

SAN GABRIEL/POMONA **REGIONAL CENTER**

NOTICE OF MEETING

Notice is hereby given that the Board of Directors of the San Gabriel/Pomona Valleys Developmental Services, Inc. will hold their monthly Board meeting on the following date and at the listed location:

DATE: Wednesday, August 26, 2020

TIME: 7:15 p.m.

PLACE: THE MEETING SESSION IS OPEN TO THE PUBLIC VIA VIDEOCONFERENCE.

All SG/PRC Board and related Committee meetings will not be cancelled, however they will be temporarily adapted to video-conference to maintain distancing during the COVID-19 outbreak. All scheduling for such video-conferenced meetings will remain at their regularly scheduled times.

**Join Zoom Meeting:
Meeting ID: 234 566 141
Password: 916227**

The upcoming meeting will be convened via videoconference. Please check our website, sgprc.org to access the videoconference link.

75 Rancho Camino Drive. Pomona, CA 91766
(909) 620-7722

Program of San Gabriel/Pomona Valleys Developmental Services, Inc.

SAN GABRIEL/POMONA
REGIONAL CENTER
75 Rancho Camino Drive
Pomona, CA 91766

MEETING AGENDA
BOARD OF DIRECTORS MEETING
 (Meets 4th Wednesday of each Month)

Wednesday, August 26, 2020 at 7:15 p.m.
Videoconference Meeting

BOARD OF DIRECTORS

Gisele Ragusa, Board President

Julie Chetney, 2nd Vice President

Shannon Hines, Secretary

Mary Soldato, Treasurer

David Bernstein, VAC Chairperson

Georgina Molina

Preeti Subramaniam

Daniel Rodriguez

John Randall

Natalie Webber

Penne Fode

Sherry Meng

Julie Lopez

Gisele Ragusa, Board President

Sheila James, 1st Vice President

ACTION

MATERIAL

COLOR

7:15 - 7:25	CALL TO ORDER (Gisele Ragusa, President)	None	None	None
	• Roll Call	Quorum	None	None
	• Review Agenda	Info	Attached	White
	• Minutes of June 24, 2020 & July 22, 2020 Meetings	Consent	Attached	White
7:25 - 7:30	GENERAL PUBLIC INPUT	Info	None	None
7:30 - 8:15	SPECIAL PRESENTATION (Carol Tomblin, Director of Compliance) "Understanding SG/PRC's Performance Contract with DDS"	Info	None	None
8:15 - 8:20	EXECUTIVE/FINANCE COMMITTEE (Gisele Ragusa, Anthony Hill & Rosa Ham) - Financial Report	Action	Attached	Ivory
8:20 - 8:25	COMMUNITY RELATIONS/LEGISLATIVE COMMITTEE (Daniel Rodriguez)	Info	Attached	Orange
8:25 - 8:30	CLIENT SERVICES/ADVISORY COMMITTEE (Mary Soldato)	Info	Attached	Yellow

APPROXIMATE SCHEDULE	ITEM	ACTION	MATERIAL	COLOR
8:30 – 8:35	VENDOR ADVISORY COMMITTEE (David Bernstein) -Vendor Community Meetings and Workgroups	Info	Attached	Goldenrod
8:35 – 8:40	STRATEGIC DEVELOPMENT COMMITTEE (Julie Chetney) -Board Training Topics -Board Mentorship Program	Action	Attached	Green
8:40– 8:50	BOARD OVERVIEW (Gisele Ragusa) -Board Bylaws	Info	None	None
8:50– 9:00	EXECUTIVE DIRECTOR'S REPORT (Anthony Hill, Executive Director) - Tenant Improvements - Covid-19	Info	None	None
9:00 – 9:05	OTHER BOARD & COMMUNITY ANNOUNCEMENTS	Info	None	None
<u>ADJOURNMENT OF THE BOARD OF DIRECTORS MEETING</u>				
9:05	EXECUTIVE SESSION - None	Info	None	None

**SAN GABRIEL/POMONA REGIONAL CENTER
DEVELOPMENTAL SERVICES, INC.
BOARD OF DIRECTORS
DRAFT Minutes of the Meeting of the Board of Directors
(A California Corporation)**

June 24, 2020

ATTENDANCE

The following members of the Board of Director's were present at said meeting:

PRESENT:

Gisele Ragusa
Joseph Huang
Sheila James
Julie Chetney
Anabel Franco
David Bernstein
Preeti Subramaniam
Shannon Hines
Natalie Webber
Mary Soldato
Daniel Rodriguez

GUESTS:

Sharry Lin
Sally Milano
Jacqueline Gaytan
Julie Lopez
Sherry Meng
Penne Fode

STAFF:

Anthony Hill, Executive Director
Lucina Galarza, Director of Community Services
Rosa Ham, Interim Chief Financial Officer
Aaron Christian, Director of Client Services
Carol Tomblin, Director of Compliance
Joe Alvarez, Associate Director of Clinical Services
Willanette Satchell, Executive Assistant in Management
Yvonne Gratianne, Manager of Community Relations and Communication
Erika Gomez, Exec. Assistant BOD
Daniela Santana, Manager, Fair Hearing and Behavioral Services
Raquel Sandoval, Director of Human Resources

ABSENT:

John Randall
Georgina Molina

A. CALL TO ORDER:

Gisele Ragusa, Board President, called the meeting to order at 7:18 p.m. Roll call was taken, and a quorum was established.

B. PUBLIC INPUT:

The video, "We are in this Together" was shown.

The minutes for the May 27, 2020 meeting were reviewed and approved by the Board.

M/S/C (James & Hines) The Board approved the minutes.

C. EXECUTIVE/FINANCE COMMITTEE

Rosa Ham, Interim Chief Financial Officer, reported on the following:

Financial Report

Operations

- Based on the last contract amendment received (A-5), the operations allocation for fiscal year 2019-20 is currently \$34,763,449 SG/PRC is expecting to get the amendment A-6 soon, with allocation for OPS COVID expenses.
- For the month of April, the regular operations expenditures were \$2,305,919 and we have spent \$24,615,840 (77.7%) year to date, with expenditures remaining of \$7,051,247

Restricted Funds:

1. The Family Resource Center allocation is projected to meet expenditure projections, resulting in a zero balance remaining in allocation. The current allocation is \$154,564 with projected expenditures of \$154,564.
2. The Foster Grandparent/Senior Companion, includes both programs: North (Lanterman) and South (Fairview), have a current allocation in the amount of \$1,140,094 with projected expenditures for the year in the amount of \$1,138,138 which leaves an allocation balance of \$1,956.
3. The Community Placement Plan (CPP) operations allocation is currently at \$1,801,704. Expenditures for the year are projected to be \$1,919,623 resulting in an allocation deficit of (\$117,919); deficit will be covered with regular OPS funds.

Purchase of Services - Based on the A-5 contract amendment, the total for Purchase of Services allocation is in the amount of \$249,489,321. Staff is waiting for A-6 allocation with approved POS COVID expenses. For the month of April, the regular Purchase of Services expenditures were \$20,911,387 with year-to-date expenditures for services in the amount of \$193,231,157 (77.9%). Projected expenditures and late bills remaining are in the amount of \$55,824,746 resulting in an allocation deficit in the amount of

(\$1,157,482). *POS expenses related to COVID19 are included in the OTHER ITEMS section (page two).*

Community Placement Plan - (CPP) POS allocation is \$1,590,900. Expenditures projected to be \$1,590,900 resulting in a zero balance.

D. COMMUNITY RELATIONS/LEGISLATIVE COMMITTEE

Daniel Rodriguez shared that the committee discussed changes to the Board Bylaws and the measures that SG/PRC has taken regarding Covid-19.

E. CLIENT SERVICES ADVISORY COMMITTEE

Mary Soldato reported the committee had a presentation on the BMRC Policy. The members reviewed and recommend it to the Board for approval. The Board made a few amendments and approved it.

M/S/C (James & Rodriguez) The Board approved the BMRC Policy.

F. VENDOR ADVISORY COMMITTEE (VAC)

David Bernstein shared that the Service Providers continue having weekly Covid-19 meetings via videoconference. The VAC has started to also have their regular VAC monthly meetings and the subcommittees are meeting regularly.

G. STRATEGIC DEVELOPMENT COMMITTEE

Julie Chetney reported that the committee plans to roll out the Board Survey shortly.

RECOMMENDATION FOR BOARD MEMBERSHIP

The following individuals were recommended for Board membership by the committee:

- Penne Fode - **M/S/C (Rodriguez & Weber) The Board approved the recommendation of Board membership.**
- Julie Lopez - **M/S/C (Franco & Hines) The Board approved the recommendation of Board membership.**
- Sherry Meng - **M/S/C (Rodriguez & Soldato) The Board approved the recommendation of Board membership.**

The Board appreciates the members terming off. Their contributions and impact have not gone unnoticed. Thank you, Joseph Huang and Anabel Franco.

H. NOMINATING COMMITTEE

2ND TERM DIRECTORS – NOTICE:

The Board conducted an election to confirm 2nd term Directors.

Pursuant to Bylaws, Sections 6.01 & 7.01 Directors standing for re-election shall be voted on at the Annual meeting of the Board of Directors of the Corporation. Nominations for the first term Directors made pursuant to Article 21.03 can be acted on by the Board at the annual, special or regular meeting when a voting quorum is present. A majority of the votes cast shall elect a Director to the Board

The following Directors will end their first term on the Board on June 30, 2020. Therefore, the Board must vote for the following individuals to continue to a second term on the Board of Directors starting July 1, 2020:

- Sheila James
- Gisele Ragusa
- Preeti Subramaniam
- Shannon Hines
- Mary Soldato
- Natalie Webber
- Georgina Molina

M/S/C (Franco & Rodriguez) The Board approved the Directors to continue a second term.

ELECTION – SLATE OF OFFICERS

Julie Chetney reported on behalf of the Nominating Committee the following Proposed Slate of Officers to the Board of Directors for Fiscal Year 20/21

- Board President: Gisele Ragusa
- 1st Vice President: Sheila James
- 2nd Vice President: Julie Chetney
- Treasurer: Mary Soldato
- Secretary: Shannon Hines

M/S/C (Franco & Rodriguez) The Board approved the proposed Slate of Officers.

I. BOARD OVERVIEW

Dr. Gisele Ragusa shared the following information:

- Bylaws – All committees will have this item on their agendas. The draft was sent to Judy Enright and Associates and will also be shared for revision with committee members and the Board for approval.
- Board Training in July – The Board will receive training in on July 22, 2020 on Self Determination.

J. EXECUTIVE DIRECTOR'S REPORT:

Anthony Hill, Executive Director, went over his Executive Director's Report regarding the Budget, social injustices and SG/PRC's continuous response to Covid-19 (please see the attached detailed report). Mr. Hill and staff also shared on the following:

- SG/PRC will be used as an alternative location for children to receive therapy services.
- Lending library – there is a disparity issue with families not being able to do telehealth during these times due to lack of technology and staff are looking into addressing that issue.
- Surge capacity - surge registries can connect with ICFs.
- SG/PRC Staff- 80% of staff are working remotely. Intake and eligibility assessments never stop and continue to be scheduled.
- Re-engagement – the DS Taskforce and SG/PRC staff are waiting on approval from DDS on what vendors need to have on their re-engagement plan. So far, the plan needs to include an addendum, a pledge and a protection plan.

EXECUTIVE SESSION

None

Next meeting on Wednesday, July 22, 2020 at 7:15 p.m.

BOARD MINUTES FROM THE JUNE 24, 2020 MEETING

Submitted by:

Shannon Hines, Board Secretary

Date

**SAN GABRIEL/POMONA REGIONAL CENTER
DEVELOPMENTAL SERVICES, INC.
BOARD OF DIRECTORS
DRAFT Minutes of the Meeting of the Board of Directors
(A California Corporation)**

July 22, 2020

ATTENDANCE

The following members of the Board of Director's were present at said meeting:

PRESENT:

Gisele Ragusa
Joseph Huang
Sheila James
Julie Chetney
Anabel Franco
David Bernstein
Preeti Subramaniam
Shannon Hines
Natalie Webber
Georgina Molina
Sharry Lin
Penne Fode
Julie Lopez

GUESTS:

Joseph Huang
Herminio Escalante
Nancy Bunker
Bruce Cruickshank
Bill Stewart
Jacqueline Gaytan

STAFF:

Anthony Hill, Executive Director
Lucina Galarza, Director of Community Services
Rosa Ham, Chief Financial Officer
Aaron Christian, Director of Client Services
Carol Tomblin, Director of Compliance
Joe Alvarez, Associate Director of Clinical Services
Dara Mikesell, Associate Director of Community Services
Daniela Santana, Manager, Fair Hearing and Behavioral Services
Johnny Pang, Manager, IT
Willanette Satchell, Executive Assistant in Management
Erika Gomez, Exec. Assistant BOD

ABSENT:

John Randall
Mary Soldato
Daniel Rodriguez

A. CALL TO ORDER:

Gisele Ragusa, Board President, called the meeting to order at 7:18 p.m. Roll call was taken, and a quorum was established.

B. PUBLIC INPUT:

None

C. EXECUTIVE DIRECTOR'S REPORT:

Anthony Hill, Executive Director, shared SG/PRC's continuous response to Covid-19:

- SG/PRC moved to a “monitoring phase” effective July 2, 2020 due to the surge in the Pomona and other local areas.
 - 98% of staff is working remotely
 - Staff working in the building are required to wear a mask and to practice social distance
 - Intake and eligibility services are suspended temporarily
 - The building is closed to the public temporarily
 - The building is cleaned and sanitized throughout the day
- SG/PRC is expanding its staffing registries inclusive of licensed and unlicensed staff.
- Staff are making telephone contacts with individuals served to assess their IPP/IFSP service and technology needs.
- SG/PRC continues to host weekly meetings with the community and with the vendor community.
- The leadership team continues to meet daily.
- 11000 pieces of Personal Protective Equipment have been distributed.

D. PRELIMINARY B CONTRACT

Dr. Ragusa spoke to the members about the Preliminary B Contract. SG/PRC was not able to meet the deadline of July 6, 2020 because the signature approval by the Executive Finance Committee was scheduled on July 8, 2020. At that meeting, Dr. Ragusa discussed some of the issues with the Preliminary B Contract. She informed that it was being reviewed by the Law Offices of Enright & Ocheltree. A discussion was held on whether to hold the Preliminary B contract, until the corrections were made by DDS, or not. Everyone agreed to wait before signing off on the Preliminary B Series contract. Since that meeting, Dr. Ragusa informed DDS and ARCA of the errors found and DDS informed Dr. Ragusa that changes to the contract can be negotiated.

M/S/C (Chetney & Subramaniam) The Board approved the Board President’s signature of the Preliminary B Contract, with an attached memo of the errors found, understanding that amendments will be made with the (negotiated) changes recommended.

E. SPECIAL ANNOUNCEMENT

Dr. Carol Tomblin, Director of Compliance shared the at the August Board

meeting she will share information to discuss the Performance Contract posted to the website.

(August 26, 2020) – Presentation to the Board of the following:

- a) Year-End Report for the 2019 Performance Contract,
- b) current status of the 2020 Performance Contract,
- c) and the proposed 2021 Performance Contract Plan.

Following the Board meeting: Comments gathered from meeting incorporated into the activities of the plan and Performance Contract draft plan posted to the website for community comment.

Also, a review of the Fair Hearing Data Report will be presented to the Board at the August 26, 2020 Board meeting.

F. BOARD TRAINING – SELF DETERMINATION

Lucina Galarza, Director Community Services and Aaron Christian, Director of Client Services presented on the following:

- Self Determination Overview
- Traditional Services vs. Self Determination
- History of Self Determination
- Principles of Self Determination
- Person Centered Planning
- Roles and Responsibilities
- Participant's Responsibilities
- Family, Friends and Circle of Support
- Regional Center Service Coordinator
- Independent Facilitator
- Service Providers
- Financial Management Service
- Choosing the Right Person for the Right Role
- Person Centered Planning and Self Determination
- Individual Program Plan and Self Determination
- Requirements of Planning for Services
- Paying for Services and Supports
- Determining the Individual Budget
- Background Checks
- Local Advisory Groups

- Meet and Greets

EXECUTIVE SESSION

None

Next meeting on Wednesday, August 26, 2020 at 7:15 p.m.

BOARD MINUTES FROM THE JULY 22, 2020 MEETING

Submitted by:

Shannon Hines, Board Secretary

Date

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.
Executive/Finance Committee Meeting DRAFT MINUTES**

August 12, 2020

PRESENT

Gisele Ragusa, President
Sheila James, 1st VP
Julie Chetney, 2nd VP
Mary Soldato, Treasurer
Shannon Hines, Secretary
Natalie Webber, Director
Daniel Rodriguez, Director

STAFF:

Anthony Hill, Executive Director
Lucina Galarza, Director of Community Services
Rosa Ham, Interim Chief Financial Officer
Aaron Christian, Director of Client Services
Joe Alvarez, Director of Clinical Services
Willanette Steward/Satchell, Exec. Asst. (Mgmt.)
Jose De Leon, Facilities Manager
Erika Gomez, Executive Assistant - BOD

GUESTS:

David Bersntein

ABSENT:

RECOMMENDED ACTIONS

THE EXECUTIVE/FINANCE COMMITTEE RECOMMENDATION:

None

**ACTIONS TAKEN BY THE EXECUTIVE/FINANCE COMMITTEE
PURSUANT TO SECTION 20.04 OF THE BYLAWS**

All actions taken by the Executive/Finance Committee on behalf of the Board of Directors shall be reported at the next meeting of the Board. The actions taken by the Executive/ Finance Committee at this meeting were:

Approval of Financial Report- For services paid through June 30, 2020

ITEMS DISCUSSED

A. CALL TO ORDER

Gisele Ragusa, Board President, called the meeting to order at 7:29 pm. A Quorum was established.

The Committee reviewed and approved the minutes from the July 8, 2020 meeting. **(M/S/C Soldato & James) The committee approved the minutes.**

Abstain: Rodriguez

B. PUBLIC INPUT:

None

C. FINANCIAL REPORT

Rosa Ham, Interim Chief Financial Officer, reported on the following:

Financial Report

Operations

- Based on the A-6 contract amendment, the allocation in Operations is \$34,986,084 including all restricted funds
- For the month of June, expenditures were \$2,857,378 and \$29,742,846 has been spent year to date, with expenditures remaining of \$2,146,877
- *Restricted Funds:*
 1. The Family Resource Center allocation is projected to meet expenditure projections, resulting in a zero balance remaining in allocation. The current allocation is \$154,564 with projected expenditures of \$154,564.
 2. The Foster Grandparent/Senior Companion, includes both programs: North (Lanterman) and South (Fairview), have a current allocation in the amount of \$1,140,094 with projected expenditures for the year in the amount of \$1,127,645 which leaves an allocation balance of \$12,449.
 3. The Community Placement Plan (CPP) operations allocation is currently at \$1,801,704. Expenditures for the year are projected to be \$1,927,118 resulting in an allocation deficit of (\$125,414) which will be covered with regular OPS if no more funds allocated for CPP.

Purchase of Services - Based on the A-6 contract amendment, the total for Purchase of Services allocation is in the amount of \$250,605,281 which includes CPP, Community Placement Plan and HCBS, Home and Community- Based Services

For the month of June, the regular Purchase of Services expenditures were \$21,902,274 with year-to-date expenditures for services in the amount of \$236,548,361. Projected expenditures and late bills remaining are in the amount of \$10,206,250 it leaves us with a surplus of \$1,143,811

POS expenses related to COVID19 are included in the "Other Items" section (page two). Staff are keeping track of these unforeseen expenditures on which are now encumbered thru June.

Community Placement Plan - (CPP) POS allocation is \$1,639,000. Expenditures projected to be \$1,639,000 resulting in a zero balance.

Home Community Base Services (HCBS) POS Allocation is \$1,067,860. Expenditures projected to be \$1,067,860 resulting in a zero balance

(M/S/C James & Hines) The committee approved the minutes.

Abstain: Rodriguez

There was a discussion about the Preliminary B Contract Allocation. It was shared that it was rejected twice, and the money has not been released to SG/PRC. It not released by Monday, August 17, 2020, additional funds will have to be borrowed from the bank.

D. BOARD OVERVIEW

Board President Dr. Gisele Ragusa reported on the following:

- Bylaws – Dr. Ragusa emailed the Board and committee members a copy of the amendment Board Bylaws for their review. This is “round one” of revisions, when feedback is provided the ad hoc committee will do a second reading and the Board will likely vote on them in September. The Strategic Development Committee and the Vendor Advisory Committee reviewed it during their meeting and provided feedback.
- Update on Strategic Timelines – The Strategic Development Committee reviewed the results of the Board Survey. Training topics were decided and will be recommended to the Board for approval.
- Assistance for the Mentorship Program – This project is still in development and will be discussed at the upcoming Board meeting.
- Agenda for the August 26, 2020:
 - Discussion about Bylaws
 - Training Topics
 - Mentorship Program
 - VAC Community Meeting and Workgroups
 - Covid-19
- Agenda items for the September 9, 2020 Executive Finance Committee meeting:
 - Discussion about Bylaws
 - Financial Report

E. TENANT IMPROVEMENTS

Jose De Leon, Manager of Facilities presented information about the tenant

improvements that will happen at SG/PRC the following weeks in and how the following areas will be affected:

- Parking Lot
- Temporary Entrances
- Temporary Reception, Lobby and Waiting Room
- Temperature Check Station
- Waiting Rooms
- New Waiting Room and Reception Design
- New Family Restroom
- Front Entrance Ramp
- Front Entrance Planters
- New Sinks and Garbage Disposals
- Hot Water Installation
- Recycling Project
- Security Cameras Upgrade

F. **COVID-19 UPDATE:**

Anthony Hill, Executive Director reported the following regarding Covid-19:

- Workforce is currently at 95% working remotely.
- Established a sophisticated temperature and mask test when entering the building for those working on-site and for the public.
- Intake and Early Start assessments have start up again.
- Spoke about the “restrictive zones” within the agency that are necessary to protect those staff who perform critical functions.
- Directors continue to meet every morning to assess the latest COVID-19 information.
- SG/PRC continues to host weekly COVID-19 Vendor Advisory Committee Meetings (on Mondays) and weekly Community Meetings (on Tuesdays).
- Joe Alvarez provided individual stats on COVID-19; spoke about the spikes, presented information on the DDS report to the Committee.
- Lucina Galarza reported on hot spots and updated strategies with respect to information technology/remote options such as a Lending Library. 11,000 families were contacted/surveyed.
- Aaron Christian discussed PPE distribution. He is working with transporter vendors to make contactless distributions.
- Dr. Larry Yin will do a presentation on the Impact of Covid-19 on Individuals with Developmental Disabilities on August 20, 2020 at 10am.

MEETING ADJOURNED

The meeting adjourned. The next regular meeting will be held on September 9, 2020 at 7:15 p.m. via teleconference.

EXECUTIVE SESSION – There was a closed session regarding a personnel matter.

SAN GABRIEL POMONA REGIONAL CENTER
OPERATIONS FUND FINANCIAL REPORT

FISCAL YEAR 2019-20

PAYMENTS THROUGH JULY 17, 2020 FOR SERVICES PROVIDED THROUGH JUNE 30, 2020

100.0% OF YEAR ELAPSED

**DRAFT
 COPY**

	A	B	C	D	E	F	D plus F G	A minus G H	I
	Current Allocation	% of Total Allocation	Current Month Expenditures Supp#1	Year-to-Date Expenditures July - June	% of Allocation Expended Actual	Projected Expenditures Remaining	Total Projected Expenditures	Projected Allocation Balance Remaining	Projected % of Allocation Remaining
CONTRACT ALLOCATIONS									
A Preliminary Allocation	25,140,182								
A-1 Regular Ops Allocation dated 8/30/2019	4,128,921								
A-1 FRC Allocation dated 8/30/2019	154,564								
A-1 FG/SCP Allocation dated 8/30/2019	1,140,094								
A-2 Regular Ops Allocation dated 10/10/2019	1,552,044								
A-2 CPP Allocation dated 10/10/2019	1,614,376								
A-3 CPP and Policy Items	419,498								
A-4 Provider Rate Supplemental Accessibility/Transparency	244,792								
A-5 Policy Disparities	368,978								
A-6 COVID19 OPS expenses	222,635								
Total Contract Allocations	34,986,084	100.00%	3,157,629	32,813,720	93.8%	2,285,329	35,099,050	(112,965)	-0.32%
PERSONAL SERVICES (REGULAR OPERATIONS)									
Salaries	20,777,778	59.39%	2,415,912	20,545,348	98.9%	220,000	20,765,348	12,430	0.06%
Retirement (includes 403B)	2,555,667	7.30%	283,482	2,536,032	99.2%	17,600	2,553,632	2,035	0.08%
Social Security (OASDI)	301,278	0.86%	34,336	291,417	96.7%	0	291,417	9,861	3.27%
Health Benefits/Long Term Care	1,797,000	5.14%	(14,894)	1,794,495	99.9%	1,500	1,795,995	1,005	0.06%
Worker's Comp Insurance	231,722	0.66%	(2,767)	172,075	74.3%	52,604	224,679	7,043	3.04%
Unemployment Insurance	28,000	0.08%	0	2,988	10.7%	24,996	27,984	16	0.06%
Non-Industrial Disability/Life Insurance	93,500	0.27%	(1,329)	83,768	89.6%	2,200	85,968	7,532	8.06%
Clinical Consultants - Consumer Services	412,095	1.18%	84,307	92,224	0.0%	319,871	412,095	0	0.00%
Total Personal Services (Regular Operations)	26,197,039	74.88%	2,799,047	25,518,346	97.4%	638,771	26,157,117	39,922	0.15%
OPERATING EXPENSES (REGULAR OPERATIONS)									
Equipment Rental	55,000	0.16%	1,302	53,329	97.0%	0	53,329	1,671	3.04%
Equipment Maintenance	20,000	0.06%	128	13,219	66.1%	0	13,219	6,781	33.90%
Facility Rent	2,628,000	7.51%	0	2,628,000	100.0%	0	2,628,000	0	0.00%
Facility Maintenance	32,500	0.09%	1,561	31,114	0.0%	0	31,114	1,386	0.00%
Communications (postage, phones)	371,000	1.06%	11,026	367,285	99.0%	0	367,285	3,715	1.00%
General Office Expense	140,543	0.40%	9,420	134,306	95.6%	3,657	137,963	2,580	1.84%
Printing	36,500	0.10%	1,796	35,249	96.6%	0	35,249	1,251	3.43%
Insurance	181,000	0.52%	0	180,564	99.8%	0	180,564	436	0.24%
Data Processing	115,000	0.33%	4,828	107,350	93.3%	0	107,350	7,650	6.65%
Data Processing Maintenance / Licenses	166,000	0.47%	42	165,641	99.8%	0	165,641	359	0.22%
Interest Expense	0	0.00%	0	0	0.0%	0	0	0	0.00%
Bank Service Fees	1,500	0.00%	60	953	63.5%	0	953	547	36.49%
Legal Fees	215,000	0.61%	5,039	155,658	72.4%	102,829	258,486	(43,486)	-20.23%
Board of Trustees Expense	16,000	0.05%	301	14,416	90.1%	0	14,416	1,584	9.90%
Accounting Fees	75,000	0.21%	0	0	0.0%	75,000	75,000	0	0.00%
Equipment Purchases	1,230,000	3.52%	14,076	210,790	17.1%	1,112,137	1,322,927	(92,927)	-7.56%
Contractor & Consultants - Adm Services	102,000	0.29%	13,233	99,192	97.2%	0	99,192	2,808	2.75%

SAN GABRIEL/POMONA REGIONAL CENTER
OPERATIONS FUND FINANCIAL REPORT

FISCAL YEAR 2019-20

PAYMENTS THROUGH JULY 17, 2020 FOR SERVICES PROVIDED THROUGH JUNE 30, 2020

100.0% OF YEAR ELAPSED

**DRAFT
 COPY**

	A	B	C	D	E	F	D plus F G	A minus G H	I
	Current Allocation	% of Total Allocation	Current Month Expenditures Supp#1	Year-to-Date Expenditures July - June	% of Allocation Expended Actual	Projected Expenditures Remaining	Total Projected Expenditures	Projected Allocation Balance Remaining	Projected % of Allocation Remaining
Contract - ABX2 Disparities	269,140	0.77%	15,400	67,657		201,483	269,140	0	0.00%
Travel/mileage reimbursement	225,000	0.64%	(1,506)	209,843	93.3%	0	209,843	15,157	6.74%
ARCA Dues	80,500	0.23%	0	80,458	99.9%	0	80,458	42	0.05%
General Expenses	60,000	0.17%	2,878	36,572	61.0%	13,000	49,572	10,428	17.38%
Total Operating Expenses (Regular Operations)	6,019,683	17.21%	79,584	4,591,595	76.3%	1,508,106	6,099,701	(80,018)	-1.33%
Total Personal Services & Operating Expenses (Reg)	32,216,722	92.08%	2,878,631	30,109,941	93.5%	2,146,877	32,256,818	(40,095)	-0.12%
OTHER INCOME									
Interest & Other Income	(327,000)	-0.93%	(21,253)	(367,095)	112.3%	0	(367,095)	40,095	-12.26%
Total Personal Services & Operating Expenses Net of Other Income (Regular Operations)	31,889,722	91.15%	2,857,378	29,742,846	93.3%	2,146,877	31,889,723	(0)	0.00%
RESTRICTED FUNDS									
Family Resource Center Expenses	154,564	0.44%	14,331	129,136	83.5%	25,428	154,564	0	0.00%
Foster Grandparent/Senior Companion Expenses	1,140,094	3.26%	99,988	1,048,117	91.9%	79,528	1,127,645	12,449	1.09%
Community Placement Plan Expenses	1,801,704	5.15%	185,933	1,893,622	105.1%	33,496	1,927,118	(125,414)	-6.96%
Total Restricted Funds	3,096,362	8.85%	300,252	3,070,875	99.2%	138,452	3,209,327	(112,965)	-3.65%
Total Expenses (Including Restricted Funds)	34,986,084	100.00%	3,157,629	32,813,720	93.8%	2,285,329	35,099,050	(112,965)	-0.32%
Less: Balance of Restricted Funds	0							(112,965)	
Total Allocation Balance (Deficit)	0							0	0.00%

PURCHASE OF SERVICES FUND FINANCIAL REPORT

FISCAL YEAR 2019-20

PAYMENTS THROUGH JULY 17, 2020 FOR SERVICES PROVIDED THROUGH JUNE 30, 2020

100.0% OF YEAR ELAPSED

**DRAFT
COPY**

C plus E

	A	B	C	D	E	F	G
	Current Allocation	Current Month Expenditures	Year-to-Date Expenditures	% of Actual Expenditures	Projected Remaining including Late Billings	Total Projected Expenditures	Projected as % of Current Allocation
<u>CONTRACT ALLOCATIONS</u>							
A Preliminary Allocation (Regular POS)	188,642,272						
A-1 Regular POS Allocation dated 8/30/2019	51,627,748						
A-2 CPP Allocation dated 10/10/2019	1,590,900						
A-3 Provider Supp Rate Increase	7,628,401						
A-4 (OPS only)	0						
A-5 (OPS only)	0						
A-6 (HCBS and COVID Surge Homes)	1,115,960						
Total Contract Allocation	250,605,281	21,912,274	236,558,361	94.4%	12,903,110	249,461,470	99.54%
<u>OUT OF HOME CARE</u>							
Community Care Facilities		8,415,798	87,205,610	36.9%	334,882	87,540,492	35.3%
ICF/SNF Facilities		31,919	441,997	0.2%	75,347	517,344	0.2%
Total Out of Home Care		8,447,717	87,647,607	37.1%	410,229	88,057,836	35.5%
<u>DAY PROGRAMS</u>							
Day Care		665,950	7,332,798	3.1%	1,027,525	8,360,323	3.4%
Day Training		4,434,917	51,200,339	21.6%	1,341,240	52,541,578	21.2%
Supported Employment		448,452	5,608,053	2.4%	449,366	6,057,419	2.4%
Work Activity Program		113,020	2,599,991	1.1%	121,733	2,721,725	1.1%
Total Day Programs		5,662,338	66,741,181	28.2%	2,939,864	69,681,045	28.1%
<u>OTHER SERVICES</u>							
Non-Medical: Professional		562,075	6,176,760	2.6%	1,031,175	7,207,935	2.9%
Non-Medical: Programs		1,277,265	14,828,579	6.3%	951,412	15,779,991	6.4%
Home Care: Programs		239,528	2,572,102	1.1%	283,207	2,855,309	1.2%
Transportation		596,989	6,790,817	2.9%	186,625	6,977,443	2.8%
Transportation Contracts		661,079	7,789,355	3.3%	80,450	7,869,805	3.2%
Prevention		957,368	12,018,939	5.1%	566,458	12,585,397	5.1%
Other Authorized Services		1,356,131	14,324,857	6.1%	648,089	14,972,946	6.0%
Personal and Incidentals		12,625	153,729	0.1%	1,251	154,980	0.1%
Hospital Care		36,606	574,470	0.2%	75,736	650,206	0.3%

SAN GABRIEL/POMONA REGIONAL CENTER
PURCHASE OF SERVICES FUND FINANCIAL REPORT

FISCAL YEAR 2019-20

PAYMENTS THROUGH JULY 17, 2020 FOR SERVICES PROVIDED THROUGH JUNE 30, 2020

100.0% OF YEAR ELAPSED

**DRAFT
COPY**

	C plus E						
	A	B	C	D	E	F	G
	Current Allocation	Current Month Expenditures	Year-to-Date Expenditures	% of Actual Expenditures	Projected Remaining including Late Billings	Total Projected Expenditures	Projected as % of Current Allocation
Medical Equipment		837	15,562	0.0%	2,898	18,460	0.0%
Medical Service: Professional		155,349	1,523,080	0.6%	316,805	1,839,884	0.7%
Medical Service: Programs		153,133	2,005,267	0.8%	39,817	2,045,084	0.8%
Respite: In Own Home		952,073	15,539,141	6.6%	1,052,830	16,591,972	6.7%
Respite: Out of Home		0	18,276	0.0%	94,101	112,377	0.0%
Camps		0	30,847	0.0%	20,646	51,493	0.0%
Total Other Services		6,961,058	84,361,782	35.7%	5,351,499	89,713,281	36.2%
Total Estimated Cost of Current Services		21,071,113	238,750,570	100.9%	8,701,592	247,452,162	99.8%
<u>OTHER ITEMS</u>							
Estimated Cost of COVID19 expenses		1,396,720	4,143,816	1.8%	1,504,658	5,648,474	2.3%
Total Other Items		1,396,720	4,143,816		1,504,658	5,648,474	2.3%
Total Purchase of Services		22,467,833	242,894,386	102.7%	10,206,250	253,100,636	102.1%
Deduct: Estimated Receipts from Intermediate Care Facilities for State Plan Amendment Services		(565,559)	(6,346,026)	-2.7%	0	(6,346,026)	-2.6%
Expenditures Regular POS (Net of HCBS)	247,898,421	21,902,274	236,548,361	95.4%	10,206,250	246,754,610	99.5%
Projected Allocation Balance (Deficit) Regular POS						1,143,811	0.5%
<u>COMMUNITY PLACEMENT PLAN and HOME COMMUNITY BASED SERVICES</u>							
Home Community Based Services	1,067,860	10,000	10,000		1,057,860	1,067,860	0.4%
Community Placement Plan	1,639,000	0	0		1,639,000	1,639,000	103.0%
Allocation Balance (Deficit) CPP and HCBS						0	0.0%
Total Projected Allocation Balance (Deficit) Regular & Community Placement Plan POS						1,143,811	0.46%

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.**

**COMMUNITY RELATIONS/
LEGISLATIVE COMMITTEE**

MINUTES FROM THE JULY 15, 2020 MEETING

The following committee members were present at said meeting:

PRESENT

Daniel Rodriguez (Chair)
Gisele Ragusa
Joseph Huang
Natalie Webber
Rachel McGrath
Georgina Molina
Penne Fode

STAFF:

Anthony Hill, Executive Director
Lucina Galarza, Director of Community Services
Carol Tomblin, Director of Compliance
Aaron Christian, Director of Client Services
Joe Alvarez, Associate Director of Clinical Services
Willanette Satchell, Executive Assistant -
Management

ABSENT:

None

RECOMMENDED BOARD ACTIONS

The Community Relations/Legislative Committee recommends the following:

None

CALL TO ORDER

Daniel Rodriguez, Committee Chairperson called the meeting to order at 6:03 pm.
A quorum was established.

The minutes from June 17, 2020 were reviewed and approved.
M/S/C (Molina & Huang) The committee approved the minutes.
Abstain: Penne Fode

PUBLIC INPUT

None

COMMUNITY OUTREACH MONTHLY REPORT*

Carol Tomblin, Director of Compliance, presented the monthly Outreach Report.
The Community Outreach Specialist have focused on the following projects:

- Progress/Status of Continuing POS Equity Projects Funded by DDS FY 19-20 Disparity Program Grants
- Ongoing Projects Previously Funded
- Other Equity Related Activities non-supported with Disparity Grant Funds
- Family Support/ Training
- Outreach/ Events Participation
- Other major activities of the Compliance and Outreach Department

Dr. Tomblin also discussed scheduling the following presentations:

- Performance Contract End-of-Year Report for Calendar Year 2019;
- Performance Contract objectives measures review for current Calendar Year 2020;
- Review and subsequent approval of draft 2021 Performance Contract Plan by the Board of Directors;
- Annual discussion of the available National Core Indicators (NCI) outcomes, which is required to be presented to the Board of Directors; and
- Planned presentations of the FY18-19 Disparity Data and SG/PRC Equity Projects.

SG/PRC BYLAWS DISCUSSION

Dr. Ragusa gave an update to the committee regarding the review of the draft of the amended Bylaws. There is currently a taskforce working on this assignment on behalf of the Board of Directors and have sent the draft to SG/PRC's Corporate Attorney, Judith Enright. Mrs. Enright had some questions and suggestions. The Bylaws will be finalized soon. The committee and the Board will review the Bylaws at an upcoming meeting.

Dr. Ragusa encouraged the committee to complete the Board Survey by its deadline, August 1, 2020. Future training topics will be selected based on the survey results.

Lastly, Dr. Ragusa invited the members to the Board training on Self Determination scheduled for July 22, 2020.

SG/PRC ACTION/RESPONSE TO COVID-19

Mr. Anthony Hill, Executive Director and staff shared with the committee updates regarding SG/PRC's response to the current situation to the Coronavirus (COVID-19) health crisis including:

- SG/PRC staff had a listening session in remembrance of a staff member that passed away due to Covid-19.
- Daily Directors Meeting
- Daily Surveillance Report
- Intake and Eligibility Assessments
- DDS Taskforce
- Retainer Payment
- Check-in Program/Lending Library to close the technology gap
- Weekly Community Meetings
- Weekly VAC Covid-19 Meetings
 - Rate Disparities
 - Re-Engagement Plan
 - Best Practices Surge Capacity and Staff Registries
 - PPE Efforts
 - DDS Letter about Payments for Non-Residential Providers

BUDGET

- The Hero's Act was passed by Congress and is now stuck at the Senate floor.
 - ARCA will not support the Hero's Act.

AGENDA FOR 8/19/2020

- Bylaws
- Community Outreach Report
- Covid-19 Update

ADJOURNMENT:

Next meeting is on for August 19, 2020 via videoconference.

Community Outreach Team Monthly Report

Community Outreach Team	Director: Carol Tomblin
Report Date	Month of June 2020
Report to	Community Relations Committee of the SG/PRC Board of Directors

At the Community Relations Legislative Board Committee meeting on July 17th, I need to add scheduling the following presentations to the meeting agenda:

- Performance Contract End-of-Year Report for Calendar Year 2019;
- Performance Contract objectives measures review for current Calendar Year 2020;
- Review and subsequent approval of draft 2021 Performance Contract Plan by the Board of Directors;
- Annual discussion of the available National Core Indicators (NCI) outcomes, which is required to be presented to the Board of Directors; and
- Planned presentations of the FY18-19 Disparity Data and SG/PRC Equity Projects.

Schedule for completing Performance Contract Process.

7/22/20 (July 22, 2020) – Announcement made at the Board meeting that the next Board meeting will include a presentation on the Performance Contract between SG/PRC and DDS.

Information of the August Board meeting to discuss the Performance Contract posted to the website.

8/26/20 (August 26, 2020) – Presentation to the Board of the following:

- a) Year-End Report for the 2019 Performance Contract,
- b) current status of the 2020 Performance Contract,
- c) and the proposed 2021 Performance Contract Plan.

Following the Board meeting: Comments gathered from meeting incorporated into the activities of the plan and Performance Contract draft plan posted to the website for community comment.

9/23/20 (September 23, 2020) -- Present any comments gathered from the community to the Board for their consideration. Board members requested to vote to adopt 2021 Performance Contract draft plan – to move forward to DDS for approval.

[10/28/20 (October 28, 2020) – Discussion of the National Core Indicators (NCI) as a training topic for the Board training/meeting]

11/1/20 (November 1, 2020)– Expected due date for 2021 Performance Contract draft plan. Prior to this date, SG/PRC to send approved draft Performance Contract plan to DDS.

<p>Progress/Status of Continuing Equity Projects Funded by DDS FY19-20 Disparity Program Grants</p>	<ul style="list-style-type: none"> • <u>Parent Mentor Initiative (PMI)</u> – Please note that Alma Family Services provides monthly reports for the Parent Mentor Initiative (PMI) project on the 15th of each month for the previous month. The reports to this committee are prepared the week prior to receipt of the PMI reports. Consequently, this section will always reflect a prior month’s activities. Alma continues to provide support remotely to the families participating in PMI. In the month of May, there were eight (8) additional referrals, for a total of 287 parents referred since the inception of PMI. Three (3) families were matched. There was one graduate in May. There were 98 hours of mentoring provided in May to 49 participants. To date, 5,933 hours of PMI mentoring has been provided to SG/PRC families. • <u>Navigating the Regional Center System (NRCS)</u> – Registration for the August NRCS workshops conducted in Spanish is now open. The five workshops are scheduled on Saturdays, starting 8/1/2020, from 9:00 am to 11:30. All workshops will be conducted via Zoom, with a training on how to participate in Zoom meetings/workshops offered in advance of the NRCS workshops. Enhancement and translations of training materials are in process of being completed. • <u>Webinar development and hosting for parent training</u> – Amos started creating the NRCS Webinar in June; however, the progress was slow because he was occupied with completing another time-sensitive project. Amos will create a total of 11 Storyline3 files in the month of July and August. It is planned for all 11 files to be completed and shared with LMS manager by 8/31/2020 to upload and to make it available to users by the end of August. • <u>Vietnamese Outreach Specialists</u> –No activity to report this month.
<p>On-going projects previously funded</p>	<ul style="list-style-type: none"> • <u>Understanding My Child’s Disability (UMCD) Online Series (Previously known as Introductory Curriculum for Families)</u> – Amos continues to work on creating “Understanding My Child’s Cerebral Palsy” in June. Amos will complete all of five “Understanding My Child’s Disability” modules in English and provide those to MAGNUS by the end of July for translation in Chinese, Korean, Vietnamese and Spanish.
<p>Other Equity-Related Activities not supported with Disparity Grant Funds.</p>	<ul style="list-style-type: none"> • <u>Person-Centered Conversations (PCC)</u> – During the pandemic, PCC meetings were conducted remotely, only. On 6/4/2020, 6/15/2020, 6/29/2020 and 6/30/2020 Amos had a PCC with each of four different Korean families who needed support to obtain new POS and to apply for IHSS, Medi-Cal and other generic resources. • <u>Support of CBO Equity Project</u> – Access non-profit launched their project called Parenting Black Children (PBC) on Juneteenth, June 19, 2020, live on Facebook. They had 10,000 views. With that many views, Access was successful in promoting awareness in the community of their PBC project.

	<p>A mailer was sent in late June to the SG/PRC Black/African American Community that included a flyer from PBC announcing their Support Group meeting and a Letter of Support from SG/PRC for the PBC project.</p>
<p>Family Support/ Training</p>	<ul style="list-style-type: none"> • Translation for Korean families – Amos regularly provides Korean translation for individuals served and their families, as requested by service coordinators for individuals three years of age through adult. Amos provides translation through telephone calls, emails and Zoom meetings. <p>On 6/2/2020 and 6/30/2020, Amos translated Zoom telepsychiatry meetings with Dr. Osman for two Korean families. During the month, Amos translated a total of six (6) IFSP-related documents for the Early Intervention department. He also translated a written survey for a Zoom workshop on IHSS Options that Aimee Delgado of the Office of Client Rights Advocacy (OCRA) presented on 6/25/2020.</p>
<p>Outreach/Events Participation</p>	<ul style="list-style-type: none"> • No in-person Outreach Events were conducted in May due to Pandemic. All activities are remote. • <u>Connecting with existing groups to provide remote training opportunities for families:</u> On 6/11/2020, Amos provided a teleconference for leaders of the Korean Parent Support Group--CA regarding the Self Determination Program (SDP) and the ADEPT (Autism Distance Education Parent Training) Behavior Management online training. On 6/25/2020, Aimee Delgado, OCRA, provided a Zoom Workshop on IHSS Options organized and translated by Amos to 27 Korean parent members of the Circle of Friends and other Korean support groups. Amos also contacted FFDY Chinese support group to organize the same remote OCRA workshop on IHSS Option, which will be provided on 8/8/2020. • P-EBT: This is a program that became available to families of school-age children that had previously received free lunch or reduced-price meal while attending school. If families did not receive their P-EBT card by 5/22/20, families had to complete a simple application. Xochitl sent information to community members and service coordinators about how to assist families.
<p>Other Major Activities of the Compliance and Outreach Department</p>	<ul style="list-style-type: none"> • Weekly Community Meetings: Xochitl is assisting Edith Aburto, who provided Spanish translation for the weekly Community Zoom meetings, by managing the questions submitted through the Chat function. • Cal Fresh: The SG/PRC's funded effort, in partnership with The Parents' Place, ended June 30th. There was a total of 447 applications submitted, with 763 individuals benefiting from those applications (157 were children under 18, 52 over 65 years of age, 34 students and 377 are SSI recipients).

- Xochitl participated in the Cultural Specialist call on June 12th. This call proved beneficial, as SG/PRC and other regional centers shared resources and SG/PRC shared strategies we have found effective.

- Carol has been participating in the weekly Community meetings. Most recently, announcements were made of upcoming Zoom meetings:

7/15th Critical Issues Forum at 10:00 a.m. – Understanding the IEP

7/23rd *Informate!* at 6:00 p.m. – Understanding the IEP presented in Spanish

7/25th American Filipino Parent Support Group at 9:30 a.m. – Safety Protocols for In-Home and Day Programs and a second topic of Behavioral Health Treatment options

8/12th Community Meeting conducted in Spanish at 10:00 a.m. to present FY18-19 Disparity Data and SG/PRC's Equity Projects update

8/26th Community Meeting conducted in English at 10:00 to present FY18-19 Disparity Data and SG/PRC's Equity Project update



SAN GABRIEL/POMONA
REGIONAL CENTER
Client Services/Advisory Committee
Wednesday, August 26, 2020 at 6:00 p.m.
Videoconference Meeting

Committee Members:

Staff:

Shannon Hines, Co-Chairperson
Sheila James, Co-Chairperson
Mary Soldato
Preeti Subramaniam
Shannon Hines
Daniel Clancy
Herminio Escalante
David Grisey

Jenny Needham
Julie Lopez
Sherry Meng
Ning Yang
Louis Jones
John Randall
Victor Guzman

Anthony Hill
Lucina Galarza
Aaron Christian
Joe Alvarez
Erika Gomez
Elisa Herzog

AGENDA

- **Call to Order – Chairperson, Shannon Hines (6:00 – 6:05)**
- Approve Minutes of June 24, 2020 and July 22, 2020 Meeting

- Public Comment (6:05 – 6:10)

- Action Item: None

- Client Advocate – Elisa Herzog (6:10 – 6:15)

(6:15 – 6:35) - Focus Group Discussion: 2020 Performance Contract

By Carol Tomblin, Director of Compliance

(6:35 – 7:00) Committee Information

Shannon Hines and Sheila James, Chairs, Lucina Galarza, Director of Community Services and Aaron Christian Director, Client Services

- **Committee Composition**
- **Future Training Topics**
- **Board Bylaws**
- **Self Determination Advisory Committee Meetings & Updates**
- **Coronavirus Update** by Anthony Hill, Executive Director and Staff

SAN GABRIEL/POMONA REGIONAL CENTER

DEVELOPMENTAL SERVICES, INC.

Minutes of the Meeting of the Client Services /Advisory Committee

June 24, 2020

A regular meeting of the Client Services/Advisory Committee was held on Wednesday, June 24, 2020. The following committee members were present at said meeting:

PRESENT

Mary Soldato
Pretti Subramaniam
Shannon Hines
Herminio Escalante
Jenny Needham
Sheila James
Ardena Bartlett
Julie Lopez
Sherry Meng

STAFF:

Anthony Hill
Lucina Galarza
Aaron Christian
Joe Alvarez
Carol Tomblin
Erika Gomez

ABSENT:

Victor Guzman
Daniel Clancy
David Grisey
John Randall
Ning Yang
Louis Jones

GUESTS:

Gisele Ragusa

ITEMS DISCUSSED

A. CALL TO ORDER

May Soldato called the meeting to order at 6:05 pm

A Quorum established.

- The minutes of February 26, 2020 were approved.
M/S/C (Soldato & Bartlett)
- The minutes of March 25, 2020 were approved.
M/S/C (James & Subramaniam)
- The minutes of April 22, 2020 were approved.
M/S/C (James & Soldato)
- The minutes of May 27, 2020 were approved.
M/S/C (James & Soldato)

B. PUBLIC COMMENT – None

C. CLIENT ADVOCATE – Elisa Herzog was not present.

D. ACTION ITEM- BMRC POLICY

E. COMMITTEE FOLLOW UP

SPECIAL PRESENTATION – BMRC POLICY

The committee reviewed the BMRC Policy again and suggested one change, which Carol Tomblin, Director of Compliance, agreed to add. The committee will recommend the policy to the Board.

M/S/C (Soldato & James) The committee will recommend the BMRC Policy to the Board.

F. **BOARD BYLAWS** – The Board of Directors are currently in the process of revising Bi-laws. The amendments have been sent to Judy Enright & Associates for their revision. The taskforce overseeing this assignment will present the draft to the committees for review and to the Board for approval.

G. **SELF DETERMINATION** - There are now biweekly meetings. SG/PRC developed and posted three Notice of Request for Proposals, (RFP) for the money that was allocated to support the implementation of the program. Three responses were received. The three identified areas in the order of importance were: Support/Coaching for Transition to SDP, Collaborative Groups/Workshops, and Additional identified needs.

H. **DIRECTOR'S REPORT -Anthony Hill, Executive Director**

- Critical SG/PRC functions that are still being provided.
- SG/PRC Staff- 80% of staff are working remotely. Intake and eligibility assessments never stop and continue to be scheduled.
- SG/PRC hosts weekly COVID-19 Vendor Advisory Committee Meetings.
- SG/PRC hosts weekly Community Meetings – Tuesdays from 10 a.m. to 11 a.m.
- Staff have daily Directors Meetings – Daily assessment of COVID-19 by the Executive Team and other key staff at a daily morning meeting.
- Best Practices Document – Designed by SG/PRC nurses for service providers and has been adopted by DDS.
- Identified service providers and locations that can assist with surge capacity. Staff registries can be shared with ICFs as needed.

- Daily surveillance report – Mr. Alvarez is leading the tracking of individuals served by SG/PRC, vendor community or SG/PRC staff that are at risk, exposed or being tested for COVID-19.
- Staff have secured and distributed PPE for vendors and providers. PPE has also been made available to staff.
- SG/PRC will be used as an alternative location for children to receive therapy services.
- Lending library – there is a disparity issue with families not being able to do telehealth during these times due to lack of technology and staff are looking into addressing that issue.
- Re-engagement – the DS Taskforce and SG/PRC staff are waiting on approval from DDS on what vendors need to have on their re-engagement plan. So far, the plan needs to include an addendum, a pledge and a protection plan.

I. ADJOURN

Chairperson Mary Soldato adjourned the meeting.

The next Client Services/Advisory Committee meeting is scheduled for Wednesday, July 22, 2020 via videoconference.

SAN GABRIEL/POMONA REGIONAL CENTER

DEVELOPMENTALSERVICES, INC.

Minutes of the Meeting of the Client Services /Advisory Committee

July 22, 2020

A regular meeting of the Client Services/Advisory Committee was held on Wednesday, June 24, 2020. The following committee members were present at said meeting:

PRESENT

Mary Soldato
Pretti Subramaniam
Shannon Hines
Herminio Escalante
Sheila James
Ardena Bartlett
Julie Lopez
Sherry Meng

STAFF:

Anthony Hill
Lucina Galarza
Aaron Christian
Joe Alvarez
Erika Gomez
Willanette Satchell

GUESTS:

Gisele Ragusa

ABSENT:

Victor Guzman
Daniel Clancy
David Grisey
John Randall
Ning Yang
Louis Jones
Jenny Needham

ITEMS DISCUSSED

A. CALL TO ORDER

May Soldato called the meeting to order at 6:02 pm
A quorum was not established.

- The minutes of June 24, 2020 were tabled.

B. PUBLIC COMMENT – None

C. CLIENT ADVOCATE – Elisa Herzog was not present.

D. BOARD BYLAWS – The Board of Directors are currently in the process of revising Bi-laws. The amendments have been sent to Judy Enright & Associates for their revision. The amendments are being compared with statute. All Board and committee members will receive a copy of the proposed

changes. For this committee, it is being proposed that the name be changed to: Advisory Committee of Individuals Served and Their Families. The committee suggested it be changed to: Advisory Committee *for* Individuals Served and Their Families.

E. SELF DETERMINATION - There are now biweekly meetings. SG/PRC was awarded \$56,000 to help promote the program and address barriers. Staff developed and posted three Notice of Request for Proposals, (RFP) for the money that was allocated to support the implementation of the program. Three responses were received. The three identified areas in the order of importance were: Support/Coaching for Transition to SDP, Collaborative Groups/Workshops, and Additional identified needs.

F. COVID-19 DIRECTOR'S REPORT -Anthony Hill, Executive Director

- SG/PRC moved to a “monitoring phase” effective July 2, 2020 due to the surge in the Pomona and other local areas.
- 98% of staff is working remotely
 - Staff working in the building are required to wear a mask and to practice social distance
 - Intake and eligibility services are suspended temporarily
 - The building is closed to the public temporarily
 - The building is cleaned and sanitized throughout the day
- SG/PRC is expanding its staffing registries inclusive of licensed and unlicensed staff.
- Staff are making telephone contacts with individuals served to assess their IPP/IFSP service and technology needs.
- SG/PRC continues to host weekly meetings with the community and with the vendor community.
- The leadership team continues to meet daily.
- 11000 pieces of Personal Protective Equipment have been distributed.

G. ADJOURN

Chairperson Shannon Hines adjourned the meeting.

The next Client Services/Advisory Committee meeting is scheduled for Wednesday, August 26, 2020 via videoconference.

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.
VENDOR ADVISORY COMMITTEE MINUTES**

August 6, 2020

The following committee members were in attendance at said meeting:

PRESENT:

David Bernstein, Chairperson
Olaf Luevano
Nicole Mirikitani
Michelle Mainez
Valerie Donelson
Jay Bhavsar
Bryan Chacon
Rosalind Ford
Nancy Bunker
Baldo Paseta
Bryan Chacon
Jose Mendoza

STAFF:

Anthony Hill, Executive Director
Aaron Christina, Director of Client
Services
Joe Alvarez, Associate Director of Clinical
Services
Rosa Ham, Chief Financial Officer
Dara Mikesell, Associate Director of
Community Services
Rosa Chavez, Associate Director of Family
and Transition Services
Jaime Anabalon, Manager of Quality
Assurance
Johnny Pang, Manager of IT
Erika Gomez, Exec. Assistant – BOD
Willanette Satchell, Exec. Assistant -
Management

MEMBERS ABSENT:

Vanessa Besack
Susan Stroebel

RECOMMENDED ACTIONS

THE VENDOR ADVISORY COMMITTEE RECOMMENDATION:

None

A. CALL TO ORDER

David Bernstein called the meeting to order at 10:10 a.m. A quorum was established. Introductions were made of the VAC members and staff participating via videoconference.

The minutes from the July 2, 2020 meeting were approved.

M/S/C (Mirikitani & Chacon) The committee approved the minutes.

B. RECRUITING

David Bernstein and Bryan Chacon recommended Charmayne Ross to represent the “Infant and Children” category.

M/S/C (Mainez & Donelson) The committee approved the recommendation for Charmayne Ross to represent the “Infant and Children” category.

C. BOARD BYLAWS DISCUSSION

Mr. Bernstein emailed the committee members a copy of the amendment Board Bylaws for their review. This is “round one” of revisions, when feedback is provided the ad hoc committee will do a second reading and the Board will likely vote on them in September. The Vendor Advisory Committee reviewed it during their meeting and provided additional feedback: there should be an additional representative for the Infant and Children category.

M/S/C (Mainez & Mirikitani) The committee approved to request to the Board that there be one more representative for the Infant and Children Category on the Bylaws.

D. STAFFING - SHORTAGES AND STRATEGIES

There was a discussion among the members about staffing issues that included the following:

- There has been a low response of people signing up for registries despite the higher monetary compensation.
- ILS needs people, potentially Day Program employees, that could cover when they experience staffing shortages.
- There are concerns that staff are withholding information from their employers when they’ve been exposed to Covid-19.
- There was a suggestion that there be job postings or email blasts on the providers Facebook page.

E. RE-ENTRY PLANS

Staff reviewed the July 17, 2020 Directive from DDS and discussed the process of submission of re-engagement plans.

F. VENDOR CATEGORY REPORTS

Adult Programs

Vocational – Olaf Luevano had nothing to share.

Adult Day – Rosalind Ford and Jose Mendoza reported that the subcommittee had a meeting on July 23, 2020. SG/PRC staff and Baldo Paseta, Transportation, were present. Those present discussed the extension of waivers, transition plan submission, extension of HCBS surveys. Baldo Paseta provided an update.

Infant & Children Services

Infant Development Program – (1 Vacancy)

Transportation

Baldo Paseta shared that DDS continues to have meeting with the Transportation Taskforce. DDS requested a proposal of how services will be provided. The next meeting for the subcommittee is scheduled for Wednesday, August 12, 2020.

Independent Living Services

ILS Services – Nicole Mirikitani is awaiting further direction.

SLS Services – Nancy Bunker had nothing to report.

Residential Services

ICF – David Bernstein

CCF – Jay Bhavsar and Valerie Donelson

Specialized – Michelle Mainez

The representatives under this category discussed the following:

- Suggestions for individuals served that are growing frustrated because of quarantine.
- July 25th CDPH All Facilities Letter 20-62 requires daily online surveys for all ICF providers via a CDPH online survey hub. Also expands new notification requirements to include notification of any 3+ respiratory illnesses in a facility within a 72-hour window.
- 10% Medi-Cal COVID add on rate: providers are reporting that the uploaded rates are higher than the published rates resulting in an erroneous payment that may result in an adjustment. No updates or instructions from Medi-Ca at this point.
- Next Sub Committee Meeting 8/20.

Other Vendored Services- Bryan Chacon would like a list of vendors that fall under the "Other Vendored Services" category.

At Large- Susan Strobel was not present.

G. **SG/PRC STAFF UPDATES**

Staff gave updates about the following:

- DDS is conducting a survey of the satisfaction of individuals served and their families on the response by SG/PRC during Covid-19.
- SG/PRC will undergo tenant improvements that will impact the entrance/lobby area.
- SG/PRC received a large delivery of PPE from CCL and Department of Public Health. These will be distributed to providers.

PUBLIC COMMENTS

None

MEETING ADJOURNED

The next regular meeting will be held on September 3, 2020 at 10:00 a.m.

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.
STRATEGIC DEVELOPMENT COMMITTEE MINUTES**

August 12, 2020

The following committee members were present at said meeting.

MEMBERS:

Julie Chetney, Chairperson
Dr. Gisele Ragusa
Bruce Cruickshank
Bill Stewart

STAFF:

Anthony Hill, Executive Director
Lucina Galarza, Director of Community Services
Aaron Christian, Director of Client Services
Joe Alvarez, Director of Clinical Services
Willanette Steward/Satchell, Exec. Asst. (Mgmt.)
Erika Gomez, Executive Assistant - BOD

GUESTS:

David Bernstein

MEMBERS ABSENT:

RECOMMENDED BOARD ACTIONS

**THE STRATEGIC DEVELOPMENT COMMITTEE RECOMMENDS THAT
THEY TAKE ACTION ON THE FOLLOWING:**

None.

ITEMS DISCUSSED

A. CALL TO ORDER

Julie Chetney called the meeting to order at 6:05 p.m. A Quorum was established.

The Minutes from the July 8, 2020 meeting were approved.

M/S/C (Stewart & Cruickshank) The committee approved the minutes.

B. PUBLIC INPUT

None

C. GOALS AND OBJECTIVES

- *Bylaws Feedback Discussion* – Dr. Ragusa emailed the Board and committee members a copy of the amendment Board Bylaws for their review. This

committee has not yet provided feedback about the amended version. This is “round one” of revisions, when feedback is provided the ad hoc committee will do a second reading and the Board will likely vote on them in September. During the discussion, there was a suggestion to add language that states the Bylaws must be reviewed every 3 years.

- *Training Topics and Survey Results –*

Based on Board Survey, the members decided on the following Board Training Topics to be recommended to the Board for approval:

- October 2020 – National Core Indicators and Performance Contract
- February 2021 – Understanding Roles and Services of Vendors
- April 2021 – Communication of Board Members
- July 2021 – Engaging in and Understanding Board Strategic Planning Processes

D. BOARD COMPOSITION

The members spoke about hosting a virtual meet and greet as a way to do recruiting.

E. COVID-19 UPDATE

Anthony Hill, Executive Director reported the following regarding Covid-19:

- Workforce is currently at 95% working remotely.
- Established a sophisticated temperature and mask test when entering the building for those working on-site and for the public.
- Intake and Early Start assessments have start up again.
- Spoke about the “restrictive zones” within the agency that are necessary to protect those staff who perform critical functions.
- Directors continue to meet every morning to assess the latest COVID-19 information.
- SG/PRC continues to host weekly COVID-19 Vendor Advisory Committee Meetings (on Mondays) and weekly Community Meetings (on Tuesdays).
- Joe Alvarez provided individual stats on COVID-19; spoke about the spikes, presented information on the DDS report to the Committee.
- Lucina Galarza reported on hot spots and updated strategies with respect to

information technology/remote options such as a Lending Library. 11,000 families were contacted/surveyed.

- Aaron Christian discussed PPE distribution. He is working with transporter vendors to make contactless distributions.
- Dr. Larry Yin will do a presentation on the Impact of Covid-19 on Individuals with Developmental Disabilities on August 20, 2020 at 10am.

F. AGENDA FOR SEPTEMBER 9, 2020

- Bylaws
- Mentorship – Related to Board Survey
- Strategic Timeline – Related to Website

G. ADJOURNED

Meeting adjourned.

The next Strategic Development Committee meeting is scheduled for Wednesday, September 9, 2020.

SAN GABRIEL/POMONA REGIONAL CENTER

August 26, 2020

TO: Dr. Gisele Ragusa, Board President & Board of Directors
San Gabriel / Pomona Valleys Developmental Services, Inc.

FROM: Anthony Hill, M.A. J.D. Esq.
Executive Director

RE: Executive Director's Report

COVID-19

On June 18th, 2020 Governor Newsom issued a statewide order for all Californians to wear face coverings. During Governor Newsom's debriefing he stated.... "science shows that face coverings and masks work...." According to data, archived and found on the Los Angeles County Public Health Dashboard, the 7-day average testing positivity rate ending August 15, 2020 shows 5.4 percent (see publichealth.lacounty.gov), through 8:00 p.m. on August 22, 2020.

The COVID-19 positivity testing rate in Los Angeles County is trending downward, presumably if data within the reporting lag reflects similar results. This is great news! Simply, we need to stay true to our winning strategy through wearing face coverings, practicing social distancing, frequent handwashing, and implementing the Centers for Prevention and Disease Control (CDC) guidance supplemented with health policy issued from local governmental agencies. Indeed, together we have created progress. Our SG/PRC community is united.

SG/PRC Critical Business Functions

We are pleased to report critical business functions including Human Resources, Clinical Services, Fiscal Services, Client Services, Community Services and Information Technology are exceedingly effective and remain high performing.

Throughout the COVID-19 Pandemic, we have offered and delivered full scope intake and eligibility services for Early Intervention and Lanterman ACT Services. During a two week stretch, we paused delivery of intake and eligibility services incorporated within our "Monitoring" strategy.

Effective August 3, 2020, we resumed full scope intake and eligibility services. Accordingly, our remote workforce adjusted from 98% to 92% to support this critical business function.

Above everything else, it is rewarding and simply touches our hearts, when seeing children and their parents in our lobby and their being greeted by a clinician that will offer information and guidance to help their loved ones.

This vibrant imagery fulfills the purpose of our mission and commitment to assuring that the needs of our community are met.

SG/PRC Employees Workplace Exposure

There have been zero incidences of COVID-19 exposure with the workplace. Within my July 22, 2020 report you will find detail related to two potential exposures subsequently determined unfounded.

Ongoing COVID-19 Risk Management/Mitigation Strategies

We continue to review, assess and adjust our policies, practices, clinical resources, and surge capacity incorporated as our risk mitigation strategy to protect the health and safety of individuals served as follows:

1. We are holding daily SG/PRC leadership meetings to monitor SG/PRC’s critical business functions, and to triage COVID-19 related service needs for individuals served, and securing supports for them, their families and Service Providers.
2. We are sustaining our staffing registries inclusive of licensed and unlicensed staffing.
3. We are triaging COVID-19 residential settings hot spots, with quality assurance monitoring, nursing and clinical supports, and leadership oversight that coordinate optimal use of allocated resources.
4. We are partnering with the Local Public Health Department, Department of Health Care Services and the Department of Developmental Services delivering technical support, and prevention strategies to manage the spread of COVID-19 in residential settings.
5. We are making telephone contacts with individuals served to assess their IPP/IFSP service and current technology needs.
6. We are meeting every Monday through Zoom with our Vendor Community (averaging 280 participants) for review of Department of Developmental Services (DDS) Directives, public health policy guidance and updates, Best Practices, and planning for re-engagement of service delivery.
7. We are meeting every Tuesday through Zoom with the SG/PRC Community (averaging 150 participants) to clarify the meaning of DDS Directives, to better understand the needs of individuals served and to share information regarding resources.
8. We have distributed 340,000 pieces of Personal Protective Equipment deploying contactless delivery through the use of our transportation service providers.
9. We are completing special incident reports and conducting COVID-19 surveillance reporting daily.
10. We are conducting remote quality assurance visits, facility inspections, and investigations.
11. We are providing daily clinical and nursing consultation and supports for individuals served.
12. We are monitoring budget policy and legislation impacting the developmental services system.

SG/PRC Budget 19/20

Claims are still forthcoming. We anticipate reconciliation soon. A modest surplus is projected, adjusted upward should SG/PRC receive an allocation offsetting COVID-19 expenses.

SG/PRC Budget 20/21

We received our preliminary Purchase of Service (POS) and Operations (OPS) allocation. Our CPP OPS budget in current year projects a year-end deficit, due to a static allocation methodology applied to the cost of employees’ salaries and benefits. We are holding informative conversations with DDS representatives to find a remedy moving forward.

Our recent allocation analysis comparing budget year and prior year, reflects 12.9 percent POS growth funding, and 2.7 percent OPS growth funding.

Tenant Improvements

Our lease arrangement with PRBC 7 Limited Partnership (lessor) incorporates a \$500,000 trust in escrow for the specific purpose of improving its property to support SG/PRC’s business functions. On August 17, 2020 Cannon Building Services Inc. began phase 2 tenant improvements. The SG/PRC lobby is undergoing redesign along with construction of a family style restroom, interior lighting, and millwork. The construction timeline will ensue over the course of 8 to 10 weeks.

Our reception area is temporally relocated within the East entry of our building. There is prominent signage placed throughout the parking lot entry as directional guides to help our visitors find our temporary public entry.

Recently, we have installed stainless steel sinks and garbage disposals. We have increased our security through installing upgraded security cameras as an added layer of protection for staff, visitors, and their property. We have purchased trash receptacles supporting our newly created recycling program. Soon we will have hot water in all restrooms. Also, our child and family friendly intake and assessment areas, envisioned through the creative design of SG/PRC staff is forthcoming. Phase 3, “beautification”, including painting, wall paintings, signage and furnishings will bring a close to our tenant improvements.

Board/Committees Attachments & Community Announcements

For materials shared at meetings, please go to www.sgprc.org

SAN GABRIEL/POMONA REGIONAL CENTER

Please join us for a special presentation on
**The impact of COVID-19 on Individuals with
Developmental Disabilities, with a special focus on ages 0-3.**

Presented by Dr. Larry Yin

Thursday, August 20, 2020 - 10:00 to 11:00 a.m.

This meeting will be held via videoconference

The presentation will cover, but is not limited to:

- ✓ An overview of COVID-19 and its impact on individuals with developmental disabilities.
- ✓ Special considerations for individuals, ages 0-3
- ✓ An overview of medically fragile conditions and risk factors associated with COVID-19.
- ✓ How to safely provide services in the family home to individuals ages 0 to 3?
- ✓ Considerations for Family Members, Service Providers, and Planning Teams.
- ✓ When to consider other service modalities, such as remote services or alternative locations?
- ✓ Question & Answer Session



Larry Yin, MD

Dr. Larry Yin is a clinician practicing both Developmental-Behavioral and General Pediatrics. Currently, he is an Associate Professor of Clinical Pediatrics at the Keck School of Medicine of the University of Southern California. He also holds the academic position of Associate Professor of Occupational Science and Occupational Therapy at USC. He is the Medical Director of the Boone Fetter Clinic at Children's Hospital Los Angeles (an Autism Speak's Autism Treatment Network Site) and the Director of the USC University Center of Excellence in Developmental Disabilities. For over 15 years, Dr. Yin has been the Medical Consultant to the San Gabriel/Pomona Regional Center. Dr. Yin has over 20 years providing care for children with neurodevelopmental disorders and special health care needs. His current research interests include: access and service delivery for children with autism spectrum disorders and other developmental disabilities, racial/ethnic health disparities in autism spectrum disorders, and pediatric obesity to name some of his scholarly work.

Zoom Meeting Link

<https://us02web.zoom.us/j/84359373696?pwd=cDJDYWV6RlplEN2RrUFpjYW85SFJsQT09>

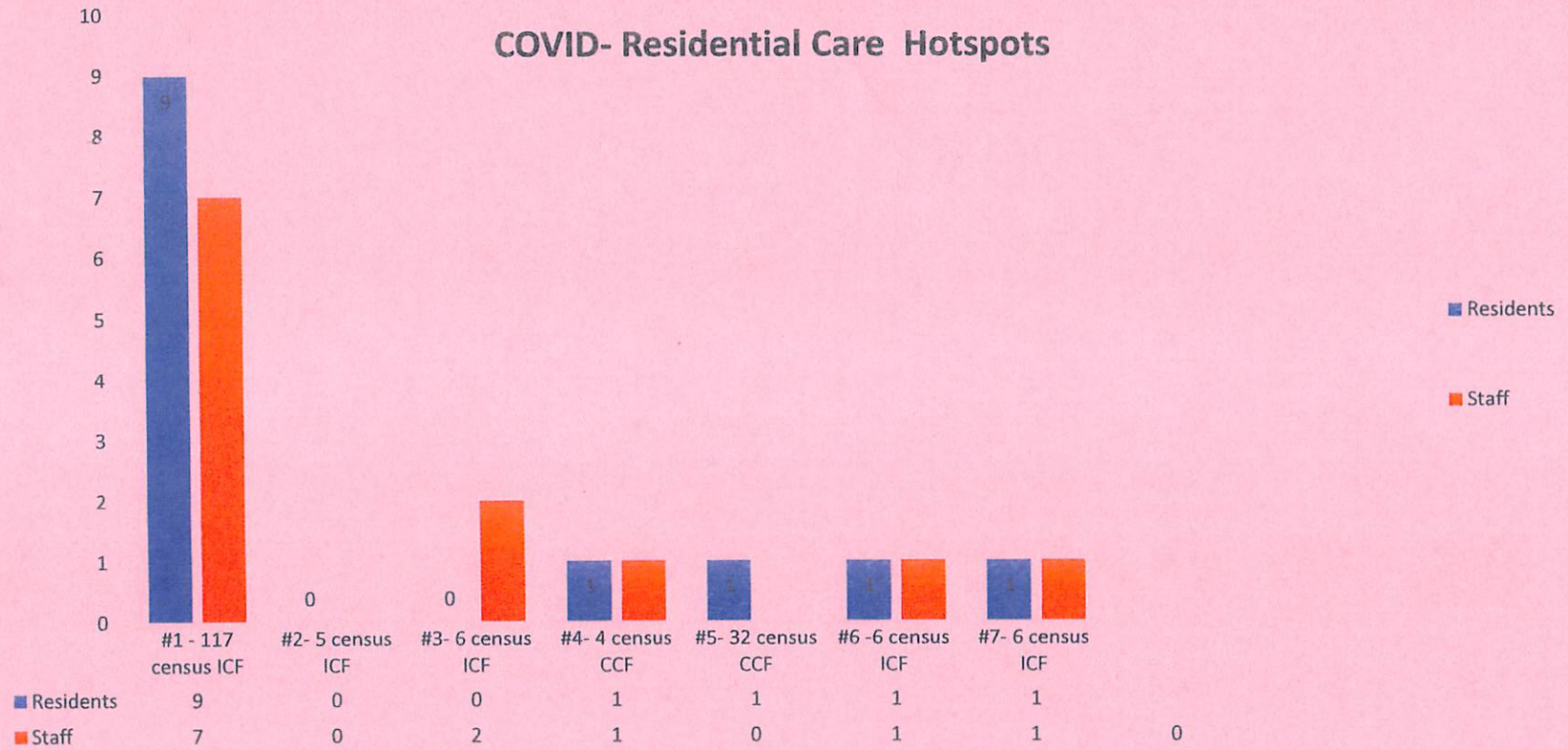
Meeting ID: 843 5937 3696 Passcode: 888888

One tap mobile

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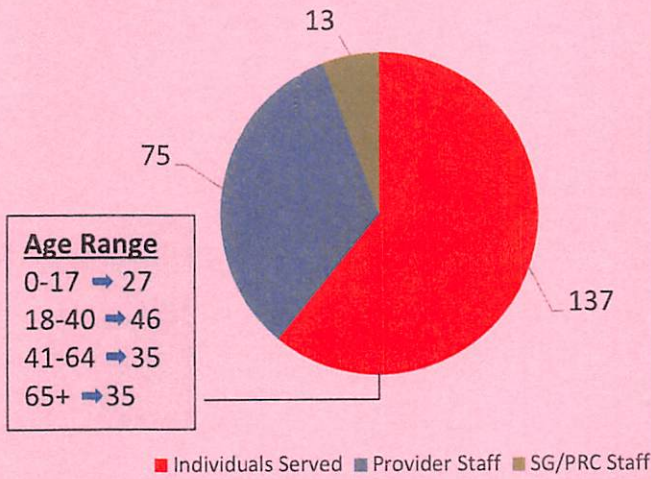
COVID- Residential Care Hotspots



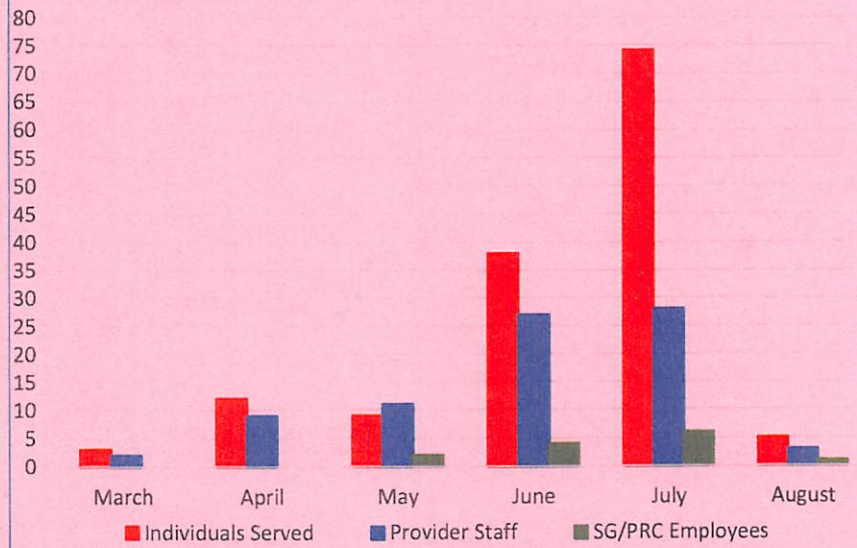
As of August 11, 2020

San Gabriel Pomona Regional Center COVID-19 Report Week of 8/10/20

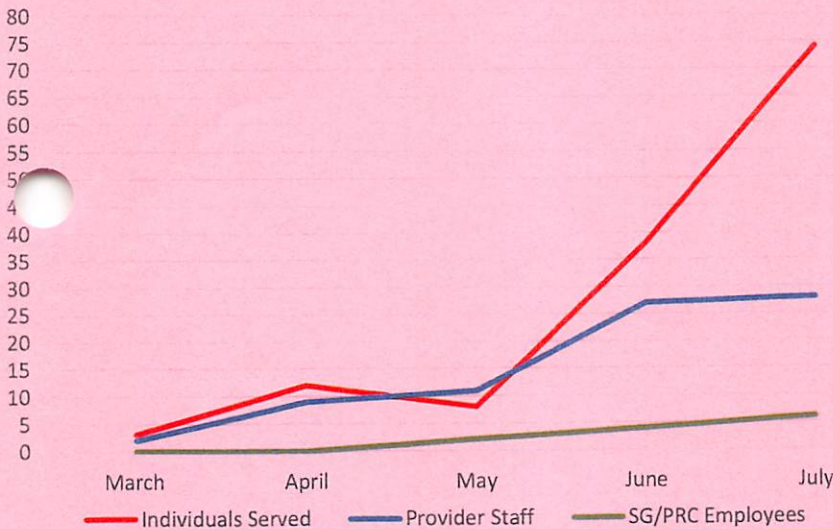
SG/PRC TOTAL COVID-19 CASES 2020



San Gabriel Pomona Regional Center Positive COVID-19 Cases 2020



San Gabriel Pomona Regional Center Positive COVID-19 Cases 2020



COVID-19 Deaths of Individuals Served

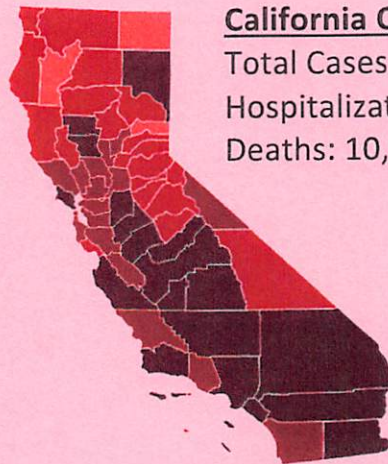
March	4
April	1
May	3
June	2
July	4
August	1
TOTAL	15

Los Angeles County Public Health Data

New Cases (Weekend Total)	4,434
7 Day Average	19,380 / 7.2% Positivity Rate
Total Cases	208,528
Current Hospitalizations	1,568
Total Deaths	4,911
SG/PRC SERVICE AREA HOTSPOTS / TOTAL CASES	
Pomona	4,196
El Monte	3,526
West Covina	2,279
aldwin Park	2,239

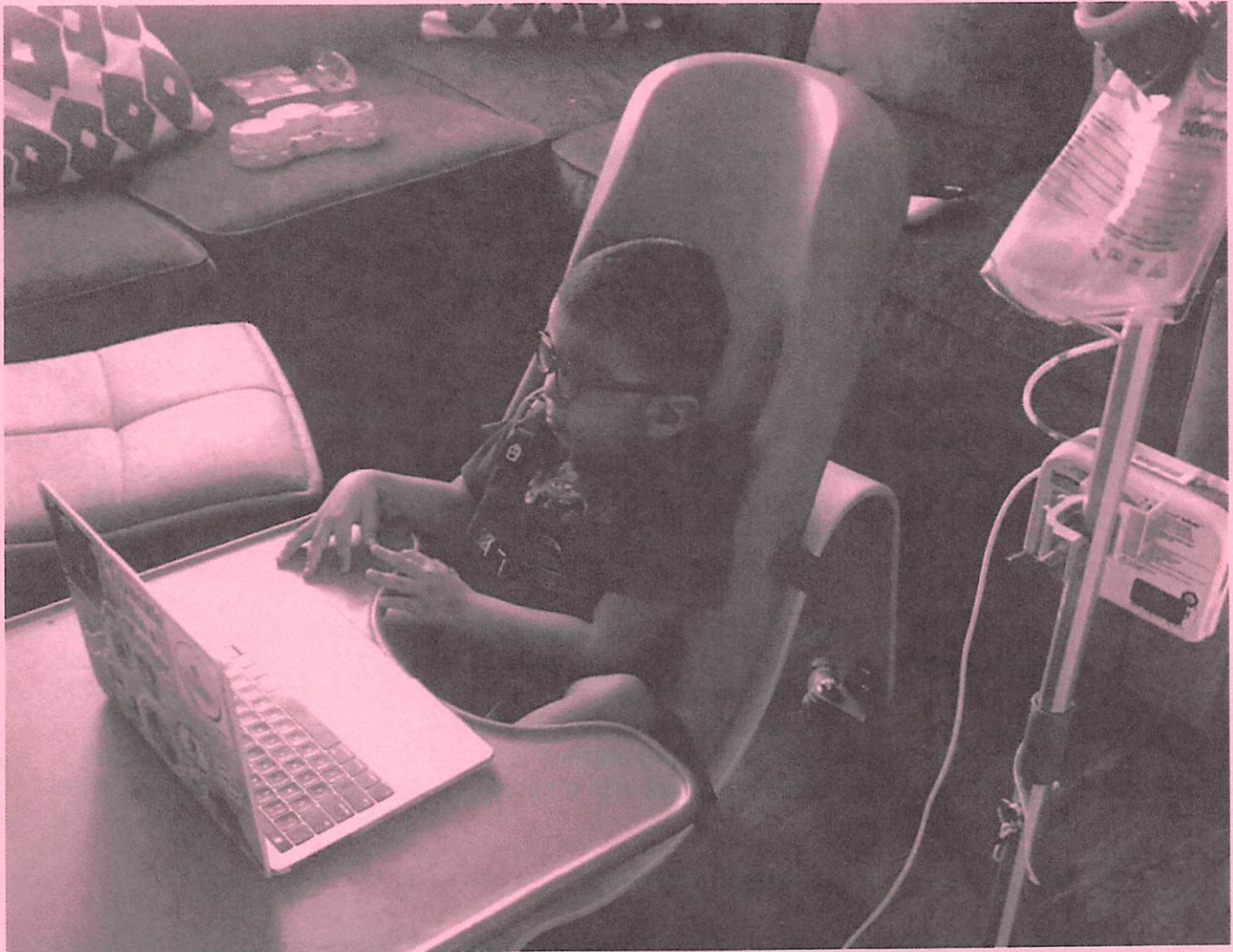
California COVID-19 Data

Total Cases: 538,416
 Hospitalizations: 5,932
 Deaths: 10,011



Amid Pandemic, Young Kids With Special Needs Missing Out On Services

By Claudia Boyd-Barrett • Aug 11, 2020



Gavin Alcala, 3, of Los Angeles participates in an online class through his day care, Centro de Niños. Photo courtesy of Melissa Alcala.

LOS ANGELES — Three-year-old Gavin Alcala was supposed to start preschool the day the Los Angeles Unified School District closed down.

Gavin has a rare genetic disorder that has caused partial blindness, epilepsy and developmental delays. Before he turned 3, the toddler, who cannot walk or talk, attended a special day care and received therapy through the East Los Angeles Regional Center. But under California's special education system, responsibility for

servicing children with disabilities typically switches to local school districts the day children turn 3.

That day for Gavin was March 13, just before schools in L.A. County and other parts of the state suspended in-person classes in response to the pandemic. The closures included Albion Street Elementary in Lincoln Heights, where Gavin was about to attend the Preschool for All Learners Special Day Program.

"We kind of got stuck in limbo," said Gavin's mother, Melissa Alcala. "No one knew who was supposed to service us."

Before turning 3, Gavin received occupational therapy, physical therapy, vision therapy, and speech therapy, all paid for by the regional center. Those therapies were supposed to be provided through the school district, along with preschool, once he turned 3. He also received feeding therapy through a private insurance plan, but the provider wasn't equipped to move the sessions online once the pandemic hit.

"Now," Alcala said, "it's all stopped."

Alcala is one of many parents of young children with special needs and other disabilities in Los Angeles County and beyond who have struggled to get services for their kids during the pandemic. Like Gavin, some of these children have lost supports such as occupational, physical and speech therapies because of inopportune timing. Since mid-March, California's complex special needs care system has struggled to move children from one program to another, parents and advocates said.

For other families, the challenges are more technical. Some families lack a computer or reliable internet connection to access therapy and educational support via telehealth. There are parents who don't speak English, which makes it hard to figure out how to access care under the new circumstances. In other cases, providers have closed programs altogether, been slow to transition to online services, or scaled back the programs they offered, leaving kids with a paltry version of the support they received before the pandemic.

Parents 'Don't Know What to Do Next'

Resource specialists for families with children with special needs recommended parents who are struggling to get services reach out to their local regional center or Family Resource Center for guidance. Those with children transitioning to or already in the public school system can also write to the special education director for their child's school or would-be school and request an appointment, experts said. Additionally, the California Department of Developmental Services recently issued a waiver allowing regional centers to continue providing services to children who have turned 3 during the pandemic. The waiver expires Aug. 15.

Even when families can get therapy and developmental help for their children online, some have found the process ineffective or difficult to manage, and dropped the supports altogether, professionals working with families said. That's especially true of parents struggling with other challenges related to the pandemic such as job loss and food insecurity, or those who have other children in the home to take care of, said Yvette Baptiste, executive director of the Eastern LA Family Resource Center, which helps families of children with disabilities in the East L.A. area connect with resources. These challenges in accessing and making use of telehealth are likely to disproportionately impact low-income families of color because of longstanding income and racial inequities, she said.

"A lot of the services have moved to telehealth, and there's an issue with access and understanding," Baptiste said. "Some of the parents have just said, 'No, that's alright, I don't want to do that,' and that means that their child isn't improving in their development."

The danger, advocates for children with special needs said, is that these kids are missing out on interventions at a critical moment in their lives. For all children, the period between birth and age 5 is a time of rapid physical and neurological development that lays the foundation for future well-being. For children with special needs and other health conditions, intervening early with supports such as socialization programs and occupational, speech, behavioral and vision therapy can dramatically improve their ability to navigate their challenges.

"The science and the research shows what the long-term impact looks like for children who are already at a disadvantage in their development and not receiving resources," said Crystal Smith, program manager at the McClaney Family Resource Center, which is tied to the South Central Los Angeles Regional Center. "It impacts school readiness, success in being able to reach and perform to their best ability in an educational setting. It prolongs the developmental delays, and creates additional stress for the child's family."

For Gavin, losing all his therapies has resulted in him forgetting many hard-won developmental gains. He no longer recognizes his favorite song about bumblebees from day care. Before the pandemic, he'd been making progress learning to taste and swallow food with his feeding therapist. Now he's having difficulty swallowing and has reverted to depending on a feeding tube, his mother said. He's also begun showing aggressive behaviors, such as slapping and pulling people's hair, which Alcala thinks might be a sign he needs more sensory stimulation.

"It's frustrating," she said. "I need a professional to guide me, to say, 'OK, this is what you should do, this is what you should try,' and that's not what we're getting right now. I'm Googling, I'm constantly contacting other parents and saying, 'Hey, what about this?' It's kind of hard to not know what to do next."

An Excuse Not to Serve Kids?

Carrie Lustig of Huntington Beach worries her son will also regress. Coby, 5, survived a stroke as a baby and has cerebral palsy, epilepsy and a visual impairment. Until last month, he received physical, occupational, speech and vision therapy online through a private school for children who are blind. That school shut down in July for reasons unrelated to the pandemic. Now Lustig is trying to get the same therapies through the public school system (the West County Consortium for Special Education), but said she's been told that can't happen until in-person classes resume.

Both she and Alcala said they felt the pandemic has been used as an excuse not to provide their children with needed services.

"Parents of kids with special needs, we're very frustrated right now," said Lustig. "We're usually a frustrated community as it is because of accommodations and school districts, and everybody tries to fight us ... Now, it's just taken on a whole new level."

Barbara Jones, a spokesperson for the Los Angeles Unified School District, said the district is still finalizing special education plans for the coming school year. In a statement to the school board in May, Superintendent Austin Beutner acknowledged the difficulty of transitioning students with special needs to online learning when they typically require intensive, hands-on support. Nevertheless, he said educators were working hard to create individualized education programs for online instruction for the almost 70,000 students in the district with learning differences and disabilities, especially those entering kindergarten.

"Everyone involved recognizes there's no substitute for a classroom setting but they are trying their best because every student deserves the best possible education, irrespective of circumstance," he said.

Meanwhile, other service providers and organizations that support young children with special needs said they're doing what they can to adapt. The Braille Institute's Los Angeles Center has a child development program that typically sends specialists to work one-on-one with children who are blind and visually impaired in their homes. During the pandemic, the institute has switched to online sessions, and created a series of activity printouts and demonstration videos showing parents how to work with children on their own, said Karen Nutt, director of child development services.

The McClaney Family Resource Center put together learning kits for families with young children with special needs who weren't able to continue getting services through telehealth, said Smith. The kits include a bilingual book, toy cars, a stuffed animal, paint and paint brushes. Staff members delivered the kits along with other basic need supplies such as laundry detergent to families hit hard by the pandemic, she said.

'Saturated With Zoom Meetings'

Engaging families remains a challenge. The Eastern L.A. Family Resource Center has moved its parent support groups online but is getting a much lower turnout than when

the groups were in-person, Baptiste said. Nutt said some of the families receiving support from the Braille Institute have turned down the online sessions.

"Sometimes parents get a little saturated with Zoom meetings," she said. "Because not only are we doing the Zoom meetings, but the occupational therapist is, the physical therapist, the infant development specialist. It gets a little tedious sometimes, and I can understand why a parent would just say, 'You know what, I need a break.'"

Suzanne Galindo, project manager at TASK (Team of Advocates for Special Kids) in Alhambra, part of a nationwide organization that provides training and guidance to families with children with special needs, said school districts are still required to follow individualized special education programs for students. The pandemic has created an unprecedented situation, but districts are complying with state guidance to provide virtual instruction until schools open, she said.

Melissa Alcala is hopeful Gavin will be able to start preschool in the fall. She said she's still waiting to get details from the school district. She recently learned the teacher he was supposed to have got laid off. In the meantime, she's managed to get the regional center to pay for one hour of instruction each week with his former day care until he starts preschool.

Alcala also worries about other families in her largely Latinx neighborhood that have children with disabilities. Unlike her, many don't speak English or know how the system for children with special needs works, she said. Some of them call her in tears asking for advice, she said.

"I can't help but feel there's such a disparity right now. Our kids are the last to be checked on," she said. "Even before the pandemic they were struggling to get services, and now with the pandemic it's even harder."

Claudia Boyd-Barrett reported this story with the support of the Fund for Journalism on Child Well-Being, a program of the USC Annenberg Center for Health Journalism. This story was produced in partnership with Disability Scoop.