

North Los Angeles County Regional Center  
**Strategic Planning Committee Meeting Minutes**  
November 4, 2013

**Present:** Diane Ambrose, Jonathan Istrin, Sara Iwahashi, Michele Marra, Steve Miller, William Rayber, Meredith Rimmer, Kim Rolfes, Ingrid Rushing, Cynthia Sewell, and George Stevens – Committee Members  
Ken Lane – Vendor Advisory Committee Member  
Jennifer Kaiser – Staff Member

**Absent:** Charles Devlin, Dawn Hamilton, Martha Lopez, and Jay Lytton

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**I. Call to Order & Introductions**

The meeting was called to order by Meredith Rimmer, chair, at 6:33 p.m. Introductions were made.

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

**III. Consent Items**

**A. Approval of Agenda**

M/S/C (W. Rayber/S. Miller) To approve the agenda as presented.

**B. Approval of Minutes of August 5<sup>th</sup> Meeting**

M/S/C (W. Rayber/S. Miller) To approve the minutes as presented.

**IV. Committee Business**

**A. Performance Contract Update**

The Executive Committee approved the center's 2014 contract, on behalf of the Board of Trustees. The contract included 2 recommended additions:

1. A reference to the center's Zero Tolerance Policy for Consumer Abuse or Neglect that applies to all of the center's vendored service providers that provide direct services and supports.

2. Trainings that the center provides on special incidents and mandated reporters to our service providers and case management staff.

The additions were not available at the October 9<sup>th</sup> board meeting, which is why approval of the performance contract was forwarded to the Executive Committee. The contract was submitted to the Department of Developmental Services (DDS) by the November 1<sup>st</sup> deadline. Once we receive DDS's approval, the performance contract will be posted on our website.

#### **B. Provider/Consumer Satisfaction Survey in 2015 Performance Contract**

At the performance contract public meeting that was held in September, a gentleman was present whose sister is a NLACRC consumer. His sister is being moved out of Lanterman Developmental Center and into the community. He came to the public meeting because he wanted to be involved in the selection process of his sister's home and had been turned down. Diane Ambrose explained to him that finding the right home for a consumer has many ramifications and complexities and is best handled by professionals. He suggested that the regional center conduct a satisfaction survey. His suggestion was shared at the last board meeting and forwarded to this committee for consideration. Sara shared a list of many surveys the center has conducted since 1996 and a copy of each of those surveys. She also shared information about surveys other regional centers have conducted in recent years. The committee reviewed this information and discussion ensued.

**Action:** The committee decided against conducting a satisfaction survey, but instead would like staff to identify a clear picture of consumers who need services that are not available and what those services would look like if they were able to be developed. Once determined, this information could be shared with legislators and others.

**Action:** Diane and Sara will meet to develop this information and present a draft at the next Strategic Planning Committee meeting.

#### **C. The VAC's Project to Increase Employment Opportunities for Consumers (George)**

Sara contacted Rebecca Lienhard, Vendor Advisory Committee (VAC) member who told her that the VAC has drafted some information but will not have it

completed until the next VAC meeting on November 7<sup>th</sup>. Once drafted, it will be presented to the board.

## **V. Board Meeting Agenda Items**

The following agenda items were identified for the November 13<sup>th</sup> board meeting:

- A. Minutes of November 4<sup>th</sup> Meeting
- B. Development of a Report on Underserved Consumers

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

- A. Next Meeting: Monday, February 3, 2014, at 6:30 p.m.

## **VII. Adjournment**

Meredith adjourned the meeting at 7:12 p.m.

Submitted by,

*Jennifer Kaiser*

Jennifer Kaiser  
Executive Assistant

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