

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

January 21, 2015

Present: Dorothy Daniels, Debra Newman, Lou Pappozzi, and Tavia Wooley – Committee Members
Michelle Heid – Vendor Advisory Committee Representative
Richard Dier and Tanner Scharch – Guests
Diane Ambrose, Erica Beall, Maria Bosch, Yolanda Bosch, Susana Gil, Jennifer Kaiser, Michele Marra, Kim Rolfes, and George Stevens – Staff Members

Absent: Myriam Jovel, Sean Stalbaum, and Angela White

I. Call to Order & Introductions

Tavia Wooley, chair, called the meeting to order at 6:09 p.m. Introductions were made.

II. Public Input – There was no public input.

III. Consent Items

A. Approval of Agenda

Items IV.L. and IV.M. were added to the agenda.

M/S/C (D. Newman/D. Daniels) To approve the agenda as modified.

B. Approval of Minutes of November 19th Meeting

M/S/C (D. Newman/D. Daniels) To approve the minutes as presented.

IV. Committee Business

A. Request for Proposals: Transportation in the Antelope Valley

We will be releasing a Request for Proposals (RFP) for a transportation provider in the Antelope Valley. Information about the RFP will be posted on our website early next month and an applicants' conference will follow shortly thereafter. NLACRC anticipates selecting the new transportation provider in March. Copies of the RFP were provided to the committee for their information.

B. Residential and Supported Living Out-of-Community or Out-of-State Travel Guidelines

These guidelines were drafted to reflect the center's process to assess and make decisions regarding requests to provide services and supports to consumers who are traveling outside their community or outside of the state. Copies of both draft guidelines were provided to the committee and Kim reviewed them. We want to make sure that any safety issues can be addressed and proper supports are in place. We also want to make sure it is the consumer's choice to travel. The draft guidelines will be presented to the Vendor Advisory Committee next month for their review and input. The guidelines will then come back to this committee before going to the Board of Trustees for their review and approval. Once approved, the guidelines will be incorporated into the center's service standards.

C. PowerPoint Presentation: NLACRC's Resource Development Plan

Yolanda and Erica gave a 10-minute presentation on the community services department's new resource development plan. This plan follows a calendar year, with development taking place on a quarterly cycle. Development periods will be offset by quarterly vendor trainings to enrich and enhance the skill and service quality of our providers. By taking a proactive approach to resource development, NLACRC can best address the priority needs of our consumers, as well as provide the highest quality of customer service to our applicants and potential vendors while managing a high volume of developments. The presentation provided information on how the process will work. An interactive component is being added to the center's website to help providers see what resources are needed, apply for vendorization, etc.

D. Self-Determination Program Update

Copies of CDCAN's recently bulletin containing updates on the self-determination program were sent to the committee with their meeting packets.

George provided the committee with copies of NLACRC's implementation plan (process steps) for implementing the self-determination program and reviewed it with them. This information will be posted on the center's website and will be updated frequently to make sure the data is current. Links will be inserted so additional data can be found.

Action: The committee would like an introduction to be added to the self-determination process steps in consumer-friendly language.

Action: Committee members should provide any additional input on the self-determination process steps, within the next week, to George at gstevens@nlacrc.org.

1. Local Volunteer Advisory Committee: The State Council's local office (formerly Area Board 10), has held interviews and selected their 5 committee members. Now NLACRC needs to select their 5 members. Richard Dier was present and announced that he was one of the members selected by the State Council; the other 4 members are 2 parents and a service provider from the San Fernando Valley and a consumer from the Antelope Valley. We want the committee to be balanced. After discussion, the committee decided that their 5 members should include a current board member, an individual from each of the 3 valleys, and a representative from the Family Focus Resource Center. One of the individuals representing the 3 valleys could also be a current board member.

M/S/C (L. Paparozzi/D. Daniels) A representative from the Family Focus Resource Center will hold one of the 5 NLACRC positions on the self-determination local volunteer advisory committee.

The committee further discussed how the board member spot(s) should be chosen and the following action was taken.

M/S/C (D. Daniels/D. Newman) Jennifer will send an e-mail message out to the Board of Trustees asking them if they are interested in serving on the self-determination local volunteer advisory committee. This e-mail message will include information about the purpose of the committee. Any interested board members should get back to Jennifer with a sentence or two as to why they want to participate on that committee. When all of the names are collected, Jennifer will prepare a ballot for the February 11th board meeting and a vote will be held to identify 1 board member who will sit on the committee.

For the remaining open spots (3), the center will send out an e-mail blast looking for applicants to serve on the committee.

- E. Approval of Initial Changes to Legal Service Standard

The initial changes to the service standard have been approved by DDS, although additional changes to this standard are still pending their approval.

F. Consumer Diagnostic Report (by Valley)

Per the committee's request, staff developed this new report showing a breakdown of consumers' diagnosis by each of the 3 valleys served by the center.

Action: The committee would like to see this report on an annual basis at their orientation meeting in July. Jennifer will add this to the committee's critical calendar.

G. 2nd Quarter Exceptions/Exemptions Report

The exceptions report lists requests from consumers and families for services that are outside of the center's service standards and whether those services were approved or denied. During the 2nd quarter of this fiscal year, the center approved 358 requests and denied 15.

The exemptions report lists requests made for services that have been suspended or reduced as a result of the trailer bill language. The report showed that during the 2nd quarter, the center no exemptions were requested.

H. 2nd Quarter Consumer Diagnosis Report

Copies of the report were provided to the committee for their review. The report showed diagnostic information about the center's consumers each quarter since July 2012. Of the 20,806 consumers that the center serves, the diagnosis breakdown is as follows:

1. Intellectual Disability: 8,441 (a 3.98% increase since July 2012)
2. Autism: 7,516 (**23.17% increase**)
3. Cerebral Palsy: 539 (4.46% increase)
4. Epilepsy: 226 (2.73% increase)
5. Other developmental disability: 997 (2.89% increase)
6. Status 0, 1, and 2: 3,087 (11.81% increase)

Consumers who have more than 1 disability are put into the category of their primary diagnosis.

I. 2nd Quarter Appeals & Hearings Report

During the 2nd quarter of this fiscal year:

1. Eligibility: 325 Notices of Action were sent and 5 were returned (appealed).
2. Service: 490 Notices of Action were sent and 16 were returned.
3. Hearings: 9 fair hearings were held:
 - 1 eligibility hearing (denied)
 - 8 service hearings (2 denied, 4 granted, 2 partially granted)

J. Monthly Community Placement Plan (CPP) Report

All of the consumers were moved out of the Lanterman Developmental Center (LDC) by the December 31st deadline and the center is now slated for complete closure.

Our goal for this fiscal year was to place: 7 remaining consumers out of LDC, 4 consumers out of Canyon Springs, and 4 consumers out of Porterville Developmental Center (a total of 15 consumers). As of December 31st, the center has placed all 7 consumers out of LDC, all 4 consumers out of Canyon Springs, and 1 consumer out of Fairview Developmental Center and into community settings (a total of 12, just 3 short of our goal).

We recently hired a community placement plan (CPP) nurse who provides case management services for consumers living in our CPP homes who have medical needs. She's doing a wonderful job.

K. 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.

L. Employment First Policy

After many months of hard work, the Vendor Advisory Committee has completed drafting an Employment First policy for the center. The draft policy was presented to the Board of Trustees last week and was referred back to this

committee. Copies of the draft policy were provided to the committee for their review and input; no changes were recommended.

M/S/C (D. Daniels/L. Paporozzi) To present the draft Employment First policy to the Board of Trustees for their approval.

M. California Auditors' Report

George provided copies of a fact sheet released by the California State Auditors' office. As George reported at last week's board meeting, their office has found that DDS and the regional centers have been doing a very poor job of implementing DDS's parental fee program. They estimate that the annual amount of unbilled fees caused from delays range from \$740,000 to \$1.1 million. George reported that he is taking this very seriously and plans to make sure our center is proactive and processes all payments in a timely manner, using the auditors' recommendations.

V. Board Meeting Agenda Items

The following items were identified for the committee's section of the February 11th Board of Trustees meeting:

- A. PowerPoint Presentation: NLACRC's Resource Development Plan
- B. Minutes of January 21st Meeting
- C. Self-Determination Program Update/Actions Taken
- D. Presentation of Draft Employment First Policy
- E. 2nd Quarter Exceptions/Exemptions Report
- F. 2nd Quarter Consumer Diagnosis Report
- G. 2nd Quarter Appeals & Hearings Report

VI. Announcements / Information Items / Public Input

A. Complete Meeting Evaluations

Tavia asked the committee members to please complete evaluation forms after the meeting and submit them to her with any comments.

B. Next Meeting: Wednesday, February 18th, at 6:00 p.m.

VII. Adjournment

Tavia adjourned the meeting at 7:34 p.m.

Submitted by:

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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