

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

August 15, 2012

Present: Thomas Aguinaga (via video-conference), Richard Dier, Craig Girard, Dawn Hamilton, Duane Joslin, Martha Lopez, and Jeremy Sunderland – Committee Members
Lawrence Burton – Vendor Advisory Committee Representative
Jason Nagle (via video-conference) - Guest
Diane Ambrose, Joan Daniels, Ruth Janka, Jennifer Kaiser, Michele Marra, George Stevens, and Dr. John Youngbauer – Staff Members

Absent: All present

I. Call to Order & Introductions

The meeting was called to order by Duane Joslin at 6:02 p.m.

II. Public Input - There was no public input.

III. Consent Items

A. Approval of Agenda

Several changes were made to the agenda.

M/S/C (C. Girard/R. Dier) To approve the agenda as modified.

B. Approval of Minutes of July 18th Meeting

M/S/C (R. Dier/C. Girard) To approve the minutes as presented.

IV. Committee Business

A. Behavioral Health Treatment and Insurance (Dr. John Youngbauer)

Dr. Youngbauer, from the center's clinical team, provided everyone with some background information on SB 946 which mandated that families must ask their insurance companies to provide autism-related behavioral services. This mandate went into effect July 1, 2012 and the Department of Developmental Services estimates that it will save the state nearly \$80 million. This new law only applies to consumers with autism who require behavioral services and who have health

insurance. We believe that NLACRC has about 1,100 consumers who are receiving behavioral services now and roughly half of the families have identified that they have Medi-Cal only or no insurance. The center sent a letter to families in May alerting them that the bill was going to be implemented July 1, 2012, and service coordinators have been following up with a second contact call with more details this month. Dr. Youngbauer provided everyone with a booklet containing information on the applied behavior analysis (ABA) insurance process for families and reviewed it with them. The booklet contained the following information:

1. NLACRC's letter to families, dated May 23, 2012, regarding the new law.
2. Frequently asked questions (FAQs).
3. The behavioral services referral flow chart for initiating services.
4. A list of behavioral service vendors and insurance networks.
5. A consent form for the exchange of information between NLACRC and health plans.
6. Steps for using insurance coverage for behavioral health treatment.
7. Request of coverage from a health plan for behavioral health treatment.
8. Documentation for follow-up phone calls.
9. California Department of Insurance consumer alert.

Dr. Youngbauer also provided the committee with a booklet containing the ABA insurance process material for service coordinators. As you will see the center has steps in place for our service coordinators to follow along with timelines for those steps.

B. Presentation: The Lanterman Act (Ruth Janka)

Ruth Janka, the center's contract administrator, explained that her usual presentation on The Lanterman Act is given at new staff orientations and the presentation is given in two 3-hour trainings. Tonight, she will be giving the committee just a brief overview of the act. Ruth's handout covered the following points:

1. The legislative intent of the act.
2. Services and supports.
3. Effectuating the act / the Individual Program Planning (IPP) process.
4. Service delivery considerations.
5. IPP implementation and monitoring.
6. The fair hearing process.
7. Service standards.

C. Presentation of Proposed Changes to Service Standards

1. Individual Program Plan (IPP) Development
 - Removed 30-day timeline.
 - Expanded exemption criteria.
2. Family Supports and Living Arrangements
 - Removed language referring to the supported living services independent assessment and added information about the new supported living services questionnaire.
3. Clinical Services
 - Added a definition regarding “behavioral health treatment” from the Health and Safety Code.
 - Added the mandate which requires families to contact their health care service plan to cover behavioral health treatment services for their family member with autism.
4. Early Start
 - The following sentence was omitted: “A complaint must be withdrawn if the complainant elects to participate in mediation within the 60-day complaint investigation” as this is no longer true.
5. Prevention
 - The entire Prevention service standard will be deleted because the prevention programs have been discontinued.

Copies of the proposed changes to these 5 service standards were presented to the committee and Diane reviewed the changes with them. No additional changes were suggested.

Action: The committee will present the proposed changes to the service standards to the Board of Trustees in September for their review and again in October for their approval.

C. 4th Quarter Appeals & Hearings Report

During the 4th quarter of FY 2011-12:

1. Eligibility: 365 Notices of Action were sent and 17 were returned (appealed).
2. Service: 83 Notices of Action were sent and 9 were returned.

3. Hearings: 7 fair hearings were held:
 - 5 eligibility hearings (2 dismissed and 3 denied)
 - 2 service hearings (both denied)

D. Review Committee's FY 2011-12 Action Log – *Deferred*

E. Finalize the Committee's Priority Issues for FY 2012-13

After review the committee's priority issues for last fiscal year, the committee members decided that they would keep the same 3 goals in place with 1 change to goal 3 as follows:

1. Ensure that the Board of Trustees is provided with trainings by regional center vendored programs, in coordination with the Vendor Advisory Committee.
2. Oversee the implementation of the trailer bill language.
3. Ensure that the center is in compliance with waivers, statute, and regulations, and is ~~aware of~~ **monitoring** the center's caseload ratios.

M/S/C (D. Joslin/C. Girard) To approve the committee's priority issues for this fiscal year, as modified, and to present them to the Board of Trustees for approval.

Action: George will contact Jenni Moran, chair of the Vendor Advisory Committee (VAC), to schedule presentations by VAC members to the board.

F. Board Audit: Review of Current Service Trends

We are planning to begin looking at what the center can do in terms of employment for consumers and what we can do for providers who are only given median rates. Unfortunately, the center cannot help our providers with any start-up funding for new projects or programs due to trailer bill language. Also, after reviewing the center's recent performance contract data, we will begin looking at how to reduce the number of NLACRC consumers who are living in large residential facilities and the need for more adult foster homes.

G. Monthly Community Placement Plan (CPP) Report

Copies of the written CPP report for July 2012 were provided to the committee and Diane reviewed it with them. The center's goal for last fiscal year was to place 10 consumers out of Lanterman Developmental Center (LDC) and into community settings due to the scheduled closure of LDC. We were only able to place 6 consumers. We did not achieve our placement goal due to a variety of factors, including delays in licensing of the homes as well as outright opposition and delays by LDC staff. Our goal for this fiscal year is to place 14 consumers out of LDC into community placements. We feel that we are in a position to meet this goal and will probably exceed it.

H. Questions re: Monthly Quality Assurance and Special Incident Reports

These reports are provided at each board meeting as part of George's director's report. They are an agenda item at this meeting in case anyone had any questions regarding either report. There were no questions regarding either report.

V. Board Meeting Agenda Items

The following agenda items were identified for the next board meeting:

- A. Minutes of August 15th Meeting
- B. Presentation of Proposed Changes to Service Standards
 - 1. Individual Program Plan (IPP) Development
 - 2. Family Supports and Living Arrangements
 - 3. Clinical Services
 - 4. Early Start
 - 5. Prevention
- C. 4th Quarter Hearings & Appeals Report
- * D. Approval of Committee's Priority Issues for FY 2012-13

VI. Announcements / Information Items / Public Input

- A. Next Meeting: Wednesday, September 19th at 6:00 p.m.
- B. Jeremy asked the committee members to please complete evaluation forms after the meeting and submit them to him with any comments.

VII. Adjournment

Jeremy adjourned the meeting at 8:27 p.m.

Submitted by:

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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