

SAN GABRIEL/POMONA REGIONAL CENTER

June 15, 2021

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

Retrospective Rewind and Prospective Outlook

Before I began writing this report today, I could not resist my urge to look backward 12 months. At a time when all of us were concerned about the collapse of the service delivery infrastructure for people with developmental disabilities combined with added pressure to find regional center Operations budget savings (135.4 million dollars system wide) and to support service providers' efforts to somehow defray cost to find Purchase of Service budget savings (544.6 million dollars system wide).

The State of California's economic forecast was dire. Fortunately, regional centers' Operations and Purchase of service budget savings were suspended. Also, as time passed and the months continued to unfold before us, tax revenue projections increasingly improved, and there were whispers that the state's economy was showing signs of strong resilience. Now 12 months later, COVID-19 vaccines are available, the positivity rate for infections of COVID-19 in California has flattened or stretching the curve, and today, we received an announcement regarding public health policy that opened all streams of commerce with relaxed restrictions on wearing face mask, and practicing physical distancing.

When rewinding the past and comparing it against where we are today, our system of care is in a better space. Within a few weeks, Self-Determination will be available for all, children 3 to 5 years in age will receive regional center services under a provisional eligibility category and pathways will be created, supporting access to services for our deaf and hard of hearing community. Rest assured, we will be ready on July 1, 2021 to meet the needs of our community. These are exciting times. Indeed, today is a lovely day.

SG/PRC's Critical Business Functions

We are pleased to report that all critical functions including Intake/Eligibility, Client Services, Fiscal, Clinical, Human Resources, Quality Assurance and Information Technology are at optimal levels. Our remote workforce is at 75 percent with fluctuations. Ninety-Four percent (94%) of our employees are fully vaccinated.

We are implementing our gradual return to work strategy. Staff are required to voluntarily participate in our onsite COVID-19 testing clinic at least monthly, and more often if randomly selected. We offer onsite COVID-19 testing for staff and any member of our community on Tuesdays, Wednesdays, and Thursdays every week.

The SG/PRC business office has remained open to the public throughout the pandemic on an appointment only basis. We are currently working on a plan to lift the need to schedule an appointment before visiting the business office. Currently, all visitors are required to wear a face mask and pass a contactless electronic temperature screening device. Our porter sanitizes and disinfects our office space during business hours. This health and safety practice will remain in place after full re-opening of the business office.

We are very proud of our distinction of being the **only regional center throughout the pandemic** that has continued to safely provide in-person intake and eligibility services and early intervention service clinics. We have recently increased the volume of appointments for our onsite intake/eligibility and early intervention clinics. Additionally, we are sharing our practices and protocols with other regional centers to support their return to delivery of in-person intake and eligibility services.

We are pleased to report that throughout the pandemic, children and their parents continue to spend time with us, being greeted by SG/PRC staff, waiting in our lobby, and thereafter receiving diagnostic, counselling, clinical, early intervention and intake services.

The following reflects intake and eligibility data ending May 2021 (See Attachment A).

Early Intervention/Intake

1698 New Referrals
1420 Eligibility Reviews
66 Reactivations
1340 Children found eligible

Lanterman/Intake

320 New Referrals
1013 Eligibility Reviews
152 Reactivations
562 Eligible (Plus/EI transitions)

LA County COVID-19 Positivity Data

On June 13, 2021, according to Los Angeles County Department of Public Health statistics archived within its dashboard, the COVID-19 positivity rate within Los Angeles County is between 0.4% percent and the case rate is 0.7 per 100,000 individuals. In conformity with Los Angeles County data, SG/PRC's COVID-19 positive test results for individuals served, service provider staff, and SG/PRC staff are on a steady downward trend (See Attachment B).

SG/PRC's COVID-19 Testing Clinic

Our COVID-19 testing clinic is open every Tuesday, Wednesday, and Thursday for individuals served and their families, service provider staff and their families, and SG/PRC staff and their families. The clinic is held at the SG/PRC office from 9 a.m. to 11:30 a.m. (See Attachment C).

SG/PRC has a contract with the California Department of Public Health, and Partnership with Color and Valencia Laboratories through August 31, 2021. We are exploring the feasibility of extending our contract.

SG/PRC's COVID-19 Vaccine Clinics

We held an (in-office) Pfizer COVID-19 Clinic on May 27, 2021 at the SG/PRC business office. We vaccinated 120 people. Most of the individuals vaccinated were teenagers served by SG/PRC. On June 17, 2021, we will hold a follow-up clinic.

COVID-19 Vaccine Data

As required by the Department of Developmental Services (DDS) Directive, SG/PRC is collecting COVID-19 vaccine data. We are gathering vaccine data for individuals served. We are collecting the vaccine brand, whether or not the individual served is fully vaccinated, and whether or not the individual served demonstrated their choice to decline COVID-19 vaccines. SG/PRC's vaccine data collection efforts on a proportional basis remains at the top of the list of regional centers according to DDS Data, "COVID-19 Vaccination Data for Regional Center Consumers aged 16 and Up" at www.dds.ca.gov under [COVID-19 data](#).

SG/PRC's Budget FY 20/21 as of May 17, 2021

SG/PRC's Operations (OPS) Budget allocation for FY 20/21 is \$32,367,211 projecting at \$32,060,100 at the end of the fiscal year. Current month expenditures are \$2,351,196 and year to date expenditures are \$24,681,889.

SG/PRC's Purchase of Service (POS) Budget allocation is \$283,327,207. Current month claims are \$23,497,027. Year to date expenditures estimates \$217,910,979. We are projecting a reserve reflecting \$6,482,651.

Department of Developmental Services (DDS)

On May 26, 2021, all regional centers including SG/PRC received a DDS Directive regarding vendor independent reviews and audit compliance. Welfare & Institutions Code Sections 4652.5 (c); 4652.5(d) and 4652.5 (h), includes claim thresholds requiring service providers to obtain a financial review and report or an audit and an audit report to be completed by an independent entity and thereafter submitted to the regional center, while allowing exemptions when certain conditions are satisfied. In addition, the regional center is required to notify DDS if a report or audit requires a resolution from the service provider that impact regional center services.

We received a list of service providers that are not in compliance with the above requirements. Within 60 days, all regional centers are required to create a plan and describe specific steps that will be taken by the regional center to achieve compliance (See Attachment D).

On June 10, 2021, we received correspondence from DDS regarding SG/PRC's audit requirements as specified in contract. All regional centers are required to conduct a minimum number of audits within specific vendor categories. The purchase of service threshold is at \$100,000. For Fiscal Year 2021-2022, SG/PRC is required to compete at least 13 service provider audits (See Attachment E).

Department of Developmental Services DRAFT Framework /American Rescue Plan Budget

DDS has created the framework for an impressive budget plan with specific investments to protect the service delivery infrastructure, modernize technology, increase access to information, furtherance of equity endeavor and structures, affordable housing investments, and the protection of due process rights. This draft is subject to change as guided by stakeholders' input and recommendations. The following offers details of the current framework.

1. Direct Support Professional (DSP) Workforce Investment (\$215M)
 - a. \$500 retention bonuses for DSPs
 - b. \$500 sign-on bonuses for DSPs
 - c. Education bonuses for completion of trainings
 - d. A statewide Employee Assistance Program for DSPs
2. Community Navigator/Implicit Bias Training (\$75M with \$11M GF ongoing)
 - a. Implicit bias training for all RC staff
 - b. Implicit bias training for provider staff
 - c. Triple the size of the proposed Community Navigator Program proposal through the Family Resource Centers ongoing
3. IDD Consumer Navigation Portal (\$7M with \$500k GF ongoing)
 - a. Online portal to provide people with RC and generic agency information
 - b. On-demand (online) family education series
4. Affordable Housing for Individuals Who Have IDD (\$150M)
 - a. \$100M for establishment of housing set asides
 - b. \$50M for housing subsidies
5. Family Home Agency (\$61.7M)
 - a. Pass through funds for Family Home Agency providers, including differentials for multi-lingual or multi-cultural families

6. Coordinated Family Support (\$125M with \$25M GF ongoing)
 - a. 3-year pilot to assist families of adults living in the family home in coordinating the receipt/delivery of multiple services (e.g., IHSS, personal assistance)
7. Reimagine Work Activity Programs (\$15M)
 - a. Time limited support to help those attending Work Activity Programs to transition to Paid Internship Programs or Competitive Integrated Employment
8. Enhanced Community Integration for Children and Adolescents (\$50M)
 - a. Grants to parks and recreation departments to develop integrated and collaborative social recreational activities
9. Capacity Expansion for the Deaf Community (\$15M)
 - a. Communication assessments
 - b. DDS deaf services consultant
 - c. Statewide training
10. Accelerate Service Coordinator Recruitment and Hiring (\$45M)
 - a. Funding for 400 service coordinator and 40 supervisor positions in FY 2021-22
11. Outcomes-Based System (\$15M)
 - a. A contractor would work with the Department to design a system that establishes an alternative payment system driven by consumer outcomes
12. Modernize Regional Center Information Technology Systems (\$120M)
 - a. Replace UFS accounting system
 - b. Standardized consumer electronic records management system that will allow people served by regional centers and their families to access records through an online portal
13. Organizational Change Management (\$20M)
 - a. Assistance for DDS and RCs to manage the volume of change expected
14. Person-Centered Planning (\$26M)
 - a. Funding for approximately 15,000 comprehensive person-centered plans per year for three years

15. Support Development of New Community Services and Supports (\$30M)

- a. \$10M per year for three years for new and innovative pilot development with the following priorities: first-responder training, resources for underserved populations, services that are culturally and linguistically sensitive, enhance pathways for employment (College to Career) and services that promote independence (employment)

16. Ombudsperson Office and Restructure (\$20M with \$1.5M GF ongoing)

- a. Establish an Ombudsperson's Office at DDS
- b. Redesign the appeal and Fair Hearing process

Association of Regional Center Agencies (ARCA) Updates

The Association of Regional Center Agencies (ARCA) represents the 21 non-profit regional centers that advocate on behalf of and coordinates services for California's over 350,000 people with developmental disabilities. The Association functions as a leader and advocate in promoting the continuing entitlement of individuals with developmental disabilities to achieve their full potential and highest level of self-sufficiency. The Association participates in the development of public legislative policy that impact individuals with developmental disabilities and their families.

ARCA has diligently informed lawmakers with public policy framework with laser focus on encouraging better services outcomes through funding Service Coordinator positions, stabilization of the entire service delivery system through implementation of rate adjustments, and investments in service delivery choice and equity initiatives.

Throughout the proposed budget cycle and May Revise, ARCA has kept us informed regarding outcomes of Legislative budget agreements, and the budget positions of the Legislative Analyst Office. ARCA has informed us that the Legislature has met its Constitutional deadline. Currently, we are awaiting the release of the final budget deal, principally a compromise between Legislative leaders and the Administration.