



Service Provider Advisory Committee (SPAC) Meeting

October 15, 2024



Agenda

- Welcome-Angie Rodriguez
- SPAC Sub-Committee Chair Updates
- Annual Survey Review - Mary Hernandez
- Community of Practice update - Daisy Bejarano
- Special Incident Reporting – Brenda Bane
- Budget Update - Judy Wada
- HCBS Update – Brian Carrillo
- Provider Directory - Elizabeth Garcia Moya
- Ride Health Update - Elizabeth Garcia Moya
- Clockwork FMS Update - Elizabeth Garcia Moya
- Family Resource Center- Maria Elena Walsh
- Service Provider Announcements




SPAC Sub-Committee Chair Updates

- Early Start – Sharon Oh
- Residential Services – Bertha Martin
- Day Program – Diane Sanka
- Employment Services – Lindsey Stone
- Support Services - Paul Quiroz
- Transportation – Baldo Pasetta
- Supported Living Services – Rafael Carbajal



Annual Survey Review

Mary Hernandez, Director of Case Management
Support Services



Individual and Family Experience and Satisfaction Survey FY 23-24: Results for Diversity of Provider Questions

Results Presented at Harbor Regional Center
Service Provider Advisory Committee

October 15, 2024

Background

- Harbor's Strategic Plan – 2023-2026
- Focus Areas, Goals and Objectives Related to Survey
 - Improve Individual and Family Experience and Satisfaction
 - Enhance Service Coordination
 - Increase Resource Development**
- Department of Developmental Services' Regional Center Performance Measures

***Purpose of today's SPAC presentation is to share results specifically about the Resource Development Focus Area.*

Background (cont'd)

- Survey Process
- Video message from Executive Director
- Harbor Happenings article
- Emailed and/or mailed surveys in preferred languages to all individuals and families receiving Harbor services (excluded those going through intake process)
- Survey available mid-May to mid-June
- Called respondents who requested it at the end of the survey (n=122)

Respondents' Demographics

- 721 respondents (statistically representative sample)
- Majority were family members of those served by Harbor (66%)
- Almost 50% have been served by Harbor for 10+ years
- 60% represented individuals served who were 22 or older
- Ethnicity aligned with Harbor's overall population except:
 - Hispanic community was underrepresented (38% compared to 45%)
 - Asian community was overrepresented (20% compared to 14%)
- Primary language aligned with Harbor's overall population:
 - English – 78% (overall 81%)
 - Spanish – 14% (overall 17%)



Diversity of Service Providers

Diversity of Harbor's Provider Community	Agree	Strongly Agree
I had several providers to choose from before deciding who could best meet my needs and preferences.	27%	37%
My service providers support me in a way that respects my culture.	31%	59%
My service providers communicate with me in my preferred language.	25%	70%

Diversity of Harbor's Provider Community	Agree	Strongly Agree
My service providers give me information and materials that are easy to understand.	26%	64%
My service providers have staff from different cultures who speak different languages.	27%	50%
I believe Harbor has service providers who can meet the different cultural and language needs of our community.	30%	55%

Next Steps

- Preparations are underway to translate and share the results with our community more broadly (e.g., on website).
- Ongoing work on developing infrastructure to gather information about the cultural, linguistic and geographic capacity of our service provider community.
 - Update on the survey sent to providers earlier this year.
- Using what we've learned to expand resources as part of Harbor's Strategic Plan.
- Finding ways to educate our community about the diversity of our provider community.



Community of Practice: Quarter in Review

Daisy Bejarano, Person Centered Practices Manager





Overview



What is currently going on with the Harbor Community of Practice (CoP)?

What is coming up in the Community of Practice (CoP)?

Who is invited? Why should I attend?

**How do I register for upcoming Community of Practice (CoP) events?
How do I learn more?**

Latest Happenings in the Community of Practice



- **July-August**
Steering Committee met monthly in preparation of CoP launch
- **September 5th**
CoP Deep Dive took place at HRC Torrance
- **September 23rd**
Steering Committee met to debrief after CoP Deep Dive and prepare for upcoming CoP Coaching Circles
- **October 3rd and 4th**
Community of Practice Coaching Circles took place remotely
- **October 21st**
Steering Committee will meet to debrief from Coaching Circles and prepare for Taking Action
- **November 5th**
CoP Taking Action will take place remotely





COMMUNITY OF PRACTICE: DEEP DIVE

- Took place at Harbor Torrance on September 5th
- Introduced HCBS requirements #1 and #8

- 53 people registered, 42 people attended
 - 21 Harbor Staff
 - 14 Service Providers
 - 3 Parents of Someone Served
 - 4 Unidentified Affiliation

COMMUNITY OF PRACTICE: COACHING CIRCLES

- Took place remotely on October 3rd and 4th
- Talked about successes and barriers around HCBS requirements #1 and #8
 - 10 participants attended October 3rd
 - 16 participants attended October 4th
 - Participants included individuals served by Harbor, parents, residential providers, day program providers, and Harbor staff



Join Us!

Taking Action

November 5th from 10am to 11:30am via Zoom

Reflect on what we have tried and learned. Receive practical resources and tools to create teachable moments within your organization.

Deep Dive

December 12th from 9am to 12pm at Harbor Torrance

We will dive into requirements #2 and #6. Explore what needs to be changed and what is possible! Take a closer look at these HCBS requirements and explore person centered approaches to help make these a reality.

Coaching Circles

January 6th and 7th times vary via Zoom

Join a small group of peers to discuss opportunities and obstacles in relation to HCBS requirements #2 and #6. Identify what is working and not working, what is possible, and next steps.

Quarterly Schedule

Quarter 1-September-November 2024

HCBS Requirement #1: Being part of the community

HCBS Requirement #8: Choosing your schedule

Quarter 2-December 2024-February 2025

HCBS Quality Requirement #2: Choosing where and how to live

HCBS Quality Requirement #6 Tenant Rights

Quarter 3-March-May 2025

HCBS Requirement #3: Having privacy, dignity, and respect

HCBS Requirement #7: Privacy at Home

Quarter 4-June-August 2025

HCBS Requirement #4: Independence

HCBS Requirement #9: Rights to visitors

Quarter 5-September-November 2025

HCBS Requirement #5: Choosing supports and who provides them

HCBS Requirement #10 Accessibility at home

WHAT WILL I LEARN?

- Take the HCBS requirement from paper to practice
- Use person centered approaches
- Discuss opportunities and challenges
- Explore practical tips
- Share insights and ideas



WHO IS INVITED?

Anyone in the Harbor community interested in learning practical skills, sharing ideas, and creating community in order to offer support and encouragement.



YOUR HCBS COMMUNITY OF PRACTICE

MOVING FROM PAPER TO PRACTICE

Use person-centered practices to turn HCBS requirements into action.

It's ok if you don't have it all figured out.

We can do this together.

[Click here or Scan to receive more information about upcoming Community of Practice sessions.](#)



You're invited to join others in your community to explore how to use person-centered approaches to put Home and Community Based Services (HCBS) quality standards into action, taking them **From Paper to Practice**.

HRC, in partnership with Helen Sanderson Associates USA, is hosting this Community of Practice to discuss opportunities and challenges, explore practical tips, and share insights and ideas for supporting people to be more involved in their community.

DEEP DIVE

September 5
9:00 AM-12:00 PM

We meet in person to explore what needs to change and what more is possible. Together we'll take a closer look at HCBS requirements and explore person-centered practices that will help you and your team support people in making connections in their community.

COACHING CIRCLES

October 3/4
Times vary

Remotely join a small group of peers within your same service type to discuss opportunities and obstacles in relation to the HCBS requirements. Identify what's working and not working, and possible next steps for your organization.

TAKING ACTION

November 5
10:00 AM - 11:30 AM

We come back together over Zoom to reflect on what we have tried and learned. You will receive practical resources and tools to create teachable moments within your organization.

What is a Community of Practice?

A Community of Practice is a group of people who "share a concern or a passion for something they do and learn how to do it better as they interact regularly.

Why should I attend?

You will meet other people and be introduced to ideas and practical skills. Together you will build a "community" that can share tips and resources, help solve problems and offer peer support and encouragement.

Questions? Contact Holly@helensandersonassociates.com

YOUR HCBS COMMUNITY OF PRACTICE

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[Click here or Scan to receive more information about upcoming Community of Practice sessions.](#)



You're invited to join others in your community to explore how to use person-centered approaches to put Home and Community Based Services (HCBS) quality standards into action, taking them **From Paper to Practice**.

HRC, in partnership with Helen Sanderson Associates USA, is hosting this remote Community of Practice to discuss opportunities and challenges, explore practical tips, and share insights and ideas for supporting people to be more involved in their community.

DEEP DIVE

We meet **in person** to explore what needs to change and what more is possible.

September 5
December 12
March 3
June 5
September 4

9:00 am - 12:00 pm

COACHING CIRCLES

Come together with a group of peers within your service type for 90 minutes to discuss opportunities and obstacles.

October 3, 4
January 6, 7
April 3, 4
July 1, 2
October 2, 3

Times vary

TAKING ACTION

We reflect on what we have tried, learned, and discovered and how to bring it back to our organizations.

November 5
February 6
May 1
August 7
November 6

10:00 am - 11:30 am

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RSVP Today!



**Scan to RSVP for Harbor's CoP Take Action on
November 5th and learn more about future
sessions!**



Special Incidents

Brenda Bane, Manager of Rights and Quality Assurance

SIR Training for Service Providers

- 2 times per year in collaboration with DCS
- October 10, 2024 via Zoom: 200+ participants
- Focus on reinforcing timelines
 - Verbal notification within 24 hours
 - Written notification within 48 hours
- If an individual under the care and supervision of a service provider receives medical attention (ex: ambulance, urgent care, ER, hospitalization, etc.), there needs to be an SIR
 - Assists with Medi-Cal claims and identifying potentially missing SIRs

ENCLOSURE 3

SEPTEMBER 2024 VENDOR SUMMARY OF SIR TIMELINESS

REGIONAL CENTER	CURRENT MONTH		3 MONTH TREND			PAST/CURRENT MONTH CHANGE	ROLLING 12 MONTH
	(1) Total Number of Incidents Submitted in 8/24	(2) Number of Incidents Submitted Within 48 hrs in 8/24	(3) Percentage of Incidents Submitted Within 48 Hours in 8/24	(4) Percentage of Incidents Submitted Within 48 Hours in 7/24	(5) Percentage of Incidents Submitted Within 48 Hours in 6/24	(6) Difference in Percentage of Incidents Submitted Within 48 Hours 8/24 to 7/24	(7) Percentage of Incidents Transmitted Within Two Business Days from 9/23 to 8/24
ACRC	244	210	86%	87%	88%	0%	89%
CVRC	215	183	85%	89%	92%	-4%	86%
ELARC	31	24	77%	79%	85%	-2%	83%
FNRC	88	73	83%	84%	82%	-1%	84%
FDLRC	49	40	82%	90%	92%	-8%	87%
GGRC	53	41	77%	85%	93%	-7%	85%
HRC	55	37	67%	74%	78%	-7%	76%
IRC	391	335	86%	88%	90%	-3%	86%
KRC	130	113	87%	97%	87%	-10%	90%
NBRC	68	56	82%	89%	89%	-7%	89%
NLACRC	104	87	84%	86%	85%	-2%	87%
RCRC	72	60	83%	81%	76%	3%	82%
RCOC	134	90	67%	69%	71%	-2%	66%
RCEB	120	108	90%	95%	84%	-5%	87%
SARC	147	130	88%	93%	85%	-5%	88%
SDRC	162	139	86%	86%	81%	0%	84%
SG/PRC	70	62	89%	89%	89%	0%	89%
SCLARC	53	45	85%	92%	85%	-7%	87%
TCRC	109	94	86%	89%	89%	-3%	85%
VMRC	111	103	93%	91%	88%	2%	89%
WRC	65	52	80%	83%	78%	-3%	83%
Statewide	2,471	2,082	83.0%	86.4%	85.1%	-3.3%	84.9%

Title 17, Section 54327 regulations require vendors and long-term health care providers to report special incidents to regional centers within 24 hours of learning of the occurrence, and to provide a written report of the incident within 48 hours. This report tracks compliance with the 48-hour requirement.

Column Descriptions

- (1) Total number of incidents submitted to the regional center by vendors and long-term health care providers.
- (2) Total number of incidents submitted to the regional center within 48 hours of the incident date.
- (3) Percent of incidents submitted to the regional center within 48 hours of the incident date .
- (4) Percent of incidents submitted to the regional center within 48 hours incident date - Previous month.
- (5) Percent of incidents submitted to the regional center within 48 hours of the incident date - Two months prior.
- (6) Difference in percentage from previous month for incidents submitted within 48 hours of incident date.
- (7) Percent of all incidents over the past 12 months submitted to the regional center within 48 hours of the incident date.

ENCLOSURE 2

SEPTEMBER 2024 REGIONAL CENTER SUMMARY OF SIR TIMELINESS

REGIONAL CENTER	CURRENT MONTH		3 MONTH TREND			PAST/CURRENT MONTH CHANGE	ROLLING 12 MONTH
	(1) Total Number of Incidents Transmitted in 8/24	(2) Number of Incidents Transmitted Within Two Business Days in 8/24	(3) Percentage of Incidents Transmitted Within Two Business Days in 8/24	(4) Percentage of Incidents Transmitted Within Two Business Days in 7/24	(5) Percentage of Incidents Transmitted Within Two Business Days in 6/24	(6) Difference in Percentage of Incidents Transmitted Within Two Business Days 8/24 to 7/24	(7) Percentage of Incidents Transmitted Within Two Business Days from 9/23 to 8/24
ACRC	244	215	88%	88%	68%	0%	81%
CVRC	215	202	94%	95%	91%	-1%	95%
ELARC	31	28	90%	71%	90%	19%	88%
FNRC	88	83	94%	97%	94%	-3%	93%
FDLRC	49	44	90%	85%	78%	4%	85%
GGRC	53	42	79%	77%	69%	2%	84%
HRC	55	52	95%	98%	99%	-4%	95%
IRC	391	330	84%	88%	75%	-4%	87%
KRC	130	129	99%	99%	94%	0%	96%
NBRC	68	57	84%	92%	85%	-8%	86%
NLACRC	104	98	94%	93%	87%	1%	92%
RCRC	72	69	96%	90%	95%	5%	93%
RCOC	134	127	95%	85%	86%	10%	90%
RCEB	120	88	73%	71%	68%	2%	76%
SARC	147	138	94%	95%	95%	-2%	93%
SDRC	162	149	92%	88%	87%	4%	91%
SG/PRC	70	61	87%	85%	92%	2%	92%
SCLARC	53	45	85%	93%	87%	-8%	92%
TCRC	109	106	97%	95%	99%	2%	96%
VMRC	111	89	80%	78%	75%	2%	81%
WRC	65	58	89%	92%	94%	-2%	91%
Statewide	2,471	2,210	89.5%	88.4%	86.1%	1.1%	89.3%

Title 17, Section 54327 regulations require regional centers to transmit all reportable incidents to the Department within two business days following receipt of the report from vendors and long-term health care (LTHC) providers.

Column Descriptions

- (1) Total number of incidents transmitted by the regional center to the Department.
- (2) Total number of incidents transmitted within two business days of being notified by the vendor or LTHC provider of the incident.
- (3) Percent of incidents transmitted within two business days of being notified by the vendor or LTHC provider of the incident.
- (4) Percent of incidents transmitted within two business days of being notified by the vendor or LTHC provider of the incident - Previous month.
- (5) Percent of incidents transmitted within two business days of being notified by the vendor or LTHC provider of the incident - Two months prior.
- (6) Difference in percentage from previous month of incidents transmitted within two business days of being notified by the vendor or LTHC provider.
- (7) Percent of all incidents over the past 12 months transmitted to the Department within two business days of being notified by the vendor or LTHC of the incident.

DDS Notice of Proposed Amendments to Regulations for SIR

- Incorporate definitions and provide clarifications for consistency of special incident reporting across all regional centers
- Rulemaking Documents Posted: September 20, 2024
- Open Comment Period: September 20, 2024 – November 13, 2024
- Public Hearing: November 13, 2024 at 11am (register on DDS website)

Proposed Regulation Changes

- More categories for reporting an individual as a victim of a crime, including fraud and identity theft
- Definitions for categories of neglect, including failing to prevent 2 or more falls within 30 days
- More categories for reporting serious injuries/accidents, including bruising and pressure injuries
- Reporting unplanned hospitalizations related to bowel obstruction

Risk Management Symposium

- DDS is hosting a symposium for staff from the regional centers to learn more about risk management and risk mitigation
 - October 22-23, 2024
- HRC staff will be attending with the goal of developing better practices for risk mitigation to better support service providers and case management staff



Budget Update / Rate Implementation

Judy Wada, Chief Financial Officer

Rate Study Implementation

4/1/2022

- 25% of difference between March 31, 2022 and applicable rate model

1/1/2023

- 50% of difference between March 31, 2022 rate and applicable rate model

1/1/2025

- Full implementation of rate models with 2 payment components:
 1. Base Rate equaling 90% of the rate model
 2. Quality Incentive Program component of up to 10% of the rate model

Rate Study Implementation–continued

Rate Study Implementation also includes:

- Creation and consolidation of service codes
- Changes to billing units

DDS Hold Harmless Policy

- Hold harmless policy for providers whose 1/1/2023 rates exceed 90% of the rate model until 6/30/2026, after which time base rates shall be adjusted to the base rates for other providers in that service category and region.

Rate Study Implementation—continued

Keep Informed!

www.dds.ca.gov

Vendors / Rate Reform / Rate Reform Directives and Updates

[Rate Reform Directives and Updates : CA Department of Developmental Services](#)

Vendors / Rate Reform / Meeting Information

[Meeting Information : CA Department of Developmental Services](#)

www.harborrc.org

Service Providers

[Service Providers - Harbor Regional Center \(harborrc.org\)](#)

Rate Reform section coming soon!

DSP Training Stipend

Last day to complete courses was 8/31/2024!

Total DSP Stipends	\$5,297,900	6,836 Stipends
HRC Paid thru August	\$4,563,975	
Remaining due	\$733,925	Pending Service Provider confirmation

- 8,368 Courses Completed
- 3,496 DSPs Participated
- 322 Vendor Numbers (Programs)

QIP—Delivery of Early Intervention Services

Calendar Year 2024

- Newly authorized EI service to child less than 3 years in the ES Program
- DDS use data from the Client Master File, POS data, and eBilling to determine number of days from authorization to first instance of service
- CY 2024 Q1 Report received from DDS 10/4/2024 *

QIP Early Intervention Incentives	
Within 16-20 days	\$100
Within 11-15 days	\$200
Within 1-10 days	\$300

QIP—Delivery of Early Intervention Services continued

Enclosure C - Table of Eligible Service Codes and Descriptions

Service Code	Service Description
28	Socialization Training Program
48	Client/Parent Support Intervention Training
56	Interdisciplinary Assessment
63	Community Activities Support Services
102	Individual or Family Training Services
103	Specialized Health, Treatment & Training Services
108	Parenting Support Services
112	Communication Aides
116	Early Start Specialized Therapeutic Services
612	Behavior Analyst
615	Behavior Management Assistant
620	Behavior Management Consultant
625	Counseling Services
672	Education Psychologist

678	Teacher of Special Education
693	Music Therapist
706	Audiology
707	Speech Pathology
720	Dietary Services
730	Hearing & Audiology Facility
742	Licensed Vocational Nurse
744	Registered Nurse
745	Orthoptic Services
750	Orthotic & Prosthetic Services
772	Physical Therapy
773	Occupational Therapy
785	Clinical Psychologist
805	Infant Development Program
810	Infant Development Specialist
851	Child Day Care
854	Home Health Agency
862	In-Home Respite Services Agency

DSP Bi-/Multi-Lingual Pay Differential Program

- Eligibility similar to DSP Training Stipend
- Monthly differential to DSPs who communicate in a language or medium other than English as part of their regular job duties:

1 Language	\$100
2 Languages	\$200
- Employer receives \$125 for gross wages and employer-rated costs
- Pilot started May 2024. DDS directive pending.

Costco/Harbor Regional Center Flu Vaccination Clinic

Wednesday, October 16, 2024
9:00 am to 1:00 pm

Conference Room A4
21231 Hawthorne Blvd, Torrance, California 90503
Schedule your appointment today

- Open to the public
- No out-of-pocket cost
- Bring proof of medical insurance
- Kaiser insurance not accepted



Thank you for helping Harbor celebrate 50 years of service!





Home and Community-Based Services (HCBS) Update

Brian Carrillo, Provider Relations Specialist

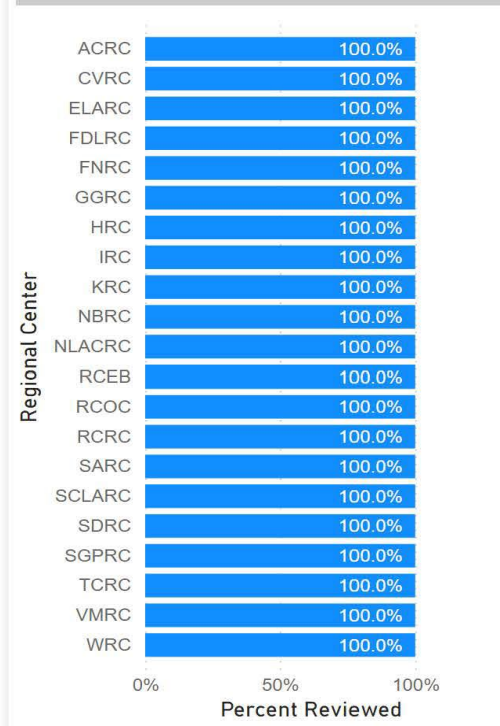
HCBS Compliance Statewide

All Setting Types

Statewide Progress

Reviewed HCBS Settings

Percent of Settings Reviewed by Regional Centers

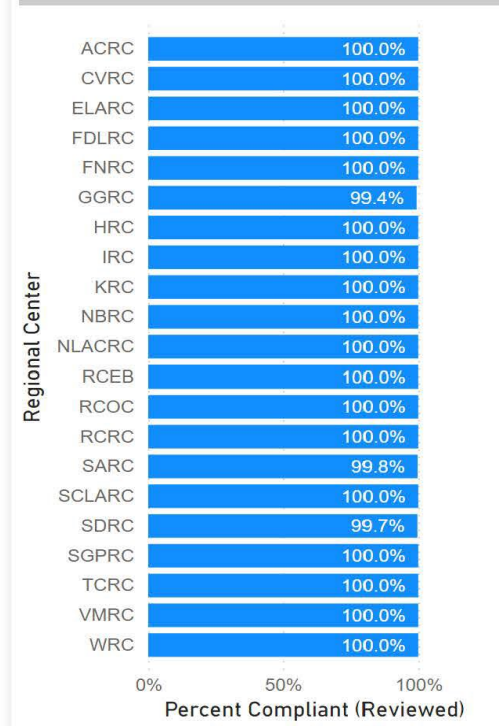


100.0%

Statewide Percent Reviewed

Compliant HCBS Settings

Percent Compliant of Reviewed Settings

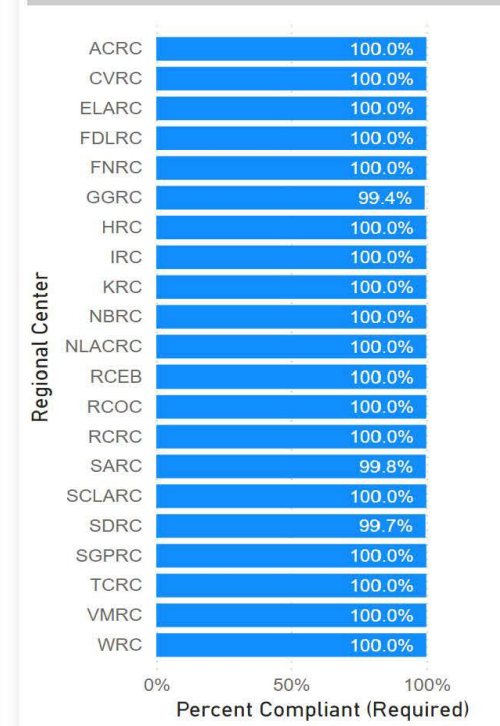


99.9%

Statewide Percent Compliant (Reviewed)

Compliant HCBS Settings

Percent Compliant of Required Settings



99.9%

Statewide Percent Compliant (Required)

Thank You Harbor Service Providers!

- Total of 317 service providers
 - 245 Residential Providers
 - 66 Day Services
 - 6 Employment Services

Next Steps

- HCBS monitoring
- Ongoing technical support for service providers
- Ongoing HCBS trainings

Upcoming HCBS Training

November 13th 2024- HCBS and Your Rights (10:00-11:30)

Will be held at John S. Todd Community Center Mayfair Park 5720 Clark Ave Lakewood, CA 90712. For more information contact, Jacqueline Lawton or Kaitlin Olson (ALO Consultation) project@aloconsultation.com or call (415) 484-9526



Provider Directory

Elizabeth Garcia – Moya, Director of Community
Services

Provider Directory Step 1:

- Outreach for data collection began on July 15th, 2024. All information must be submitted to DDS by Friday, October 4th. If you have not submitted your information, you can still contact the dedicated email at providerdirectory@dds.ca.gov.
- DDS is collecting specific data, including service names, entity types, tax ID numbers, associated vendor numbers, service location addresses, contact numbers, and contact emails for registration.

Provider Directory Step 2:

- After submitting your information, you will receive an individualized email invitation from caddprod@servicenowservices.com to register for the Provider Directory and review or update the information for accuracy.
- Service providers that submit the requested information by November 8th, 2024, will be eligible for incentive payments. Both steps must be completed by their due dates to be eligible for the incentives. **Service providers completing both steps AFTER November 8, 2024, may not be eligible to receive the incentive/s.**

Service Provider Directory Incentives

One-time lump-sum incentive payments

Number of Vendor Numbers for Eligible Service Codes	Incentive Amount Per Eligible Vendor Number	Maximum Per Service Provider Organization*
1-5	\$2,5000	\$5,000
6-10	\$ 1,250	\$10,000
11+	\$750	\$15,000

** A service provider organization, also referred to as parent company, is a corporation and/or entity that holds a controlling interest in one or more subsidiary companies and vendorizations.*

Eligibility for Incentive Payments

Service Providers	Types of Incentives
Service providers included in rate reform with rates less than 100 percent of the rate model	One-time lump sum incentive payment AND Quality incentive payment of up to 10 percent of the rate model rate from January 1, 2025 through June 30, 2026, by completing Steps 1 and 2
Service providers included in rate reform with rates 100 percent or more than the rate model	One-time lump sum incentive payment for completing Steps 1 and 2
Service providers that are not included in rate reform	One-time lump sum incentive payment for completing Steps 1 and 2



Ride Health Update

Elizabeth Garcia Moya, Director of Community Services



Clockwork FMS Update

Elizabeth Garcia Moya, Director of Community Services




Family Resource Center

Maria Elena Walsh, Manager of Family Resource Center



Service Provider Announcements



Next SPAC Meeting

December 3, 2024