

# SAN ANDREAS REGIONAL CENTER BOARD OF DIRECTORS MEETING NOTICE AGENDA

Monday, August 19, 2024, 5:00 - 7:00 p.m.

Zoom Link Only

[Click here for zoom link](#)



5:00 - 5:02 p.m. I. Call to Order and Introductions . . . . .Lisa Lopez



5:02 - 5:05 p.m. II. Vision Statement . . . . . Uma Venkatesh



5:05 - 5:07 p.m. III. Approval of Minutes

1. Board Meeting Minutes - 6/17/24
2. Fiscal Committee Meeting - 6/17/24
3. SPAC Minutes - 7/24/24
4. Program Policy Committee -
5. Board Development Committee - 8/6/24
6. Executive Committee - 8/6/24
7. Quality Assurance - 8/13/24

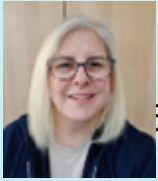


5:07 - 5:09 p.m. IV Adoption of Performance Contract



5:09 - 5:20 p.m. V. State Council on Developmental Disabilities .. 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.



5:20 - 5:30 VI. Presidents Report . . . . . Lisa Lopez  
1. Regional Center Transitions



5:30 - 5:55 VII. Executive Director's Report . . . . . Javier Zaldivar  
1. Diversity Outreach Update  
2. Employment Programs Update  
3. Health and Safety Awareness Strategy  
4. DDS Changes



5:55 - 6:15 VIII. Director of Consumer Services Report . . . . . Mike Keeley  
1. New and Closing Programs  
2. Self-Determination Update



6:15 - 6:40 IX. Committee Reports

- 1. Fiscal . . . . . Gus Maldonado
- 2. Board Development . . . . . Maya Bareket
- Action Item:** Recommendation to approve the election of Ms. Christine Gianola to her first 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. ARCA . . . . . Lisa Lopez



6:40 - 6:45 XI. Public Comment



6:45 - 6:50 XII. Board Comment



6:50 - 7:00 XIII. Announcements



7:00 XIV. Adjournment

**SAN ANDREAS REGIONAL CENTER  
Board of Directors Meeting Minutes  
Via Zoom  
June 17, 2024**

**Presiding:** Lisa Lopez Board President

**Board Members Present:** Maya Bareket Paloma Barraza  
Cole Baumeister Veronica Contreras  
Elisabeth Einaudi Pamela Kerman  
Andy Le Gus Maldonado  
Alicia Mesa Rajesh Patel  
Nicolas Santos

**Board Members Absent:** Erika Gonzalez Uma Venkatesh

**Staff Present** Jim Elliott Christiana Gardner  
Mia Garza Lisa Hartley  
Lourdes Gonzalez John Hunt  
Mike Keeley Edgar Naranjo  
Jamie Nguyen Arushie Nugapitiya  
Khanh Nye Vanessa Oamelda  
Jennifer Price Irene De La Rosa  
Sandra Diaz Calderon Rommel Sanchez  
Katherine Rougelot Andria Rodriguez  
Francisco Valenzuela Desiree Winkler  
Javier Zaldivar

**Community Present:** Jaclyn Balanay (DDS) David Grady (SCDD)  
Maureen Fitzgerald

**CALL TO ORDER**

Ms. Lisa Lopez Board President called to order the regularly scheduled business meeting of San Andreas Regional Center at 6:01 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 Mr. Rajesh Patel 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 – 5/20/24
2. Fiscal Committee Meeting Minutes – 5/20/24
3. Service Provider Advisory Committee Meeting Minutes – 5/22/24
4. Program Policy Committee Meeting Minutes -
5. Board Development Committee Meeting Minutes – 6/4/24
6. Executive Committee Meeting Minutes - 6/4/24
7. Quality Assurance Advisory Committee Meeting Minutes 6/11/24

## **STATE COUNCIL ON DEVELOPMENTAL DISABILITIES CENTRAL COAST**

Mr. David Grady discussed these issues:

- Doing trainings for the Santa Clara county law enforcement, and emergency personnel to be understanding and more efficient when dealing with developmental disabilities
- Doing policy work with mental health
- Ms. Lucas continues training on special education and advocacy issues
- In collaboration with SARC, presented Paid Internship Program to law enforcement.
- Self-advocates are being trained in Self Determination.

## **PRESIDENT'S REPORT**

Ms. Lisa Lopez's report was on Inclusion and diversity:

- California is one of the most diverse states and its proclamation promotes that all should have equal access.
- SARC is continuously working on inclusivity and diversity issues like:
  - Bias training by Circle-up
  - Implicit bias by EquitiFy
  - Spanish conferences in our catchment areas
  - African American conference
  - Filipino conference
  - Juneteenth celebration
  - Deaf and Hard of Hearing (DHOH) community

## **EXECUTIVE DIRECTOR'S REPORT:**

Mr. Javier Zaldivar presented the report and discussed these issues.

## **Budget Update**

- Budget has not been passed even when their obligation is to do it by 6/15/24
- We are waiting to see what happens to the vendor rate increase as the vendors are struggling to survive in a system that has been underfunded for years.
- The Legislators are diligently negotiating with Governor Newsom to arrive at the final budget, stay tuned.

## **Health and Safety Awareness Strategy**

- Available for individuals that demonstrate a need for it
- It insures that providers have staff willing to collaborate with them and keep the individual safe
- Explore possibilities through the IPP needs.

## **Diversity Outreach Update**

Ms. Christiana Gardner Diversity Inclusion Manager presented the report:

- Parent Support Group Meetings continue:
  - Vietnamese 50 attendees
  - Spanish 25 attendees
  - For Tribal engagement will address low attendance
  - For Watsonville group outreach will be done

Event Activities:

- Vietnamese conference had 100 attendees
- Spanish conferences in Salinas had good attendance
- African American conference 6/29/2024
- Filipino Conference 10/19/24
- Juneteenth 102 attendees
- SARC internal Pride Program on 6/27/24.

## **Employment Update**

Ms. Katherine Sanders Employment specialist discussed these issues:

- Had a meeting with city officials to discuss the implementation process of the Paid Internship Program (PIP)
  - SARC offered them interna training
- Coordinated Career Pathways pilot program:
  - Training presentation has been done for vendors
  - Waiting for providers to sign-up
  - Family and individuals presentation will be done by the end of summer.

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

**8 New**

- Two Personal Assistant in Santa Clara County
- Two Residential Care Facilities
- Supported Living Services Agency
- Early Start Speech Therapy
- START Up funding for memory home
- Coordinated Family Support

**6 Closed** – SARC continues to clean its database of services not being utilized:

- Crisis Facility
- Home maker
- Respite agency
- Therapy services
- Physical Therapy
- Pathology service

**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:
  - 232 participants (53 pilot program)
  - The average age is 22 years
  - Participating races:
    - 74 White
    - 28 Spanish/Latin
    - 13 Vietnamese
    - 2 African American
    - 10 Indian
    - 21 Chinese
    - 12 Korean
    - 3 Russian
    - 2 Japanese
    - 16 Asian Indian
  - Participating languages:
    - 186 English
    - 10 Spanish
    - 10 Vietnamese
    - 10 Mandarin
  - Where they live:
    - 210 Family home
    - 9 Independent Living
    - 8 Supportive Living
    - 1 Community Care Facility

- FMS (Financial Management Services) systems
  - 69 Aveanna
  - 75 GT Independence
  - 46 Mains'1
  - 10 Acumen
  - 4 Essential Pay
  - 8 FMS Pay
  - 3 Ritz FMS
  - 3 Cambrian FMS
  - Action FMS
  - Ace FMS
- Average timeline to complete the process is a little over 1 year.
- The State has 4450 individuals in SDP
- Average state budget is \$63K/yr.

### **Performance Contract Report 2024-2025**

Mr. James Elliot presented the proposed performance objectives' outcomes and activities for the 2024-2025 fiscal year:

- Early Start
- Employment
- Equity and Cultural Competency
- Individual and Family Satisfaction
- Person-Centered Services Planning
- Service Coordination and Regional Center Operations

### Public Policy Performance Measures:

- Number and percent of children residing with families
- Outcome: Number and percent of adults choosing to live in their own homes with independent living support:  $713/10,372 = 6.687\%$
- Outcome: Number and percent of adults choosing to live in their own homes with Supported Living:  $530/10,372 = 5.11\%$
- Outcome: Number and percent of adults residing in Adult Family Home Agencies:  $40/10,372 = 0.39\%$
- Outcome: Number and percent of adults residing with parents or other family/caregivers:  $7,261/10,372 = 70.01\%$
- Outcome: Number and percent of adults residing in home settings overall:  $8,544/10,372 = 82.38\%$
- Outcome: Number and percent of minors living in facilities serving more than 6 children:  $0/8,671 = 0.0\%$
- Outcome: Number and percent of adults living in facilities serving more than 6 adults:  $147/10,372 = 1.42\%$ 
  - In Developmental Centers:  $11/19,054 = 0.06\%$
- Reducing Disparities and Improving Equity in Purchase of Service Expenditures

### Compliance Measures:

1. Timeliness of unqualified independent audit with no material findings: Yes
2. Substantial compliance with Department fiscal audit: Yes
3. Operates within operations budget: Yes
4. Certified to participate in Home and Community-Based Services waiver: Yes
5. Compliance with Vendor Audit Requirements per contract Article III, Section 10: Yes
6. CDER Currency:  $16,159/16,262 = 99.37\%$   
ESR Currency:  $2,691/2,786 = 96.5\%$
7. Intake/assessment and IFSP timelines (ages 0-2): Pending
8. Intake/assessment timelines for individuals ages 3 or older:
  - a.  $290/293 = 99.98\%$  @ <142 days
  - b.  $1/293 = 0.34\%$  @ 143 -> 240 days
  - c.  $2/293 = 0.68\%$  @ >240 days
9. IPP Development (W&IC requirements): Pending
10. IFSP Development (Title 17 requirements): Pending

For any feedback or questions please contact Compliance and Special Projects Manager James Elliott at [jelliott@sarc.org](mailto:jelliott@sarc.org) or (408) 341-3828. The report will be published on the website and social media.

## **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 April was \$51.8M and the year to date was \$549.3M. The current allocation is \$779.9M.

#### 2. Individuals Served

The number of individuals served as of April was 16,189. This is a decrease of 588 since April 2023.

#### 3. Operations (OPS)

Expenses for the month of May were \$6.8M and the year to date was \$55.4M. The Fiscal Year Projection is \$62.2M and the estimated allocation is \$62.5M. This leaves us with a surplus of approximately \$188.6K.

#### 4. Cash Position

The cash position through the end of May was \$100.8M. This is a decrease of \$-37.7M since April.

#### 5. Donation Fund

The balance in the Donation Fund through the end of May was 371,956. This is



an increase of \$6,438. This change was due to miscellaneous contributions and/or disbursement requests received during the month.

- 1. M/S/C Moved to approve the Bay Area Housing Corporation (Additional funding for transitional housing), FY 2023-2024, contract. Totaling \$1,150,000.00 (Barraza/Le) No further discussions. All in favor. Motion carries.**
- 2. M/S/C Moved to approve the Housing Choices Coalition, FY 2024-2025, contract, Totaling \$300,184.56 per year (Bareket/Baurmeister) No further discussions. All in favor. Motion carries.**
- 3. M/S/C Moved to approve the Bay Area Housing Corporation (EBSH for children), FY 2015-2016, 2023-2024, contract. Totaling \$841,110.00 (Le/Kerman) No further discussions. All in favor. Motion carries.**
- 4. M/S/C Moved to approve the Bay Area Housing Corporation (community crisis home), FY 2016-2017, 2022-2023, contract. Totaling \$1,047,983.00 (Mesa/Kerman) No further discussions. All in favor. Motion carries.**

#### **BOARD DEVELOPMENT**

Ms. Maya Bareket, committee chair, recommended Mr. Nicolas Santos to his first board term.

**M/S/C Moved to approve the election of Mr. Nicolas Santos to the Board of Directors for his first two-year term. (Baraket/Le). No further discussions. All in favor. Motion carries.**

#### **QUALITY ASSURANCE ADVISORY COMMITTEE**

Ms. Veronica Contreras, committee chair shared that the committee discussed Emergency Preparedness.

- The minutes are in the packet.

#### **SERVICE PROVIDER ADVISORY COMMITTEE (SPAC)**

- The minutes are in the packet.

#### **PROGRAM POLICY COMMITTEE**

- None

#### **PEOPLE'S ADVISORY COMMITTEE (PAC)**

- Ms. Bareket shared that she attended the Hope concert and represented SARC as the vice-president and did some outreach.

**PUBLIC COMMENT**

None

**BOARD COMMENT**

None

**ANNOUNCEMENTS**

Mr. Valenzuela shared that he along with Board members, individuals served, and family members attended the “Partners in Creating Policy Training” led by ARCA. He said it was a good opportunity to do outreach and exchange information with other regional centers.

Upcoming events:

- 6/29/24 African American Conference
- 7/13/24 Summer Festival – Salinas
- 7/20/24 Summer Festival – Santa Cruz
- 7/27/24 Summer Festival – San Jose
- 8/3/24 Developmental Disability Resource Section at the Fair Grounds
- 8/30 San Francisco Giants game
- 9/14/24 Spanish Conference
- 9/21/24 Childs Discovery Museum
- 10/10/24 Disability Awareness Day will include a Job Fair this year
- 10/26/24 Awards Dinner
- 11/9/24 Crafts Fair

**ADJOURNMENT**

The meeting was adjourned at 7:47 p.m.

Recording Secretary, Ms. Lourdes Gonzalez

Submitted by,

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Ms. Elisabeth Einaudi



## **2. Contract Review**

The committee reviewed 4 contracts to recommend to the Board.

1. **M/S/C Moved to recommend to the full Board approval of the Bay Area Housing Corporation (Additional funding for transitional housing), FY 2023-2024, contract. Totaling \$1,150,000.00 (Patel/Einaudi) No further discussions. All in favor. Motion carries.**
2. **M/S/C Moved to recommend to the full Board approval of the Housing Choices Coalition, FY 2024-2025, contract, Totaling \$300,184.56 per year. (Patel/Einaudi) No further discussions. All in favor. Motion carries.**
3. **M/S/C Moved to recommend to the full Board approval of the Bay Area Housing Corporation (EBSH for children), FY 2015-2016, 2023-2024, contract. Totaling \$841,110.00 (Einaudi/Mesa) No further discussions. All in favor. Motion carries.**
4. **M/S/C Moved to recommend to the full Board approval of the Bay Area Housing Corporation (community crisis home), FY 2016-2017, 2022-2023, contract. Totaling \$1,047,983.00 (Patel/Mesa) No further discussions. All in favor. Motion carries.**

## **3. Next Meeting Date**

**August 19, 2024, at 4:00 p.m. via zoom**

## **4. Adjournment**

With no further discussion the meeting was adjourned at 5:30 p.m.

*Recorded by Lourdes Gonzalez*

**San Andreas Regional Center Board of Directors  
SERVICE PROVIDER ADVISORY COMMITTEE (SPAC)  
Meeting Minutes (via zoom)  
July 24, 2024**

<b>Members Present</b>	Tade Akintade Wesley Moss	Desiree Luong
<b>Members absent</b>	Erika Gonzalez (chair)	Sylvia Yeh
<b>Staff Present</b>	Lourdes Gonzalez Michelle Livoni Katherine Rougelot Anna Wall Javier Zaldivar	John Hunt Arushie Nugapitiya Ann Sieber Francisco Valenzuela
<b>Community Present</b>	Angel Ocampo Danielle Beth Prentiss David Grady Jose Zamora Nathiel Ramirez Sarah Verity Sommer Wayne Karin Babbit	A Lorimer Dylan Alto Cathy Bouchard Jessica JWilliams Mark Sung Sarah Verity Tony Green Yahna Dick

Mr. Wesley Moss, Committee member, led the meeting via zoom starting at 10:03 a.m.

**Committee Updates**

Mr. Moss covered for Ms. Erica Gonzalez in her absence.

**Emergency Preparedness**

Ms. Mia Garza Community Services Associate Director gave the report:

- The Emergency Go-Kits Initiative is going well, there are only 41 left, Ms. Jensen has distributed the bulk of them.
- Back-up batteries project supports those in areas of high fire threat, write a brief memo to Ms. Jensen on why you need a battery.
- Ms. Jensen can do preparedness presentations for the vendors just reach out to her.
- SARC is monitoring the fires, no evacuation instructions have been received.

**DSP (Direct Service Provider):**

- DSP internship pilot program will recruit and train people that want to work in the field in partnership with the vendors. The objective is to help vendors get more staff.

## **Provider Input**

- Cooperate with the roll over roll back process
- Developmental Services Trailer Bill Language has been released read it on the website.

## **Director Update**

Mr. Javier Zaldivar Executive Director gave these updates:

- Yearly notice of SARC's "Whistleblower Protection for Employees and Community" policy, he went over:
  - Complaints definitions
  - Reporting violations
  - Where to file complaints
  - No retaliation statement
  - Investigative process
  - Acting in good faith
  - Confidentiality
  - Notification Process
  - Policy on website: [SAN ANDREAS REGIONAL CENTER](#)
- Budget Update:
  - Removal of Family Cost Participation Program (FCPP) and Annual Family Program Fee (AFPP)., SARC will update policies to reflect change.
  - Parental share of cost did not go away.
  - Rate increase will come in 2025
  - Master Plan on track

## **Community Resource Update**

Ms. Ann Sieber Community Resource Manager gave the report:

### **New and Closing Programs**

#### **4 New**

- Independent facilitator
- Residential home
- Start-up funding
- Trainer for families

#### **2 Closed** – SARC continues to clean its database of services not being utilized:

- Two vendors
- 7 agencies

### **Rate Implementation**

- Next bump will be on 1/1/25
- 10/% gap will be paid by completing the "Provider information Survey" as an incentive payment, expect an email from Protiviti.  
<https://forms.office.com/pages/responsepage.aspx?id=h1T8fOjqWUW0CNTmdDLT0ss-VkzicMNMrsEr5Px4ksNUQ1kzWFQzNEZFTEdZWU0wTzBGSEtZU1hMUSQIQCNOPWcu>

### **Quality Incentive Program:**

- DSP (Direct Service Provider) extended to August 31, 2024

### **Electronic Visit Verification (EVV) Update**

- Everyone should have signed up if you are part of the required categories; attend the webinars and office hours.

### **HCBS (Home & Community Based Services)**

Ms. Michele Livoni gave the report:

- SARC is close to the goal only 15 visits left to complete
- On September 30 CAPs will be issued if not in compliance with regulations.
- Documentation is the main issue, if it is not documented it did not happen, reach out if you need help.
- A team is available to help providers come into compliance
- Training is available on compliance, program review, and program design take advantage of it.

### **Health and Safety Waiver Awareness Strategy**

- SARC continues to work on identifying individuals with unique needs that need referrals to access the program
- Reach out if you need help

### **Employment**

Ms. Katherine Rougelot Employment Specialist discussed these topics:

- Annual reporting is due for those participating in the incentive programs.
- Coordinated Career Pathway (CCP) pilot program information is out, and training is available.
- Reach out to Ms. Rougelot for questions

### **SCDD Central Coast**

Mr. David Grady, regional manager discussed these topics.

- Gave an inclusivity training at the ART museum
- The Tri-Counties regional center peer support team has created short videos on the final rule, and they are doing great. [Tri-Counties Regional Center - YouTube](#)
  - SCDD is doing watch parties, reach out if interested.
- Shout out to DDS for finally creating a Service Directory that will help families make decisions.

### **Announcements:**

Mr. Valenzuela highlighted the recent events he has attended and the ones that are coming up. SARC's outreach efforts are going great.

- 7/27/24 Summer Festival – San Jose
- 8/3/24 Developmental Disability Resource Section at the Fair Grounds

- 8/9/24 SARC's Topic Talks on Daycare
- 8/30 San Francisco Giants game
- 9/14/24 Spanish Conference
- 9/15/24 College of Adaptive Arts Gala
- 9/21/24 Childs Discovery Museum
- 10/10/24 Disability Awareness Day
- 10/26/24 Awards Dinner
- 11/9/24 Crafts Fair

**Next SPAC Committee Meeting:**

**August 28, 2024, via zoom at 10:00 a.m.**

**Adjournment**

The meeting was adjourned at 11:03 a.m.





**San Andreas Regional Center Board of Directors**  
**EXECUTIVE COMMITTEE MINUTES**  
**Via Zoom**  
**August 6, 2024**

**Committee Members Present:** Maya Bareket Paloma Barraza  
Veronica Contreras Elisabeth Einaudi  
Lisa Lopez (Chair) Gus Maldonado

**Committee Members Absent:** Erika Gonzalez

**Staff Present:** Mia Garza Lourdes González  
Lisa Hartley John Hunt  
Mike Keeley Arushie Nugapitiya  
Irene De La Rosa Francisco Valenzuela  
Javier Zaldivar

Ms. Lisa Lopez, committee chair, called the meeting to order at 5:05 p.m. via Zoom.

**1. Risk Assessment Report**

Ms. Mia Garza Community Services Associate Director presented the SIR report for the month of May.

**Total Incidents 721 July**

159 Incidents reportable to DDS.

562 Incidents not reportable to DDS.

**8 Deaths**

4 Consumers reported missing with 0 not yet located

11 Suspected Abuse/Exploitation

4 Injuries Requiring Treatment Beyond First Aid

43 Medical Need/Accident

7 Victim of Crime

5 Suspected Neglect

77 Unplanned hospitalizations

**Total Incidents 733 August**

134 Incidents reportable to DDS.

599 Incidents not reportable to DDS.

**10 Deaths**

4 Consumers reported missing with 0 not yet located

23 Suspected Abuse/Exploitation

5 Injuries Requiring Treatment Beyond First Aid

29 Medical Need/Accident

1 Victim of Crime

13 Suspected Neglect

49 Unplanned hospitalizations

## 2. Development of the August 19, 2024, Board Meeting via zoom.

There will be a Board Education on August 19, 2024, the topic will be “,Whistle Blower Policy and Conflict of Interest Training” Mr. Javier Zaldivar, Executive Director will present.

### a. President’s Report: Lisa Lopez

1. Regional Center Transitions

### b. Executive Director’s Report: Javier Zaldivar

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

### 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 an action item:

**Action Item:** Recommendation to approve the election of Christine Gianola to her first 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** – None

**ARCA** - There will be a report.

## 3. Director’s Update

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

- Updates on significant SIRs:
  - ABA Provider arrested had contact with only one SARC individual, there were no concerns with the family.
  - Diabetic individual died for not taking her medicine, she was non-complaint to medical instructions. It raises concerns on when or if it to do an intervention since it is the individual’s choice.
  - Working to stabilize an individual with inappropriate behavior issues, he has been in the foster care system, locked facilities, interactions with law enforcement, and has shown up at the regional center to threaten people.

- Lady keeps threatening to sue SARC for not providing services to an individual that spends a lot of time in the park near her neighborhood. The regional center cannot force services on an individual.

### **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. Two are service issues related, and families not making use of the proper chain of command to find a resolution.
  2. Individual on shared case went to the hospital and parents refused to pick him up, case will be closed.
- Two whistleblowers were reported:
  1. Agency accused of non-habitable home, complaint was not substantiated, the problem was more of a hoarding issue, working with provider to fix the problem.
  2. Agency accused of not providing adequate staffing has owned up to the problem and have a plan for the solution.

Changes:

- Director Nancy Bargmann announced her retirement.
- Deputy Director Brian Winfield will step down from his position
- Michi Gates of Kern regional center will be the new Deputy Director.
- The Director position is appointed by the government so stay tuned for updates.
- Changes in administration always have a ripple effect on the regional centers stay tuned
- The LA Times is working on a piece on “Why money was returned to the government”
  - One reason is that there are no providers to offer services
  - Regional centers not being able to negotiate with them due to set fees

### **4. Announcements/Events**

- The Board retreat will be in person only on 9/21/24
- Mr. Valenzuela shared that the SARC events were successful, and he thanked all those that supported them.

- 8/30 San Francisco Giants game
- 9/14/24 Spanish Conference
- 9/21/24 Childs Discovery Museum
- 10/10/24 Disability Awareness Day will include a Job Fair this year
- 10/26/24 Service Above Self Awards Dinner
- 11/9/24 Crafts Fair

## **5. Other**

Committee went into Executive Session to discuss personnel issues.

## **6. Next committee/meeting date**

**Tuesday, October 1, 2024, at 5:00 p.m.**

## **7. Adjournment**

There being no further discussion, the meeting adjourned at 5:47 p.m.



**I. Special Incident Reports: August**

- 733 Total number of incidents.
- 10 Total number of deaths.
- 134 Incidents reportable to DDS.
- 599 Incidents not reportable to DDS.
- 49 Unplanned hospitalizations with 12 individuals remaining hospitalized.
- 18 Planned hospitalizations.
- 4 Consumers reported missing with 0 not yet located.

Breakdown of Incident Reports by Residence type:

RCH - 301      ICF - 30      SNF/NF - 3      ILS - 84      SLS - 102  
Family Home - 205 Foster Home - 2 Family Home Agency - 5 Psych Treat/ Other – 3

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

**II. Quality Assurance (QA) July**

**A. QA Facility Monitoring - Residential Care Homes, Level 2 - L4I**

- 24 Out of 26 scheduled FMs completed. Two homes rescheduled.
- 2 Facilities received recommendations. 0 received a follow-up visit.
- 2 Facilities received corrective action plans.

**B. QA Unannounced Visits based on complaint(s).**

- 0 Out of 0 completed.
- 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 by 02/29/24.

**D. Enhanced Behavior Support Homes (EBSH) Quarterly Monitoring Visits. There are eight EBSH’S total. (Three children’s and five adult homes). Two new homes are coming soon.**

- 4 Monitoring visits were completed for June on: 6/6/24, 6/13/24, 6/20/24, and 6/20/24.

**Community Crisis Home (CCH) Quarterly Monitoring Visit. There is only one CCH.**

- 0 CCH monitoring visit was completed in June 2024.
- 0 Unannounced visit completed by the Quality Assurance Specialist in June 2024.

**E. Trainings:**

Facility Monitoring Training for Residential Service Providers 6/6/24, 72 attendees.

**F. Standing QA Meetings:**

Mortality and Morbidity: On 6/11/24, 13 deaths reviewed – 17 attendees.

Let's Talk QA: Salinas office on 6/05/24 cancelled. San Jose office on 6/12/24, 11 attendees.

Quality Assurance around the Bay (**QAAB**) Quarterly meeting. No meeting in June.

Mortality and Morbidity: 8 deaths will be reviewed on 7/09/24.

0 Infants 1 Children 4 Adults 3 Elderly.

**I. Quality Assurance (QA): August**

**A. QA Facility Monitoring - Residential Care Homes, Level 2 - L4I**

24 Out of 28 scheduled FMs completed. 4 homes were rescheduled.

4 Facilities received recommendations. 6 homes received a follow-up visit.

3 Facilities received corrective action plans.

**B. QA Unannounced Visits based on complaint(s).**

0 Out of 0 completed.

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 by 02/29/24.

**D. Enhanced Behavior Support Homes (EBSH) Quarterly Monitoring Visits. There are eight EBSH'S total. (Three children's and five adult homes).** Two new homes are coming soon.

0 Monitoring visits were completed for July 2024.

**Community Crisis Home (CCH) Quarterly Monitoring Visit. There is only one CCH.**

1 CCH monitoring visit was completed in July on 7/26/24

1 Unannounced visit completed by the Quality Assurance Specialist on July 12, 2024.

**E. Trainings:**

Facility Monitoring Training for Residential Service Providers - none scheduled for July.

Took part in the New Employee Training on 7/10/24 -19 attendees

**F. Standing QA Meetings:**

Mortality and Morbidity: On 7/9/24, 10 deaths were reviewed. 11 attendees.



Let's Talk QA: In Watsonville and San Jose offices were canceled due to the holiday/vacation.

Quality Assurance Around the Bay (**QAAB**) Quarterly meeting at ALTA RC on 7/26/24.

18 attendees

Mortality and Morbidity: 10 deaths will be reviewed on 7/09/24.

1 Infants 1 Child 4 Adults 4 Elderly.

**G. Highlights:**

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: July**

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

<b>Class (Max attendance)</b>	<b># Completed</b>	<b>Total Attendees</b>	<b>Test 1 Pass/Fail</b>	<b>Test 2 Pass/Fail</b>
Assisting with Medications	1	8	8/0	
Dementia in I/DD Population				
Difficulty Swallowing and Aspiration				
Oral Health	1	10	9/1	1/0
Pressure Injury Prevention & Recognition	1	18	18/0	
Recognizing Signs of Abuse				
Restricted Health Conditions	1	8	8/0	
RN Training				
Signs/Symptoms of Illness/Injury				
Special Incident Report	1	22	22/0	
Thinking Ahead – End of Life Issues				
Basics of Epilepsy				
<b>Totals</b>		<b>66</b>		

**B. Current projects/activities:**

**PPE (Personal Protective Equipment) Donations All Counties**

30 facilities in Santa Clara County:

- Adult Care Homes
- Intermediates Care Facilities,
- ARFPSHNs
- Day programs

**Covid Update**

- 6 cases in Supported Living Services
- 2 in Adult Residential Homes

- 2 in Day Program, it closed for 5 days for deep cleaning.

**III. Health Services: August**

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

<b>Class (Max attendance)</b>	<b># Completed</b>	<b>Total Attendees</b>	<b>Test 1 Pass/Fail</b>	<b>Test 2 Pass/Fail</b>
Assisting with Medications	1	15	15/0	
Dementia in I/DD Population				
Difficulty Swallowing and Aspiration				
Oral Health				
Pressure Injury Prevention & Recognition				
Recognizing Signs of Abuse				
Restricted Health Conditions				
RN Training				
Signs/Symptoms of Illness/Injury	1	11	11/0	
Special Incident Report	1	17	17/0	
Thinking Ahead – End of Life Issues	1	14	14/0	
Basics of Epilepsy	1	12	12/0	
Totals	5	69		

**B. Current projects/activities:**

**PPE (Personal Protective Equipment) Donations All Counties**

- 3 Adult Care Homes

**Covid Update**

- 2 individuals hospitalized

**C. Highlights:**

- Training for RN (Registered Nurse) consultants will be August 14, 2024, it will be the 3rd training in this calendar year to increase the number of consultants able to support the Care Home providers at all levels and Day Programs with restricted health care plans.
- New RN consultants are reaching out to SARC.

**IV. Supported Living Services (SLS): July/August**

**A.** SLS QA's: Resource Specialist Kai Reade facilitated three monitoring visits in the months of June and July 2024.

**B.** SLS Roundtable: Resource Specialist Kai Reade presented the following information at the June and July Roundtables held virtually via Zoom.

**SARC Policy/Procedure:**

- June’s meeting Resource Specialist discussed upcoming person-centered thinking trainings
- Shared that all requests for information regarding SLS liaisons have been sent.

**Community Information:**

- June’s meeting, Resource Specialist responded to vendors’ requests for community resources in the areas of de-escalation training, dual diagnosis support, substance abuse support, and where to find updated information on employee sick leave.
- July’s meeting - representatives from Bay Area Housing Corp (BAHC) presented information about their Making Homes Work and Legacy Homes programs.

**Highlights:**

The next Roundtable Meeting will be conducted virtually via Zoom on 9/11/24.

Following that, the October meeting will be held virtually via Zoom on 10/9/24.

**Supported Living Orientation For Individuals and Families**

2 Completed, 11 Total attendees

**SLS New Vendor Orientation**

0 Completed, 0 Total attendees (offered quarterly)

**V. Community Services:**

Residential Service Orientation (RSO) 0 Completed, 0 Total attendees

RSO (mini for FHA) 1 Completed, 2 Total attendees

**VI. Emergency Response Plan Report**

**June**

- Emergency Alerts, Activation, and Evacuations
  - 6.2.2024 Judkins Court Structure Fire – San Jose
    - 6 Clients were identified to reside within 600 feet of the fire. SARC EC sent out notification to the SCs to make client contact. None indicated they needed any assistance from SARC at the time of check in. No injuries reported, 1 client reported fence was partially damaged from fire. EC monitored activity until the fire was contained.
  - 6.3.2024 – 6.6.2024 Severe Heat Advisory
    - During this 3–4-day event, SARC EC sent out Notifications to Staff, Vendors, Providers, and Clients informing them of the anticipated heat wave. Resources were provided for ways to stay cool, stay

safe, and stay informed. The ED posted on social media platforms with similar information, alerting the public. 1 consumer parent emailed EC directly and inquired about potentially receiving an air conditioning unit. Multiple resources were provided to the consumer.

- 6.27.2024 Columbet Fire – San Martin
  - EC Monitored fire continuously until evacuation order was ended and fire was contained. The fire threatened structures and tree lines in the area of Columbet Rd and South of Arlington Court in San Martin. The EC identified 3 consumers to be in the evacuation zone by utilizing Everbridge. Service Coordinators were notified and reached out to check safety status and to identify any unmet needs. 2 Clients have confirmed they are safe with no unmet needs at this time.

## July

- Emergency Alerts, Activations, and Evacuations
  - 7.2.2024 through 7.9.2024 Severe Heat Warning – Santa Clara, San Benito, Monterey
    - During this 7-day event, SARC EC sent out Notifications to Staff, Vendors, Providers, and Clients informing them of the anticipated heat wave. Resources were provided for ways to stay cool, stay safe, and stay informed. The ED posted on social media platforms with similar information, alerting the public.
  - 7.2.2024 through 7.5.2024 Red Flag Warning – San Benito, Santa Clara
    - EC Monitored continuously until the event concluded.
  - 7.23.2024 Metz Fire – Greenfield
    - EC Monitored AND Associate Directors continuously until the fire was contained at 1100 Acres. An evacuation warning was put into effect but lifted prior to activation.

## ***Current projects/activities:***

### **Community Collaboration**

- SCDD and SARC Preparedness Presentation for Spanish Speaking Families. 50 Emergency Go-Kits will be available for distribution for attendees.
- Scheduled for Thursday September 5<sup>th</sup>, 2024, at 10am at Gabilan Library, Salinas.

### **Emergency Go Kits**

- **SARC Currently has 12 Kits LEFT!**
- 101 kits were distributed during the Month of June.
- 12 Kits were distributed during the Month of July.
- So far, 22 kits have been distributed in the month of August.
- 454 Kits have been distributed in total.

### **Preparedness Packets**

- **Continuously adding more publications.**
- Preparedness Packets are available for Service Coordinators to pick up and

provide to Service Providers, Consumers, and Families.

- The material is in ENGLISH, SPANISH, AND VIETNAMESE the time being.
- Each packet contains various FEMA publications, an emergency book, and various community resources that I have obtained from other agencies, to make connections and share information.
- Living Well Best of Monterey Bay Publications obtained from Aging and Disability Services. Will be included in the packets. There is a new copy for the 24/25 Year.

#### **Emergency Back Up Batteries**

- The Purpose of the Back Up Battery Initiative is to address the need to power durable medical equipment, during an emergency, that consumers rely upon daily to improve their quality of life. Such devices include Blood Glucose Machines, CPAP Machines, Patient Lifts, and Motorized Wheelchairs.
- 26 Clients have been identified as eligible on the second list (with the help of Sue); outreach is in progress.
- For Service Providers and Service Coordinators: If you have clients that may qualify for a backup battery, write a short memo on why they need a battery (what type of DME is being utilized), what hazard zones they reside in, and how many kits are needed, and send this to me in an email at [RJENSEN@SARC.ORG](mailto:RJENSEN@SARC.ORG) . Please include each client's UCI number.
- There is currently no deadline for this initiative.

#### ***Completed Projects***

- DHOH Communication Cards have been completely distributed
- Topic Talks Preparedness Presentation – June

#### **VII. Other:**

None

#### **VIII. Next QAAC meeting is scheduled for:**

**Tuesday, August 13, 2024**

#### **IX. Adjournment:**

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