (State Council North Coast Office), Kristy Tanguay, Xaviera Hall (Parents and Friends), Sara Pfeiffer (Enriching Lives) Cynthia Swimm, Daniel Hubbard (ABC), Stacy, Sharon, & Sierra.

**Agency Updates**

California Mentor – There is a need for volunteers for the Dance and Carnival at the Summer Games.

Premier Health Care Services - Sierra -We have a paid internship program. On July 25<sup>th</sup> in Eureka there will be a training called “Windmills”. The training is for employers hiring people with developmental disabilities. 100 people can attend. The training is free and catered. On Saturday October 27<sup>th</sup> will be a seminar “Autism – What Works” held in Eureka at the Education Offices’ conference center. Attendees will learn about concrete strategies to support individuals with autism. There will be upcoming presentations on “Every Women Counts”. Another flyer will be sent out as several providers did not receive.

Enriching Lives- Sara stated their Certification Specialist had a baby, so they will be down one staff member for the next 3 ½ months. The Foster Family program will be closing at the end of this year. Two youths will be able to maintain their homes during the transition. They are coordinating transitions in hopes to not have any gaps in services.

State Council North Coast Office –

Denise asked for suggestions regarding trainings the Service Providers and others believe are needed so they can modify what needs work. She discussed systematic housing mandates and bringing mental health to the table regarding dual diagnosis as individuals with developmental disabilities are left out. She stated there needs to be more support from mental health. There is a ½ cent sales tax for a new crisis facility. Howard Hospital in Willits looks to be a possibility for the new facility for transitional housing as it is in good condition and is in a great location.

Sheli discussed Strategies 2.0-Agencies working with child abuse. It is a pilot study being implemented by San Diego State University. They are looking at Lake County. There will be an upcoming seminar on the 17<sup>th</sup>. It is a free service. Statistical information will be provided at the end.

People Services – People Services – The surveys have taken 50 hours of Ilene’s time, so she has not had the time to write down the great things they have been doing. She stated the service design questions do not match the services they provide. How can the results be accurate if they do not accurately represent the services?

Ilene shared that she and Dr. Rick from RCRC met with the management of Sutter Lakeside Hospital to partner services for their shared client/patient. Ilene also shared that they are connecting with three local

Tribes through TANF. The goal is to share job opportunities and education to support both partners. Also, the Chicken-Que fundraiser went very well.

CAE Transport – Catherine stated clients have been moving lately.

Community Catalyst California – Joanne stated that they are having challenges with medication errors. She stated they have gone up 90% and the errors are being made by IHSS staff. The staff are asked to attend a 5-hour training on medication disbursement after their 1<sup>st</sup> error and after their 2<sup>nd</sup> the training is mandatory for them to attend. The training is implemented by Community Catalyst. Although they keep implementing trainings they have not been successful, and they are having to have IHSS staff dismissed. Joanne is welcoming all suggestions. Kim Nash asked Joanne to provide her with a written document so that she can address the situation. Kim also stated that due to coding the SLS programs are being held accountable. She stated changes need to be made at the state level. Joanne stated that Kim Anderson from IHSS has been helpful but still will not pay the staff to attend the trainings implemented by Community Catalyst. Joanne attended a large HR meeting with other Community Catalyst agencies in California. She was able to bring back a significant amount of information to her program here in Ukiah. Jennifer, the Office Manager at the agency was awarded the quarterly award of excellence. She stated Jennifer is an exceptional employee with excellent communication and management skills.

CBEM- Enrique from the Eureka office stated they are down two staff members and are in the hiring process. They have been trying to make connections in the Hoppa Tribe area but so far has not been successful. They are revisiting how it could be successful. The Ukiah office is still in the hiring process and they have a client waiting list due to limited staff.

Supportability – Sarah stated that they have been in their new building for a year and just signed their lease again. The community of Kelseyville has welcomed them over the last year. They are going to be part of the upcoming parade and will be tossing beach balls to the children. Several of the people they provide serves to have volunteer positions at the Lower Lake Recreation Hall where they hold their staff meetings. They help to set up for meetings and clean the hall. Supportability made it through the review/audit and are waiting on feedback. They are still having challenges with hiring. Joanne suggested to put an add online. Sarah also stated as Ilene had that the Rate Survey is difficult to fill out as the vendor numbers don't fit in. Ilene suggested to call Carl as he has been a great support to her through the process.

Reaching for Independence- Jeff stated hopefully they did the survey correctly. Eighty-three percent of the people they serve have minimum wage paying jobs. There are more customers that would like to hire clients but they do not have enough clients to fill the job positions. The employment ranges from crews to internships, to indivial employment. They have a 2005 9-seater van that is available for free. It has a blown engine.

Parents and Friends- Kristy and Xaviera stated that they have a learning garden and sell produce at the Farmer's Market each week. They are looking for incentives to keep new employees. They are looking at a new building to provide services to an additional 15 people. One their team they have 2 in house trainers for PCP and an adaptive technician. Their 6<sup>th</sup> annual Beer, Bison, & Bluegrass fundraiser is coming up on Saturday September 1, 2018. Last year they had approximately 500 people attend. They

have been building an alliance with the local police department regarding the people they provide services to. They are also doing the emergency information cards for the people they serve.

UVAH- Staffing- We need 2 full time staff, one part –time job coach and one full-time person to cover for a maternity leave. We are hoping that we will get more applicants once Costco hires 90 more people. It is hard to compete with Costco since our system has devolved to minimum wage jobs after years of frozen rates.

Pam met with Taylor Morrison, Senator Mike McGuire’s district representative in Ukiah. Pam gave her a bit of history, described UVAH services and gave her a tour of two of our facilities.

We are working on our active shooter procedures and plan to have one staff complete a training to become a certified trainer for our agency.

The board of directors has approved our Leadership Succession Plan, so they are prepared to emergency or planned departure of the Executive Director. We still need to prepare the plan for key management positions.

We are starting preparations for our annual golf tournament fundraiser that will be held in September. Several staff attended an excellent training on dementia and intellectual disabilities by Dr. Lucy Esralew and a meeting with RCRC and DOR to get updated on available service options for people seeking competitive employment.

ABC- Currently, several clients are updating their resumes to include recent volunteer/paid work. Staff and clients continue to search the community for volunteer or paid positions focusing on the clients’ personal fields of interest and skills. Many clients are working in the areas of their interests with the guidance of our Employment Specialist Krystal Rampone. With her support, they are furthering their work skills and experience. Support staff continue to assist the clients in learning how to count (also money), tell time, and do simple math calculations, to prepare them for volunteer and paid employment. For Safety- clients are working on memorizing their addresses in case of an emergency. Support staff and clients continue to work on being aware of their surroundings to ensure they are safe in the community including parking lot safety. All emergency cards are almost complete. They are updated every year. Many of the clients work on daily math and reading worksheets at different grade levels. Two of the clients work throughout the month writing the ABC Monthly Newsletter, adding in interviews from the small Businesses around Lake County and all kinds of activities in our community that are available for our clients to attend. One client is helping other clients with taking pictures to compose picture books for them to use for planning out their daily schedules. All the clients are working on learning the needed social skills for communicating in the workplace throughout the week, including introducing themselves and hand shaking. All clients work on identifying the dollar bills and counting money every day when they go to the coffee shops or to the store to purchase an item. Two clients are creating personal portfolios to promote themselves in the community. We are going to the Trout Farm for a fun day trip. One of our clients has played music for 30 years. We had a 30-year BBQ celebration for him.

### **RCRC Report**

Kim Nash

### **Annual Meeting**

On Friday the 20<sup>th</sup> of July the Board Meeting will be from 7-9. Business meeting the public is invited. 2018-2019 Officers will be elected and new board members will be seated.

Saturday July 21<sup>st</sup> from 9-12 RCDSC Board Development Orientation Session. The session will feature Dr. Lucy Estralew, Clinical Psychologist with RECRC. Dr. Estralew will provide an overview on Developmental Disabilities. Lunch will be provided following the meeting for board members, facilitators and RCRC personnel.

Services can be billed for June during the Pawnee Fire time. The Pawnee Fire was not as large nor effected as many people as the previous fires.

They have been in contact with Everbridge a statewide/nationwide map out of where all clients live, where staff are, and which are being evacuated. Within one hour they will know which service provides, clients, etc. are being affected by the fire. They have developed an area on Facebook to provide fire evacuation information.

Dr. Rick, Rick Moon, Xaviera Hall from Parents & Friends, a family advocate and Sheli Wright, with SCDD, met with the chief of police in Fort Bragg to open communication regarding supporting individuals on the coast. They discussed recognizing abuse within the population we serve and who to contact. The high level of abuse among our clients mirrors that of the elderly and children. Hopefully educating the police to understand signs of abuse will help them to start an investigation. We all can help support our local police department with resources that will help them to investigate suspected abuse. Watch for special grant training from SCDD to educate law enforcement this fall.

They are moving forward with contracted affordable housing. Currently most affordable houses are section 8 and HUD. They are looking for development of more affordable housing for our clients who have exceptionally low income. Especially in Mendocino and Lake County. They are looking at CPP a Community Placement Plan. Since the DDS is shrinking, the number of clients needing affordable housing is increasing. The Regional center is looking for housing with mixed populations (i.e., elderly, developmentally disabled, mental health, etc.).

Due to AB 403 , Group homes and treatment facilities for children in foster care will transition to the use of short-term residential treatment centers. People are wondering what plans child welfare and licensing are making for the many children in care, some whom are consumers, and how and where children will live if removed from their homes. Currently, Child Welfare makes most of the removals and placements. The group homes will need to be converted or shut down to reflect the new design. Certificates to be a home is cost prohibited. Only the larger facilities can afford this change and with the lack of foster homes and local children being placed out-of-county, concerns about reunification and costs to the counties are questioned.

They are also having difficulties finding out of home services. This has an incredible impact on children receiving Regional Coast services.

New families need information on DD/Spectrum, so they can recognize.

There will be no Uniform Holidays this year.

### **Rate Survey**

It is important for the DDS to receive the amount of monies needed as there has not been a rate increase in approximately 30 years. There is not enough money to support staff, trainings, career ladders, etc. Money has been given but it does not match the parameters. Staff are still paid at minimum wage. With the closing of the institutions, there has been and will continue to be an influx of people with complex needs. It continues to look like the community services available do not have the monies need to support the influx. Brian Winfield from the DDS is overseeing the survey. There continues to be concerns that the DDS does not understand the services that are being provided. Many providers are concerned with what the result will be. It seems the state of California is very disconnected from the Service Providers and what they do. It was suggested that everyone talk to their local state representative and explain what Service Provides really provide.

### **Daily Rate Change**

California Code, Welfare and Institutions Code - WIC § 4690.6

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**Providers of these services will only be permitted to bill at one-half of the existing rate for any consumer who attends the program for less than 65 percent of the program day. Providers may bill a full day for any consumer who attends 65 percent or more of the program day.**

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The rate change above was discussed. Service Providers with daily rates were interested if they could change their rates to hourly. They stated this change was removed several years ago and they would like to know why it has been reinstated?

### **Self-Determination**

Sheila Keys

All the pieces and parts of the Self-Determination project are being put together. Between now and September 17<sup>th</sup> clients need to fill out an interest form for the possibility of being elected. There are 30 slots available in our county. Forty-seven people have applied so far. Selection is random. This program will allow people to be full citizens.

### **Open Discussion**

Cindy CJ shared her statistics related to PRO-ACT trainers and trainings needed. She stated there are three types of needs: support staff needing to be certified, re-certification of trainers, and new trainer certification. They need a large training site. Denise suggested a possible venue in Mendocino county and Sarah suggested their building in Kelseyville as a possibility as it is large. Cindy is also looking into the PRO-ACT needs in Sonoma and Napa counties.

Next meeting – Wednesday-September 12<sup>th</sup>, 2018- 9-11.