Service Provider Advisory Committee Meeting

October 7, 2025

Agenda

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

Agenda-continued

- HCBS Update –Brian Carrillo
- Emergency Preparedness –Vincente Miles
- Special Incident Reporting -Brenda Bane
- Generative AI and Reporting Requirements -Patrick Ruppe
- Public Records Acts - Patrick Ruppe
- Budget Update – Judy Wada
- Rate Reform – Elizabeth Garcia-Moya
- Standardized Vendorization - Elizabeth Garcia-Moya
- Quality Incentive Program (QIP) - Elizabeth Garcia-Moya

Agenda-continued

- DSP Internship Program-Patricia Piceno
- DSP Collaborative-Elizabeth Garcia-Moya
- DDS Directives-Elizabeth Garcia-Moya
- RFP Housing Access Services - Elizabeth Garcia-Moya
- Backpack Giveaway - Thao Mailloux
- The ASL Shop Training - Thao Mailloux
- Holidays – Maria Elena Walsh
- Service Provider Announcements
- Next SPAC meeting- 12/2/2025

HCBS Update

Provider Relations/HCBS Specialist, Brian Carrillo

Helen Sanderson Associates Trainings

Helen Sanderson trainings. These sessions are a valuable opportunity for further growth and development, and we encourage you all to participate.

Some of the topics that are being discussed during these trainings are:

- **Supported Decision Making** (Wednesdays October 22nd through November 12th from 9am-12pm)
  - Register Here
- **Compassion at work** (Tuesdays October 7th through November 4th from 9am-12pm)
  - Register Here
- **Community connecting** (Thursdays September 11th through October 16th from 9am-12pm)
  - Register Here
- **Curious conversations**
  - Cohort 1- Jan. 13th - Mar. 17th, 2026 Mondays 10:00-11:30 am Zoom link to follow.
  - Cohort 2- Jan. 15th - Mar. 19th, 2026 Thursdays 1:00-2:30 pm Zoom to follow.

Intellectability Trainings

- Person Centered Thinking Training
  - Session 2- Tue. 11/4 and Wed. 11/5 from 9:00-5:00 at HRC Torrance
  - Session 3- Thur. 12/11 and Fri. 12/12 from 9:00-5:00 at the HRC Torrance
  - Session 4- Wed. 2/11 and Thur. 2/12 from 9:00-5:00 at the HRC Torrance

- To register, please send an email to Training.Reservations@harborrc.org with the following information:
  - Name
  - Employer
  - Email
  - Position
- If you have any questions, please feel free to reach out to Brian Carrillo here brian.carrillo@harborrc.org.

Upcoming ALO Trainings

- **HCBS and Your Rights & Vision Boarding**
  - Thursday, November 6th from 10 a.m. to 2 p.m. at the Torrance Transit Center
  - Doors open at 9:30 a.m.

- **Targeted HCBS Consultations**- In collaboration with ALO Consultation, Harbor will provide 2-hour consultation to identified service providers to ensure HCBS compliance.

Upcoming DDS Monitoring Directive

- January 1, 2026, an annual review of all HCBS settings will be required.
- It will include previous service codes under residential, day services, and employment services with an expansion of additional service codes
- Evidence of compliance will be gathered the same way as previous evaluations
- DDS will release a new HCBS directive

QUESTIONS?

Emergency Preparedness

Vincente B. Miles, Ed.D, Emergency Services Manager

Great California Shakeout

Join millions of people across California and this nation in practicing earthquake safety.

This year, the Great California Shake Out is on:

Thursday,

October 16, 2025 at

10:16 am

The Great California Shake Out is an annual opportunity to practice how to be safer during big earthquakes.

For more information on drill activities, go to: www.shakeout.org/california/howtoparticipate/

Harbor Flu Vaccination Clinic

Save the Date

Harbor Torrance Campus

Conference Room A1/A2

Wednesday, October 23, 2025

10:00 am – 1:00 pm

For more information or to register for your vaccination, call (310) 792-4786 or email me at Vincente.Miles@harborrc.org

Harbor Cares Blood Drive

Join our partnership with the American Red Cross to help save lives

Thursday, December 4, 2025

Harbor Torrance Campus

Conference Room A1/A2

9:00 am – 3:00 pm

You can save a life. Save the date!

Emergency Preparedness Planning Assistance

Does your organization have an emergency response plan?

Harbor can provide you assistance in developing your emergency operations plan, action plans, and risk mitigation.

For more information call me at (310) 792-4786 or email me at Vincente.Miles@HarborRC.org to schedule a consultation appointment.

Special Incident Report

Brenda Bane, Manager of Rights & Quality Assurance

ENCLOSURE 3

SEPTEMBER 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 8/25	(2) Number of Incidents Submitted Within 48 hrs in 8/25	(3) Percentage of Incidents Submitted Within 48 Hours in 8/25	(4) Percentage of Incidents Submitted Within 48 Hours in 7/25	(5) Percentage of Incidents Submitted Within 48 Hours in 6/25	(6) Difference in Percentage of Incidents Submitted Within 48 Hours 8/25 to 7/25	(7) Percentage of Incidents Transmitted Within 48 hrs from 9/24 to 8/25
ACRC	239	227	95%	92%	96%	3%	91%
CVRC	213	197	92%	95%	95%	-3%	89%
ELARC	15	15	100%	100%	100%	0%	88%
FNRC	106	97	92%	86%	90%	5%	87%
FDLRC	49	45	92%	92%	93%	0%	89%
GGRC	39	34	87%	93%	98%	-6%	88%
HRC	57	54	95%	97%	90%	-2%	87%
IRC	396	365	92%	93%	95%	-1%	90%
KRC	132	129	98%	98%	94%	-1%	92%
NBRC	59	57	97%	91%	96%	6%	90%
NLACRC	134	118	88%	96%	94%	-8%	89%
RCRC	70	63	90%	87%	95%	3%	84%
RCOC	137	97	71%	79%	75%	-8%	72%
RCEB	95	88	93%	89%	95%	3%	87%
SARC	149	134	90%	91%	93%	-1%	90%
SDRC	284	260	92%	89%	96%	2%	89%
SG/PRC	78	68	87%	90%	95%	-3%	88%
SCLARC	96	82	85%	93%	79%	-8%	90%
TCRC	97	85	88%	92%	92%	-5%	90%
VMRC	138	135	98%	98%	97%	0%	94%
WRC	65	57	88%	93%	92%	-5%	87%
Statewide	**2,648**	**2,407**	**90.9%**	**92.2%**	**92.9%**	**-1.3%**	**88.0%**

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

SEPTEMBER 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 8/25	(2) Number of Incidents Transmitted Within Two Business Days in 8/25	(3) Percentage of IncidentsTransmitted Within Two Business Days in 8/25	(4) Percentage of Incidents Transmitted Within Two Business Days in 7/25	(5) Percentage of Incidents Transmitted Within Two Business Days in 6/25	(6) Difference in Percentage of Incidents Transmitted Within Two Business Days 8/25 to 7/25	(7) Percentage of Incidents Transmitted Within Two Business Days from 9/24 to 8/25
ACRC	239	214	90%	91%	90%	-1%	90%
CVRC	213	205	96%	96%	93%	0%	95%
ELARC	15	10	67%	89%	86%	-23%	85%
FNRC	106	101	95%	95%	99%	0%	94%
FDLRC	49	32	65%	56%	67%	9%	67%
GGRC	39	28	72%	73%	77%	-1%	72%
HRC	57	46	81%	89%	67%	-8%	92%
IRC	396	362	91%	94%	88%	-3%	90%
KRC	132	129	98%	99%	95%	-2%	96%
NBRC	59	49	83%	89%	86%	-6%	86%
NLACRC	134	127	95%	87%	88%	8%	92%
RCRC	70	67	96%	91%	92%	5%	93%
RCOC	137	122	89%	87%	86%	2%	89%
RCEB	95	78	82%	75%	72%	7%	75%
SARC	149	141	95%	92%	94%	3%	93%
SDRC	284	258	91%	92%	94%	-1%	90%
SG/PRC	78	74	95%	89%	89%	6%	89%
SCLARC	96	84	88%	98%	97%	-10%	94%
TCRC	97	92	95%	95%	97%	0%	96%
VMRC	138	104	75%	77%	81%	-1%	79%
WRC	65	60	92%	84%	81%	8%	89%
Statewide	**2,648**	**2,383**	**87.1%**	**87.6%**	**86.6%**	**-0.4%**	**87.9%**

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.

Ongoing errors in SIR submissions

- Wrong or missing UCI # - either the UCI is for a different person OR they have missed a number in the UCI
- Wrong Vendor # or they put in their licensing number
- Wrong name or incomplete name (i.e. just a first name)
- Not checking off boxes regarding the type of incident
- Not indicating the additional agencies or persons notified when required (ex: CCL, APS, law enforcement, conservator)
- Date vendor learned of incident does not match the narrative
- "Date SIR was submitted" does not match the date it was actually submitted
- Using initials in the description of the incident (i.e. PK asked MH to sit down. JK got agitated and hit MH)
- For medication errors, not including the medication(s) involved in the error

Changes coming to SIR Regulations

- The Department has updated the regulations for special incident reporting which incorporates definitions and provides clarifications necessary for consistency of special incident reporting across all regional centers
- Changes were approved in June 2025
- Effective Date: May 1, 2026
- Final Regulation Text: https://www.dds.ca.gov/wp-content/uploads/2025/06/FinalRegulationText.pdf
- Harbor will provide training to Service Providers – stay tuned!

Generative AI and Reporting Requirements

Patrick Ruppe, Executive Director

Public Records Act

Patrick Ruppe, Executive Director

Budget Update

Judy Wada, CFO

California Budget Update

Enacted Budget FY 2025-26

- Caseload Growth & Utilization
- Full year costs and reforecasts, including:
  - Rate Reform
  - DSP Bi-/Multi-Lingual Pay Differential
- Public Records Act
- Life Outcomes Improvement System (LOIS)

➢ FY 2025—$15.2 billion FY 2026—$18.2 billion

All Regional Centers (in $1,000s)

	FY 2024-25	FY 2025-26	Difference	%Δ
Operations	$1,551,106	$1,650,677	$98,771	6%
Purchase of Service	$13,640,260	$16,545,402	$2,905,142	18%
Total	$15,192,166	$18,196,079	$3,003,913	17%
Regional Centers Caseload	452,188	491,080	38,892	8%

HRC Expenditures

FISCAL YEAR	Actual/ Projected	Operations Expenditure	Purchase of Service Expenditures	Δ	Total Expenditures	Δ
2015-16	A	$27,697,495	$145,953,064	*8.0%*	$173,650,559	7.0%
2016-17	A	$30,479,083	$173,684,491	*19.0%*	$204,163,574	17.6%
2017-18	A	$31,607,531	$190,021,017	*9.4%*	$221,628,548	8.6%
2018-19	A	$32,925,907	$207,487,385	*9.2%*	$240,413,292	8.5%
2019-20	A	$34,507,754	$225,607,088	*8.7%*	$260,114,842	8.2%
2020-21	A	$35,507,660	$248,133,113	*10.0%*	$283,640,773	9.0%
2021-22	A	$41,337,792	$260,167,821	*4.9%*	$301,505,613	6.3%
2022-23	A	$48,212,024	$301,474,303	*15.9%*	$349,686,327	16.0%
2023-24	A	$62,882,036	$348,422,861	*15.6%*	$411,304,897	17.6%
2024-25	**P**	**$60,587,879**	**$446,742,939**	***28.2%***	**$507,330,818**	**23.3%**
Variance 10 years		**$32,890,384**	**$300,789,875**	***206.1%***	**$333,680,259**	**192.2%**
2025-26 (B-2)	**P**	**$61,213,323**	**$430,899,311 ***		**$492,112,634**	
Δ from Prior Year		**1.0%**	**-3.5%**			

HRC Caseload

FISCAL YEAR	Actual/ Projected	Caseload* (June 30th)	Δ		Individuals Served**
2015-16	A	12,382	2.7%		14,223
2016-17	A	13,110	5.9%		14,800
2017-18	A	14,015	6.9%		15,789
2018-19	A	14,828	5.8%		16,712
2019-20	A	15,064	1.6%	***	16,794
2020-21	A	15,885	5.5%		17,787
2021-22	A	16,933	6.6%		19,061
2022-23	A	17,777	5.0%		20,103
2023-24	A	18,749	5.5%		20,890
2024-25**	**P**	**20,076**	7.1%		**22,583**
Variance 10 years		**7,694**	62.1%		**8,360**
2025-26***	**P**	**21,190**	**5.5%**		**23,869**
Δ from Prior Year		**5.5%**			

HRC Staffing

FISCAL YEAR	Actual/ Projected	HRC Employees	Δ
2015-16	A	282	11.5%
2016-17	A	293	3.9%
2017-18	A	301	2.7%
2018-19	A	313	4.0%
2019-20	A	327	4.5%
2020-21		333	1.8%
2021-22	A	366	9.9%
2022-23	A	422	15.3%
2023-24	A	473	12.1%
2024-25****	**P**	**468**	**-1.1%**
Variance 10 years		**186**	**66.0%**
2025-26*****	**P**	**491**	**4.9%**
Δ from Prior Year		**4.9%**	

Quality Incentive Programs

QIP Measure (Incentive Payment Instructions to RCs)	Incentive List Released to Regional Centers	Participants/ Payment	Amount Paid to Providers
Provider Directory - Wave 2	*9/12/2025	Pending	Pending
Employment Access 24/25 (Q3)	*9/10/2025	Pending	Pending
Employment Capacity 24/25 (Q3)	*9/5/2025	Pending	Pending
Early Intervention 2024 (Final Sweep: Q1 - Q4)	*10/6/2025	Pending	Pending
Employment Access 24/25 (Q4)	*10/15/2025	Pending	Pending
Employment Capacity 24/25 (Q4)	*10/15/2025	Pending	Pending

Fiscal Reviews

FY 2024-25

Required	9
Completed	16

Categories: Early Start, Staffing Ratio, P&I, Billing

Service Provider Independent Audits/Reviews

FY 2023-24

Required	154
Exempt	12
Submitted	37
Remaining	105

Audits

Independent Audit FY 2024-25

- Windes, Inc.
- In progress

DDS Bi-annual Audit

- Covers past two FYs – July 1, 2023 to June 30, 2025
- Scheduled October 20th thru December

Protecting PHI & PII

- Recent Phishing Attack
- How to protect yourself
  - Be suspicious
  - Verify the sender
  - Be wary of attachments or links
  - Passwords
  - Report

Rate Reform

Elizabeth Garcia –Moya, Director of Community Services

Reminder of Rate Reform Timelines

- **Regional Centers**

  12/31/2025 must implement changes to service codes, subcodes, billing units, and if applicable, IFSP/IPP by 12/31/2025

- **Residential Service Provider**

  12/31/2025-if applicable, residential service providers must implement new staffing and consulting requirements

- **Supported Employment**

  06/30/2026-supported employment, job development requires Association of Community Rehabilitation Educators (ACRE) Customized Employment or Basic Employment, Certified Employment Support Professional (CESP) certification for existing staff. New Staff must be certified within 12 months of hire

Rate Reform Timelines Cont…

- **Adult Day Services** (service codes 532 & 533)

  12/31/2025 -staffing requirements

  - 532: BCBA or Behavior Management Consultant
  - 533: LVN or Psychiatric Technician (PT) & RN

  06/30/2026- 40-hour training requirement must be met for existing staff and for new hires they must complete the training within 12 months

  - 532: Behavior-focused trainings
  - 533: Healthcare trainings

Rate Reform Timelines Cont…

- Details of applicable changes and requirements are included in the DDS Rate Reform Directives:

Regional Center Directives : CA Department of Developmental Services

Quality Incentive Program (QIP)

Elizabeth Garcia –Moya, Director of Community Services

Next QIP- Effective 07/01/2026

- To qualify for the QIP in Fiscal Year 2026–2027, by **02/26/2026** providers must be in compliance with three key requirements, California Welfare and Institutions Code §4519.10:
  - Electronic Visit Verification (EVV), if applicable
  - Home and Community-Based Services (HCBS) Rules, if applicable
  - **Annual independent fiscal audit requirements**, if applicable
- DDS is will be issuing guidance regarding additional QIP requirements.

Electronic Visit Verification Training

Hosted by

San Gabriel/Pomona Regional Center

November 12, 2025

3:30 PM to 5:00 PM

For Financial Management Service (FMS) in the Self-Determination Program (SDP)

&

November 13, 2025

9:00 AM to 3:00PM

For service providers using the CalEVV system, provided free of cost by the state.

****This is a free in-person training*.**

Annual Independent Fiscal Audit or Review Requirements

- Welfare and Institution Code; Section 4652.5
  - (a)(1) An entity that receives payments from one or regional centers shall contract with an ***independent accounting firm*** to obtain an independent audit or independent review report of its financial statements relating to payments made by regional centers, subject to both of the following:

Independent Review or Audit

- Independent **Review**- If the amount received from the regional center or regional centers during the entity's fiscal year is more than or equal to five hundred thousand dollars ($500,000), but less than two million dollars ($2,000,000)

- Independent **Audit**- If the amount received from the regional center or regional centers during the entity's fiscal year is equal to or more than two million dollars ($2,000,000)

Independent Review or Audit Compliance

- Independent Review or Audit needs to be submitted to the regional center within nine (9) months of entity's fiscal year.

- Service providers may request a two-year exemption, if the regional center does not find issues with the prior year's review or audit.

Standardized Vendorization

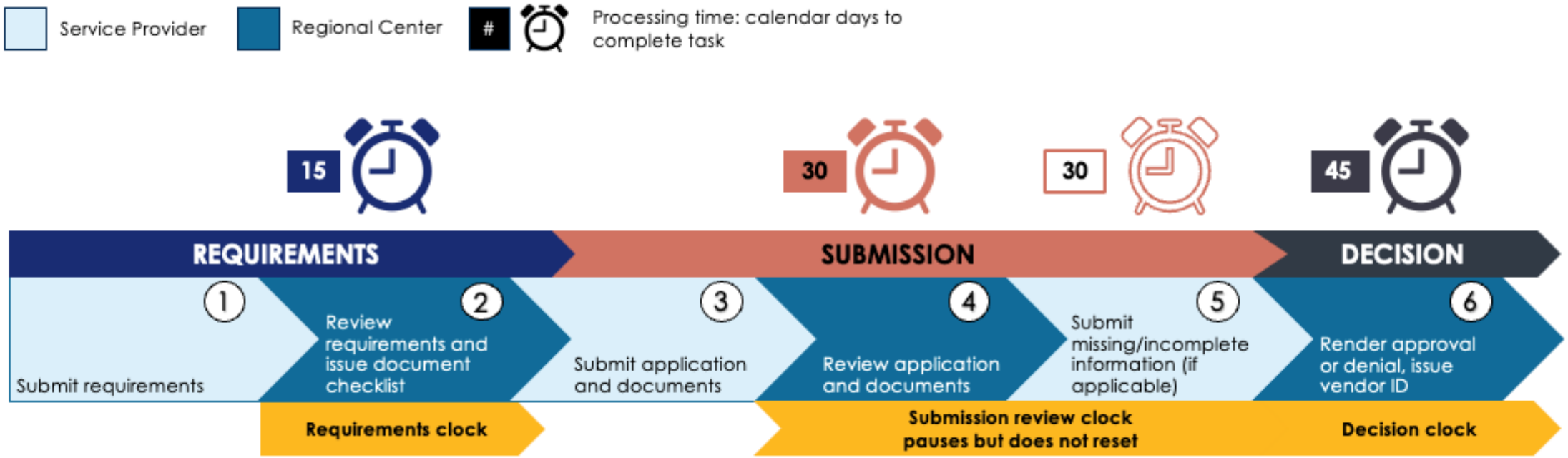
Elizabeth Garcia-Moya, Director of Community Services

Standardized Vendorization

- Standardized Vendorization
  - In accordance with Section 4435.1(e) of the Welfare and Institution Code, the process will be established by June 30, 2025, and implemented by January 1, 2026

- Provider Directory
  - Phase 2-digital intake process that allows providers to apply for vendorization online.

For more information: *Standardization and Modernization : CA Department of Developmental Services*



Notifications: 2-days prior to expiration of processing time requirement

Direct Service Professional Internship Program

Elizabeth Garcia-Moya, Director of Community Services

Direct Service Professional Internship Program

- Entry-level training internship program for individuals interested in becoming a Direct Service Professional (DSP)
- DSP Intern could be paid for up to be paid for up to 30 hours per week for up to three (3) months
- DSP Interns who become a permanent DSP employee can earn up to two retention stipends:
  - $625 (before taxes) after six (6) & twelve (12) months of continuous employment

Direct Service Professional Internship Program-continued

- All's Well Healthcare Services
  - Recruit & interview potential DSP Interns
  - Facilitate & pay background checks
  - Training
  - Recommendation for placement
  - Employer of record
  - Maintain all reporting requirements for regional centers

Direct Service Professional Internship Program- Cont..

- For more information visit:
  - DSP Internship Program : CA Department of Developmental Services
  - If interested in participating, register at Qualtrics Survey | Qualtrics Experience Management

DSP
COLLABORATIVE
Direct Support Professionals
Leading with Inclusion and Working with Purpose

DSP Collaborative Initiative

- The DSP Collaborative is an initiative between regional centers and service providers to promote employment in the developmental services field.
- Free job posting site!
- Expanding to Los Angeles County regional centers

* *For Providers – DSP Collaborative*

DSP Collaborative Job Fair

Save the Date:

March 5, 2026

More details coming soon!

Upcoming Request for Proposal (RFP)

Elizabeth Garcia-Moya, Director of Community Services

Statewide Expansion of Housemate Matching Services

- The goal is to establish local regional Housing Access Services throughout the state that have access to the roommate matching service.

- On My Own Roomate Matching Platform

Housing Access Services RFP

- Start-up funds
  - $50,000
- Service code
  - 089-Housing Access Services
  - Hourly rate: $74.01
- Harbor is partnering with Westside and South Central Los Angeles Regional Centers
  - Must be able to provide services within the three regional center catchment areas

Backpack Giveaway

Thao Mailloux, Director of Strategic Communications & Engagement

Harbor Family Resource Center Backpack Giveaway August 12, 2025

https://www.dds.ca.gov/newsletter/harbor-regional-centers-annual-backpack-giveaway-was-a-huge-hit/

A Big Thank You!

We are grateful to all the generous donors that helped make our Backpack Giveaway a success!

Aveanna

Cambrian

24 Hour Home Care

Right Choice

In-Home Care/Inspira Behavior

David's Place

Ideal Transit

Social Vocational Services

And extra THANKS to amazing volunteers from SVS West Torrance Inclusion Center!

HEAVY
HEAVY

Fast delive
my love lan
prime

iconic

Collaborative Understanding: American Sign Language and Deaf Culture for Inclusive Service

THE ASL SHOP

Attend one session:
10/15 or 10/22
10-11am

RSVP by 10/10
Tovah Lennon, Harbor's Deaf Resource Specialist
(310) 543-7901
Tovah.Lennon@harborrc.org

Hearts for the Holidays

Maria Elena Walsh, Family Resource Manager

HARBOR
REGIONAL CENTER

Hearts for the Holidays 2025

Help us spread joy to individuals with developmental disabilities this holiday season!

Start the season right, donate toys and other goods to share the warmth of the holidays!

Interested? Contact Us Today!

resource.center@harborrc.org

Service Provider Announcements

Next SPAC Meeting 12/02/2025