

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**  
October 21, 2015

**Present:** Jun Antonio, Jessica Gould, Caroline Mitchell, Marcia Leija, Bridget Moss, Debra Newman, Sean Stalbaum, Jeremy Sunderland, and Curtis Wang – Committee Members  
Mary Jo Fernando – Board Member  
Gerald Robles – Guest  
Diane Ambrose, Maria Bosch, Joan Daniels, Susana Gil, Ruth Janka, Liliana Windover, Michele Marra, George Stevens, and Sandra Rizo – Staff Members

**Absent:** All present

---

**I. Call to Order & Introductions**

Jessica Gould, chair, called the meeting to order at 6:05 p.m. Introductions were made.

**II. Public Input** - There was no public input.

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (M. Fernando/C. Mitchell) To approve the agenda as presented.

B. Approval of Minutes of September 16<sup>th</sup> Meeting

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

**IV. Committee Business**

A. Self-Determination Program (SDP) Update

Debra reported that the SDP Local Advisory Committee met on October 8, 2015. The meeting minutes have not been posted on the center's website as yet. Approximately 14 people attended this meeting. The committee discussed more housekeeping issues. Julie Eby-McKenzie, SDP chair at Westside Regional Center, and a member of the State Committee for the SDP provided a presentation regarding the Bagley-Keene Act.

The Family Focus Resource Center had their annual resource fair last Saturday and during this event we had a lot of inquiries about self-determination. The SDP waiver application was resubmitted on September 29, 2015. The waiver application has been posted on DDS's website.

B. National Core Indicators Child/Family Survey

Diane distributed a report and a PowerPoint presentation regarding the National Core Indicators (NCI) Child Family Survey Outcome. NCI is a national voluntary effort by state developmental disability agencies to gather and track performance. This is a collaborative relationship between the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI). This report also contains regional center level results from California's first statewide NCI Child Family Survey for FY 2012-13 in accordance with Welfare and Institutions Code and directs the Department of Developmental Services (DDS) to collect accurate, reliable, and valid consumer and family satisfaction measures as well as individual outcome data. This survey is funded by DDS.

C. 1<sup>st</sup> 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 1st quarter of this fiscal year, the center approved 365 requests and denied 10. Seven of the 10 denials were requests for the center to pay families' co-payments for behavioral health services; this request can only be approved if families meet specific financial criteria.

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 1<sup>st</sup> quarter, no exemptions were approved or denied.

D. 1<sup>st</sup> Quarter Consumer Diagnosis Report

Copies of the report were provided to the committee for their review. George indicated that he spoke with DDS last week regarding the collection of this data and recommendations were made as of how to present this data to reflect more accurate information. It was noted that consumers who have more than one disability are put into the category of their primary diagnosis. The report showed diagnostic information about the center's consumers each quarter since FY 2013-

14. Of the 21,690 consumers that the center serves, the diagnosis breakdown is as follows:

1. Intellectual Disability: 8,520 (2.76% increase since July 1<sup>st</sup> of FY 2013-14)
2. **Autism: 8,086 (21.94% increase)**
3. Cerebral Palsy: 529 (0.57% increase)
4. Epilepsy: 232 (4.98% increase)
5. Other developmental disability: 1,048 (12.93% increase)
6. Status 0, 1, 2: 3,275 (11.21% decrease)

E. 1<sup>st</sup> Quarter Appeals & Hearings Report

Copies of the report were provided and reviewed. During the 1<sup>st</sup> quarter of FY 2015-16:

1. Eligibility: 311 Notices of Action were sent and 4 were returned (appealed).
2. Service: 187 Notices of Action were sent and 13 were returned.
3. Hearings: 7 fair hearings were held:
  - 3 eligibility hearings (2 denied, 1 dismissed)
  - 4 service hearings (1 denied, 1 granted, 2 pending)

F. Monthly Community Placement Plan (CPP) Report

Copies of the monthly report were provided to the committee and Maria reviewed the report with them. The center's goal for this fiscal year is to place 10 consumers out of the developmental centers and into the community. As of August 31<sup>st</sup>, the center has placed 2 individuals out of Fairview Developmental Center and into community living settings. We have starting our Request for Proposals (RFP) reviews for FY 2015-16.

G. 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

H. Board Audit: Review Current Service Trends

Diane provided a report on 6 significant areas:

1. Personal Assistance.
2. Behavioral Services - The center has received a lot of requests for co-payments. The health maintenance organizations (HMOs) have not begun to serve our consumers so the center is still providing services.
3. Forensic Consumers - The center has seen a big increase in forensic consumers; these are individuals who are in prison or jail.
4. Dual Diagnosis Population - The primary issue for these individuals is mental health day treatment.
5. Supported Living - Not too many residential options.
6. Affordable Housing.

V. **Board Meeting Agenda Items**

The following items were identified for the committee's section of the November 10<sup>th</sup> board meeting agenda:

- A. Minutes of October 21<sup>st</sup> Meeting
- B. Self-Determination Program Update
- C. Approval of Proposed Changes to Service Standards
  1. Individual Program Plan (IPP Development)
  2. Educational and Vocational Services
  3. Clinical Services
  4. Early Start Program

VI. **Announcements / Information Items / Public Input**

A. Complete Meeting Evaluations

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

B. Next Meeting: Wednesday, November 18<sup>th</sup>, at 6:00 p.m.

VII. **Adjournment**

Jessica adjourned the meeting at 7:16 p.m.

Submitted by:

*Liliana Windover*

Liliana Windover  
Executive Assistant

[csmn.oct21.2015]

