

North Los Angeles County Regional Center  
**Vendor Advisory Committee Meeting Minutes**

August 29, 2013

**Present:** Lawrence Burton, Rick Clemens, Annie Cox, Sienna Greener-Wooten, Michelle Heid, Jonathan Istrin, Pamela Jacobson, Ken Lane, Rebecca Lienhard, Jenni Moran, Marina Pink, Scott Shepard, Salisa Wagner, Gay Wane, and Asilia “Dolly” Wauls - Committee Members

Erica Beall, Maria Bosch, Jennifer Kaiser, Anna Polin, Nikisia Simmons, George Stevens, Jason Trevino, Joan Watson-Patko, Dr. John Youngbauer, and Ruth Zepeda - Staff Members

Victoria Berrey, Ana Hernandez, Charles Devlin, Doug Pascover, Ben Behzadi, Mariela Feldman, Cynthia Fernandez, Mary Erzeroumian, Maribel Galvan, Arlene Dempsey, Arlene Alos, Robert Weimer, Neil Jarquin, Michael Wright, Wilda Gilliard, Dana Kalek, and Christine Sotelo - Guests

**Absent:** Bob Erio, Roy Jensen, and Wayne Tashjian

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**I. Call to Order & Introductions**

A traffic jam prevented the meeting from beginning on time. Rebecca Lienhard called the meeting to order for Jenni Moran, chair, 9:55 a.m. Everyone present was introduced.

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

**III. Consent Items**

**A. Approval of Agenda**

**M/S/C** (M. Heid/J. Istrin) To approve the agenda as presented.

**B. Approval of Minutes from August 1<sup>st</sup> VAC Meeting**

**M/S/C** (G. Wane/R. Clemens) To approve the minutes as presented.

**IV. Executive Director’s Report**

George Stevens gave the following reports:

- A. Terri Delgadillo: The director of the Department of Developmental Services (DDS) has just announced that she will be retiring at the end of this year. This provides us with a unique opportunity to influence the next director by identifying public policy issues that we feel need to be addressed. George asked the vendors to consider what they would want from DDS in the way of leadership (what's not working?). We could work together to prioritize issues for the new director to help rebuild the system. We need a leader who will be vocal. The new director will be appointed by the governor so we need to let the governor's office know what is important to us. A hearing process will be held where testimony can be presented.
- B. Candidates Forum: Thanks to the hard work of staff and the combined partnership with our providers, the recent candidates forum was a success. Ten of the 11 candidates running for Bob Blumenfield's vacant assembly seat participated in the forum and over 200 people attended the event. Last night, the board's Executive Committee met and decided to hold a second candidates forum for the 2 run-off candidates who will be selected by the special election on September 17<sup>th</sup>. This will be a good opportunity for us to educate them and make them aware of our issues. The tentative date for the second forum will be either Tuesday, October 1<sup>st</sup> or Wednesday, October 2<sup>nd</sup>.
- C. NLACRC Policies:
1. Transparency Policy: This policy has been modified to reflect trailer bill language by showing which documents will be posted on the center's website and for how long, and the inclusion of the center's new Zero Tolerance policy.
  2. Recovery Policy: This is a new policy that puts a process in place for the center to be able to recover overpayments from providers.
  3. Zero Tolerance Policy on Consumer Abuse and Neglect: Service providers are also required to have zero tolerance policies and provide training to their staff (that can be documented) on an annual basis.
- All 3 policies are being presented at the September 11<sup>th</sup> Board of Trustees meeting for approval.
- D. Data Integrity: New procedures have been put into place on reporting information breaches, electronic or paper. The center will be providing training to providers on how to protect consumer information and our providers will need to provide training to their staff as well. The center plans

to hire a privacy officer to manage the center's affairs in this regard. George warned against the use of flash drives and having staff travel with written information about consumers. He also highly recommended that the encrypt their lap tops so the information in them cannot be accessed by someone who should not have access to it.

## V. Community Services Director's Report

Joan Watson-Patko gave the following reports:

- A. George Braddock Presentations: He will be providing our vendors with training on how to keep consumers safe in the home environment on September 26<sup>th</sup> and 27<sup>th</sup>. It is a 1-day training that will be held twice. The training will be held at the regional center's main office. Please visit our website for more information and to register. Due to space limitations, there may be a limit to how many people one agency can send. Flyers were provided.
- B. Independent Audits/Reviews for 2011: We sent out the first round of 30-day notices and only 1 provider is still outstanding (no audit or engagement letter), but Joan has been in communication with them. The second round of 30-day notices is going out this week.
- C. Sub-Codes for Insurance Co-Payments: Trailer bill language is changing the way the center makes reimbursements for co-payments. For consumers 18 years and older, the 024 sub-code may stay the same. For consumers under 18 (0-17), the 048 sub-code will be used instead of 024, beginning July 1 2013 as it is Medicaid waiver billable. We will be notifying any vendors whose service codes need to be changed. DDS did not provide regional centers with statewide guidelines for this, therefore regional centers may all be handling this a little differently.
- D. Supported Living Services: We continue to work with providers to change them from monthly to hourly rates. In addition, adjustments are being made due to a reduction of In-Home Support Services (IHSS) hours. If you have any questions about this, please contact Joan at [jwatsonpatko@nlacrc.org](mailto:jwatsonpatko@nlacrc.org) or by phone at (818) 756-6116.

## VI. Brief Committee Business

- A. Discussion: VAC's Priority Issues and Teams for FY 2013-14

Jenni was not present at last month's VAC meeting and wanted to clarify her recommendations regarding the VAC's priorities. She recommends that the VAC keep their 4 groups and have them focus on the Employment First policy in addition to other issues; she did not want to establish a 5<sup>th</sup> committee to address employment issues.

**M/S/C** (G. Wane/R. Lienhard) To recommend to the Board of Trustees to approve the VAC's 4 priority issue for this fiscal year.

B. Discussion & Recommendations: Realistic Service Provider Costs (Rebecca & Lawrence)

Kim Rolfes, NLACRC's chief financial officer, met with Jacqueline Wu, district representative for Senator Carol Liu, as part of the center's Grass Roots Week visits. During their discussion about service provider rates and some of the unfunded costs that service providers have had to absorb, Jacqueline asked if the center would provide data or have access to statewide data about what the costs have been to implement trailer bill language and what the savings have been for it (uniform holidays, independent audits, etc.). Kim also talked with her about how DDS used to collect cost statements from service providers to establish rates and that DDS had not collected this information in many years. Jacqueline expressed an interest in obtaining data about what it costs a service provider to operate their business and indicated that Carol Liu's office may reach out to DDS on this issue. This was discussed at last month's Government and Community Relations Committee meeting and Lawrence Burton and Rebecca Lienhard (VAC liaisons to that committee) were asked to take this issue to the VAC for their discussion and recommendations. The VAC discussed this and the following comments were made:

1. It has been 10 years or more since providers were allowed to submit cost statements to DDS for rate consideration.
2. Critical programs are closing due to inadequate rates and as they close, no new programs can be developed due to median rates and no access to start-up funds.
3. Rates are frozen while costs continue to increase.
4. DDS used to assign temporary rates for new programs until they reviewed the costs and would identify a permanent rate. One provider stated that he has had a temporary rate for years.

5. Adequate rates should be made a high priority for our new DDS director.
6. How can we demonstrate actual costs versus our rates?

**Action:** Jonathan Istrin will find out how California Health Facilities (CAHF) received a cost of living increase through the Department of Labor and report back to the group.

**Action:** Further discussion about this will be held at the next VAC meeting in October and in the priority issue groups. The outcomes will be to provide information to the NLACRC Board of Trustees on: 1) Data for Senator Carol Liu's office on realistic providers' costs and actual savings of recent trailer bill language; and 2) what the VAC's priorities are for the new DDS director.

## VII. Agenda Items for the Next Board Meeting

The following agenda items were identified for the September 11<sup>th</sup> board meeting:

- A. Minutes of the August 29<sup>th</sup> VAC Meeting
- \* B. Approval of VAC's Priority Issues for FY 2013-14

## VIII. Announcements/Public Input

- A. Age of Change Conference: Gay Wane announced that a full day conference on Aging and Down Syndrome will be held Saturday, September 7<sup>th</sup>, from 7:30 a.m. to 4:30 p.m., at the Sheraton Gateway Hotel in Los Angeles. A small registration fee will be charged. For more information or to register, please logon to dsala.org.
- B. Workshop on Keeping Safe from Abuse, Crime, and Bullying: A free workshop will be held for consumers on Tuesday, September 17<sup>th</sup>, from 6:00 to 8:00 p.m. at the Temple Judea, 5429 Lindley Avenue, in Tarzana. The workshop is being presented by GET SAFE, and is funded by the State Council on Developmental Disabilities and Area Board 10. The workshop is being co-hosted by Jewish Family Service and Chaverim.
- C. Next Meeting: Thursday, October 3<sup>rd</sup>, at 9:30 am (no meeting in September)

## IX. VAC Group Photo Taken in the Lobby to Post on the Center's Website

A group photo was taken and will be posted in the VAC's section of the center's website.

**X. Committee Work** (Committee breaks into their priority issue teams)

- A. Early Start/Prevention Services
- B. Children's Services
- C. Adult Services
- D. Mental Health Issues (meets on the 4<sup>th</sup> Thursday of each month)

**XI. Adjournment**

Jenni adjourned the meeting at 10:40 a.m. and the committee broke into their priority issue groups.

Submitted by,

*Jennifer Kaiser*

Jennifer Kaiser  
Executive Assistant

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