

North Los Angeles County Regional Center
Vendor Advisory Committee Meeting Minutes

November 6, 2014

Present: Fredlyn Berger, Annie Cox, Deborah Cutter, Mariela Feldman, Cynthia Fernandez, Michelle Heid, Jonathan Istrin, Pam Jacobson, Eleshia Johnson, Rebecca Lienhard, Jenni Moran, Marina Pink, Scott Shepard, Wayne Tashjian, Gay Wane, and Dolly Wauls - Committee Members

Carolyn Caldwell, Randi Levinson-Kuzmin, Aleta Andrews, Emily Davidson, Victoria Greenwood, Arcelia Brown, Ruthie Rosenberg, Emily Owens, Stella Shahangian, Lisa Fisher, Suad Bisogno, Michael Ross, Debra Dinielli, Linda Cobuzzi, Lori Sivazlian, Marie McManus, Mandy Flower, Myesha Arguelles, Rhonda Bunning, Amy Bryman, Leticia Hernandez, Andrea Lemus, Shellie Bader, Liz Bunkell, Jorge Flores, Dana Andrews, and Anthony Jenkins - Guests

Diane Ambrose, Jennifer Kaiser, Erica Beall, Anna Polin, Jason Trevino, Sarah Rolfes, Nikisia Simmons, Yolanda Bosch, Kim Rolfes, Rommel Hilario, Paula Leonesio, and Elisa Hill – NLACRC Staff

Absent: Kristin Hoefflin and Ken Lane

I. Call to Order & Introductions

Jenni called the meeting to order at 9:34 a.m.

II. Public Input

- A. A guest present asked Diane if NLACRC staff would be going on strike. Diane stated that although the current union contract expired at the end of September, management is still in good faith negotiations with the union and another meeting is scheduled next week. The center does not anticipate a strike as we continue to negotiate. The contract stipulates that there must be a 10 day written notice to terminate by either party prior to any strike action. In the event that a strike should be called, management is prepared to handle the business of the center.
- B. The Family Focus Resource Center's Special Needs Resource Fair is being held this Saturday, from 10:00 a.m. to 2:00 p.m. Over 75 exhibitors, music and entertainment demonstrations, child development screenings, and more. Free admission, \$6 parking. Flyers were available on the information table.

III. Consent Items

A. Approval of Agenda

Item V.A. was added to the agenda.

M/S/C (R. Lienhard/F. Berger) To approve the agenda as modified.

B. Approval of Minutes from October 2nd VAC Meeting

M/S/C (G. Wane/E. Johnson) To approve the minutes as presented.

IV. Executive Director's Report

Diane Ambrose, deputy director, gave the following reports on behalf of George Stevens:

- A. New Consumer Services Director: Ruth Janka, formerly the center's contract administrator, was promoted to the third director of consumer services position starting Monday, November 3rd. She will be responsible for the branch offices with her home base being the Antelope Valley office. Along with her administrative duties as consumer services director, Ruth will also be responsible for the implementation and oversight of the Self-Determination program for the center. There will be a transition period over the next couple of months to allow for the completion of contract administration duties and to find a replacement for that position. Ruth brings a wealth of knowledge, skill, and managerial experience to her new role and has worked for the center for nearly 20 years.
- B. Self-Determination: There is a conference on self-determination being held this week in Culver City. But NLACRC will be holding its own conferences, free of charge, in the spring of 2015. We have received a list of the proposed state self-determination definitions and a list of services that are to be part of the program. But these definitions still need approval by way of a federal waiver. The Department of Developmental Services (DDS) should be submitting the waiver to the feds within the next month or so. There may be some discrepancy between the state list of approved services and the federal waiver list. In the meantime, we are working with CSUN on a geo-mapping project to identify zip codes of under-served consumers who may want to participate in one of the initial 176 slots. Once the waiver has been approved and we have been given direction from DDS, we will provide education and training to our community, identify consumers who are interested in

participating in the program, and then proceed to the selection process. Also, the NLACRC Board of Trustees will be discussing the formation of the center's self-determination volunteer advisory board at the November 12th board meeting. This advisory board is to have member appointed by NLACRC and the Area Board and will be tasked with overseeing the implementation of the self-determination program.

- C. The National Core Indicator (NCI) Adult Consumer Survey Report: The NCI program was established through a collaborative effort between the National Association of State Directors of Developmental Disabilities Services and the Human Services Research Institute in order to create a standard set of performance measures and outcomes for developmental disabilities service and support systems. NCI has since grown to include 29 of the 50 states. In this multi-state effort, NCI states use their resources and knowledge to create performance monitoring systems, identify common performance indicators, work out comparable data collection strategies, and share results. The indicators are intended to provide a system-level "snapshot" of how well each state is performing. In California, over 8,000 consumers and families were surveyed and their responses were included in a report. This report is lengthy – over 300 pages. Additional reports will be done to make sure California is moving in the right direction. The center's Strategic Planning Committee has been looking at the NCI project and how they could utilize the data in a beneficial way. Since that time, the philosophy of the NCI program has been reflected in our service standards, Individualized Program Plan (IPP) template, and IPP guide.

Action: Jennifer will e-mail the NCI final report to the VAC.

- D. CMS HCBS Final Rule & Implications for California: In January 2014, the Centers for Medicare and Medicaid Services (CMS) issued rules about what services will qualify for federal funding under Medicaid waivers and 1915(i) state plan amendments. The major components require:
1. All services must be provided in home and community-based settings (before they were just for residential settings).
 2. Individuals must have a lease agreement.
 3. Rooms must have lockable doors.
 4. States must give individuals the choice between single and shared rooms.
 5. Individuals can control their own schedules and can access food and have visitors at any time.

Diane reported that these new mandates are troublesome and very concerning. They will mean a lot of changes to our system. These mandates will be difficult to implement with consumers who have behavioral or judgment issues. In the meantime, public input will be solicited. A second draft of the plan was posted on October 27th and a stakeholder call is scheduled to be held on Tuesday, December 2nd, from 10:00 a.m. to noon. California's initial plan is due December 20, 2014. The final implementation date isn't until March 2019. More to come.

E. Chaptered Legislation: The following bills were signed by the Governor and will have an impact on our system:

1. SB 577 (Pavley): This is a 4-year demonstration project for consumers 18-30 years old that will be piloted by 5 of the 21 regional centers. The purpose of the project is to determine whether community-based vocational development services will increase employment outcomes for consumers and reduce purchase of service costs for working age adults. The project is contingent upon federal funding. NLACRC is very interested in becoming one of the pilot centers.
2. SB 1093 (Liu): This bill requires regional centers to provide independent living skills services to adult consumers, consistent with their IPPs, that provide them with functional skills training that enables them to acquire or maintain skills to live independently in their own home, or to achieve greater independence while living in the home of a parent/family. It also expands the amount of data that regional centers must collect as part of their purchase of service disparity reports, which are posted on their websites.

Action: Jennifer will forward a copy of SB 1093 to Jessica Gould.

3. AB 1710 (Dickinson): Due to the numerous privacy breaches by companies like Target, Lowe's, and Home Depot, this bill requires that companies that have privacy breaches must offer their customers 12 months of free credit monitoring. Rebecca stated that this is just another unfunded mandate; providers should let their legislators know how this will affect them financially. Jenni suggested that providers contact their legal counsel for advice.
4. AB 1089 (Calderon): This bill specifies transfer procedures for regional center consumers who are in the foster care system. The statewide chief counselors group is discussing this so it can be implemented in a uniform manner.

- F. New Rules for IHSS: Overtime & Related Changes: Information about the new rules for IHSS was included in a recent Disability Rights California bulletin, copies of which were provided to the committee. New federal rules and state laws say that:
1. IHSS providers must receive overtime when they work more than 40 hours in a week.
 2. IHSS providers will get paid for wait time at medical appointments.
 3. IHSS providers will get paid for up to 7 hours a week travel time between consumers.

These rules will go into effect January 1, 2015. These rules will affect some providers; Jenni suggested that they consult their legal counsel.

- G. October 9th Senate Hearing: Senator Jim Beall held a hearing in Los Angeles on October 9th to get input from the community on the impact California's recession and trailer bill language have had on the state's developmental disabilities system. As a result of the hearing, Senator Beall and several other senators sent a letter to Governor Brown recommending that he address the service provider rate issue and include regional center staff cost of living increases in his proposed FY 2015-16 state budget which will be released in January.

V. **Community Services Report** (Yolanda Bosch & Kim Rolfes)

- A. Community Services' Resource Development Plan: Yolanda and her staff gave a 10-minute presentation on their new resource development plan. This plan follows a calendar year, with development taking place on a quarterly cycle. Development periods will be offset by quarterly vendor trainings to enrich and enhance the skill and service quality of our providers. By taking a proactive approach to resource development, NLACRC can best address the priority needs of our consumers, as well as provide the highest quality of customer service to our applicants and potential vendors while managing a high volume of developments. The presentation provided information on how the process will work. An interactive component is being added to the center's website to help providers see what resources are needed, apply for vendorization, etc.
- B. Antelope Valley Vendor Forums: These open forums are held at 10:00 a.m. on the last Monday of every other month. Yolanda is considering holding various provider trainings in conjunction with the forums so interested service providers don't have to make 2 trips. Yolanda and her staff are committed to

developing resources in the AV and increasing the quality of the services there.

- C. Audits: Providers must respond to our requests for copies of their audits or independent reviews; their vendorization depends upon it.
- D. Staffing: We will be hiring another quality assurance staff person to work in the Antelope Valley.
- E. Service Provider Training: The Department of Labor will be providing trainings for service providers at the center's main office and also at the AV office. More information to come.
- F. Annual Family Statements: Will be mailed out next week.
- G. Zero Tolerance Policy: Copies of the center's policy were mailed out to all providers last week; this is done on an annual basis.
- H. Lautze & Lautze Audit: The center is currently having its own audit done; no findings have been identified by the auditors as yet.
- I. Sufficiency of Allocation Report (SOAR): Our first SOAR will be due to DDS next month. Once we complete the SOAR, we will know what our projects are for our purchase of service budget this fiscal year. Kim will present the center's financial forecast at the January VAC meeting.

VI. Brief Committee Business

Jenni will be terming off the VAC in June and asked the committee members to begin thinking if they would like to become the next VAC chair. Any members interested should contact Jenni directly so is aware of their interest and can answer any questions they have.

VII. Agenda Item for the Next Board Meeting

The following item was identified for the VAC's section of the November 12th board meeting agenda:

- A. Minutes of the November 6th VAC Meeting

Jenni will also share anything pertinent that comes out of today's break-out sessions.

VIII. Announcements/Public Input

- A. Next Meeting: Thursday, January 8th, at 9:30 a.m. (full meeting)

IX. Committee Work

Jenni announced that the Early Start group would be meeting on the 4th floor, and the Children's and Adult Services group would meet jointly to discuss Employment First. The Mental Health Issues team meets the last Thursday of each month at 3:00 p.m. at the center's main office, in room 210.

- A. Early Start/Prevention Services (Annie Cox, Chair)
- B. Children's Services (Wayne Tashjian, Chair)
- C. Adult Services (Rebecca Lienhard, Chair)
- D. Mental Health Issues (Gay Wane, Chair)

X. Adjournment

Jenni adjourned the meeting at 10:43 a.m.

Submitted by,

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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