

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**

April 19, 2017

**Present:** Adelina Castellanos, Jessica Gould, Michelle Heid, Erika Hernandez, Shant Kotchounian, Meagan Miller, Caroline Mitchell, Debra Newman, Curtis Wang, and Tamar Witmer – Committee Members  
Rodney Barnett, Genesis Cruz, Steve Miller, and Sonia Ojeda - Guests  
Diane Ambrose, Maria Bosch, Joan Daniels, Susana Gil, Ruth Janka, Jennifer Kaiser, Michele Marra, and George Stevens – Staff Members

**Absent:** All present

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**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** (A. Castellanos/M. Miller) To approve the agenda as presented.

B. Approval of Minutes of March 15<sup>th</sup> Meeting

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

**IV. Committee Business**

A. 3<sup>rd</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 3<sup>rd</sup> quarter of this fiscal year, the center approved 310 requests and denied only 8.

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 3<sup>rd</sup> quarter, 2 exemptions were approved and none were denied.

B. 3<sup>rd</sup> Quarter Appeals/Hearings Report

During the 3<sup>rd</sup> quarter of this fiscal year:

1. Eligibility: 241 Notices of Action were sent and 11 were returned (appealed).
2. Service: 393 Notices of Action were sent and 15 were returned.
3. Hearings: 6 fair hearings were held (2 for eligibility and 4 for service denial); 2 were denied and the other 4 were dismissed.

George reported that we are seeing an increase in the number of requests to fund non-vendored programs; we saw 3 of such requests today. This may be due to the poor rates that are paid to our vendored programs.

C. 3<sup>rd</sup> 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 1, 2014. Of the 23,808 consumers that the center serves, the diagnosis breakdown is as follows:

1. Intellectual Disability: 8,718 (4.1% increase since July 1, 2014)
2. Autism: 9,372 (**26.8% increase, but 5% less than last quarter**)
3. Cerebral Palsy: 543 (2.4% increase)
4. Epilepsy: 234 (4.93% increase)
5. Other developmental disability: 1,134 (15.4% increase)
6. Status 0, 1, 2: 3,807 (24.2% increase)

Status 0 are clients in intake, Status 1 are clients in Early Start (at risk), and Status 2 clients are children over 3 that have been found eligible for regional center services. George stated that we are seeing a wave of school age consumers nearing adulthood, which is problematic because we are unable to develop resources to serve them.

D. Update on Family FAQ Sheet reflecting the Performance Standards (Diane)

Diane is working on this and will have a draft ready to present at next month's committee meeting.

E. Service Standard Update

The service standards need to be updated to reflect the Workforce Innovation Opportunity Act (WIOA) and the Center for Medicaid and Medicare Services'

(CMS's) final rule. The draft revisions should be ready to present at next month's committee meeting.

F. Monthly Community Placement Plan (CPP) Report (Maria)

Copies of the monthly report were provided and reviewed. The center's goal for this fiscal year is to place 10 consumers out of the developmental centers and into the community. As of March 31<sup>st</sup>, the center has placed 11 consumers in the community. This leaves only 13 NLACRC consumers living in a developmental center or similar facility.

G. Self-Determination Program Update (Debra and Ruth)

At the recent statewide self-determination meeting, 2 outstanding issues were discussed:

1. The financial management service (FMS) fee being paid for out of the consumer's budget.
2. The requirement to assess the integrated setting.

The Self-Determination Advisory Committee continues to meet. The next meeting will be held at 7:00 p.m. tomorrow night at the center's Antelope Valley office. They are open meetings and anyone is welcome to attend.

**V. Board Meeting Agenda Items**

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

- A. Minutes of the April 19<sup>th</sup> Meeting
- B. Self-Determination Program Update
- C. 3<sup>rd</sup> Quarter Exceptions/Exemptions Report
- D. 3<sup>rd</sup> Quarter Appeals/Hearings Report
- E. 3<sup>rd</sup> Quarter Consumer Diagnosis Report

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

- A. Complete Meeting Evaluations

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

- B. Next Meeting: Wednesday, May 17<sup>th</sup>, at 6:00 p.m.
- C. Tamar announced that she recently took a very valuable class and think it should be recorded for future presentations. The instructor was Patricia Hornbecker from the Arc/UCP conference.

**Action:** George will follow-up with Steve Miller to see if he can get a copy of the presentation.

## VII. Adjournment

Jessica adjourned the meeting at 6:53 p.m.

Submitted by:

*Jennifer Kaiser*

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Executive Assistant

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