



SAN ANDREAS REGIONAL CENTER BOARD OF DIRECTORS MEETING MEETING NOTICE/AGENDA

Zoom - https://us06web.zoom.us/meeting/register/tZEpf-usqz8qH9f0RMDkchcknE8cVG_t7K1x

Date: Wednesday, January 17, 2024

Time: 6:00 - 8:00 pm



**Location: San Jose Office
6203 San Ignacio Avenue.
San Jose CA. 95119**

AGENDA



6:00—6:02 I. Call to Order & Introduction. Lisa Lopez



6:02 — 6:05 II. Vision Statement. Andy Le

6:05 — 6:09 III. Approval of Minutes



1. Board Meeting Minutes - 11/13/23
2. Fiscal Committee Meeting Minutes - 11/13/23
3. Service Provider Advisory Committee Meeting Minutes - 12/6/23
4. Program Policy Committee Meeting Minutes
5. Board Development Committee Meeting Minutes – 1/3/24
6. Executive Committee Meeting Minutes - 1/3/24
7. Quality Assurance Advisory Committee Meeting Minutes 1/9/24



6:09— 6:20 IV. State Council on Developmental Disabilities Central Coast ...D Grady

Note: Time is allowed for public input on all agenda items prior to board action on that item. Time is also allowed for public input on any issue not included on the agenda. (Welfare and Institutions Code Section 4660 (c)). People wishing to give input need to fill-out the pink note and give it to the Administrative Assistant then they are invited to use the lectern or remain at their seats while speaking. During a virtual meeting send a direct message via chat to the Administrative Assistant stating name, and topic of discussion.



6:20 — 6:30 V. Presidents ReportLisa Lopez
 1. Holidays



6:30 — 6:55 VI. Executive Director's Report. Javier Zaldivar
 1. Diversity Outreach Update
 2. Employment Programs Update
 3. Health and Safety Awareness Strategy
 4. Budget Update



6:55 — 7:15 VII. Director of Consumer Services Report.Mike Keeley
 1. New and Closing Programs
 2. Self-Determination Update
 3. Social Recreation



7:15 — 7:40 VIII. Committee Reports
 1. FiscalGus Maldonado
 2. Board Development Maya Bareket
Action Item: Recommendation to re-elect Ms. Lisa Lopez to her second two year term in the Board of Directors.
 3. Quality Assurance Advisory Veronica Contreras
 4. Service Provider Advisory Erika Gonzalez
 5. Program Policy Paloma Barraza
 6. People's Advisory Committee Maya Bareket
 7. ARCALisa Lopez



7:40 — 7:45 IX. Public Comment



7:45 — 7:50 X Board Comment



7:50 — 8:00 XI. Announcements



8:00 XII. Adjournment

SAN ANDREAS REGIONAL CENTER
Board of Directors Meeting Minutes
Via Zoom
November 13, 2023

Presiding: Lisa Lopez Board President

Board Members Present:

Maya Bareket	Veronica Contreras
Jon Drennan	Erika Gonzalez
Elisabeth Einaudi	Andy Le
Gus Maldonado	Alicia Mesa
Rajesh Patel	Glendora Pitre
Daniel Stickney	Uma Venkatesh

Board Members Absent: Cole Baumeister Paloma Barraza

Staff Present

Mia Garza	Lourdes Gonzalez
Angel Johnson	John Hunt
Mike Keeley	Karla Cruz
Arushie Nugapitiya	Phien Phan
Minerva Valdez	Francisco Valenzuela
Annalissa Navalta	Kait Wilkerson
Ann Sieber	Cal Smith
Darby Gibson	Gerald Osuna
Kait Wilkerson	Katherine Sanders
Lauria Furuya	

Community Present:

Kristel Maikranz (GTA)	Adrian Peirce (GTA)
Jaclyn Balanay (DDS)	David Grady
Corinne Sixkiller	

CALL TO ORDER

Ms. Lisa Lopez Board President called to order the regularly scheduled business meeting of San Andreas Regional Center at 5:00 p.m. Ms. Lopez also called attention to the note on the agenda stating that time is allowed for public input on any issue not included on the agenda, with a five-minute limit. (Welfare and Institutions Code Section 4660 (c)). Self-introductions were made, and Ms. Erika Gonzalez read the mission statement.

APPROVAL OF MINUTES

M/S/C Moved to approve the meeting minutes. (Bareket/Le) No further discussions. All in favor, Motion carries.

1. Board Meeting Minutes - 8/21/23

2. Fiscal Committee Meeting Minutes - 8/21/23
3. Service Provider Advisory Committee Meeting Minutes - 8/23/23
4. Program Policy Committee Meeting Minutes 10/3/23
5. Board Development Committee Meeting Minutes – 10/3/23
6. Executive Committee Meeting Minutes - 10/3/23
7. Quality Assurance Advisory Committee Meeting Minutes 10/10/23

Independent Accountants Audit Report

Ms. Kristel Maikranz and Adrian Peirce GTA auditors presented the report to the Board with an unmodified opinion which is a clean audit opinion. Everything went well and there were no issues. The Board acknowledged the given opinion.

STATE COUNCIL ON DEVELOPMENTAL DISABILITIES CENTRAL COAST

None

PRESIDENT'S REPORT

Ms. Lisa Lopez report was on thankfulness, she acknowledged that we must be thankful for what we have. She said that when strangers praise her for being a special parent, she doesn't agree with it, because it takes a village for families to take care of their individuals; that village is SARC. She praised SARC for the job they do and the impact they make.

EXECUTIVE DIRECTOR'S REPORT:

Diversity Outreach Update

Ms. Minerva Valdez Diversity Inclusion Manager presented the report:

- Effective 11/1/2023, the Enhanced Caseloads is under Jessica Hall.
- Melissa Santos Parent Education Coordinator is engaged with the following groups, and she is scheduling meetings and listening sessions.
- The Monterey County Conference Planning Committee working in Greenfield, Soledad, Gonzales, and Salinas.
- 12/2/2023 San Jose Parent Group meeting
- Tribal Engagement Group meeting in Watsonville
- Collaboration with SPIN in Hollister
- Salinas parent group reinstated
- 11/18/23 next Spanish Language Conference with (Triqui and Mixteco translation), in Soledad
- Presentations and collaborations in progress with PHP, SKC, and SPIN
- Meetings with FCSN, and Pragnya have been scheduled to support their Service Access Equity Grant Activities.
- 2024 SARC Multi-Cultural Symposium planning coming soon

- SARC staff Professional Development:
 - Cultural Humility Training in progress
 - State Inclusion Collaborative 2023 took place 10/2023 and 5 SARC staff attended.

Self Determination Update:

- Mr. Keeley presented the SDP Report, which is an alternative way to secure services and gives more flexibility to families.
- Current numbers:
 - 188 participants (51 pilot program)
 - The average age is 22 years
 - Participating races:
 - 59 White
 - 11 Vietnamese
 - 21 Spanish
 - 10 Indian
 - 19 Chinese
 - 3 Russian
 - 10 Korean
 - 1 Japanese
 - 12 Asian Indian
 - 1 African American
 - Participating languages:
 - 147 English
 - 8 Spanish
 - 8 Vietnamese
 - 8 Mandaring
 - Where they live:
 - 166 at home
 - 18 other
 - FMS (Financial Management Services) systems
 - Aveanna
 - GT Independence
 - Acumen
 - Mains'1
 - Essential Pay
 - FMS Pay
 - Average timeline to complete the process is 1 year

DIRECTOR OF CONSUMER SERVICES REPORT: Mike Keeley
NEW AND CLOSING PROGRAMS – Mia Garza

4 New (October)

- INFANT DEV PROGRAM
- DENTISTRY
- SPECIAL THERAPEUTIC SRVCS in Monterey County
- IN-HOME RESPITE SERV

1 Closed – (October)

- Behavior Manager Consultant

Health and Safety Awareness Strategy

The waiver to help with the frozen rates and provide for individual's needs.

- Outreach continues to those in need
- Ms. Ann Sieber provides the training, and the information can be found on the website.

Employment Update

Ms. Mia Garza Community Services Associate Director discussed these issues:

- The Quality Incentive Program (QIP), and Access Capacity Employment Program are waiting for the payment structure from DDS.
- Explore Stanford's diverse, an Innovative Curriculum Developed by the Neurodiverse Community
- Round tables continue
- Observance of National Disability Employment Awareness Month

COMMITTEE REPORTS

FISCAL

Mr. Gus Maldonado, Board Treasurer, gave the report.

1. Purchase of Services (Non-CPP only)

The Purchase of Service expense for the month of September 2023 was \$46.6M and the year to date was \$152.1M. The current allocation is \$740.5M.

2. Individuals Served

The number of individuals served as of September 2023 was 16,739. This is a decrease of 598 since September 2022.

3. Operations (OPS)

Expenses for the month of October were \$4.8M and the year to date was \$18.5M. The Fiscal Year Projection is \$62.2M and the estimated allocation is \$62.4M. This leaves us with a surplus of approximately \$172.5K.

4. Cash Position

The cash position through the end of October was \$109.7M. This is an increase of \$3.3M since September.

5. Donation Fund

The balance in the Donation Fund through the end of October was \$364K. This is an increase of \$1471. This change was due to miscellaneous contributions and/or disbursement requests received during the month.

BOARD DEVELOPMENT

- The minutes are in the packet, and one Action Item was addressed:

M/S/C Moved to approve the election of Ms. Uma Venkatesh to her first two-year term on the Board. (Maldonado/Gonzalez). No further discussions. All in favor. Motion carries.

M/S/C Moved to approve the re-election of Ms. Elizabeth Einaudi to her third and final two-year term on the Board. (Pitre/Maldonado). No further discussions. All in favor. Motion carries.

QUALITY ASSURANCE ADVISORY COMMITTEE

- The minutes are in the packet.

SERVICE PROVIDER ADVISORY COMMITTEE (SPAC)

- The committee continues to meet internally with the provider community to discuss issues and how to support each other.

PROGRAM POLICY COMMITTEE

- The minutes are in the packet, and two Action Items were addressed:

M/S/C Moved to adopt the Psychiatric Policy (Pitre/Bareket). No further discussions. All in favor. Motion carries.

M/S/C Moved to adopt the Employment First Policy (Gonzalez/Pitre). No further discussions. All in favor. Motion carries.

PEOPLE'S ADVISORY COMMITTEE (PAC)

- Ms. Bareket shared that the committee is doing good and participating in several community events.

ARCA

Ms. Pitre shared that these issues were discussed:

- Membership Agreement discussion
- Creation of committee to oversee standardization of regional centers

- She emphasized that SARC is a leader in legislative advocacy due to Francisco's work.

PUBLIC COMMENT

None

BOARD COMMENT

Ms. Pitre shared that she was grateful for having the opportunity to serve in the SARC Board.

ANNOUNCEMENTS

Upcoming events:

- 10/28/2023 25th Annual Service Above Self Awards Dinner
- 10/29/23 Disability Awareness Day with the San Jose Barracudas Resource Fair
- 11/18/2023 Holiday Craft Fair
- 12/2023 Santa's House at Christmas in the Park

ADJOURNMENT

The meeting was adjourned at 6:00 p.m.

Recording Secretary, Ms. Lourdes Gonzalez

Submitted by,

Mr. Gus Maldonado

2. Independent Auditors' Report

Ms. Kristel Maikranz and Adrian Peirce GTA auditors presented the reports to the committee:

- Report to the Board of Directors informed on:
 - Responsibility in Relation to the Financial Statement Audit
 - Planned Scope and Timing of the Audit
 - Compliance with All Ethics Requirements Regarding Independence
 - Significant Risks Identified
 - Qualitative Aspects of the Center's Significant Accounting Practices
 - Significant Unusual Transactions – none
 - Significant Difficulties Encountered - none
 - Uncorrected and Corrected Misstatements
 - Disagreements With Management – none
 - Circumstances that Affect the Form and Content of the Auditor's Report - none
 - Representations Requested from Management
 - Management's Consultations with Other Accountants -none
 - Other Significant Matters, Findings, or Issues - none
 - SARC received a clean audit opinion or unmodified
- The Report on the Audit of the Financial Statements contains:
 - Opinion
 - Basis for Opinion
 - Responsibilities of Management for the Financial Statements
 - Auditor's Responsibilities for the Audit of the Financial Statements
 - Supplementary Information
 - Other Reporting Required by Government Auditing Standards
- Financial Section encompasses:
 - Assets
 - Liabilities and Net Assets
 - Expenses
 - Cash Flow
 - Federal Awards
- No Management Cover Letter Needed

The committee agreed to recommend the reviewed report to the full board of directors as they will receive a short highlight of the information.

3. Next Meeting Date

January 16, 2023, at 5:00 p.m. via zoom.

4. Adjournment

With no further discussion the meeting was adjourned at 4:55 p.m.

Recorded by Lourdes Gonzalez

**San Andreas Regional Center Board of Directors
SERVICE PROVIDER ADVISORY COMMITTEE (SPAC)
Meeting Minutes (via zoom)
December 6, 2023**

Members Present	Tade Akintade Desiree Luong Sylvia Yeh	Erika Gonzalez (chair) Wesley Moss
Members absent		
Staff Present	Karla Cruz Irene De La Rosa John Hunt Michelle Livoni Gerald Osuna Francisco Valenzuela Kait Wilkerson	Mia Garza Lourdes Gonzalez Mike Keeley Arushie Nugapitiya Ann Sieber Anna Wall Javier Zaldivar
Community Present	Beth Prentiss Sarah Macy	Paloma Rodriguez

Ms. Erika Gonzalez Committee Chair led the meeting via zoom starting at 10:05 a.m.

Committee Updates

Ms. Erika Gonzalez SPAC Chair shared that they continue to meet with the provider community on the 3rd Wednesday of the month, the conversations are going well. Ms. Gonzalez told the audience that they can email her with ideas and topics that they wish to discuss. The committee will focus on how better to support the providers in collaboration with SARC. They will be updating and revamping the agenda.

Provider Input

Ms. Kait Wilkerson Training Manager requested providers to participate in staff trainings when discussing services.

Director Update

Mr. Zaldivar discussed these topics:

- The legislative season is approaching, advocate for the system by addressing these provider pressures:
 - No staff
 - Competing wages with fast food workers
 - Retention challenges
- Health and Safety process to get enhanced support must be tied to the individual
 - SARC can support you in the process
- Notify SARC of the serving capacity of you program
- Train your staff on mandated reporting and have a policy addressing it
- Staff must maintain professional boundaries with clients and don't engage in illegal behavior with them.

New and Closing Programs

Ms. Ann Sieber gave the report.

7 New Services

- Behavior consultant
- Speech therapist
- 2 Personal Assistance
- 3 Adaptive Skill Trainings

1 Closed Services:

- Residential Home

Community Services Update

Ms. Mia Garza Community Services Associate Director discussed these topics:

- Rate Reform & Implementation no updates yet
- 2022 DDS Workforce Data Collection Survey (that took place in 2023)
 - SARC has received list of agencies who are due the \$8k.
 - The rates are in the system when you see it in e-billing invoice for it.
- Directives:
 - Remote services extended to 6/2025
 - Applies to:
 - Day programs
 - Look-a-like day programs
 - Independent living services
 - Behavioral therapy services
 - Clinical assessment activities for Lanterman Act eligibility
 - Self Determination (SDP) services can be provided remotely if the individual needs it.
 - Transportation services will use a unique monthly reimbursement rate
 - Coordinated Family Support services can be used by SDP
 - Minimum Wage Increase Effective January 1, 2024

Electronic Visit Verification (EVV) Update

- Sign-up, it is a requirement, attend the webinars and office hours to be updated on all changes

Electronic Visit Verification Phase II

Electronic Visit Verification (EVV) is a telephone and computer-based solution that electronically verifies in-home service visits. EVV solutions must verify the following six data elements:

- *Type of service performed*
- *Individual receiving the service*
- *Date of the service*
- *Location of service delivery*
- *Individual providing the service*
- *Time the service begins and ends*

Background

The 21st Century CURES Act, signed into law in 2016, requires that states set up an EVV system to verify that services for all Medicaid-funded personal care and home health care services occurred. Pursuant to Subsection (l) of Section 1903 of the Social Security Act (SSA) (42 U.S.C. 1396b), all states must implement EVV for Medicaid-funded personal care services (PCS) by January 2020 and home health care services (HHCS) by January 2023. On October 22, 2019, CMS approved the State's Good Faith Effort (GFE) request for PCS and will not apply Federal Medical Assistance Percentage (FMAP) reductions in calendar year

2020. California's GFE approval letter from CMS is available on the [EVV CMS GFE Webpage](#).

PCS was implemented on January 1, 2022, and providers of Medi-Cal home and community based personal care services must be registered, trained, and using either the CalEVV system or an alternate EVV system. HHCS is anticipated to be implemented by January 1, 2023. Stakeholder meetings will continue and will provide the opportunity to discuss the State's approach to EVV, the steps providers will need to take, and the EVV training that will be offered.

- Rate Reform Implementation:
 - DDS has not sent updates so far; they are still working on the plan.
 - Review website to stay updated
 - Implementation of the 10% incentive will be different for each vendor

Health and Safety Waiver Awareness Strategy

Ms. Ann Sieber gave the report.

- Ms. Livoni continues to work on identifying individuals that need referrals to access the program
- All information is on the website

HCBS (Home & Community Based Services)

Ms. Michelle Livoni gave the report.

- Site visit requirements have been received
 - Site visits will be scheduled to review process'
 - 25% of sites must be completed by February 2024
 - 100% of sites must be completed by August 2024
- Trainings are available
- The staff will be interviewed, and they should be aware of the regulations
- Grant receivers must submit quarterly reports by 2/29/2024

Employment

Ms. Mia Garza Community Services Associate Director discussed these topics:

- New customized employment
- Employment First office opens in July 2024
- Take advantage of the Quality Incentive Programs

Emergency Preparedness

Mr. Gerald Osuna Emergency coordinator discussed these issues:

- Continue working on the Go-Bags initiative and battery packs for high fire danger zones
- A Deaf and Hard of Hearing (DHOH) team has created emergency communication cards that will go out to individuals and vendors soon; a booklet will come next.
- Reach out to Mr. Osuna if you need to review your emergency response plan

Announcements:

- 12/8/23 Dave Cortese Housing Resource Fair
- Collaborating with Christmas in the park for Santa Days

- Working on the 2024 calendar already
- 4/26/24 Legislative Luncheon

SCDD Central Coast

None

Next SPAC Committee Meeting:

January 24, 2024, via zoom at 10:00 a.m.

Adjournment

The meeting was adjourned at 11:00 a.m.

**San Andreas Regional Center
Board of Directors
BOARD DEVELOPMENT COMMITTEE MINUTES
January 3, 2024**

Committee Members Present:	Maya Bareket (Chair) Andy Le	Cole Baurmeister
Committee Members Absent:		
Staff Present:	Lourdes González John Hunt	Lisa Hartley Javier Zaldivar

The Board Development Committee Meeting was called to order at 4:34 p.m., by Ms. Maya Bareket, committee chair via zoom.

1. Confirm Board Education

There will be a Board Education on January 17, 2024, the topic will be “Employment Support: Overview and Options” Ms. Katherine Sanders Employment Specialist will present.

2. Applicants Update

The committee will review the wait list of potential members to fill-up upcoming vacancies.

3. Vacancies

Two Vacancies

- 1 San Benito County

4. Member Terms

- Ms. Lisa Lopez will be re-elected to her 2nd term in the Board.

5. Next Committee Meeting Date/Time

Tuesday, February 6, 2024, at 4:30 p.m.

6. Adjournment:

There being no further discussion, the meeting was adjourned at 4:45 p.m.

San Andreas Regional Center Board of Directors
EXECUTIVE COMMITTEE MINUTES
Via Zoom
January 3, 2024

Committee Members Present: Maya Bareket
Erika Gonzalez
Gus Maldonado
Veronica Contreras
Lisa Lopez (Chair)
Glendora Pitre

Committee Members Absent: Paloma Barraza
Elisabeth Einaudi

Staff Present: Mia Garza
Lisa Hartley
Mike Keeley
Javier Zaldivar
Lourdes González
John Hunt
Arushie Nugapitiya

Ms. Lisa Lopez committee chair called the meeting to order at 5:07 p.m. via Zoom

1. Risk Assessment Report

Ms. Mia Garza Community Services Associate Director presented the SIR report for the months of December and January.

Total Incidents 465 (Dec.)

135 Incidents reportable to DDS.

330 Incidents not reportable to DDS.

12 Deaths

9 Consumers reported missing with 0 not yet located

19 Suspected Abuse/Exploitation

12 Injuries Requiring Treatment Beyond First Aid

27 Medical Need/Accident

5 Victim of Crime

10 Suspected Neglect

41 Unplanned hospitalizations

Total Incidents 574 (Jan.)

136 Incidents reportable to DDS.

438 Incidents not reportable to DDS.

6 Deaths

1 Consumers reported missing with 0 not yet located

25 Suspected Abuse/Exploitation

19 Injuries Requiring Treatment Beyond First Aid

37 Medical Need/Accident

4 Victim of Crime

10 Suspected Neglect

85 Unplanned hospitalizations

2. Development of the January 17, 2024, Board Meeting

There will be a Board Education, the topic will be “Employment Support: Overview and Options” Ms. Katherine Sanders Employment Specialist will present.

a. President’s Report: Lisa Lopez

1. Holidays

b. Executive Director’s Report: Javier Zaldivar

1. Diversity Outreach Update
2. Employment Programs Update
3. Health and Safety Awareness Strategy
4. Budget Update

c. Directors of Consumer Services: Mike Keeley

1. New and Closing Programs
2. Self-Determination Update

d. Committee Reports:

Fiscal – There will be a report.

Board Development - There will be a report and two action items:

Action Item: Recommendation to approve the re-election of Ms. Lisa Lopez to her second two-year term on the Board.

People’s Advisory Committee – There will be a report.

Quality Assurance Advisory – There will be a report.

Service Provider Advisory – There will be a report.

Program Policy - No Report

3. Director’s Update

Mr. Javier Zaldivar Executive Director updated the committee on the following topics:

- Several incidents concluded with individuals being charged and awaiting sentencing
- SARC continues to deal with difficult to serve individuals more often now:
 - If incompetent to stand trial, SARC has 3 years to train them to stand trial

4731 Complaints and Whistleblowers submitted.

4731 is a client’s rights violation, SARC must investigate and respond to the complaint within 21 days, The department gets notified as well.

Whistle Blower Complaint allows the individual to report concerns of inappropriate behavior without fear of retaliation. The department does not need to be notified.

Find the policy at:

<https://www.sanandreasregional.org/transparency/policies/whistleblower/>

- There were three 4731 complaints reported:
 1. Allegation that agency failed to report to APS appealed the Correction Action Plan for a second time, it has gone directly to DDS
 2. Allegation that an individual was being defrauded to pay for an application (APP), no money exchanged, provider being investigated.
 3. Mom alleges that service coordinator is not funding her hours; (service issues do not constitute a 4731)
- No whistleblower reported:

Budge Update:

- California has a \$60 Million deficit, waiting to see what governor will do and say on next week's budget release
- Deficit expected to last until FY 2026-2027
- SARC is actively working on Program Development to deal with double diagnosed individuals .

4. Property Management Update

San Jose Office:

- A glitch with the TI's (Tenant Improvements) agreement has risen, SARC is working with property management to resolve it
- SARC continues to wait for the construction permits to be approved

Salinas Office:

- Construction of new conference room is still in process

5. Announcements

- Parent group meetings restarting
- Working on setting-up a meeting with Legislator Rivas
- The SARC website has been updated with a Transparency button and more accessibility for our communities.

6. Other

None

7. Next committee/meeting date

Wednesday, February 6, 2024, at 5:00 p.m.

8. Adjournment

There being no further discussion, the meeting adjourned at 6:00 p.m.

**San Andreas Regional Center
Quality Assurance Advisory Committee via Zoom
January 9, 2024**

Committee Members Present: Veronica Contreras (Chair) Alicia Mesa
Rajesh Patel Glendora Pitre
Uma Venkatesh

Committee Members Absent: Maya Bareket Lisa Lopez

Staff Present Mia Garza Lourdes Gonzalez
Lisa Hartley Hazel Jordan
Mike Keeley Julie Lussier
Gerald Osuna Cal Smith

The meeting was called to order by Ms. Veronica Contreras, Committee Chair at 4:02 p.m. via zoom.

LEGEND: **APS** = Adult Protective Services; **BX** = Behavior; **CAP** = Corrective Action Plan; **CCL** = Community Care Licensing; **CM** = Case Management; **CPS** = Child Protective Services; **CRA** = Client's Right Advocate; **DFCS** = Department of Family Court Services; **DHOH**= Deaf and Hard Of Hearing; **DOHS** = Department of Health Care Services; **FHA** = Family Home Agency; **IDT** = Interdisciplinary Team; **ILS** = Independent Living Service; **LTCO** = Long Term Care Ombudsman; **M&M** = Mortality & Morbidity Meeting ; **PD** = Police Department; **RCH** = Residential Care Home; **SC** = Service Coordinator; **SP** = Service Provider.

I. Special Incident Reports: Dec.

- 465 Total number of incidents.
- 12 Total number of deaths.
- 135 Incidents reportable to DDS.
- 330 Incidents not reportable to DDS.
- 67 Unplanned hospitalizations with 33 consumers remaining hospitalized.
- 3 Planned hospitalizations.
- 6 Consumers reported missing with 0 not yet located.

Breakdown of Incident Reports by Residence type:

RCH- 249 ICF- 14 SNF/NF- 4 ILS- 23 SLS- 54
Family Home- 103 Foster Home- 0 Family Home Agency- 13 Psych Treat/ Other- 5

I. Special Incident Reports: Jan.

- 574 Total number of incidents.
- 6 Total number of deaths.
- 135 Incidents reportable to DDS.
- 439 Incidents not reportable to DDS.
- 85 Unplanned hospitalizations with 54 consumers remaining hospitalized.
- 11 Planned hospitalizations.
- 1 Consumers reported missing with 0 not yet located.

Breakdown of Incident Reports by Residence type:

RCH - 304 ICF - 11 SNF/NF - 8 ILS - 43 SLS - 72 Family Home - 115
Foster Home - 0 Family Home Agency – 16 Psych Treat/ Other - 5

Highlights: Mr. Smith went over the specific details of the incidents that are true, false, unsubstantiated, and under investigation.

II. Quality Assurance (QA) Dec.

A. QA Facility Monitoring - Residential Care, Level 4I only

- 9 Out of 9 scheduled FMs completed.
- 9 Facilities received recommendations.
- 2 Facilities received corrective action plans.

B. QA Unannounced Visits - Residential Care, Level 4I only

- 9 Out of 9 scheduled QAs completed.
- 7 Facilities received recommendations.
- 1 Facilities received corrective action plans.

C. Adult Residential Facility for Persons with Special Health Care Needs (ARFPSHN) Visits:

13 Out of 13 were completed in April 2023.

D. Enhanced Behavior Support Homes (EBSH) Monitored.

2 - one adult home and one children's home. Both monitored on 11/16/23.

Community Crisis Home (CCH) Monitored.

No monitoring visits completed in November.

There were two unannounced visits to the CCH - YAI by the QAS on 11/3 and 11/15. The SARC review team is still following up on the 2nd CAP issued on 9/15/23. The regional director requested three extensions.

E. Trainings:

Service Providers Facility Monitoring Training for all levels 11/29/23, 246 attendees.
Residential Service Orientation (RSO) 11/06/23, 11 attendees

New Employee Training 11/08/23, 23 attendees

F. Standing QA Meetings:

Let's Talk QA: 11/01/23 Watsonville office and 11/15/23 San Jose office canceled.

Mortality and Morbidity: 12 deaths reviewed 12/14/23.

0 Infants 1 Children 2 Adults 9 Elderly

I. Quality Assurance (QA): Jan.

A. QA Facility Monitoring - Residential Care, Level 4I only

0 Out of 0 scheduled FMs completed. Completed all visits in November 2023.

0 Facilities received recommendations.

0 Facilities received corrective action plans. [OBJ]

B. QA Unannounced Visits - Residential Care, Level 4I only

26 Out of 34 scheduled QAs completed. Eight not completed for 2023.

0 Facilities received recommendations.

0 Facilities received corrective action plans.

C. Adult Residential Facility for Persons with Special Health Care Needs (ARFPSHN) Visits:

13 Out of 13 were completed in April 2023.

D. Enhanced Behavior Support Homes (EBSH) Monitored.

5 out of 5 were monitored in December 2023.

Three adult homes on 12/4/23, and 12/7/23. Two children's homes on 12/1/23, and 12/7/23.

Community Crisis Home (CCH) Monitored.

No SARC QA review completed in December for YAI Magladry.

One unannounced visit to YAI was completed by a QAS on 12/6/23.

The new CCH – Riverside, initial QA is 2/16/23.

E. Trainings:

No QA Trainings scheduled for Service Providers and SARC staff in December 2023.

F. Standing QA Meetings:

Let's Talk QA: 12/6/23 Salinas office and 12/20/23 San Jose office canceled.

Mortality and Morbidity: 8 deaths reviewed 01/09/234

0 Infants 0 Children 6 Adults 2 Elderly

G. Highlights:

- Three additional RCHs received an unannounced visit by the QA Team based on an anonymous complaint.

- The QA Team created a 2024 Annual Facility Monitoring Schedule for all RCH'S.
- Monitoring all service levels will start January 2024.

Ms. Jordan updated the committee on the specific details of the deaths, such as gender, age, living arrangement, and cause of death.

III. Health Services: Dec.

A. Health-Related Trainings Presented by San Andreas Health Services Unit:

Class (Max attendance)	# Completed	Total Attendees	Test 1 Pass/Fail	Test 2 Pass/Fail
Assisting with Medications (20)	1	12	11/1	0/1
Basics of Nutrition and Obesity (20)				
Difficulty Swallowing and Aspiration (20)	1	19	18/1	1/0
Fundamentals of Dementia	1	10	10/0	---
Oral Health	1	13	10/3	3/0
Pressure Injury Prevention (20)				
Psychotropic Medications				
Recognizing Signs of Abuse (20)				
Restricted Health Conditions (20)				
RN Training				
Signs/Symptoms of Illness/Injury (20)				
Special Incident Report (20)	2	19 13	19/0 13/0	---
Thinking Ahead (20)				
What is Epilepsy (20)				
Totals	6	86	81/5	4/1

B. Current projects/activities:

PPE (Personal Protective Equipment) Donations All Counties:

- Masks provided to SARC Staff only to do visits at hospital settings

Covid Test Kit Donations All Counties:

- 35 covid test kits (70 tests) to SARC employees and their families.

Covid Update:

- There were a few isolated cases in November and only 1 home that had multiple cases considered an outbreak.

C. Highlights:

- With the new implementation of Cal Aim, Medi-Cal is changing the way payment will be made for people living in a Long-term facility like ICF.
- All Intermediate care facilities (ICF DDH and N) will transition from fee-for-services to Managed Medi-Cal as of January 1, 2024. This will affect all consumers living in an ICF in Santa Clara and Monterey County.
- Health services continued their outreach to Services Coordinators liaison, Families/Conservator and ICF facilities to promote the importance of enrolling each resident in a Managed Medi-Cal plan before December 22, after that date DHCS (Department of Health Care Services) will be enrolling the person in any available plan.
 - In Santa Clara County there are 3 Plans (SCFH, Anthem and Kaiser)
 - In Monterey County, there is only 1 plan CCAH (Central California Alliance for Health) /Carelon. This county is minimally impacted with the changes.

III. Health Services: Jan.

A. Health-Related Trainings Presented by San Andreas Health Services Unit:

Class (Max attendance)	# Completed	Total Attendees	Test 1 Pass/Fail	Test 2 Pass/Fail
Assisting with Medications (20)	1	10	10/0	---
Basics of Nutrition and Obesity (20)				
Difficulty Swallowing and Aspiration (20)				
Fundamentals of Dementia				
Oral Health				
Pressure Injury Prevention (20)	1	15	15/0	
Psychotropic Medications				
Recognizing Signs of Abuse (20)				
Restricted Health Conditions (20)				
RN Training				

Signs/Symptoms of Illness/Injury (20)	1	12	12/0	---
Special Incident Report (20)	1	7	7/0	
Thinking Ahead (20)				
What is Epilepsy (20)	1	11	11/0	---
Totals	5	55		

B. Current projects/activities:

PPE (Personal Protective Equipment) Donations All Counties:

- 1 care home requested PPE

Covid Test Kit Donations All Counties:

- 6 covid test kits (12 tests) were provided

Covid Update:

- 3 residential care homes had an outbreak
- 2 adult Day programs under outbreak
- There were 2 hospitalizations related to Covid, Influenza or RSV, all went back to their residence after treatment.

IV. Supported Living Services (SLS):

A. SLS QA's: QA evaluations for SLS agencies are not a requirement of Title 17 regulations, however it has previously been a practice at San Andreas.

There were 4 QA visits conducted during this report period. Reports are currently being written. There were no major concerns with these vendors.

B. SLS Roundtable: Resource Specialists Kai Reade and Gabriela Alvarez presented the following information at the November and December Roundtable held virtually via Zoom.

- SARC Policy/Procedure: Discussion on 2024 SLS QA schedule and 2024 SLS/ILS Roundtable schedule. Discussion on HCBS auditing (soon to come, SLS auditing not immediate, will be facilitated by contractors, includes SARC Best Practices).
- Community Information: Discussion on presentations held during SLS/ILS Roundtable in 2023 (EVV DDS, Therap, CreateAbility, and two SARC-facilitated presentations).

Highlights:

The next Roundtable Meeting will be conducted virtually via Zoom on January 10, 2024. Following that, the February meeting will be held virtually via Zoom on 14, 2024.

Supported Living Orientation for Individuals and Families

1 Completed, 25 Total attendees (no SLO held in December 2023)

SLS New Vendor Orientation

1 Completed, 3 Total attendees (no SLSNV held in December 2023 as it is offered quarterly)

V. Community Services:

Residential Service Orientation (RSO) 1 Completed, 10 Total attendees

RSO (mini for FHA) 1 Completed, 5 Total attendees

VI. Emergency Response Plan Report

A. Current projects/activities:

- DDS initiatives
 - Efforts continue to provide training and distribute Go-kits to individuals in High Fire Risk Areas utilizing ILS/SLS support services.
 - SARC ran through the initial supply of bags requiring a resupply order which arrived mid-December.
 - The next virtual instructor-led training date is set for Jan 10th, and On-demand training is available for individuals listed as well.
 - Will increase offerings for on-site instructor led and virtual training for agencies with and/or individuals identified to receive a bag under the current go-kit initiative.
 - The initiative to provide communication cards and booklets for DHOH individuals in high fire risk areas continues.
 - All sets of communication flip -cards have been sent out and delivered to the initial list of individuals.
 - This initiative later included small spiral bound booklets which are also now available for distribution. 25 booklets in color and 25 in black and white.
- Safety Training
 - Conducted a new hire training in November.

Highlights:

- An accidental triggering of a fire alarm prompted the evacuation of the SJ office in early December.
 - All employees exited with no incidents or injuries. The office was evacuated within 10 minutes and employees returned to their desks within 25 minutes.
 - An evacuation chair was utilized to assist 1 employee requiring assistance. Use and familiarization training was provided to this employee and several coworkers allowing for the efficient use and evacuation of this individual who reported all went smooth.
 - While the evacuation went relatively smoothly and without incident, there

were lessons learned which are being addressed in updates to SARC emergency evacuation plans and with drills and further personnel training.

- The onset of winter brought with it a series of winter storms. We had several winter storm watch notifications and warnings through December and the holidays.
 - Some flood advisories near creeks and streams and high tide surge warnings were issued throughout the catchment area particularly along the coast.
 - In Santa Cruz County, there was an evacuation warning issued along the coast near Rio Del Mar, but no evacuations were ultimately ordered.
- All indications are that we will again experience atmospheric river conditions like what we experienced last year. It is therefore highly advisable for everyone to take precautions and check their supplies and provisions in case of power outages or evacuations. Also, this is a good time to review any emergency plans you have.
- An app called Zonehaven Aware is now known as genasys Project. This is a mobile app available to keep you informed of alerts, warnings, and evacuations. I have been increasingly using this app which seems more robust and reliable lately than others I also use. I recommend loading this app to be informed where you are. <https://protect.genasys.com/download>
- No significant quakes or other emergencies have occurred recently, but we continue to monitor and are prepared to respond as needed.

VII. Other:

None

VIII. Next QAAC meeting is scheduled for:

Tuesday, February 13, 2024

IX. Adjournment:

There being no further discussion, the meeting adjourned at 5:00 p.m.