

SAN GABRIEL/POMONA REGIONAL CENTER

September 16, 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

SG/PRC Critical Business Functions

Our remote workforce is 90% as we remain committed to delivery of essential intake and eligibility services. SG/PRC continues to lead the way, as SG/PRC remains alone as the only regional center that has delivered intake and eligibility services without modifications throughout the COVID-19 health pandemic. We are very proud of this important distinction.

Our office is closed to the public, and remains open for scheduled appointments. Our critical business functions, including Intake and Eligibility, Fiscal Services, Client Services, Clinical Services, Human Resources, and Information Technology, are meeting the needs of our stakeholders. SG/PRC employees have adapted well to our new business model and have demonstrated flexibility in making adjustments to the frequent shifts in how Individual Family Service Plan or Individual Program Plan services are to be delivered and or claimed during the COVID-19 health pandemic.

All staff, Consultants and visitors are required to wear a face mask, pass a temperature check before entry, and practice |six feet| physical distancing when within the SG/PRC office. The office is cleaned and sanitized throughout business hours and after business hours. As an additional layer of protection, we are implementing restrictive zones of entry within internal departments to protect our ability to perform critical business functions at optimal levels.

CFO Announcement

We are pleased to announce Mr. Roy Doronila as our Chief Financial Officer (CFO) effective September 14, 2020. Mr. Doronila has over 40 years of regional center experience in fiscal operations. Mr. Doronila has served as the CFO for (4) regional centers beginning 20 years ago at SG/PRC, including ACRC, NBRC and more recently retiring as the Chief Operating Officer with SCLARC. Mr. Doronila has acquired unparalleled specific regional center expertise, concurrently acquiring a diverse array of hands on experience with regional centers' fiscal systems, procedures, policies, asset protection devices, budgetary/ projection models, and regulatory/statutory requirements. Mr. Doronila's goal is to modernize SG/PRC's fiscal systems, practices, projection models, and policies while developing talent within to assure SG/PRC's fiscal services deliver optimal service outcomes for the long-term.

Director of Client Services Announcement

We are equally pleased to announce Mrs. Daniela Santana as our Director of Client Services effective September 14, 2020. Mrs. Santana is a homegrown leader developed within SG/PRC. Mrs. Santana has served our San Gabriel/Pomona Regional Center (SC/PRC) community for at least 21 years in the roles of Service Coordinator, Fair Hearings Specialist, and more recently as Behavioral Services and Fair Hearings Manager. Mrs. Santana’s educational background includes a Bachelor of Arts in Applied Business Management, Master of Arts in Human Resource and Organizational Development, Master of Arts in Teaching, and she is a Board-Certified Behavior Analyst (BCBA).

Mrs. Santana has deeply anchored Service Coordinator beliefs, demonstrated through her relentless advocacy to assure choice, preference and equity are always delivered as a result of decisions that are made related to funding and securing services that promote self-sufficiency, inclusion, and normalcy for individuals served in all aspects of daily life. Without fail, Mrs. Santana will roll up her sleeves, and step in the front of the line..... ahead of everyone else to help any endeavor that supports our shared mission of service for our community.

Current California Wildlife Fires

There are 20 wildfires impacting (7) regional centers, including ACRC, CVRC, FNRC, IRC, RCRC, SDRC, and SG/PRC. In particular, the Bobcat fire is impacting cities within SG/PRC’s service region. The Bobcat fire is at 3% percent containment.

An evacuation order was issued on September 13, 2020 for sections of the city of Arcadia. There were (3) individuals served with their families that were required to evacuate, (1) SG/PRC employee that voluntarily evacuated with his family, and (7) SG/PRC employees that live within impacted areas that are on an alert status.

There are no Family Home Agencies vendored through SG/PRC within the impacted areas. However, there is a residential facility (census 50) and at least (5) individuals served supported within independent living arrangements in the impacted area.

SG/PRC representatives have made phone contact with the individuals served and their families and the facility administrator or caregivers to assess current service needs and to assure any unmet needs are met, and to confirm viable relocation plans have been developed. Everyone is safe and well.

COVID-19

On July 28, 2020, Governor Newsom announced a 4-tier model for Counties to reopen specific business sectors. Movement between tiers is based on the overall positivity rate and the daily new cases per 100,000 individuals tested. The 4-tier model, includes widespread, substantial, moderate and minimal (please see COVID19.CA.GOV). Los Angeles County is within the “widespread” tier, with a positivity rate less than 8% and greater than (7) positive cases per 100,000 tests.

According to data, archived within the Los Angeles County Public Health Dashboard, the 7-day average testing positivity rate ending September 6, 2020 is 3.4% (see publichealth.lacounty.gov), through 8:00 p.m. on September 13, 2020.

Los Angeles County meets one prong of the two-prong metric (4-tier model), “widespread” for movement to a lower tier. However, the second prong has not been met, because Los Angeles County has daily new COVID-19 cases above (7) per 100,000 tested, currently at (16)more than twice the prescribed indicator. At first glance the testing data collected and reported demonstrates we have made significant progress. However, the lag factor remains unaccounted. Testing results over the next (14) days will give us a more accurate measurement of the extent of progress we have made through our collective efforts.

SG/PRC Workplace Exposure

There have been zero incidences of potential exposure of COVID-19 within the workplace. There are no incidences of potential exposure to report since my prior report dated July 22, 2020.

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 triaging COVID-19 residential settings hot spots, with quality assurance, nursing supports clinical supports, and leadership oversight that coordinate optimal use of allocated resources.
3. We are partnering with the Local Public Health Department, Department of Health Care Services and the Department of Developmental Services in alignment of resources, technical support, and prevention strategies to manage the spread of COVID-19 in residential settings.
4. We are meeting every Monday through Zoom with our Vendor Community for review of Department of Developmental Services (DDS) Directives, public health policy guidance and updates, Best Practices, and planning for re-entry of service delivery (averaging 230 participants).
5. We are meeting every Tuesday through Zoom with the SG/PRC Community to clarify the meaning of DDS Directives, and to connect families with SG/PRC resources and resources available in our community (averaging 150 participants).
6. We have distributed 150,000 pieces of Personal Protective Equipment.
7. We completing special incident reports and conducting COVID-19 surveillance.
8. We are conducting remote quality assurance visits, facility inspections, and investigations.
9. We are providing daily clinical and nursing consultation and supports for individuals served.
10. We are reviewing and approval reengagement alternative service delivery plans.
11. We are monitoring budget policy and legislation impacting the developmental services system.

Re-Engagement of Non-Residential Service Delivery

The Department of Developmental Services (DDS) issued a directive dated August 31, 2020 (see attachment) offering both a framework for non-residential service delivery and a new funding methodology pivoting from the retainer payment model. Telehealth therapies are defined as traditional services under most circumstances. Aply, traditional non-residential services, in person are not impacted by this directive.

This directive requires compliance with a certification process, and specific billing procedures, disallows absence billing, and requires some form of service delivery. DDS representatives are creating a frequently asked questions document specifically for individuals served and their families to inform them of their rights as the decision maker, offering an overview of the types of services that are included, and the process that regional centers and service providers are required to implement before “Alternative Services” are delivered.

The SG/PRC Community Services Team is currently receiving and reviewing Service Provider’s Program Design addendums or modifications related to “ Alternative Services” and are approving Program Designs that are not vendored as licensed day program settings. SG/PRC’s approval of COVID-19 Program Design modifications [Alternative Services] for licensed settings are held in abeyance until Community Care Licensing Division Officials’ issues guidance related to census, square footage, and social cohort restrictions.

All non-residential services aside from Telehealth therapies that are modified or changed are defined as “Alternative Services” and fall within the scope of this DDS directive and will be part of a modified rate structure effective November 1, 2020.

Regional Center Reporting Requirements Pursuant to Contract

All regional centers are required report to the Department of Developmental Services (DDS) on a monthly basis ongoing, any minor or non-minor dependent resident of California residing out of state, when their services are not funded by the regional center and any minor at risk of out of state placement. Also, within (3) business days regional centers are required to report to DDS any known occurrences of an individual served residing for (5) days or more in an emergency room or psychiatric facility, and any unaccompanied minor residing in a shelter (see attachment, DDS Letter, August 31, 2020).

SG/PRC Budget 19/20

Our Purchase of Services (POS) budget shows a year-end balance of \$3,257,957. Our Operations budget (OPS) projects within our FY 19/20 budget allocation year-end. Our (OPS) CPP budget will result in a deficit year-end resulting from a fixed allocation methodology applied against staff salaries and benefits.

SG/PRC Budget 20/21

Our (POS) budget encumbrances have begun to accrue beginning August 1, 2020, establishing the base projection model that will frame future expenses. Mr. Doronila, CFO is conducting an analysis of prior year (OPS) expenses comparing growth allocation and projected cost moving forward. Preliminary analysis, projects that anticipated costs non COVID-19 related will remain within our budget allocation.