

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

February 21, 2024

Present: Rocio Sigala, Curtis Wang, George Alvarado, Nicholas Abrahms, Lillian Martinez, Kelsi Levingston (Board Intern), Sharmila Brunjes, Leticia Garcia, Michael Costa, Juan Hernandez, Jennifer Koster, Alma Rodriguez, Erica Beall – Committee Members

Kimberly Visokey, Evelyn McOmie, Gabriella Eshrati, Cristina Preuss, Jose Rodriguez, Sandra Rizo, Dana Lawrence, Silvia Haro – Staff Members

Marianita Mendez – DDS, Xochitl Gonzalez – DDS, Ana Quiles – NLACRC Board President, Lori Walker- SDLVAC Co-Chair, Nicholas Mendoza, Milagro Reyes, Richard Dier- SDLVAC Co-Chair, Viviana Vara, AAA Home Health, Tarah (No last name given), Janeth Vargas, Cynthia Sanchez-Corina Casas, Emily Ikuta, Esperanza Tobon, Jasmine Barrios- Minutes Services - Guests

Absent: Anna Hurst, Cathy Blin, James Henry, Vivian Seda

I. Call to Order & Introductions

Rocio Sigala called the meeting to order at 6:01 pm.

II. Public Input

Lillian Martinez, Committee and Board Member, shared that she has heard from multiple families that their Service Coordinators are abruptly stopping IPP services.

Richard Dier, Co-Chair of the Self-Determination Advisory Committee, stated that their Committee Centered Plan had been completed, and the document was shared in the chat and is also located on the NLA website. The SDLAC also requests more involvement in the Board Meetings when Self-Determination is on the agenda.

Lori Walker, Chair of the Self-Determination Advisory Committee, noted that one of the Committee Priorities for FY23-24, which includes implementation and monitoring of SDP, mirrors the SDLAC's legislative duty of reviewing the development and ongoing progress of the Self-Determination program. She requested further discussion regarding collaboration to meet the needs of both Committees.

Juan Hernandez, a Committee Member, asked Lillian to further elaborate on her statement at the beginning of Public Input. Lillian added that the information she was given was that, in one instance, the SC called the family home and informed them of expiration dates of authorizations and that their PA would be over on a certain date, and services end with no evaluation to re-evaluate the needs of the consumer. Juan shared that he has received similar feedback and echoed her sentiments.

Rocio Sigala noted that Spanish Translation was not available for the meeting and several attendees needed the service. She requested that Translation Services be obtained. Interpretation Services were not available; however, NLA was able to bring in a Spanish-speaking staff member to provide translation, Sandra Rizo. Cristina Preuss, Interim Executive Director, notified the Spanish-speaking attendees of the change and apologized for the inconvenience. Translation services ultimately began at 6:32 pm, during the Committee Action Item section of the agenda.

Sharmila Brunjes, Committee and Board Member announced that she received a letter that her daycare services will end in 2 months. She has also not been reimbursed in 4 months for previous services. In addition, she has received calls from Vendors asking for help as they have also not gotten paid. Sharmila also expressed concern that her SC is requesting her son's complete medical records to re-evaluate his IPP. The document that she received states that NLA has access to all records from 1-year to the date of signing, so she is wondering about the need for records prior to the time that he was approved.

Jose Rodriguez, Consumer Advocate for NLA, announced that the Self-Advocacy Academy meets every 3rd Tuesday of the Month. Topics include Safety in the Community, Safety in the Home, and Cybersecurity. The Community Learning Forums can be accessed at any time, and he added the flyers to the chat for review.

III. Consent Items

A. Approval of Agenda

Evelyn McOmie requested a revision to Item VI.F: Semi-Annual 4731 Report to be presented by Dana Lawrence.

Rocio stated concerns regarding Provisional Eligibility in that children who are in Early Start are not being transitioned to Lanterman through Provisional Eligibility. Evelyn shared that Early Start Talking Points have been given to the staff to reference with families and will re-instate the monthly reminders at the Unit Meetings and information will be reviewed with SCs in order to mitigate the concern.

In regard to the concerns raised in Public Input, Evelyn stated that per NLA's system, issues are discussed with Supervisors and trickle down to the Units through the Unit Meetings in which materials are reviewed. The Supervisor Meetings are held on the 1st Monday of the month, and the information is disseminated to staff through the Unit Meetings. The next meeting will be March 1st and the information will be passed on at the subsequent Unit Meetings.

It was noted that services are not automatically stopped. The family will receive a notice of termination of services only in the event that there have been multiple unanswered attempts to reach the individual/family. Also, if there is information pending for services that need to be reviewed but no information is ever reviewed, a termination of services

notice will be sent. In the event of service termination, appeal rights should always be included with the termination of service noted. Evelyn asked Lillian Martinez to send over specific information and she will follow up with her.

M/S/C (G. Alvarado/C. Wang) To approve the agenda as revised.

B. Approval of Minutes of November 15th Meeting

M/S/C (G. Alvarado/C. Wang) To approve the meeting minutes as presented.

IV. Committee Business - Evelyn McOmie

A. Board Audit

1. Has the Board properly reviewed Service Standards issues to this Committee?

Rocio stated that the answer to this question is yes, as this Committee reviews NLA's Service Standards and updates them as needed to reflect legislation and trailer bill language. The Committee is also tasked with reviewing issues and concerns and ensuring that appropriate action is taken and that policies are drafted accordingly.

V. Committee Action Items

A. Parents/Guardians as Service Coordinators Update - Evelyn McOmie

Evelyn met with the team at San Gabriel Regional Center. Her findings include that since the model was developed in 2001, there have only been a handful of parents who have remained in the program and who were grandfathered into the model. The feedback is that the SDP provides more autonomy for individuals and is more person-centered. The model goes through Traditional Services and services need to be approved by the Regional Center and require traditional service approval.

This information will be built into the Parent University LMS model. Training is currently in draft form with a pilot scheduled by the end of Spring. Evelyn will update the Committee as the pilot is conducted.

B. SDP Report/Contact at DDS to address GTI 1% non-payroll expense resolution Update – Gabriela Eshrati

Gabriela met with Kathleen Dempsey from DDS on February 16th. She was informed that a resolution is close to being reached but cannot be announced at this time. Gabriela will report the resolution once it becomes available.

C. Service Standards: Social Recreation Draft – Evelyn McOmie

Evelyn presented the information as presented in the packet. Revisions were made to include proposed language updates for Service Standards to reflect the activity to be promoted as community integration. In addition, language that specifies areas that NLA cannot require families to do, such as exhausting ISS before receiving Social Rec services,

changing respite, or paying a copay.

The next steps would include a motion to send the Draft to the Board for approval, submission to DDS, and review by DDS, who then provides feedback for resubmission or final approval.

Rocio added that NLA is working on flyers regarding FMS Being Available in lieu of Parent Conversion for Social Rec.

VI. Committee Report Updates

A. Semi-Annual Purchase of Services (POS) Expenditure Data Reports – Cristina Preuss

Cristina reviewed the information as presented in the packet.

The Service Codes included are Personal Assistance, Adaptive Skills training, In-Home Respite, Community Integration and Early Intervention Services. The data is also categorized by diagnosis, ethnicity, age group and catchment areas. Between 2023-24, the highest services provided are Personal Assistance and In-Home Respite.

Ana requested a focus on information with the total amount of participants in order to see the changes as they relate to the disparity. Cristina will meet with Ana offline to further discuss.

B. Self-Determination Program Report – Gabriela Eshrati

The SDP Report is presented in the packet.

As of February 1st:

Participants have completed Orientation: 749 (increased by 21)

Total number of budgets that are certified: 376 (increased by 18)

Total number of budgets that are in the certification process: 1

Total number of spending plans that are approved: 301

Total number of spending plans in progress: 72

Total number of PCPs completed: 335

Total number of participants that have opted out of SDP after enrolling: 4

Total number of Inter-Regional Center Transfers (out):3

Total number of participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: 301 (increased by 14)

1. SDLVAC Board Liaison Report

The report was reviewed as presented in the packet. It was noted that the Committee is looking at areas of high need to allocate \$130,000 for implementation of the SDP.

C. Semi-Annual Consumer Competitive Employment Report – Evelyn McOmie

Evelyn reviewed the information as presented in the packet.

In December, 2,323 Consumers were competitively employed.

D. Semi-Annual Consumer Diagnostic Report - Evelyn McOmie

This item was reviewed as presented in the packet. Evelyn noted that there were 31,309 individuals at the end of the 2nd quarter. The categories of location were also included in the report.

E. Semi-Annual NOAs by Ethnicity/Location/Services & Age Range Reports - *deferred*

F. Semi-Annual 4731 Report – Dana Lawrence

Dana reviewed the information as presented in the packet.

There were 19 allegations, with 9 violations that were substantiated. This report will be sent to DDS for review.

G. 2nd Quarter Intake Data by Location Report – Evelyn McOmie

Evelyn reviewed the information as presented in the packet.

October Intake Case Total: 960

Over 120 Days: 27

% Over 120 Days: 2.81 %

November Intake Case Total: 991

Over 120 Days: 14

% Over 120 Days: 1.41 %

December Intake Case Total: 960

Over 120 Days: 5

% Over 120 Days: 0.52 %

It was noted that there was a significant decrease in wait times from Quarter 1.

H. 2nd Quarter NOAs/Appeals Report – *deferred*

I. 2nd Quarter Disparity Committee Report – Cristina Preuss

Cristina reviewed the information as presented in the packet.

The next meeting will take place on March 14th from 9am-11am.

J. Social Rec Grantees Update – Evelyn McOmie

Evelyn noted that NLA's catchment area is working on 6 agencies that were granted funds from the department for Social Rec services: ACEing Autism (Adaptive Tennis Program), Build Ability (Community Engagement and Friendship Outreach), Rising Communities (Support for small businesses and non-profit CBO's vendorization), Golden Heart Ranch (Social Living Club), Jay Nolan (Deaf Plus Adolescent and Community Outreach) and Monarch Behavior Services (Enhanced Community Integration and Social Skills). This information has been posted on the Social Rec website. Social Rec info sessions and training for the Community are also being planned.

VIII. Meeting Action Item Review

- A. Email flyers from Jose Rodriguez to the Committee (Board Support)
- B. Meet with Ana Quiles to discuss the Semi-Annual Purchase of Services (POS) Expenditure Data Report (Cristina Preuss)
- C. Discuss notification methods to the community to educate families regarding options when losing services. (Ana Quiles, Rocio Sigala and Cristina Preuss)

IX. Board Meeting Agenda Items

- A. Minutes of the February 21st Meeting

X. Announcements / Information Items / Public Input

- A. Committee Attendance Log
- B. NLACRC Self Determination Local Advisory Committee Letter to DDS
- C. Legislative Town Hall Announcement – Thursday, February 22nd via Zoom
- D. Next Meeting: Wednesday, April 17, 2024, at 6:00 p.m.
- E. Public Input

Ana stated that the link to register for the upcoming ARCA Academy in March was emailed to Board Members, and she encouraged attendance.

Richard Dier stated that discussions with DDS occurred at the last SDLAC meeting, and that the recommendation is not to eliminate the 099 Vendorization but to have an alternative.

XI. Adjournment

Evelyn McOmie adjourned the meeting at 8:14 p.m.

Submitted by:

Kimberly Visokey

Executive Administrative Assistant

(The majority of these minutes are taken from the Minutes Service submission and reviewed/edited as presented herein by NLACRC staff.*

