

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

November 19, 2014

**Present:** Myriam Jovel, Debra Newman, Lou Paparozzi, Sean Stalbaum, Angela White, and Tavia Wooley – Committee Members  
Jenean Glover – Board President  
Michelle Heid – Vendor Advisory Committee Representative  
Richard Dier and Connie Lapin – Guests

Diane Ambrose, Maria Bosch, Susana Gil, Jennifer Kaiser, Michele Marra, Kim Rolfes, and George Stevens – Staff Members

**Absent:** Dorothy Daniels

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**I. Call to Order & Introductions**

Tavia Wooley, chair, called the meeting to order at 6:09 p.m. Introductions were made.

**II. Public Input**

- A. Connie reported that she was very happy to see self-determination on the center's website and on the committee's agenda. She recently attended a self-determination conference and shared information she received from that conference with the committee. She urged the committee to not wait for direction from the Department of Developmental Services (DDS) before beginning the implementation of the program.
- B. Richard announced that he also attended that conference and had the opportunity to meeting Santi Rogers, the new director of DDS. The vendor community will have a lot of work to do as well to prepare for the self-determination program. He believes this will be a good service alternative for his son.

**III. Consent Items**

A. Approval of Agenda

Item IV.F. was added to the agenda.

**M/S/C** (S. Stalbaum/D. Newman) To approve the agenda as modified.

B. Approval of Minutes of October 22<sup>nd</sup> Meeting

**M/S/C** (D. Newman/L. Paparozzi) To approve the minutes as presented.

#### **IV. Committee Business**

##### A. Self-Determination Program Update

Staff is continually posting the most recent information about the self-determination program on the center's website, including links to DDS's and Disability Rights California's self-determination websites.

##### 1. Development of NLACRC/Area Board Volunteer Advisory Committee

Senate Bill 468, which established the new self-determination program, states that each regional center shall have a local volunteer advisory committee to provide oversight of their self-determination program. Half of the members are to be appointed by the regional center and the other half by the local Area Board. Membership must include the regional center's client rights' advocate, consumers, family members, other advocates, and community leaders. The committee must also reflect the multicultural diversity and geographic profile of the regional center's catchment area. At last week's board meeting, a discussion was held on how the center should select their half of the committee members. After discussion, the board agreed that members should have good critical thinking skills and that once the group was established that all members would be educated on the self-determination program so they all begin their work on the committee on "an even playing field." The board asked that this committee develop a process for selecting the committee members. After much discussion, the committee decided that it would be too much work and expense to outreach to our entire community to identify 4 of 5 committee members.

**Action:** The committee decided to establish a small workgroup to work who will work with staff to identify possible committee members.

**Action:** Michele will arrange a time for the workgroup to meet in December.

**Action:** Workgroup members will be Tavia, Lou, Debra, Michelle, and Ruth Janka.

**Action:** George will arrange for a conference call with Ruth Janka, the center's newest consumer services director (who will be overseeing the

center's implementation of the self-determination program) and Roberta Newton, director of Area Board 10.

B. Consumer Diagnostic Report (by Valley)

Staff did not have enough time to complete this new report, but it will be ready for the next committee meeting in January.

C. Monthly Community Placement Plan (CPP) Report

Copies of the written CPP report for October 2014 were provided to the committee. The center's goal for this fiscal year is to place 15 consumers out of developmental centers and into community placements. Maria was proud to announce that NLACRC has now moved all of its 72 consumers out of Lanterman Developmental Center and into the community. Maria reported that the homes that were developed are really great and offered to give board members a tour.

D. Board Audit: Review the center's Mission, Vision, and Values Statement to determine if the center is providing adequate guidance in establishing consumer services policy

The committee reviewed the center's statement and found it adequate.

E. Questions re: Monthly Quality Assurance and Special Incident Reports

These reports are provided at each board meeting as part of George's director's report. They are an agenda item at this meeting in case anyone had any questions regarding either report. There were no questions regarding either report.

F. NLACRC's Resource Development Plan

Everyone present was provided with a copy of the PowerPoint presentation on the center's 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. The next step is to follow up with any new providers to make sure we help them stay ahead of any challenges and help them sustain their businesses with quality services for our consumers.

**Action:** Kim will ask Yolanda Bosch, director of community development, to come to the next committee meeting and show the PowerPoint presentation to the committee.

## V. Board Meeting Agenda Items

The following items were identified for the committee's section of the January 14<sup>th</sup> board meeting agenda:

- A. Minutes of November 19<sup>th</sup> Meeting
- B. Self-Determination Program Update

## VI. Announcements / Information Items / Public Input

- A. Complete Meeting Evaluations

Tavia asked the committee members to please complete evaluations after the meeting and submit them to her with any comments. She especially would like to know committee members' interests, talents, and commitment level.

- B. Next Meeting: Wednesday, January 21<sup>st</sup>, at 6:00 p.m. (no December meeting)

## VII. Adjournment

Tavia adjourned the meeting at 7:17 p.m.

Submitted by:

*Jennifer Kaiser*

Jennifer Kaiser  
Executive Assistant

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