

North Los Angeles County Regional Center
Executive Committee Meeting Minutes
February 22, 2017

Present: Jenean Glover, Bridget Moss, Lou Paparozzi (via teleconference), and Todd Withers – Committee Members
Diane Ambrose, Jennifer Kaiser, Michele Marra, Kim Rolfes, and George Stevens – Staff Members

Absent: Dan Becerra and Debra Newman

I. Call to Order

Lou Paparozzi, president, called the meeting to order at 8:16 p.m.

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

III. Consent Items

A. Approval of Revised Agenda

Item V.I. was added to the agenda.

M/S/C (T. Withers/L. Paparozzi) To approve the revised agenda as modified.

B. Approval of Minutes from January 25th Meeting

M/S/C (L. Paparozzi/B. Moss) To approve the minutes as presented.

IV. Executive Session

A. Legal

M/S/C (B. Moss/L. Paparozzi) To go into executive session at 8:19 p.m.

The executive session ended at 8:30 p.m. and the meeting resumed.

V. Committee Business

A. Approval of Audited Financial Statement

The audited financial statement could not be approved at the last board meeting because it had not been finalized, so approval was deferred to the Administrative

Affairs Committee and then to this committee for their acceptance on behalf of the board. The Administrative Affairs Committee received the finalized financial statement and is recommending its acceptance.

M/S/C (B. Moss/T. Withers) To accept the audited financial statement on behalf of the Board of Trustees.

B. Public Right to Inspect Records

Traditionally, we have not made board packets for guests who attend our board meetings. This was challenged at the last board meeting by Julie Eby-McKenzie, a representative of the State Council. Apparently she was correct; there is a section in the Welfare and Institutions Code that states “Writings which are distributed during a board meeting shall be available for public inspection at the time of their discussion at the meeting.” From now on, the center will comply with this requirement and have all materials copied for guests who attend our board meetings.

Action: Kim will send a letter to Julie Eby-McKenzie acknowledging the center’s intent to comply with the public’s right to inspect records at board meetings.

C. California Consortium for Behavior Analysis Waiver Request

The center received a request from the consortium asking that we seek approval from DDS for a waiver of staff qualifications for adaptive skills training providers; specifically the requirement of a Master’s degree. The committee referred their request to staff for a response.

D. Approval of Change to VAC’s Priority Groups for FY 2016-17

When the Vendor Advisory Committee (VAC) formed their priority issue groups for this fiscal year, they decided to discontinue their Early Start service group. Providers feel that this was a very important group and would like to have it reinstated. As such, the VAC would like to merge their CMS/WIOA break out group with the Adult Services break out group, and reinstate the Early Start Services group. This action was supposed to have been presented at the February 8th board meeting agenda, but it was inadvertently left off of the agenda.

M/S/C (B. Moss/T. Withers) To approve the change to the VAC’s priority issue groups, as presented, on behalf of the Board of Trustees.

E. FY 2016-17 Board Budget vs. Expenses

The board's budget for this fiscal year is \$87,000. So far, the center has spent just 25.18% percent of their budget or \$21,909.09.

F. Vendor Presentations at the April, May, and June Board Meetings

At the last board meeting, the board agreed that they would like some of the center's VAC members to give presentations on their programs at future board meetings. The presentations have been scheduled as follows:

1. April 13th Board Meeting: New Horizons (by Sharoll Jackson)
2. May 10th Board Meeting: Avenues Supported Living (by Scott Shepard)
3. June 14th Board Meeting: Every Child Achieves (by Freddie Berger)

G. Family Home Agency (FHA) Presentation for the Board

The Administrative Affairs Committee is recommending that a presentation be given to the board on FHAs. The center has 2 FHAs: Free to Be and Community Options, Inc. As the board already has presentations scheduled for the remainder of this fiscal year, the presentation would have to be given sometime next fiscal year.

Action: George will ask Ingrid Rushing, executive director of Community Options, Inc., to give a presentation at the September 13th board meeting.

H. Finalize Agenda for the March 8th Board Meeting (Chatsworth)

The committee finalized the agenda for next month's board meeting.

I. Lanterman Act 50th Anniversary Celebration

The venues at CSUN were not available in the month of April, so the event will be held at the Airtel Plaza Hotel in Van Nuys on Friday, April 21st, from 6:00 to 9:00 p.m. Our keynote speaker, Shirley Dove, has been confirmed for that date. The documentary "We're Here to Speak for Justice" will be shown. A panel discussion will be held on the future of the Lanterman Act. Former Senator Carol Liu will be invited and presented with the Jynny Retzinger Community Service Award. The planning committee is working out the remaining details.

V. **Center Operations**

A. Results of the Employee Engagement Survey

As a result of the employee engagement survey results, the center came up with the following recommendations in coordination with the senior leadership:

1. Communication Recommendations

- The center needs to communicate more frequently, more timely, and more clearly.
- Communication via e-mail is the preferred method, but verbal communication is important too.
- When the center is communicating a significant change or issue, it is important to provide talking points/executive summary to first line supervisors so that they can reinforce the change or feel confident to discuss the issue(s).
- Directors, managers, and supervisors need to meet face-to-face with their staff more; this is mostly done through supervisions, M4 meetings with staff, etc., but it is important that it is also done at the department director/manager level.

2. Necessary Tools Recommendations

- Fax Machines/Printers/Copiers: It appears that the majority of responses are in the AV/SFV locations, so the center's office services and IT departments will reach out to branch leadership and staff to assess the concerns/issues.
- Trainings on Job Subject Matters – The center's public information and training department will conduct a survey on training needs in early 2017 to address this concern.
- Computers/Virtual Environment: The IT director will review the survey's detailed information to determine how the center can support staff concerns.
- Common Drives: Each department head that has any folders in the common drive will conduct an assessment of their folders/information and report out to the Leadership Group the results of their assessment and plan, if applicable, to address any issues. There should be an effort to archive non-used or outdated information, as well as to streamline and consolidate folders for easier use.

3. Not Carrying Out the Mission Recommendations

- Management/Consumer Service Coordinator (CSC) Relations: Case management directors will begin communicating more directly and frequently with staff to give them a forum to ask questions, but also to allow the directors to communicate the different activities they are doing to support their staff.
- Inefficient Processes: The deputy director is currently chairing 2 committees to address relief from statute/regulatory requirements and looking at various processes to determine inefficiencies and streamline as appropriate. There should be discussion about who is selected for these committees so that a diverse composite of offices and units are represented.
- Caseload/Workload too high: The human resources department is in the process of opening the 17 CSC (Medicaid waiver) positions as part of our FY 2016-17 staffing plan. The center's controller and human resources department will review our operations budget to determine if we can add additional service coordinators and other positions identified on the FY 2016-17 staffing plan. Additionally, human resources will be working with case management to streamline the process for recruiting CSCs. Lastly, in discussion with the controller, we have the funds to support "clean-up" days which will be offered in February and April 2017.
- Don't Feel Appreciated:
 - a. We will host quarterly events for our staff:
Quarter 1 – Offer bagels and coffee for Valentine's Day
Quarter 2 – Off site all staff event
Quarter 3 – "End of Summer" event, possibly an ice cream social
Quarter 4 – Harvest Festival
 - b. The executive administration will send out more frequent e-mails acknowledging the hard work that our staff does, possibly linking the emails to the above listed quarterly events.
 - c. Educating staff on all of our legislative and advocacy activities, possibly asking for volunteers to attend some of our grass roots efforts at the local level.

- d. The Leadership Group will make time to be more visible on the various floors and locations.
- e. When attending meetings with staff, management should be focused, engaged and not distracted (turn cell phones on vibrate, don't read email, etc.)

B. CSC Performance Standards

Copies of the revised performance standards were provided to the committee along with a frequently asked questions (FAQs) sheet and acknowledgment form. Diane reported that the 26-page standards are now clearer and are more mandate driven. The standards were developed as a result of union CSCs requesting more uniformity and consistency among the various case management units. In addition, the standards were developed in coordination with input from CSCs. The standards have been shared and discussed with all of our CSCs so they fully understand what their job expectations are.

C. Board Retreat: June 2nd and 3rd

The board retreat will be held at the Universal City Sheraton, as requested. The Executive Committee had thought they would invite Eileen Richey, ARCA's executive director, to speak at the retreat. However, Eileen is leaving ARCA. George suggested that the board could invite the new ARCA executive director to speak – or invite Nancy Bargmann, director of DDS, to speak.

Action: George will speak with the other Southern CA regional center directors about having their new board members participate in a group training on board member responsibilities and board member conflicts of interest that is given by Mike Monk.

VI. Announcements / Information Items

- A. Next Meeting: Wednesday, March 29th, at 7:00 p.m.

VIII. Adjournment

Lou adjourned the meeting at 9:12 p.m.

Submitted by,

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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