

**Interagency Coordinating Council (ICC) on Early Intervention  
Regional Center and Vendors Workgroup  
Tuesday, September 19, 2023  
Zoom Conference  
Time: 11:00 a.m. – 1:00 p.m.**

**Welcome and Attendance**

Fran Chasen, ICC Community Representative/Co-Chair, welcomed everyone and called the meeting to order at 11:08 a.m. Zoom instructions and meeting etiquette were reviewed.

**Review of Agenda**

Meeting agenda was reviewed, and the following correction was made – instead of the Service Coordination Manual, it should be Early Start Personnel Manual.

**ICC Guidelines and Mission**

Hilda Jimenez, DDS, reviewed the mission and vision of the ICC as well as provided an overview of the ICC guidelines. Ms. Jimenez added that part of the role of ICC Members and Community Representatives is to make recommendations and advise the Department of Development Service (DDS).

**Continue Workgroup Discussion from ICC meeting on July 20, 2023**

***Early Start Personnel Manual***

Ross Adams, WestEd, noted that the Service Coordination Manual has been entirely updated and reformatted to be more accessible. The last piece of the Service Coordination Manual was uploaded to the Neighborhood website last month. The Personnel Manual on the other hand has not been updated since 2010. The link to the manual was shared: <https://earlystartneighborhood.org/resources/resources-for-early-start-personnel/>.

Ms. Chasen provided an overview of the topic and recalled the workgroup discussion in July centered around training service coordinators as well as identifying appropriate resources that will further support them in their new job. A recommendation for the ICC is to have the Early Start Personnel Manual updated since it was written in 2010 and since the manual was not officially approved by the ICC or DDS, a second recommendation would be to have the manual approved. Mr. Adams suggested that keeping this workgroup committee involved in the process of updating the manual would be a good idea.

Edyth Gallardo and Diane Williams, Community Representatives, agreed with the recommendations. Ms. Williams added that having something consistent and standardized for all regional centers to reference when onboarding their new staff would be a good idea, especially now that many Service Coordinators are being hired to meet the 1:40 caseload ratio. Ms. Gallardo mentioned that from what she recalls from the July discussion, the manual is more about the workforce's criteria. It would be a good idea to look at the terms of the qualifications of the workforce and update that information.

In addition to the Personnel Manual, the workgroup discussed the available open-

access trainings through the Neighborhood. The workgroup members agreed that the trainings have been helpful to their newly hired staff at the regional center and perhaps another recommendation would be to have WestEd courses more easily accessible.

### **Staff Shortages and Recruitment Barriers**

Ms. Chasen provided an overview of the topic and mentioned that the workforce is a huge issue for the early intervention community. DDS currently has a Workforce Initiative that incentivizes Early Start providers, but it is not clear how much of the available training is focused on the 0 to 3 population. Another issue that has been coming up for vendors is the quality incentive program and the process to obtain the additional 10% of the total rate.

Apple Sepulveda, Community Representative, added that funding is available for providers to seek reimbursement for taking trainings through the American Rescue Plan Act pilot. It seems that many providers are not taking full advantage of these funds either because they do not know or because the process seems difficult to complete.

### **Finalize "Next Steps" for Action Plan**

An action plan with recommendations was drafted to present at the October ICC meeting. Ms. Chasen briefly discussed what would be the most effective way to move forward and run the Improving Systems Committee once recommendations have been made to the ICC members. Members of the workgroup provided their thoughts on the matter and noted that it has been a while since the committee produced something since Darby's Legacy. Recruiting other ICC members was also discussed by the workgroup and at this time, the Communications and Outreach Committee has been exploring different ways to recruit new members.

### **Member Assignment**

No member assignments were conducted.

### **Public Input**

There was no public input.

### **Adjourn Meeting**

The meeting was adjourned at 12:20 p.m.

### **Community Representative Present**

Apple Sepulveda  
Diane Williams  
Edyth Gallardo  
Fran Chasen

### **Community Representative Present**

Gayatri Mahajan  
Kathy Angkustsiri  
Sheri Rosen

### **DDS**

Hilda Jimenez

