

Service Provider Advisory Committee (SPAC) Meeting

April 1, 2025

Agenda

- ▶ Welcome - Angie Rodriguez
- ▶ Sub-Committee Chair Updates
 - Baldo Pasetta - Transportation
 - Bertha Martin - Residential Services
 - Diane Sanka - Day Program
 - Lindsey Stone - Employment Services
 - Paul Quiroz - Support Services
 - Rafael Carbajal - Supportive Living Services
 - Sharon Oh - Early Start

Agenda-continued

- ▶ HCBS update – Kiara Martinez
- ▶ Budget - Judy Wada
- ▶ Rate Reform – Judy Wada
- ▶ Provider Directory – Elizabeth Garcia-Moya
- ▶ Special Incident Reporting - Brenda Bane
- ▶ Service Provider Announcements
- ▶ Next SPAC meeting 06/03/2025

HCBS Update

Kiara Martinez, Provider Relations Specialist

HCBS Update

- ▶ DDS audits will consist, interviewing DSP and individuals on HCBS knowledge, HCBS content on documentation (ISP, IPP, and any other supporting documents)
- ▶ On-site visits consist of the following:
 - ❑ Review of documentation
 - ❑ Interviews of individuals and staff
 - ❑ Physical site compliance
 - ❑ Training, if needed
 - ❑ Provide resources
 - ❑ On-going individual consultation

HCBS office hours Tuesdays and Wednesdays

1:00 pm – 2:00pm

Upcoming HCBS Trainings

- ▶ Supported Decision Making
- ▶ Compassion at Work
- ▶ Community Connecting
- ▶ Curious Conversations
- ▶ A Future Including Employment

Budget Update

Judy Wada, Chief Financial Officer

California Budget Update

Budget Cycle

Fiscal Year July 1st to June 30th

Governor's Proposed Budget—January 10th

Governor's May Revision—May 14th

Budget Bill must be passed by June 15th

California Budget Update

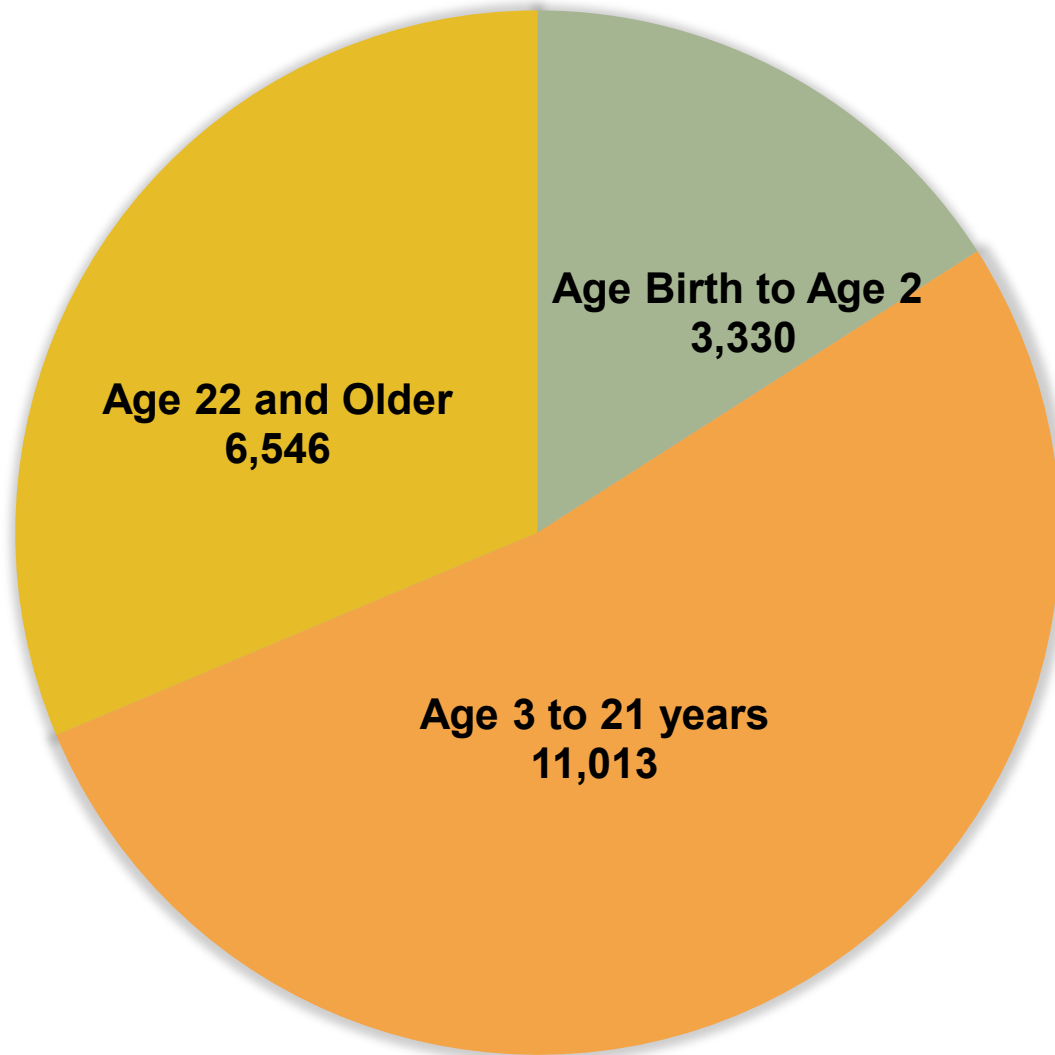
Governor's Proposed Budget

- Caseload Growth & Utilization
- Full year costs and reforecasts, including:
 - Rate Reform
 - DSP Bi-/Multi-Lingual Pay Differential
- Public Records Act
 - FY 2025 \$15.4 billion
 - FY 2026 \$18.6 billion

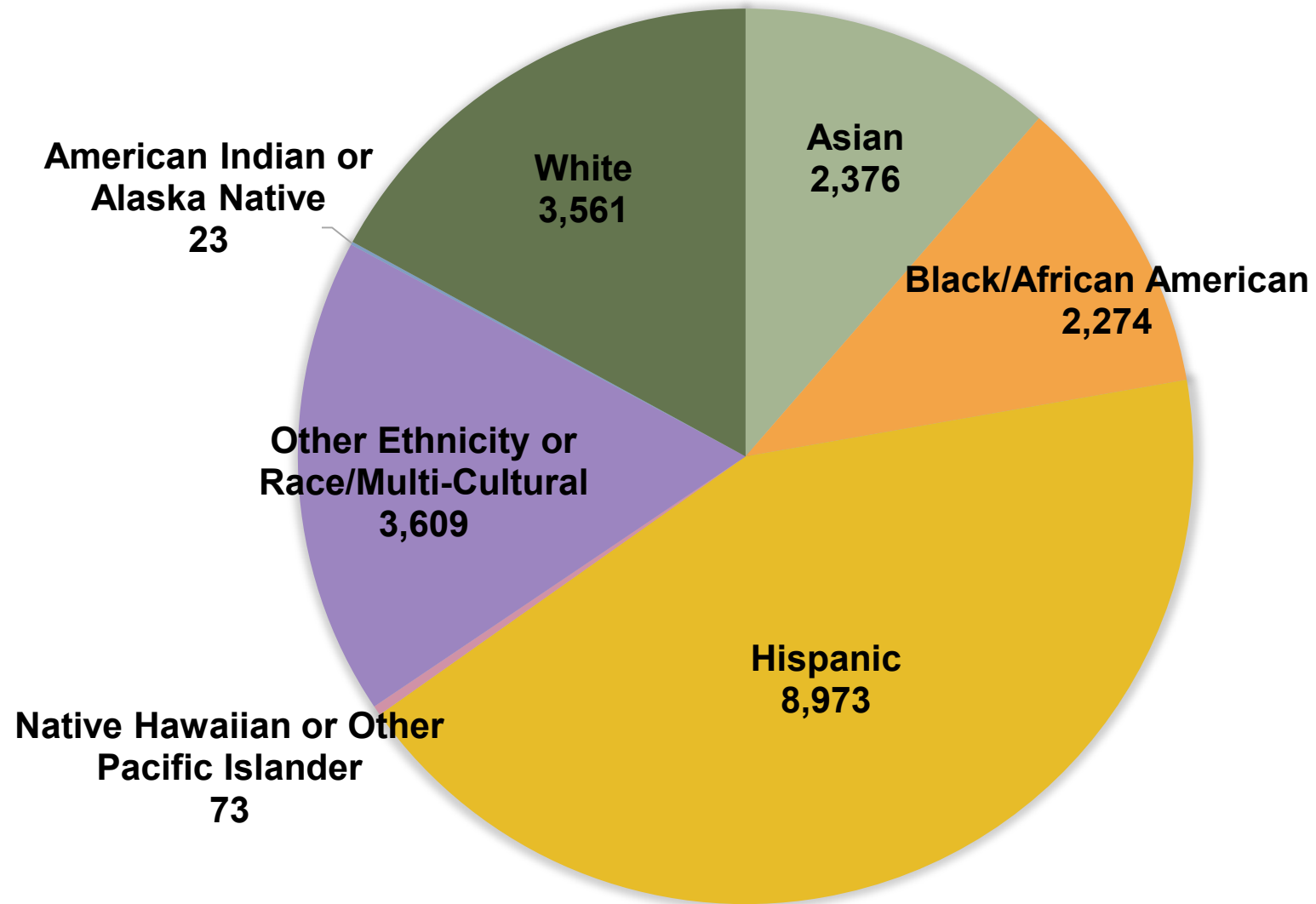
FY 2024-25 Allocation

	A-2 Allocation	
	State-wide	Harbor
Operations	\$1,457,539,188	\$60,587,879
Regular POS	\$13,407,229,039	\$472,530,316
CPP	\$45,579,922	\$650,000
HCBS Compliance	\$15,000,000	\$675,401
Total	\$14,925,048,149	\$534,443,596
Caseload 2/28/2025	479,513	19,444
Total Employees 3/14/2025		472

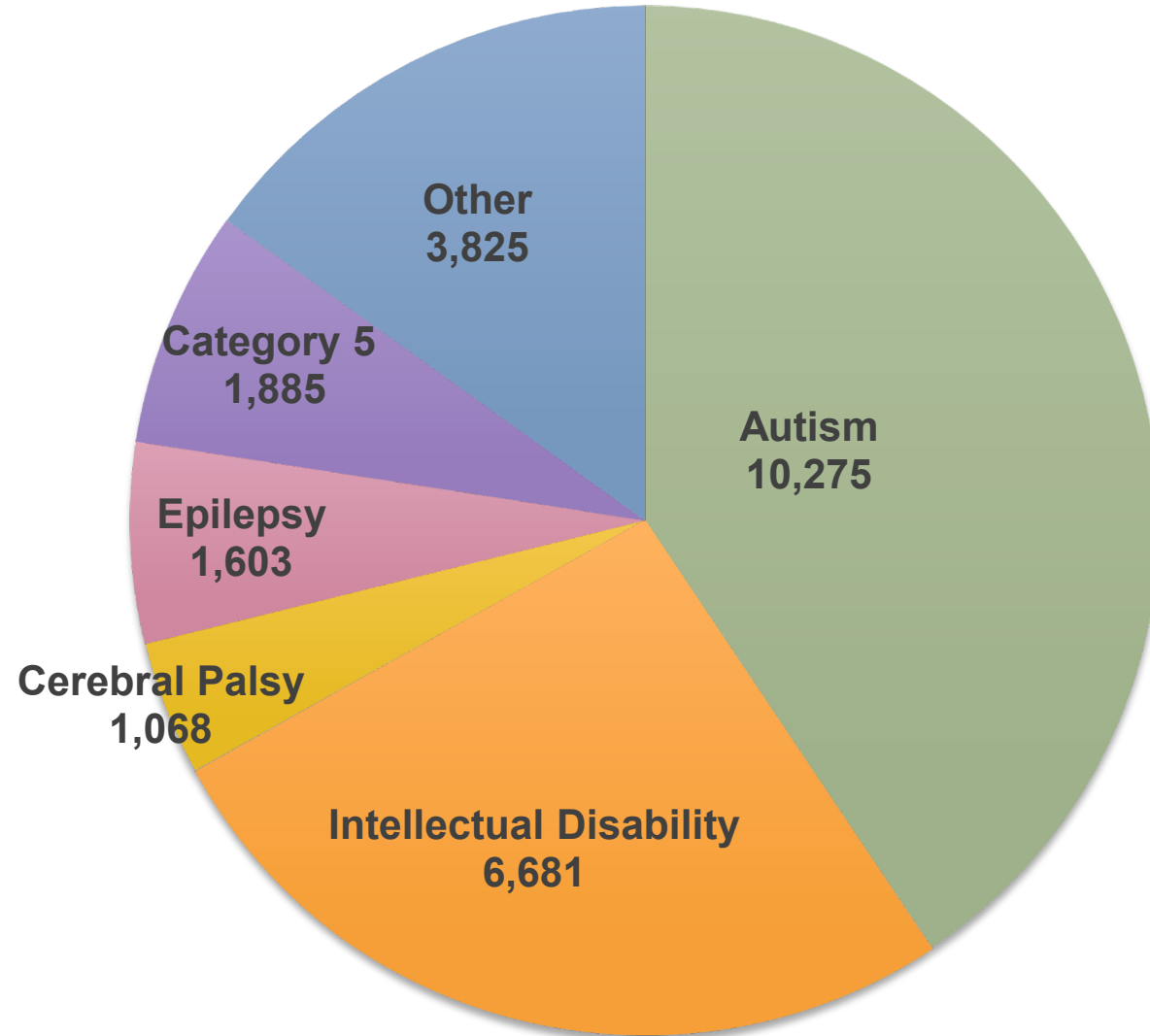
FY 2024-25 HRC Caseload by Age



FY 2024-25 HRC Caseload by Ethnicity



FY 2024-25 HRC Caseload by Diagnosis



Quality Incentive Programs and Differentials

- Employment Capacity Incentive
Q3 FY 2023-24 report received 3/6
- Service Access & Workforce Capacity
2023 Survey Report received 3/12
- Early Intervention Delivery of Services Incentive
Q2 CY 2024 report received 3/14

Quality Incentive Programs and Differentials cont.

- DSP Training Stipend—Done! We paid over \$5.2 million!
- DSP Bi-/Multi-Lingual Pay Differential Program—Pending
- Provider Directory One-time Incentive Payments—Pending

New Main Building—opening May!

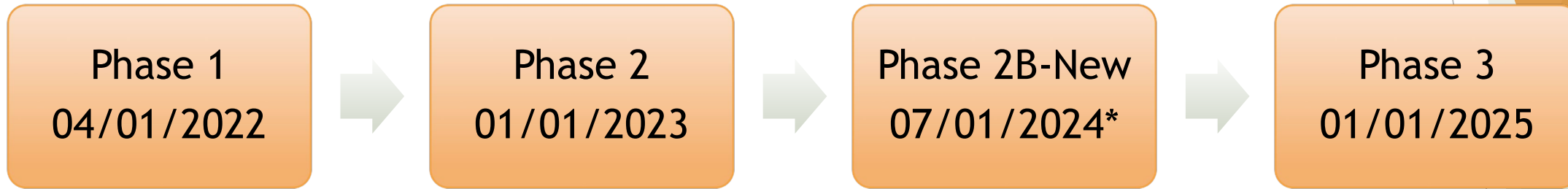
Future home of Lobby, Eval Rooms, FRC, Board Room
and Conference Room



Rate Reform

Judy Wada, Chief Financial Officer

Rate Reform Implementation



**Phase 2B-Accounting Department processing retroactive payments.*

Harbor's Implementation Plan

01/01/2025

- Rate changes only

By 03/31/2025

- Service Provider Exemptions
- Residential 905,910,915 done

**By 05/30/2025
(new deadline)**

- Acknowledgement forms
- Standardization subcodes and units

Harbor's Implementation Plan-continued

By 12/31/25

- ▶ Billing cycle after Acknowledgment form is completed:
 - ▶ Service code & subcode changes
 - ▶ New Authorizations
 - ▶ Update IPPs & IFSPs

By 06/30/2026

- ▶ Hold harmless ends
- ▶ New QIP

Rate Reform

Phase III

1/1/2025

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

Provider Directory

- QIP one-time incentive—survey by 10/4/2024
 - 11/29/2024 deadline
 - Rate effective 1/1/2025 to 6/30/2026
- ▶ Creation and consolidation of service codes
 - ▶ Changes to billing units
 - ▶ Standardized subcodes
 - ▶ Hold Harmless Policy until 06/30/2026

Rate Reform Continued

DDS Hold Harmless Policy

- Hold harmless policy for providers whose 1/1/2025 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.

Provider Directory

Elizabeth Garcia-Moya, Director of Community Services

Provider Directory

3. If your vendor name and number are not on one of the three lists, please email providerdirectory@dds.ca.gov with your vendor name and number to be logged and placed in the support queue. A team member will make contact for next steps to become eligible for QIP.

The lists below are updated weekly. The last update was 03/20/2025.

What is the impact to me?

Participation in the Provider Directory will be the basis for calculating the Quality Incentive Program (QIP) Payments. The Department will issue weekly listings notifying regional centers of both service providers who have met and not met the QIP requirement.

Provider Groups

QIP Eligible: Service providers on this list will receive the full benchmark rate (100 percent) effective January 1, 2025, even if retroactively.

- Vendors that have not yet registered and/or completed their data submission must complete all the steps in the Provider Directory to keep the full benchmark rate.

Need Survey: Service providers that reported to program support that they did not complete the original survey.

- To be eligible to receive the benchmark rate, these vendors will need to create their Provider Directory account and submit their information. Service providers who register and submit will be eligible starting the service month after submitting their information within the provider directory.
- Support requests for vendors on these lists have been received and logged. A team member will make contact to provide next steps.

New Providers: New service providers, vendored after September 2024 and after the original QIP qualification window, will be eligible for the benchmark rate (100 percent) from the time of vendorization.

- New service providers must register and submit their records in the directory within 45-days from receiving the invite to the Provider Directory to keep the benchmark rate (100 percent). Service providers

General Information

- About the Directory
- NEW** Frequently Asked Questions - General
- RC Approver Training Guide
- Service Provider Training Guide

Contact Information

Questions or Feedback? Email ProviderDirectory@dds.ca.gov

Call 844-469-9022

Add me to the Provider Directory email distribution list.

Progress Updates

[Rate Reform Directives and Updates page](#)

DDS updated their webpage and lists on 3/20/2025. There are 3 lists:

1. QIP Eligible (qualify for 100% benchmark rate 1/1/2025)

If your vendor name and number are not on Eligible list:

2. Need Survey

3. New Provider

If your vendor name and number are not on one of the 3 lists, please email DDS at:

providerdirectory@dds.ca.gov

Provider Directory Tips

- ▶ Contact Information
 - ▶ Email address
 - ▶ Telephone Number
- ▶ Tax ID number/s
 - ▶ Associate each vendor number/s with the right tax ID number
- ▶ Associate each vendor number/s to the correct regional center
 - ▶ Harbor vendor numbers start with HH**** or PH**** and in some cases just H*****

Rate Reform-Important Links

Keep Informed!

www.dds.ca.gov

Vendors / Rate Reform / Rate Reform Directives and Updates

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

Provider Directory (sign up to be included in the email distribution list)

[Provider Directory : CA Department of Developmental Services](#)

Rate Reform-Important Links

www.harborrc.org

Service Providers / Rate Reform

ratesquestions@harborrc.org

Submit rate questions

<https://ebilling.dds.ca.gov:8375/login>

Harbor's eBilling Home Page

Questions?

Special Incident Reporting

Brenda Bane, Manager of Rights & Quality Assurance

ENCLOSURE 3

MARCH 2025 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 2/25	(2) Number of Incidents Submitted Within 48 hrs in 2/25	(3) Percentage of Incidents Submitted Within 48 Hours in 2/25	(4) Percentage of Incidents Submitted Within 48 Hours in 1/25	(5) Percentage of Incidents Submitted Within 48 Hours in 12/24	(6) Difference in Percentage of Incidents Submitted Within 48 Hours 2/25 to 1/25	(7) Percentage of Incidents Transmitted Within Two Business Days from 3/24 to 2/25
ACRC	202	181	90%	88%	88%	2%	88%
CVRC	178	156	88%	83%	88%	5%	86%
ELARC	31	23	74%	84%	86%	-10%	82%
FNRC	66	58	88%	84%	76%	4%	83%
FDLRC	45	39	87%	80%	81%	7%	87%
GGRC	65	58	89%	86%	79%	3%	86%
HRC	52	47	90%	88%	76%	2%	77%
IRC	307	254	83%	86%	88%	-3%	86%
KRC	92	76	83%	88%	89%	-5%	88%
NBRC	62	50	81%	86%	88%	-6%	87%
NLACRC	127	114	90%	86%	91%	4%	87%
RCRC	63	48	76%	86%	69%	-10%	80%
RCOC	141	85	60%	65%	66%	-5%	65%
RCEB	112	82	73%	89%	84%	-16%	87%
SARC	164	140	85%	88%	91%	-2%	88%
SDRC	217	203	94%	87%	82%	6%	84%
SG/PRC	77	64	83%	91%	81%	-8%	87%
SCLARC	72	68	94%	93%	90%	1%	90%
TCRC	96	88	92%	84%	85%	8%	87%
VMRC	108	98	91%	90%	86%	1%	91%
WRC	66	56	85%	84%	85%	0%	83%
Statewide	2,343	1,988	84.5%	85.5%	83.2%	-1.0%	84.7%

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.

ENCLOSURE 2

MARCH 2025 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 2/25	(2) Number of Incidents Transmitted Within Two Business Days in 2/25	(3) Percentage of Incidents Transmitted Within Two Business Days in 2/25	(4) Percentage of Incidents Transmitted Within Two Business Days in 1/25	(5) Percentage of Incidents Transmitted Within Two Business Days in 12/24	(6) Difference in Percentage of Incidents Transmitted Within Two Business Days 2/25 to 1/25	(7) Percentage of Incidents Transmitted Within Two Business Days from 3/24 to 2/25
ACRC	202	168	83%	92%	92%	-9%	85%
CVRC	178	172	97%	95%	95%	2%	95%
ELARC	31	29	94%	80%	86%	14%	86%
FNRC	66	62	94%	92%	99%	2%	94%
FDLRC	45	30	67%	73%	65%	-6%	78%
GGRC	65	54	83%	56%	70%	27%	76%
HRC	52	49	94%	98%	88%	-4%	97%
IRC	307	264	86%	89%	85%	-3%	87%
KRC	92	90	98%	95%	99%	2%	97%
NBRC	62	53	85%	89%	88%	-3%	86%
NLACRC	127	119	94%	92%	93%	2%	93%
RCRC	63	61	97%	91%	96%	5%	93%
RCOC	141	131	93%	92%	76%	1%	89%
RCEB	112	86	77%	67%	72%	10%	74%
SARC	164	153	93%	95%	90%	-2%	94%
SDRC	217	198	91%	94%	82%	-2%	90%
SG/PRC	77	68	88%	87%	91%	1%	89%
SCLARC	72	68	94%	93%	92%	1%	92%
TCRC	96	92	96%	94%	97%	2%	96%
VMRC	108	84	78%	82%	81%	-4%	77%
WRC	66	61	92%	95%	80%	-3%	91%
Statewide	2,343	2,092	89.2%	87.7%	86.6%	1.5%	88.4%

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.

Changes to Timeliness Reporting

- ▶ Effective **March 1, 2025**, DDS will be using the “date vendor learned of incident” in the timeliness reports rather than calculating 48 hours from “date of incident”
 - ▶ HRC has always used the “date vendor learned of incident” when determining if a SIR was submitted within 48 hours
 - ▶ The reports this month were supposed to reflect the changes, but should be fixed by next month
 - ▶ The 5 incidents that were calculated as submitted “late” by DDS were actually submitted within 48 hours – Vendors submitted at 100%!

New Form Reminders

- ▶ Ensure that all staff are aware of the new form – we are still getting the old form submitted
- ▶ Service Providers Relations Team (aka QA or liaison) will continue to send out the new form as reminders, but always check the website for the most up to date form
[Special Incident Reporting - Harbor Regional Center](#)
- ▶ We have caught and fixed glitches as they are reported – thank you!

Requests for trainings

- ▶ Mission Analytics and DDS are seeking input on training modules, videos, resources that could benefit regional centers and service providers for staff trainings
- ▶ There was a statewide increase in incidents around allegations of abuse/neglect – working on resources to provide to regional centers to support service providers in minimizing the risk of abuse/neglect
- ▶ Also, what resources are you currently using for staff trainings that can be shared with other service providers?

Service Provider Announcements

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Next SPAC Meeting
June 3, 2025

The background features abstract, overlapping geometric shapes in shades of orange and green, primarily concentrated on the right side of the slide. The shapes are semi-transparent, creating a layered effect. The overall design is clean and modern.