



# **Board of Trustees Meeting**

Wednesday, April 10, 2024

6:30 p.m.

*Via Zoom Technology*

NLACRC Board of Trustees Calendar  
Fiscal Year 2023-24

◆ April 2024 ◆

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 <b>Cesar Chavez Day</b> (NLACRC offices closed)	2	3 <u>3:00pm</u> Consumer Advisory Committee Meeting  <u>5:30 pm</u> Nominating Committee Meeting	4 <u>9:30 am</u> Vendor Advisory Committee Meeting	5	6
7	8	9	10 <u>4:30 pm-5:30 pm</u> Board Packet Review (Antelope Valley NLACRC Office or option to attend via Zoom)  <u>6:30 pm</u> Board Meeting (Antelope Valley NLACRC Office or option to attend via Zoom)	11	12	13
14	15	16	17 <u>6:00 pm</u> Consumer Services Committee Meeting	18 <u>10:00am-2:00 pm</u> ARCA Executive Committee Mtg.	19	20
21	22 <b>Passover</b> (begins at sundown)	23 <b>Passover</b>	24 <b>Passover</b>	25 <b>Passover</b>  <u>5:30 pm</u> Post-Retirement Medical Trust Meeting  <u>6:15 pm</u> Administrative Affairs Committee Meeting  <u>7:45 pm</u> Executive Committee Meeting	26 <b>Passover</b>	27 <b>Passover</b>
28 <b>Passover</b>	29 <b>Passover</b>	30 <b>Passover</b> (ends at sundown)				

Please note that all meetings will be held via Zoom until further notice

**NLACRC Board of Trustees Calendar  
Fiscal Year 2023-24**

*Revised 02/26/2024*

**◆ May 2024 ◆**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 <u>3:00pm</u> Consumer Advisory Committee Meeting	2 <u>9:30 am</u> Vendor Advisory Committee Meeting	3	4
5	6 <u>6:00 pm</u> Strategic Planning Committee Meeting	7	8 <u>5:30 pm</u> Board Packet Review (Zoom)  <u>6:30 pm</u> Board Meeting (Zoom)	9	10	11
12	13	14	15 <u>6:00 pm</u> Government & Community Relations Committee Meeting	16 <u>10:00am-2:00 pm</u> ARCA Executive Committee Mtg.	17	18
19	20	21	22	23	24	25
26	27 <b>Memorial Day</b> (NLACRC offices closed)	28	29	30 <u>6:00 pm</u> Executive Committee Meeting	31	

**Please note that all meetings will be held via Zoom until further notice.**

NLACRC Board of Trustees Calendar  
Fiscal Year 2023-24

Revised 02/26/2024

◆ June 2024 ◆

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5 3:00pm Consumer Advisory Committee Meeting	6 9:30 am Vendor Advisory Committee Meeting	7	8
9	10	11	12 5:30 pm Board Packet Review (Zoom)  6:30 pm Board Meeting (Zoom)	13	14	15
16	17	18	19 Juneteenth (NLACRC offices closed)	20 10:00am-2:00 pm ARCA Executive Committee Mtg.	21 9:00am-12:00 pm ARCA Board of Directors Mtg.	22
23	24	25	26	27	28	29
30						

Please note that all meetings will be held via Zoom until further notice.



# 2023 Individual and Family Satisfaction Survey



*Improving Services and Supports for  
the People we Serve*

North Los Angeles County Regional Center

Board of Trustees Meeting

April 2024

Presented by: Ami Sullivan, Kinetic Flow

# INTRODUCTION

To quantify the voice of people  
served by North Los Angeles County Regional Center  
and measure their satisfaction in relation to the 2022-26 Strategic Plan  
Outcome Measures and related Performance Contract Incentive Measures

**Diversity,  
Equity,  
Inclusion and  
Belonging**

**Development  
& Growth of  
an Engaged  
Workforce**

**Employment  
and Day  
Services**

**Health and  
Wellness**

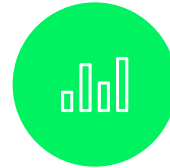
**Safe,  
Affordable  
and  
Accessible  
Housing**

# HOW?

## (The Methodology)

North Los Angeles County Regional Center's Individual and Family Satisfaction Survey is designed to:

1. **drive change** from the those who are the experts in the impact of services and supports – the people and families served.
2. **assess progress** on the 2022-26 Strategic Plan utilizing Outcome Measures.
3. **provide statistically sound, actionable insights** for data-driven decision making at a number of levels within the agency.



### Sample

- 12,842 Individuals/Families selected
- 37% of all people served by NLACRC
- Targeted random sampling



### Questionnaire

- 35 questions:
- Qualitative/quantitative



### Data Collection

- 3,295 voices represented
- August 29<sup>th</sup> – October 19<sup>th</sup>, 2023

### People Participated by:

- Online - 208
- SMS/Text – 2,452
- Live Telephone Interview - 662

On average, interviews lasted 11 minutes, 28 seconds.

# PARTICIPANTS INCLUDED:

## Service Type:

- Early Start (1025)
- Provisional (116)
- Lanterman (2154)

## Service Area:

- Antelope Valley (975)
- San Fernando Valley (1824)
- Santa Clarita Valley (496)

## Primary Language:

- Armenian (10)
- English (2446)
- Spanish (819)
- Other (19)

## Primary Ethnicity:

- Black/African-American (327)
- Asian Indian (36)
- Filipino (93)
- Hispanic/Latino (1660)
- White (741)
- Other Asian (47)
- Other (392)

## Age Band of Person Served:

- 0-3 years of age (1202)
- 4 – 12 years of age (912)
- 13-22 years of age (575)
- 23-49 years of age (506)
- 50+ years of age (100)

## Self-Determination Waiver Participant?

- No (3274)
- Yes (21)

## POS Expenditure Band:

- \$0 (674)
- \$1 - \$1000 (432)
- \$1,001 - \$5,000 (595)
- \$5,001-\$10,000 (535)
- \$10,001-\$20,000 (471)
- \$20,001-\$50,000 (356)
- \$50,001-\$100,000 (137)
- \$100,001+ (95)



# UNDERSTANDING THE RESULTS



The Unbalanced Scale



Satisfaction =  
Expectation - Performance

*“You have supported me a lot in everything, (Persons served) have had two coordinators in all these years and have been very respectful and I appreciate very much that there are centers like you thank you and continue to support us as a family. They are the best in taking care of the well-being of our children.”*

*“In order for the supports to be better, it is necessary for parents to have information about what services are available to us and explain to us, that there are not so many barriers to obtain them. We need collaboration and empathy from the service coordinators.”*

*“They found a Hebrew speaking therapist which I thought was not easy, especially for speech therapy and that was great, I never thought it would happen.”*

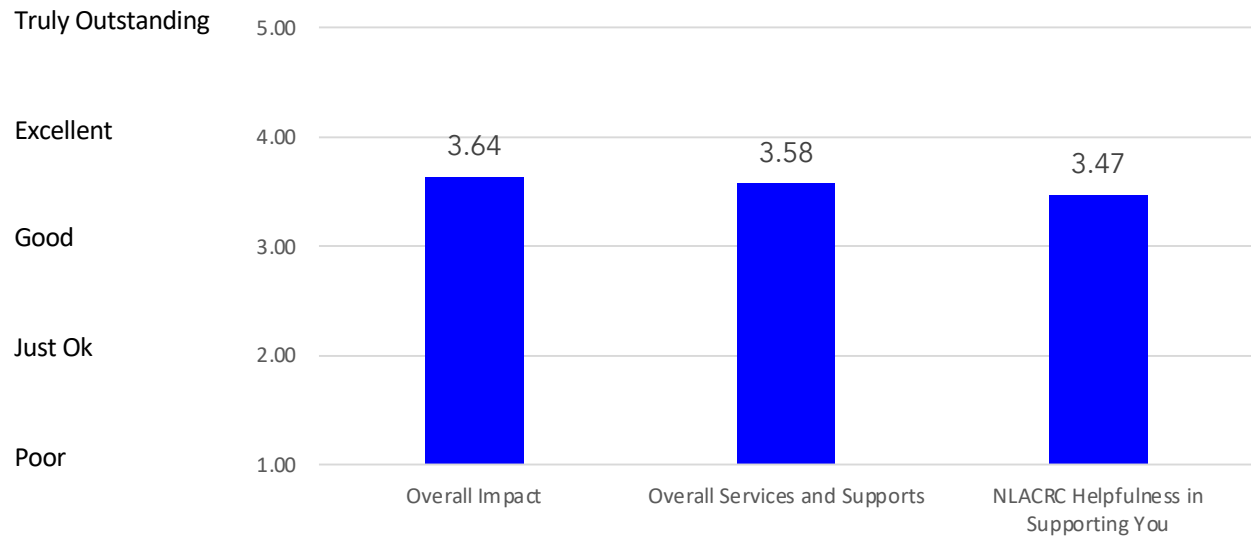
*“Have a day officer who speaks Spanish since when one calls to request information and asks to speak with the Day Officer they say he can not help us because I can't speak English.”*

# OVERALL REGIONAL CENTER SUPPORT



- Of the four metrics assessed against the initial baseline metrics, on average, scores rose 0.32.

Overall Metrics



*“Service coordinators need to be more actively engaged and proactive with clients. I realize this is a pipe dream given current case loads. But..... I can dream!!.”*

## NLACRC EXCELLED AND IMPROVED...





## BUT HAS ROOM TO IMPROVE...

Information on  
Community  
Resources



3.22

Overall  
Information



3.39

Information on  
Regional Center  
Services



3.27

Information to  
Make Your Own  
Decisions



3.41

### Lowest Scores...

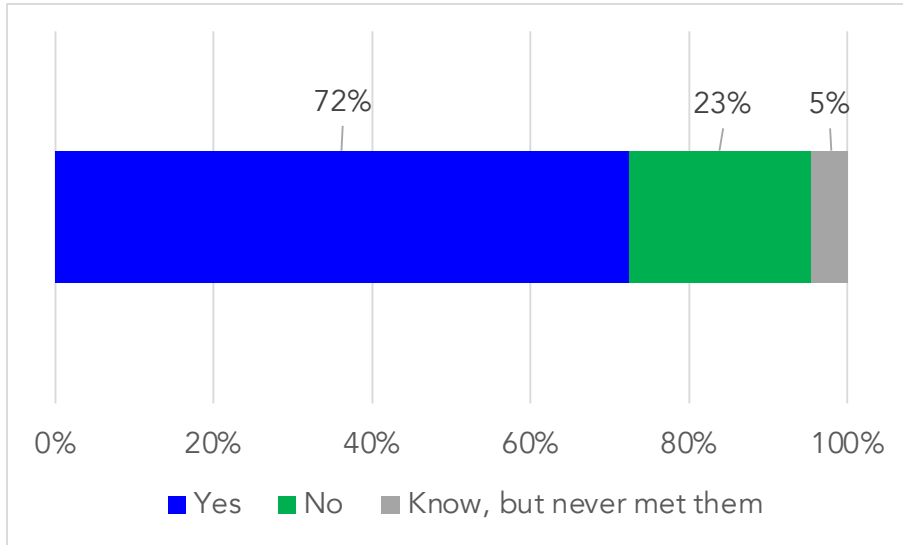
NLACRC Helpful in  
Supporting You



3.47

# CONNECTING WITH PEOPLE..

% of People who their Know Service Coordinator



The percent of people who know their Service Coordinator ranges from 73% - 92% by sub-demographic group.



Thinking back to your most recent IPP/IFSP, were the goals that are most important to you included in your plan?

Response Option	Percent
Yes	79%
No	6%
Have Not Had an IPP/IFSP	15%

Were you able to get the services, supports, information or referrals you needed from the regional center during the last year?

Response Option	Percent
Yes, I was able to get what I needed from the Regional Center	71%
No, I was not able to get what I needed.	21%
I didn't need anything or anything different from the regional center	8%



# STRATEGIC PLAN OUTCOME MEASURES:

## - DEIB

DEIB (Individuals Served/Families, Staff, Provider, Community Focus)					
Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions *
<b>Training: Communication</b> (Strategy 1.2.4) (Individual/Family Satisfaction Survey)	3.53/5	3.80/5	0.27	13. Overall, how would you rate your relationship with your service coordinator?	Q3, 4, 5, 6, 7, 8, 9, 10, 11, 12
<b>Training: Overall Services &amp; Supports Rating</b> (Strategy 1.2.4) (Individual/Family Satisfaction Survey)	3.33/5	3.58/5	0.25	31. Overall, how would you rate the services and supports the regional center provides and purchases for you / your family?	Q2-30, 32-33
<b>Training: Goals Met</b> (Strategy 1.2.3, 1.2.4) (Individual/Family Satisfaction Survey)	TBD	3.66/5	n/a	19. Your service coordinator in supporting you to meet your goals?	Q2, 4, 5, 6, 7, 8, 10, 11, 12, 15, 16-18, 20-24, 26-30
<b>Training: Person-Centered</b> (Strategy 1.2.3, 1.2.4) (Individual/Family Satisfaction Survey)	TBD	3.73/5	n/a	18. Focusing the meeting and plan on you, what is important to you and your choices?	Q5, 6, 7, 18, 20
<b>Access: Speak Primary Language</b> (Strategy 1.3.1, 1.3.2, 1.3.3) (Individual/Family Satisfaction Survey)	TBD	97%	n/a	3. Does your service coordinator talk with you (your child) in your preferred language? (% Yes, Always + %Yes, Most of the Time)	Q2, Q4
<b>Access: Culturally-Appropriate and Integrative</b> (Strategy 1.3.1, 1.3.2, 1.3.3, 1.3.4) (Individual/Family Satisfaction Survey)	TBD	3.80/5	n/a	17. Your service coordinator taking into account your (your family's) language, culture, traditions, and background when helping you design your plan?	Q3, 4, 6, 7



# STRATEGIC PLAN OUTCOME MEASURES:

## - DEVELOPMENT & GROWTH OF AN ENGAGED WORKFORCE

### Development & Growth of an Engaged Workforce. (Staff Focus)

Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions
<b>Training: Overall CSC Relationship</b> (Strategy 2.1.1, 2.1.4) (Individual/Family Satisfaction Survey)	3.43/5	3.89/5	0.46	14. Overall, how would you rate your service coordinator?	Q3 - 13

## - EMPLOYMENT & DAY PROGRAMS

### Employment and Day Programs. (Individual Served Focus)

Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions
<b>Training: IPP in addressing your needs</b> (Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, age 14+)	3.35/5	3.64/5	0.29	20. Overall, how would you rate your IPP/IFSP in addressing your (your family's) needs?	Q6, 7, 9, 16-19
<b>Training: IPP in addressing your needs</b> (Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, Adults only)	Baseline	70%	n/a	provided information on employment (job, work) options? (%Yes, rebased to disclude thos who did not want to discuss this.)	
<b>Training: IPP in addressing your needs</b> (Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, Adults only)	Baseline	66%	n/a	23. During your planning meeting, were you provided referrals to service providers that can help you gain employment (get a job)? (%Yes, rebased to disclude thos who did not need a referral.)	

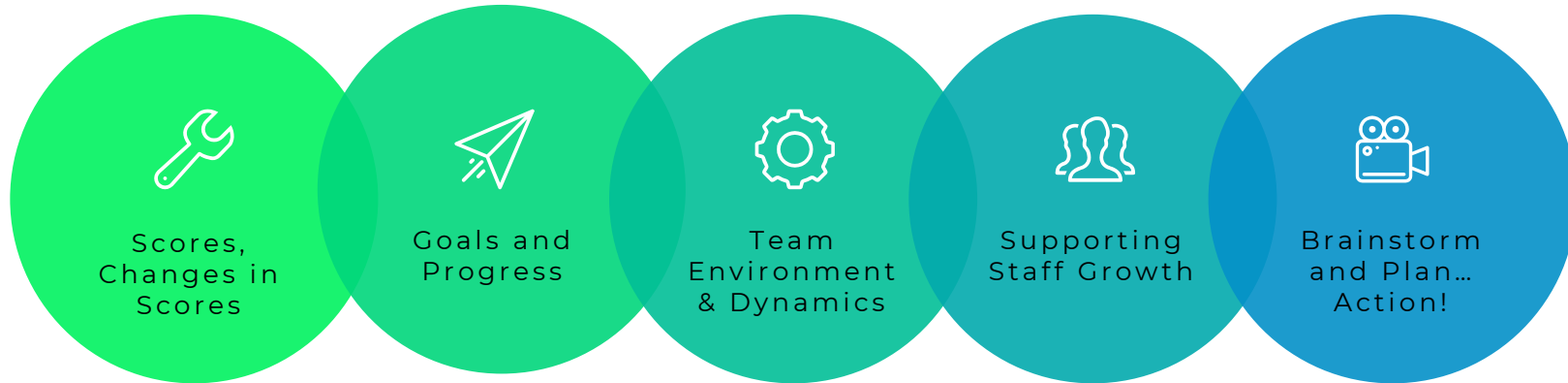


# STRATEGIC PLAN OUTCOME MEASURES: - HOUSING

## Housing *(Individuals Served Focus)*


Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions
<b>Training: IPP Discussed Housing Options</b> (Strategy 5.1.1, 5.1.2, 5.1.3) (Individual/Family Satisfaction Survey, ages 22+)	TBD	58%	n/a	21. During your planning meeting, did you service coordinator discuss future housing options with you/your family? <i>(Such as Individual Living Services, Supported Living Services, Group Homes, or Foster Home Agencies)</i> (%Yes, rebased to disclude thos who did not want to discuss this.)	

# Striving for Organizational Excellence!



*It's People, not just Numbers*





**Thoughts?**  
**Questions?**  
**Thank you!**

2019.03.31

2023 INDIVIDUAL AND FAMILY SURVEY:  
Executive Summary

## Purpose

Consistent with the Legislative requirement to provide guidance to the regional center, in 2021, North Los Angeles County Regional Center's Board of Trustees, and Strategic Planning Committee created a robust 2022-26 Strategic Plan. This plan, for the first time in NLACRC's history was driven in large part on feedback from people/families serve, staff and service providers. Further, this plan includes meaningful outcome measures to assess the true impact of strategies, activities and efforts undertake as part of the Strategic Plan implementation.

The *2023 Individual and Family Satisfaction Survey* is the first reporting under the 2022-26 Strategic Plan. In response to NLACRC's communities, the *2023 Individual and Family Satisfaction Survey* data provides a way to quantify the voice of people served to:

- Engage people served/families as a vital, systemic system driver
- Support strategic planning
- Inform data-driven decision making
- Support resource allocation
- Enhance communication

## Methodology

**Sample:** Targeted random sample of NLACRC's active population across all offices and services: Individuals who may have had an IPP/IFSP in the four to six months prior to the interviews being conducted were eligible to participate (12,843 people served)

**Questionnaire:** 34 questions, mixed Quantitative/Qualitative, consistent with baseline outcome metrics

The Individual and Family Survey primarily uses a five-point unbalanced response scale. This response scale has been validated by field-testing to provide accurate and actionable measures, while being respondent-friendly. Data contained in this report, primarily utilizes mean scores (averages) and percentages.

**Data Collection:**

- 2,491 individuals participated via live telephone interviews, an online Internet survey or SMS/Text survey between August 29<sup>th</sup> and October 19<sup>th</sup>, 2023.
- Interviews were conducted by a professional interview team; surveys and interviews were offered in English and Spanish, with other languages offered through live telephone interviews when possible.



**2023 INDIVIDUAL AND FAMILY SURVEY:**  
**Executive Summary**

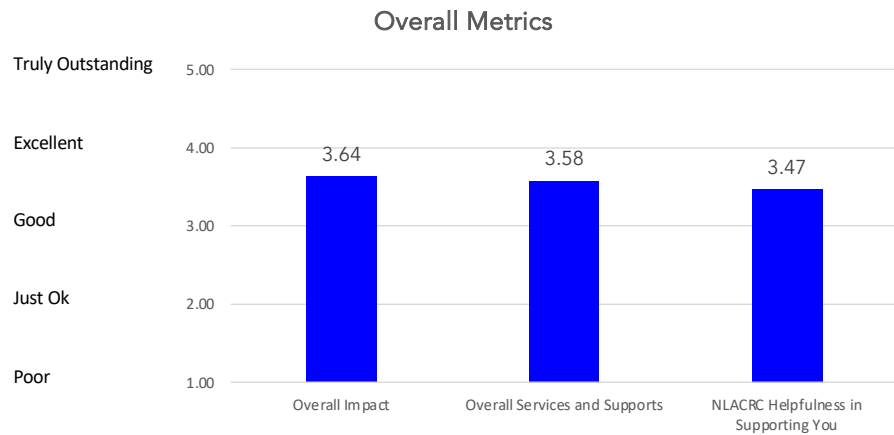
## Findings

*"In order for the supports to be better, it is necessary for parents to have information about what services are available to us and explain to us, that there are not so many barriers to obtain them. We need collaboration and empathy from the service coordinators."*

*"NLACRC has given us the confidence that no one had given us in my country. They take us into account and has supported my son to have a normal life with more opportunities with more than aids. Thanks to the regional center, my son is in a good school that it also helps him a lot and learning. Before, he didn't speak anything and now he already speaks little but speaks thanks to all of the regional center and the school and the coordinator."*

Overall, Individuals and Families stated the overall help, services and regional enter impact between "Good" (3.00) and "Excellent" (4.00) on the unbalanced five-point scale. These scores varied across geographic, service and demographic variables.

Overall Satisfaction with Regional Center Services and Supports	-	3.58
Overall helpfulness of the regional center in supporting you	-	3.47
Overall Impact of NLACRC on People's Lives	-	3.64



- NLACRC received the **highest scores** for...
  - Treating you with dignity and respect (4.08)
  - Service coordinator in listening to you (3.99)
  - Service coordinator explaining things to you in a way you can understand (3.95)
  - Service coordinator understanding your needs (3.94)
- NLACRC received the **lowest scores** for...
  - Providing information on community services? – 3.22
  - Providing information on regional center funded services? – 3.27
  - Overall providing you with information? – 3.39
  - Providing information you need to make your own decisions? – 3.41
  - Overall, during the last year, how helpful do you feel NLACRC has been in supporting you? – 3.47

2023 INDIVIDUAL AND FAMILY SURVEY:  
Executive Summary

**Findings**

continued....

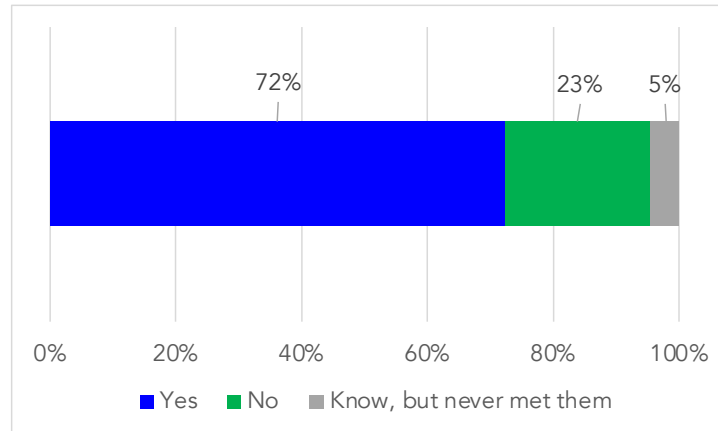
*"The worker of my daughter's case has been excellent in her work though we have not been able to IPP with her because she says she has many cases."*

*"Have a day officer who speaks Spanish since when one calls to request information and asks to speak with the Day officer they say he can not help us because I can't speak English."*

*"Absolutely everything. My son has severe autism, he's a non verbal kid and without all services that the Regional center provides for him would be very hard for his education. Therefore thank you very much!"*

- On average, 72% of people know who their service coordinator is; with 23% reporting ("No" (18%) or "Don't Know" (5%)) they did not know their service coordinator, along with 5% stating that they know who their service coordinator is but have never talked with or met with them.

Do You Know Who Your Service Coordinator Is?



- Overall, 8% of respondents did not need something new/different from the regional center; of those that did, 71% were able to get what they needed from the regional center; 21% were not able to get what they needed.

Response Option	Percent
Yes, I was able to get what I needed from the Regional Center	71%
No, I was not able to get what I needed.	21%
I didn't need anything or anything different from the regional center	8%

- Respondents rate "...Service coordinator in taking into account your cultural preference?" 3.80 between "Good" (3.00) and "Excellent" (4.00) in 2023.
- In general, 79% of people have the goals that are most important to them on the IFSP/IPP; 6% do not have their most important goals liked in their IFSP/IPP and 15% had not had a recent IFSP/IPP.

As the 2023 Individual and Family Satisfaction Survey is primarily being utilized by NLACRC as a Strategic Plan progress assessment tool, following is the updated summary of the Strategic Plan Outcome Metrics that are extracted from this survey. **Of the four metrics assessed against the initial baseline metrics, on average, scores rose 0.32.**

**2023 Individual and Family Satisfaction Survey: Results**  
**- Outcome Metrics x Question Matrix**

**DEIB** (Individuals Served/Families, Staff, Provider, Community Focus)

Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions *
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<b>Access: Culturally-Appropriate and Integrative</b> (Strategy 1.3.1, 1.3.2, 1.3.3, 1.3.4) (Individual/Family Satisfaction Survey)	TBD	3.80/5	n/a	17. Your service coordinator taking into account your (your family's) language, culture, traditions, and background when helping you design your plan?	Q3, 4, 6, 7

**Development & Growth of an Engaged Workforce.** (Staff Focus)

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**Employment and Day Programs.** (Individual Served Focus)

Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions
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<b>Training: IPP in addressing your needs</b> (Strategy 3.1.1, 3.1.3) (Individual/Family Satisfaction Survey, Adults only)	Baseline	66%	n/a	23. During your planning meeting, were you provided referrals to service providers that can help you gain employment (get a job)? (%Yes, rebased to disclude thos who did not need a referral.)	

**Housing** (Individuals Served Focus)

Outcome Measure	2022 (Baseline)	2023	Difference	Individual / Family Satisfaction Survey Question	Support Questions
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**Outcome Measures** - The Outcome Measures noted in this document are items from NLACRC's Strategic Plan that utilize the Individual/Family Survey as their source.

**2022 (Baseline)** - if a baseline metric was present in the Strategic Plan, that measurement is reflected here. "TBD" was noted as To Be Developed in the Strategic Plan.

**Individual/Family Satisfaction Question** - The question number and question wording that corresponds to the Outcome Metric.

**\*Support Questions** -- These metric help us understand why a respondent provided the answer they did; they support NLACRC being able to take action to maintain promising practices or improve in the area.

North Los Angeles County Regional Center  
**Board of Trustees Meeting -**  
**Wednesday, April 10, 2024**  
**6:00 p.m.**  
**~AGENDA~**

1. **Call to Order & Welcome** – Ana Quiles, Board President
2. **Board Member Attendance/Quorum** – Kimberly Visokey, Executive Assistant
3. **Closed Session**
  - A. Board Governance
4. **Housekeeping**
  - A. Spanish Interpretation Available
  - B. Public Attendance (please note name in Chat)
  - C. Reminder – Monthly Submission for Childcare/Attendant Care Billing/**All Meeting Invites to Include** [BoardSupport@NLACRC.org](mailto:BoardSupport@NLACRC.org)
  - D. \*Update Zoom Screen Name to include full name, board position, and geographic location (SFV, AV, or SCV)
5. **Public Input & Comments** (3 minutes)- Reserved for Agenda Items
6. **Individual and family survey presentation-** Kinetic Flow/Ami Sullivan (**Page 5**)
7. **Consent Items**
  - A. Approval of Agenda (**Page 24**)
  - B. Approval of March 13, 2024 Board Meeting Minutes (**Page 28**)
8. **Action Item**
  - A. Approve Revised Board Critical Calendar (**Page 41**)
9. **Committee Action Items**
  - A. **Administrative Affairs**
    1. Lindquist, Von Husen & Joyce Presentation of NLACRC’s IRS Form 990 Tax Return (**Deferred**)
  - B. **Government & Community Relations Committee**
    1. To Approve a Candidate Forum for Fall 2024
    2. To Approve Consumer Legislative Advocacy Training

**C. Executive Committee**

1. Approval of Board/Staff Interaction Policy Revision (*Page 49*)

**CI. Nominating Committee**

1. Approval of Chair Alternate Policy (*Page 50*)
2. Board Source Self Evaluation Tool

**CII. Consumer Services Committee**

1. Approval of the proposed Service Standards: Social Recreation submission to DDS.

**10. Executive Director's Report – Cristina Preuss (*Page 51*)**

**11. Self-Determination Program (SDP) Report – Gabriela Eshrati**

- A. SDLVAC Liaison February Report (*Page 60*)
- B. Next Self Determination Local Advisory Committee Meeting scheduled for March 15, 2024, 6:30pm

**12. Association of Regional Center Agencies – Lety Garcia**

- A. ARCA Liaison Report 3/21-3/22 (*Page 66*)
- B. Next meeting scheduled for June 20, 2024

**13. Administrative Affairs Committee – Brian Gatus**

- A. Minutes of the February 27<sup>th</sup> Meeting (*Deferred*)
- B. Next Meeting: Tuesday, April 23, 2024 at 6:00 p.m.

**14. Consumer Advisory Committee – George Alvarado**

- A. CAC Report – Cristina Preuss (*Page 84*)
- B. Minutes from the March 6, 2024 Meeting (*Page 85*)
- C. Minutes from the April 3, 2024 Meeting (*Deferred*)
- D. Next Meeting Scheduled on May 1, 2024, at 3:00pm

**15. Consumer Services Committee – Rosie Sigala**

- A. Minutes of the February 21<sup>st</sup> Meeting (*Deferred*)
- B. Next Meeting Scheduled on April 17, 2024, at 6:00pm

**16. Executive Committee – Ana Quiles**

- A. Minutes of the February 29<sup>th</sup> Meeting (*Page 89*)
- B. Minutes of the March 28<sup>th</sup> Meeting (*Deferred*)
- C. Next Meeting Scheduled on April 25, 2024, at 6:30pm

17. **Recruitment Committee – Ana Quiles**
  - A. Minutes of the March 4<sup>th</sup> Meeting (*Page 94*)
  - B. Minutes of the March 11<sup>th</sup> Meeting (*Page 97*)
  - C. Minutes of the March 18<sup>th</sup> Meeting (*Deferred*)
  - D. Minutes of the April 8<sup>th</sup> Meeting (*Deferred*)
  - E. Next Meeting Scheduled for April 15, 2024, at 5:00pm
  
18. **Government & Community Relations Committee – Evelyn McOmie**
  - A. Minutes of the January 17<sup>th</sup> Meeting (*Page 100*)
  - B. Minutes of the March 20<sup>th</sup> Meeting (*Deferred*)
  - C. Legislative Advocacy
  - D. Legislative Cheat Sheet
  - E. Board Recognition Application (*Page 106*)
  - F. Board Dinner Reminder
  - G. Next Meeting Scheduled on May 15, 2024, at 6:00pm
  
19. **Nominating Committee – Lillian Martinez**
  - A. Minutes of the March 6<sup>th</sup> Meeting (*Deferred*)
  - B. Next Meeting Scheduled TBD
  
20. **Post-Retirement Medical Trust Committee – Ana Quiles**
  - A. Next Meeting Scheduled on April 25, 2024, at 5:30 pm
  
21. **Strategic Planning Committee – Lety Garcia**
  - A. Minutes of the February 5<sup>th</sup> Meeting (*Deferred*)
  - B. Next Meeting Scheduled on May 6, 2024, at 6:00pm
  
22. **Vendor Advisory Committee - Suad Bisogno**
  - A. Minutes of the March 7<sup>th</sup> Meeting (*Page 107*)
  - B. Minutes of the April 4<sup>th</sup> Meeting (*Deferred*)
  - C. Next Meeting Scheduled on May 2, 2024, at 9:30am
  
23. **Old Business/New Business**
  - A. Board and Committee Meeting Attendance Sheets (*Page 118*)
  - B. Board and Committee Meetings Time Report (*Page 129*)
  - C. Updated Acronyms Listing (*Page 130*)
  - D. Meeting Evaluation Form – *Emailed separately*

**24. Review of Committee Action Log Items (Item Owner and Due Date)**

A. Board Committee Action Log (*Page 136*)

**25. Announcements/Information/Public Input**

A. Next Meeting: Wed., May 8, 2024, at 6:00pm

B. Committee Attendance

Please refer to NLACRC's website for the Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding more support groups, training opportunities, dates, times, and links – [Calendar of Events | NLACRC](#)

**26. Adjournment**



**Minutes of Regular Meeting  
of  
North Los Angeles County Regional Center  
Board of Trustees**

The Board of Trustees of North Los Angeles County Regional Center, Inc., a nonprofit corporation, held their regular board meeting via Zoom on **March 13, 2024**

Trustees Present

Suad Bisogno  
Rocio Sigala  
Leticia Garcia  
Sharmila Brunjes  
Ana Quiles  
Andrew Ramirez  
Brian Gatus  
Vivian Seda  
George Alvarado  
Lillian Martinez  
Cathy Blin  
David Coe  
Nicholas Abrahms  
James Henry  
Kelsi Livingston  
Anna Hurst  
Jenifer Koster  
Juan Hernandez  
Alma Rodriguez

Trustees Absent

Michael Costa  
Curtis Wang

Guests Present

Richard Dier - SDLAC  
Lori Walker - SDLAC  
Uvence Martinez – DDS  
Xochitl Gonzalez – DDS  
Josefina Romo – SDLAC  
Mary Angela Flores – ICC  
Nicholas Mendoza – Coach for George A.  
S. Scott Seamands – Lindquist  
Charlotte Tay – Lindquist  
Thea Edolsa - Lindquist  
Monica Garcia – Focus Family Resource  
Center  
Kermit Jackson – NLA Veteran CSC  
Norma Arzale  
Ana Maddaiero  
K Foster  
Araseli Ramirez  
Laura Piva  
Heydy Alvarado  
Lidia Cordero  
Mariano Ponce  
Megan Mitchell  
Ani Markaryan  
Suzanne Edens  
Maria Ortiz  
Alicia Martin Johnson  
Lata Monge  
Grace Granados  
Ari Stark  
Brianna Effinger  
Bryce Henderson  
Adriana Serrano  
Adrienne Covarrubias  
Nancy Diggs  
Karla Robles  
over 150 NLA Service Coordinators

Staff Present

Vini Montague  
Arezo Abedi  
Evelyn McOmie  
Kimberly Visokey  
Parita Burmee  
Gabriela Eshrati  
Donna Rentsch  
Arshalous Garlanian  
Mayra Alvarado

- 1. Call to Order & Welcome** – Ana Quiles, Board President  
Ana called the meeting to order at 6:37 p.m.



2. **Board Member Attendance /Quorum**– Kimberly Visokey, Executive Administrative Assistant  
Kimberly took attendance of Board Members; a quorum was present.
3. **Closed Session**
  - A. Personnel  
**M/S/C** (C. Wang/N. Abrahms) To enter the Closed Session at 6:04 pm.  
  
**M/S/C** (G. Alvarado/B. Gatus) To exit the Closed Session at 6:38 pm.
4. **Housekeeping**
  - A. Spanish Interpretation Available  
Ana informed attendees that instructions for Spanish Interpretation are located in the chat.
  - B. Public Attendance  
Ana asked public attendants to notate their names and agency in the chat.
  - C. Monthly Submission for Childcare/Attendant Care Billing  
It was noted that all meeting invites to include: [boardsupport@nla.org](mailto:boardsupport@nla.org)
  - D. Ana Quiles requested that the Board Members change their name as it appears on the Zoom call to reflect their first/last name, Board position and NLA location. She also asked that NLA staff do the same to help attendees identify the speakers.
5. **Introductions**
  - A. Parita Burmee, Chief Human Resources Officer  
Parita has served with NLA for almost 8 months and has experience in the pharmaceutical and hospitality industries. She lives with her husband, daughter and golden doodle. Parita also enjoys baking, hiking, art and spending time with her friends and family.
  - B. James Henry, Board Member  
James is an Academic Advisor at California State University Northridge, where he also teaches African-American studies. He is interested in contributing to the Board as much as possible as the family member of an individual with disabilities.
6. **Public Input**

Monica Garcia, from the Family Focus Resource Center, shared that there will be a free Resource Fair in Lancaster on Saturday, March 16<sup>th</sup>, from 10 am to 1 pm. There are also some upcoming workshops on “Sexuality for Adults with Disabilities” as part of the Generic Services Workshop Series.

Kermit Jackson, a Service Coordinator with NLA, shared that he has served for 17 years. He is concerned about the continuing high-caseloads for CSCs. Many CSCs have more than 100 clients. The volume of clients has decreased the ability of the CSCs to do their best for their clients and, in turn, has left him and many of his colleagues feeling overworked. Kermit also voiced concern over a social media post from an NLA Board Member in which, Kermit stated, the Board Member is holding a baseball bat commenting on obtaining services for his child at NLA. Kermit stated that the post in question has put the CSC department at risk for retaliatory behavior from clients in response.

EJ Pavia, a Worksite Organizer with SEIU Local 7 to 1, expressed the same sentiments as Kermit Jackson regarding the social media posts and high caseloads that do not allow CSCs to give the clients the time that they deserve. In addition, he is concerned about the harassment that CSCs have experienced. EJ asked for greater support for CSCs from NLA staff and that the Board Member who posted the social media post, resign from the Board.

Richard Dier, Co-Chair for the Self-Determination Local Advisory Committee, stated that it was NLA's 50<sup>th</sup> Anniversary. He stated that the SDLAC's Committee-Centered Plan is available on the Committee's website. Richard requested that a possible change in the NLA bylaws to allow a representative of the SDLAC to be permitted to speak during Board Meetings, during agenda items that concern Self-Determination.

Lori Walker, Chair for the Self-Determination Local Advisory Committee, shared that the next SDLAC Meeting will be March 21<sup>st</sup> at 6:30 pm, not as is listed in the packet.

## 7. Consent Items

### A. Approval of Agenda

**M/S/C** (G. Alvarado/B. Gatus) To approve the meeting agenda as presented.

### B. Approval of February 14, 2024 Board Meeting Minutes

**M/S/C** (A. Ramirez/B. Gatus) To approve the Minutes as presented.

## 8. Lindquist, Von Husen & Joyce Presentation – NLA's FY22-23 Audited Financial Statements

Scott Seamands, reviewed the results of the FY22-23 Audit, as presented in the packet.

Highlights include:

- It is the auditors' opinion that NLA's financial statements present fairly, in all material respects, the financial position of NLA for FY22-23 and the changes in its net assets and its cash flows for the years ended according to accounting principles generally accepted in the U.S.
- The audit was scheduled to begin in October 2023 but the audit was delayed until

January 2024. The audit was completed in February 2024, compared with March in FY21-22.

- The types and magnitude of errors noted in the prior year-end cash reconciliation were not noted in the current year-end cash reconciliation.
- The lease standard was new this year and Lindquist provided training to Vini and her team in regards to calculations.

The Board inquired about recommended actions that NLA can take in preparation for the next audit and the response was to encourage CSCs to obtain the necessary signatures from the client at the earliest convenience.

A. Closed Session

**M/S/C** (G. Alvarado/L. Martinez) To enter the Closed Session at 7:12 pm.

**M/S/C** (G. Alvarado/L. Martinez) To exit the Closed Session at 7:21 pm.

Upon return from the Closed Session, the Board voted to determine approval for the Auditor's Report.

**M/S/C** (G. Alvarado/J. Hernandez) To approve the Auditor's Report as presented.

**9. Action Item**

A. To Approve the revisions to the CAC Chair, Attendance Policy, and Term of Office sections in the Bylaws

**M/S/C** (G. Alvarado/J. Hernandez) To approve the revisions to the noted sections of the bylaws as presented.

B. Board Support Standard Operating Procedures – *deferred*

**10. Committee Action Items**

A. Administrative Affairs

1. Approval of Revised Meeting Schedule  
This information was reviewed as presented in the packet
2. Approval of Revised Critical Calendar

This information was reviewed as presented in the packet.

It was noted that these items should be revised to include an update to the Independent Audit for September. Board Support will make the appropriate revisions as discussed.

3. Approval of Contracts

A. Virtue Home Care HL1084-862

POS Contract – Provides In-Home Respite

5-year contract effective: April 1, 2024, through March 31, 2029

Projected total contract amount is \$464,912.27

Projected to serve 40 consumers per month

B. Rockin' Oldies PL2181-062

POS Contract – Provides Personal Assistance services

5-year contract effective: June 1, 2023, through May 31, 2028

Projected total contract amount is \$166,302.72

Projected to serve 9 consumers per month

**M/S/C** (G. Alvarado/J. Hernandez) To approve Contracts A and B as presented.

The motion passed with 3 abstentions from A. Quiles, R. Sigala and L. Martinez.

C. DV Therapy PL2228-612

POS Contract – Provides Behavior Analyst services

5-year contract effective: April 01, 2024, through March 31, 2029

Projected total contract amount is \$263,688.00

Projected to serve 50 consumers per month

D. DV Therapy PL2229-615

POS Contract – Provides Behavior Management Assistant services

5-year contract effective: April 01, 2024, through March 31, 2029

Projected total contract amount is \$944,760.96

Projected to serve 37 consumers per month

E. DV Therapy PL2230-616

POS Contract – Provides Behavior Management Technician services

5-year contract effective: April 01, 2024, through March 31, 2029

Projected total contract amount is \$5,367,960.00

Projected to serve 37 consumers per month

F. Sekibo, Tumini PL2262-785

POS Contract – Provides Diagnosis and psychotherapy of mental and emotional disorders

5-year contract effective: April 1, 2024, through March 31, 2029

Projected total contract amount is \$551,646.11

Projected to serve 23 consumers per month

G. Ride On LA PL2263-106

POS Contract – Provides specialized Recreational Therapy services

5-year contract effective: April 1, 2024, through March 31, 2029

Projected total contract amount is \$156,000

Projected to serve 10 consumers per month

H. Phiba Home PL2254-109

POS Contract – Provides Supplemental Residential Services Program Support services

5-year contract effective: April 01, 2024, through March 31, 2029

Projected total contract amount is \$496,465.20

Projected to serve 2 consumers per month

I. Brilliant Corners PL2186-999, PL2187-999, PL2188-999 1st amendments

POS Contract – Three CPP Housing Agreements, each in connection with the purchase and renovation of a property

30-year contract effective: June 1, 2023, through the earlier of (1) the date HDO is no longer owner of the Property or (2) May 31, 2053

Original Projected total contract amount: \$350,000 Acquisition; \$400,000 Renovation

Amended Projected total contract amount: \$379,597 Acquisition; \$604,974 Renovation

Projected to serve 4 consumers per EBSH

J. Ultra Jiu Jitsu PL2144-008 1st amendment

POS Contract – Provides Sports Club services

2-year contract effective: February 1, 2023, through January 31, 2025

Projected total contract amount is \$84,000

Projected to serve 20 consumers per month

K. Zooz Fitness PL2143-008 1st amendment

POS Contract – Provides Sport Club services

5-year contract effective: January 1, 2023, through December 31, 2027

Projected total contract amount is \$1,281,280.00

Projected to serve 8 consumers per month

**M/S/C** (G. Alvarado /N. Abrahms) To approve Contracts C - K, as presented.

4. Approval of Salary Schedule Website Posting

This information was reviewed in the packet. DDS requires a salary schedule to be posted on NLA's website. Parita has been looking at the schedules for the other Regional Centers in the area and, as a result, a 15% pay increase in consideration of the higher cost of living and the fast-food worker rate increase. Information was received from a recruiting perspective, to note that there have been several candidates who declined job offers with NLA due to pay rate. The HR team is reaching back out to those candidates to inform them of the 15% pay increase. The pay increase became effective on February 26<sup>th</sup> and will apply to all NLA staff members.

**M/S/C** (J. Hernandez/L. Martinez) To approve the posting of the NLA Salary Schedule as presented.

B. Government and Community Relations Committee

1. To Approve a Candidate Forum for Fall 2024

**M/S/C** (G. Alvarado/J. Hernandez) To approve the coordination of a Candidate Forum for Fall 2024 as presented.

2. To Approve Consumer Legislative Advocacy Training

**M/S/C** (G. Alvarado/J. Hernandez) To approve the coordination of a Consumer Legislative Advocacy Training as presented.

C. Executive Committee

1. Approval of Board/Staff Interaction Policy Revision

It was requested that a note be included that this policy does not replace the process of filing a 4731 Complaint on Bullet Point #3.

**M/S/C** (G. Alvarado/J. Hernandez) To approve the Board/Staff Interaction Policy as revised.

2. Approval of Board Member Responsibilities Policy - Proposed Legislative Visit Requirement

**M/S/C** (J. Hernandez/R. Sigala) To approve the Board Responsibilities Policy as Presented.

D. Nominating Committee

1. Approval of Chair Alternate Policy

**M/S/C** (G. Alvarado/J. Hernandez) To approve the Chair Alternate Policy as presented.

2. Board Source Self-Evaluation Tool

**M/S/C** (G. Alvarado/J. Hernandez) To approve the Board Source Self-Evaluation tool as presented.

After the vote, it was requested that the Board also require an annual Board President evaluation, which would allow anonymous feedback to be presented to the President to assist them in their role.

**M/S/C** (L. Garcia/G. Alvarado) To create a process for a required Board President Evaluation.

The motion did not pass with the following outcome:

Approve: L. Garcia, C. Blin, N. Abrahms, A. Hurst, J. Koster

Oppose: A. Quiles, D. Coe, R. Sigala, L. Martinez, B. Gatus, A. Ramirez, A. Hernandez, J. Hernandez, J. Henry, V. Seda, G. Alvarado

Abstention: S. Bisogno

E. Consumer Services Committee

1. Approval of the proposed Service Standards: Social Recreation submission to DDS

**M/S/C** (R. Sigala/G. Alvarado) To approve the Service Standards submission to DDS.

**11. Executive Director's Report** – Cristina Preuss

Cristina reviewed the report as presented in the packet.

LEGISLATIVE

ARCA has joined community stakeholders, including the Lanterman Coalition, in opposing any delay of the final provider rate increases. An opinion article in the Capitol Weekly emphasizes

the importance for California policymakers to continue to invest in the developmental services system including equity and service capacity. The proposal would result in an overall loss of \$1 billion in anticipated funding, including \$400 million from federal sources. Quoting Amy Westling, "Sustained funding and long-term investments remain critical to serving Californians with developmental disabilities." Efforts must continue to reach policymakers and the Administration to ensure continuous progress for individuals with developmental disabilities.

#### DDS

NLA received information on the expansion of permissible training topics and the updated timeline to submit training requests for the Early Start Provider Training initiative, funded through the American Rescue Plan Act (ARPA) of 2021.

On February 21, 2024 California Health and Human Services Agency (CalHHS) announced the establishment of a Master Plan for Developmental Services Stakeholder Committee that will develop the Plan to be released by March 2025.

DDS has introduced TBL, which would permanently eliminate the AFPP and FCPP fees charged to families. These have both been suspended since the beginning of the pandemic.

#### Coordinated Family Support

Community Services Department has created a series of information sessions regarding Coordinated Family Support (CFS). These sessions, created for Case Management, include information regarding the newly published CFS Directives issued by the Department of Developmental Services (DDS), as well as introductions to new CFS providers. The CFS Info Sessions are scheduled for February 27, March 26, and April 23.

#### ARCA

ARCA is recommending that the state consider the following principles: the preservation of the entitlement to needed services and supports as defined in the Lanterman Act, ensuring the equitable availability of flexible and sustainable services needed to help individuals achieve person-centered outcomes, the alignment of policies and available supports based on California's Employment First Policy, to support community inclusion and participation including accessible transportation, leveraging innovative technology and proactively prepare for the changing service needs of people served across their lifespans considering diagnostic and demographic trends. Also working in conjunction with DDS, ARCA continues its work in the following focus areas: Rate Model Implementation; Equity Next Steps as DDS is engaging in conversations with Georgetown University for a potential new study to understand the source of inequities better and make recommendations.

#### SCDD



Disabilities (SCDD) is conducting data collection for: (1) families with an adult with IDD living in their home, (2) families or guardians of an adult with IDD who does not live in their family home and (3) families with a child with IDD. A report will be provided as surveys are received.

#### Center Operations

In collaboration with the People Scout recruitment company, a virtual hiring fair was conducted on February 28, February 29, and March 1. A total of 130 individuals registered, and 51 interviews were scheduled for the 3 days. We continue ongoing recruitment and interviews to fulfill vacancies.

#### Consumer Statistics

As of February 2024, the Center served 35,766 consumers and applicants, including 4,926 in Early Start and 28,088 (an increase of 144) in the Lanterman program. The Center's San Fernando Valley Office serves 22,575 individuals, Antelope Valley serves 8,785, and the Santa Clarita Office serves 3,893 (these totals include applicants and individuals served under Lanterman and the Early Start programs).

Evelyn McOmie asked the Board to consider the projects and requests that are given to NLA staff to determine the priority and the turnaround time of the requests. She noted that due to the high caseloads that are being experienced, it is vital that NLA staff be available to assist CSCs and clients as efficiently as possible.

Cristina also announced that NLA is looking into a revolving employee survey to gauge feedback from staff on how best to improve processes, communication, engagement, etc.

- 12. Self Determination Program (SDP) – Gabriela Eshrati**  
Ana reviewed the information as presented in the packet.
  - A. SDLVAC Liaison Report
  - B. Next Self Determination Local Advisory Committee Meeting is scheduled for March 21, 2024, at 6:30pm
  
- 13. Association of Regional Center Agencies - Leticia Garcia**  
Ana reviewed the information as presented in the packet.
  - A. ARCA Liaison Report - No meeting in February
  - B. Next meeting is scheduled for March 22, 2024
  
- 14. Administrative Affairs Committee -Brian Gatus**  
Ana reviewed the information as presented in the packet.
  - A. Minutes of the January 23rd Meeting
  - B. Minutes of the February 27th Meeting - deferred
  - C. Review of Insurance
  - D. Report on Lease Agreement
  - E. 2nd Quarter PRMT and UAL Fees Reports

- F. FY2023-2024 Financial Reports
- G. FY2023-2024 Board Budget vs Expenditure Report
- H. Statewide Regional Center POS Expenditure Projection Report
- I. Social Recreation, Camp & Non-Medical Therapies Services Report
- J. Payments and Authorizations Timeline Summary
- K. 2nd Quarter HR Report
- L. Monthly Human Resources Report
- M. Temporary Staff Statistics Report
- N. Status of People Scout Recruitment
- O. Next Meeting: Tuesday, April 23, 2024 at 6:00 p.m.

**15. Consumer Advisory Committee – George Alvarado**

Ana reviewed the information as presented in the packet.

- A. Minutes of the February 7th Meeting
- B. Minutes from the March 6, 2024 Meeting - *deferred*
- C. Next Meeting Scheduled on April 3, 2024, at 3:00pm

**16. Consumer Services Committee – Rocio Sigala**

Ana reviewed the information as presented in the packet.

- A. Minutes of the November 15th Meeting
- B. Minutes of the February 21st Meeting - *deferred*
- C. Next Meeting Scheduled on April 17, 2024, at 6:00pm

**17. Executive Committee – Ana Quiles**

Ana reviewed the information as presented in the packet.

- A. EVV- electronic visit verification information for SDP cases
- B. Bylaws Review Schedule - it was determined that the Committee would review the document at every other meeting as follows:
  - 1. Review pages 1-12, stopping at "Election and Term of Office."
  - 2. Review pages 12-26, stopping at "Officers"
  - 3. Review pages 26-36, stopping at "Consumer Services Committee"
  - 4. Review pages 36 to end. 7
- C. Minutes of the January 25th Meeting
- D. Minutes of the February 29th Meeting - *deferred*
- E. Next Meeting Scheduled on March 28, 2024, at 6:00pm

**18. Recruitment Committee**

- A. Executive Director Job Posting is Live on the NLACRC Website
- B. Feedback from Input Sessions-Workforce Development Solutions
- C. Minutes of the January 29th Meeting
- D. Minutes of the February 12th Meeting
- E. Minutes of the February 20th Meeting
- F. Minutes of the February 26th Meeting
- G. Minutes of the March 4th Meeting - *deferred*

- H. Minutes of the March 11th Meeting - *deferred*
- I. Next Meeting Scheduled for March 18, 2024, at 5:00pm

**M/S/C** (J. Hernandez/B. Gatus) To waive the Attendance Bylaws for the members of the Recruitment Committee due to the frequency of meetings.

**19. Government & Community Relations – David Coe**

Ana reviewed the information as presented in the packet.

- A. Minutes of the January 17th Meeting - *deferred*
- B. Review Board Recognition Policy
- C. Next Meeting Scheduled on March 20, 2024, at 6:00pm

David thanked everyone who was involved with the candidate visit. He requested that the Board send thank-you notes for Assemblyman Lackey, who stayed the entire time and who has followed up with the team afterwards. Any interested parties can call Board Support who will coordinate the pick-up of the items.

**M/S/C** (D. Coe/C. Blinn) To approve thank-you notes or handmade cards to be taken to Assemblyman Lackey.

**20. Nominating Committee - Lillian Martinez**

Ana reviewed the information as presented in the packet.

- A. Chair To make an Announcement to call for Slate of Officers
- B. Minutes of the February 7th Meeting
- C. Minutes of the March 6th Meeting - *deferred*
- D. Next Meeting Scheduled on April 3, 2024, at 5:30pm

**21. Post-Retirement Medical Trust Committee – Ana Quiles**

Ana reviewed the information as presented in the packet.

- A. Next Meeting Scheduled on April 25, 2024, at 5:30 pm

**22. Strategic Planning Committee- Leticia Garcia**

Ana reviewed the information as presented in the packet.

- A. Minutes of the February 5th Meeting - *deferred*
- B. Presentation of results of Individual and Family Service Survey
- C. Next Meeting Scheduled on May 6, 2024, at 6:00pm

**23. Vendor Advisory Committee – Suad Bisogno**

Ana reviewed the information as presented in the packet.

- A. Minutes of the February 1st Meeting
- B. Minutes of the March 7th Meeting - *deferred*
- C. Identify Nominees to serve as chair for the next fiscal year
- D. Next Meeting Scheduled on April 4, 2024, at 9:30am

**24. Old Business/New Business**

Ana reviewed the information as presented in the packet.

- A. Board and Committee Meeting Attendance Sheets
- B. Board and Committee Meetings Time Report
- C. Updated Acronyms Listing
- D. Meeting Evaluation Form – Emailed separately

**25. Review of Committee Action Log Items**

- A. To revise the Meeting Schedule and Critical Calendar to include an update to the independent audit in September. (Board Support)
- B. To reach out to former candidates who declined positions because of pay rates to discuss salary increases. (Parita Burmee)
- C. To revise the Board/Staff Interaction policy to include a note about 4731 as discussed. (Board Support)
- D. Board Members who would like to create a card for Assemblyman Lackey, to contact Board Support. (Applicable Board Members)

**26. Announcements/Information/Public Input**

- A. Next Meeting: Wed., April 10, 2024, at 6:00pm
- B. Committee Attendance

**27. Adjournment**

Ana Quiles, Board President, adjourned the meeting at 8:41 p.m.

Submitted by:  
Minutes Services

Submitted by:  
*Arezo Abedi*  
Executive Administrative Assistant



North Los Angeles County Regional Center  
Board of Trustees

**CRITICAL CALENDAR FOR FY 2023-24**

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**JULY**

New Board Officers, Board Members, and Vendor Advisory Committee Members are seated.

Consumer Services Committee Meeting & Orientation

Quarterly Post-Retirement Medical Trust Committee Meeting & Orientation

Administrative Affairs Committee Meeting & Orientation

- Review DDS Contract

Executive Committee Meeting & Orientation

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**AUGUST**

*(All committees review their actions from the previous year.)*

Quarterly Strategic Planning Committee (SPC) Meeting & Orientation

- Establish annual goals and metrics

Consumer Advisory Committee (CAC) Meeting & Orientation

Government/Community Relations (GCR) Meetings & Orientation

Nominating Committee Meeting & Orientation

Vendor Advisory Committee (VAC) Meeting & Orientation

- A group photograph is taken for the center's website.

Board of Trustees Meeting (Zoom)

- A group photograph is taken for the center's website.
- The Human Resources Director reviews the board's responsibilities and the process surrounding the Executive Director's Performance Evaluation with the Board President.
- Review DDS Contract

Executive Committee Meetings

- Schedule and conduct Annual Legislative board training
- Determine the location, date, and cost of the Annual Board Retreat
- Determine the location, date, and cost of the Board of Trustees Dinner

Public Meetings are held this month to get community input into the Center's Performance Contract for next calendar year.

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**SEPTEMBER**

Consumer Advisory Committee (CAC) Meeting

Nominating Committee holds an Educational Session for potential Board Applicants (if needed)

Vendor Advisory Committee Meeting

Board of Trustees Meeting (Zoom)

- The Human Resources Director reviews the Executive Director's evaluation process and the Evaluation Form with the Board.
- The Board President creates a Negotiating Committee and provides their names to the Human Resources Director.

Consumer Services Committee

- Review 4731 Quarterly Report.

Administrative Affairs Committee Meeting

Executive Committee Meeting

- Whistleblower Compliance Officer (HR Director) gives the Committee an Annual Report on compliance activity.
  - Update on NLACRC's Strategic Plan
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## OCTOBER

Nominating Committee holds an Educational Session for potential Board Applicants (if needed)

Consumer Advisory Committee (CAC) Meeting

Vendor Advisory Committee (VAC) Meeting

Board of Trustees Meeting (**San Fernando Valley Office**)

- Annual Update on NLACRC's Strategic Plan
- All Board Members review the center's Whistleblower Policy and sign the acknowledgment.

Government/Community Relations Meetings

Quarterly Post-Retirement Medical Trust Committee Meeting

Executive Committee Meeting

- The Human Resources Director and Chief Financial Officer meet with the Board President and the Negotiating Committee to review the Performance Evaluation and Compensation Process. (This can also be done in November.)

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## NOVEMBER

Quarterly Strategic Planning Committee Meeting

- Strategic Plan – 1<sup>st</sup> Quarter Status Update

Consumer Advisory Committee (CAC) Meeting

Vendor Advisory Committee (VAC) Meeting; work groups meet)

Board of Trustees Meeting (Zoom)

- Board members with expiring terms and eligible for re-nomination are sent forms to complete to indicate continued interest. Forms are due back via [boardsupport@nlacrc.org](mailto:boardsupport@nlacrc.org) by December 15th

Administrative Affairs Committee Meeting

Executive Committee Meeting

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**DECEMBER**

Annual Consumer Advisory Committee (CAC) holiday party

Annual Board of Trustees holiday party.

(The board is “dark” in December - no board or board committee Meetings will be held.)

Board and Vendor Advisory Members with expiring terms who are eligible for re-nomination received forms in November to indicate their interest in serving an additional term, forms are due by December 15th.

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**JANUARY**

Consumer Advisory Committee (CAC) Meeting

Nominating Committee Meeting

Vendor Advisory Committee (VAC) Meeting

Board of Trustees Meeting (**Santa Clarita Valley Office**)

- Discussion is held about board officers for next fiscal year; recommendations for officers are made and interest for serving as an officer is solicited.
- The Human Resources Director and Chief Financial Officer will meet with the Board President, External Counsel, and the Negotiating Committee to review the Performance Evaluation and Compensation Process.

Government/Community Relations Meeting

Quarterly Post-Retirement Medical Trust Committee Meeting

Executive Committee Meeting

- The Negotiating Committee requests external compensation data from the Chief Human Resources Officer.
  - Committee begins discussion about the next Annual Board Retreat.
  - Committee identifies locations for the Board Retreat and Board Dinner.
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**FEBRUARY**

Quarterly Strategic Planning Committee Meeting

- Strategic Plan – 2<sup>nd</sup> Quarter Status Update
- Review Draft FY24-25 Performance Contract

Consumer Advisory Committee (CAC) Meeting

Nominating Committee Meeting

Vendor Advisory Committee (VAC) Meeting

Board of Trustees Meeting (Zoom)

- Blank Executive Director Evaluation Forms are distributed for Board Members to complete. Board members with less than 3 months of service do not complete evaluations. All other Board Members must complete an evaluation or will be considered to have resigned from the board. The completed forms are due to External Counsel and the Board President prior to the March Board Meeting.
- The Negotiating Committee meets with the Executive Director.

Consumer Services Committee

- Review 4731 Quarterly Report.

Administrative Affairs Meeting

- Audited Financial Statement is presented.

Executive Committee Meeting

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**MARCH**

Consumer Advisory Committee (CAC) Meeting

Nominating Committee Meeting

Vendor Advisory Committee (VAC) Meeting

- Nominees are identified to serve as chair for next fiscal year

Board of Trustees Meeting (Zoom)

- Audited Financial Statement is presented for approval.
- Present Draft FY 24-25 Performance Contract for

- Completed Executive Director Evaluation Forms are due to External Counsel and the Board President.

Government/Community Relations (GCR) Committee Meeting

- Review Board Recognition Applications, if applicable.

Executive Committee Meeting

- Executive Director's Evaluation Forms due to External Counsel and the Board President.

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**APRIL**

Nominating Committee Meeting

- Committee interest for next board year is solicited via [boardsupport@nlacrc.org](mailto:boardsupport@nlacrc.org) from returning board members.

Vendor Advisory Committee (VAC) Meeting

- A new chair is nominated to serve next fiscal year

Consumer Advisory Committee (CAC) Meeting

Board of Trustees Meeting (**Antelope Valley Office**)

- Approve FY24-25 Performance Contract

Consumer Services Committee

- Review 4731 Quarterly Report.

Quarterly Post-Retirement Medical Trust Committee Meeting

- Actuary Presentation of NLACRC's Actuarial Report

Executive Committee Meeting

- Committee reviews drafts of Board Master and Critical Calendars for next fiscal year.
  - Review Purchase of Service Annual Report.
  - The Human Resources Director and Chief Financial Officer meet with the Negotiating Committee to provide the compensation data for review and provides any requested additional information.
  - Executive Director's Evaluation to be completed and a Summary Report is reviewed (in Executive Session).
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**MAY**

Nominating Committee

- Committee assignments are recommended for the next fiscal year.

Administrative Affairs Committee Meeting

- NLACRC's Form 990 Tax Return is presented.

Consumer Advisory Committee (CAC) Meeting

Vendor Advisory Committee (VAC) Meeting

- A new chair is elected to serve next fiscal year

Quarterly Strategic Planning Committee Meeting

- Strategic Plan – 3<sup>rd</sup> Quarter Status Update

Board of Trustees Meeting (San Fernando Valley Office)

- Nominating Committee presents their recommended nominees and re-nominees for next fiscal year.
- Electronic election ballots are distributed to board members.
- Forms indicating committee interest for the next fiscal year are distributed to the board for their completion.
- The Negotiating Committee provides a summary of the compensation and/or contract changes for the Board's approval (in Executive Session). The Executive Session will be placed at the beginning of the Board Meeting Agenda.
- A Training is given on the DDS Conflict of Interest statements
- NLACRC's Form 990 Tax Return is presented to the Board for their review and acceptance.

Annual Board Retreat

Government/Community Relations Meetings

- Select Board Recognition Awardee/s, if applicable

Administrative Affairs Committee Meeting

Executive Committee Meeting

- Committee discusses board goals for the next fiscal year.
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## JUNE

Consumer Advisory Committee Meeting

Vendor Advisory Committee Meeting

Board of Trustees Meeting (Zoom)

- Board discusses board's proposed primary activities for the next fiscal year.
- Election results are announced for Board Members, Board Officers, Board Interns, and Vendor Advisory Committee for the next fiscal year.
- Nominating Committee presents committee assignments for board approval for the next fiscal year.
- Conflict of Interest statements are distributed to Board members. (Statements must be signed by Board members and returned for review prior to July 1<sup>st</sup>.)
- Confidentiality statements must be completed by board members, for filing, for next fiscal year.
- Medi-Cal Clearance Forms must be completed by new board members for next fiscal year.
- The Human Resources Director will prepare the documentation necessary to process the Negotiating Committee's Compensation and/or contract changes as appropriate.
- The Human Resources Director will schedule a Meeting with the Executive Director and provide the Board President with all required documents needed for the Meeting (e.g. compensation, performance review information, employment contract changes, etc.)
- Copies of all signed documents will be provided to the Human Resources Director to allow for the timely processing of compensation information.

Annual Board Dinner

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## North Los Angeles County Regional Center

### Board of Trustees Policy

#### Board/Staff Interaction

- Board members are encouraged to meet with staff to enable members to familiarize themselves with regional center operations.
- Board members are encouraged to seek information from staff to enable members to discharge their duties as board members.
- If a board member has a concern from a parent or consumer, board member can connect with parent and family support specialists (**NLACRC Parent & Family Support Specialist Hotline 661-951-1220 or email at [pfssupport@nlacrc.org](mailto:pfssupport@nlacrc.org)**) to provide a timely response and follow up. Parent and Family Support Specialists will track this type of communication to ensure completion and resolution. The Consumer Rights/Section 4731 Complaint Process is also a mechanism that can be used when an individual consumer, or any representative acting on behalf of a consumer, believes that any right has been wrongly or unfairly denied by a regional center.
- For any communication between NLACRC staff and a board member regarding a consumer's a signed consent from legal guardian for release of information is necessary.



Consent Release  
Records - Spanish.doc



Consent Release  
Records - English.doc

- If a board member has a question or needs further information, board member can email board support [boardsupport@nlacrc.org](mailto:boardsupport@nlacrc.org) to provide the support as needed.
- If a board member's request to staff would require the staff member to allocate his or her time in a manner that interferes with his or her job responsibilities, the staff member should so inform the Executive Director, who will discuss with the Board President.
- When a board member's request for staff assistance has been met with a response that accommodation would require a reallocation of staff time away from the staff member's usual job responsibilities, the board member should redirect his or her request through the president of the board, the executive director, or the appropriate board committee.

North Los Angeles County Regional Center  
**Board of Trustees Policy Statement**

**Committee Chair Alternate**

The office of Committee Chair alternate is established in Article V, Sections 10 and 11 of the bylaws of North Los Angeles County Regional Center. The Committee Chair alternate shall be member of the Board of Trustees and elected by the Board of Trustees. Committee Chair Alternate volunteers in this role to assume the position in the absence of the chair with willingness to lead the committee and exercise the responsibilities as set forth in this policy.

The duties of the Committee Chair Alternate include:

1. Willing to accept a leadership role as a Committee Chair alternate during board meetings.
2. Able to explain goals and objectives of the committee to execute committee responsibilities.
3. Able to work effectively in a large group and with individuals who may have differing opinions.
4. Willing to commit the time to fully participate in committee activities.
5. Participate in the committee preparation meeting as needed.

The Committee Chair alternate shall report to the Committee Chair and Board of Trustees regarding actions taken and assure that the board votes, when possible, on any issues requiring such action.



North Los Angeles County Regional Center  
**Director's Report**  
April 4, 2024

**1. Legislative:**

On March 21, the senate held its overview hearing of developmental disabilities services. DDS staff reported that implementation of the HCBS Final Rule is on track, with 80% of facilities in compliance. Director Nancy Bargmann described the basic goals of the Master Plan strategic committee stating that its core work will be centered on system change and evolution and clarified that it will not be about managed care or cost containment. There is ongoing work to improve data collection and standardize IPPs, as well as work on the Service Access and Equity grants. Input was provided about the challenges of identifying the full impact of a rate delay on workforce capacity and how this affects consumers and families a well. The historical and current challenges facing the service providers need to be taken into consideration and the importance of strengthening the service system to better meet individual needs. Director Bargman also gave background information on proposed Trailer Bill Language (TBL) that would sunset remote IPPs, noting the value of in-person meetings to better identify and meet individual needs. On this topic, community organizations are asking for flexibility in the impending TBL to allow for both in-person and remote IPP meetings.

**2. Department of Developmental Services:**

Provisional eligibility has been expanded beyond children 3 and 4 years of age to also include children under age 3. A child under the age of five may be found provisionally eligible for regional center services if the child has a disability that is not solely physical in nature and has significant functional limitations in at least two of the following areas of major life activity, as determined by a regional center:

1. Self-care
2. Receptive and expressive language
3. Learning
4. Mobility
5. Self-direction

**3. DDS Direct Service Professional Training Stipend Program:**

As of 3/26/2024 there are 9,059 individuals registered for this program from NLACRC.

**4. Association of Regional Center Agencies (ARCA):**

The association priorities are to continue collaborated with other Lanterman Coalition members to develop a strategy and messaging in opposition to the proposed delay of rate increases that would result in a loss of \$1 billion to the service system: Advocate for an equitable and sustainable regional center operations funding methodology: established a response to the Governor's Budget that highlights the need for investment in infrastructure and an ongoing commitment to California's entitlement for individuals with developmental disabilities: Promote more efficient coordination of regional center and generic services

**5. Center Operations:**

NLACRC Purchase of Service public meeting for fiscal year 2022/2023 held on March 26<sup>th</sup> at 10:00 am & March 27<sup>th</sup> at 6:00 pm. Collecting community feedback from the sessions and from survey available in NLACRC website.

**ARCA Grass Roots:**

Sacramento held on April 1<sup>st</sup> and April 2<sup>nd</sup>.

**Staffing Data– Current Status:**

March data: # of CSC Vacancies (replacement) **86**, (SFV # **49** AV # **28**, and SCV # **4**), # of CSC Vacancies (growth) **59**; # of Other open position vacancies **59**, # of positions on hold **70**. Total # positions filled **654** (plus **13** pending); **933** authorized.

**March New Hires: 1<sup>st</sup> cycle and 2<sup>nd</sup> cycle:**

- **3.3.24 - 8**
- **3.25.24 – 13**

**Staffing Changes:**

- **Transfers – 1**
- **Promotions - 4**
- **Terminations – 10 (plus 2 pending)**

**Recruitment- to date as of 3/21/24:**

- # of Offers Accepted - **75**
- # of pending offers - **3**
- # of Declines – **18**

In collaboration with People Scout recruitment company, a virtual hiring fair has been scheduled for April 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup>.

**Quality Assurance:**

For the month of March 2024, Community Services conducted 127 residential visits as follows:

- 81 unannounced visits
  - 63 - CCFs, 18 - ICFs, 0 - FHAs, 0- FFA (17 AV, 64 SFV/SC)
- 23 Annual Reviews – CCF and Day Program (6 AV, 17 SFV/SC)
- 23 Other: 0 Virtual, 23 In-Person Visits (DDS Reviews, New Provider Orientation, QA/RD Walkthrough, 7 Day visit, SIR Follow/Complaint/CAP Follow-up, Attempted Unannounced Visits – provider was not home)
- 6 Corrective Action Plans developed with residential providers
- 0 Plan of Improvement with a non-residential provider

**Consumer Statistics:**

As of March 2024, the Center served 36,160 consumers and applicants, including 4,998 in Early Start, and 28,436 (increase of 348) in the Lanterman program. The Center's San Fernando Valley Office serves 23,597 individuals, Antelope Valley serves 8,955 and the Santa Clarita Office serves 3,926 (these totals include applicants, and individuals served under Lanterman and the Early Start programs).

**Tuition Reimbursement Status:** 8 approved, 3 pending, 1 denied, 1 withdrawn.

**Introducing Deaf Specialist:** Ted Horton-Billard III, supports the expansion of deaf service resources, provides training to regional center staff, and coordinates with the Department of Developmental Services on statewide efforts. This role is an agency-wide support for individuals who are deaf and have developmental disabilities, aiming to identify and develop resources for improved services. The Specialist also serves as a regional center's point person and subject matter expert for serving the deaf and hard of hearing community. **Email:** [thortonbillard@nlacrc.org](mailto:thortonbillard@nlacrc.org)



**Upcoming Community Events and Educational Training Opportunities:**

NLACRC's Calendar of Events: [Calendar of Events | NLACRC](#)

**\*Additional training and support groups are offered as well! Please see NLACRC's Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding dates, times and links for these events, trainings and more.**

Family Focus Resource Center: [Events | California State University, Northridge \(csun.edu\)](#)

**\*Additionally, the Family Focus Resource Center coordinates several support groups including "Black & African American Family Focus Support Group" "Mamas Latinas Grupo de Apoyo" and the "Parent Check-In and Chat". Please see NLACRC's Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding more support groups, training opportunities, dates, times, and links.**

**Upcoming Disability Organization Events/Activities:**

State Council on Developmental Disabilities next council meeting May 21, 2024

Disability Rights California's next board meeting June 1, 2024

Residential and Day Program Quality Assurance Monitoring Activities  
January 2024 - December 2024

Month	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
# of Res'l & Day QA Staff	6	7	7										
# Annual Facility Monitoring Visits	23	20	23										66
# Unannounced Visits	31	32	81										144
# Corrective Action Plans Issued	2	1	6										9
*Substantial Inadequacies Cited:													
1.Threat to Health or Safety													
2.Provision of fewer staff hours than req'd	1												
3.Violations of Rights		1	2										
4.Failure to implement consumer's IPP	1		1										
5.Failure to comply with Admission Agreement	1	1	5										
6.Deficiencies handling consumers' cash resources													
7.Failure to comply with staff training reqs			1										
8.L4 fails to use methods per program design													
9.L4 fails to measure consumer progress													
10.Failure to take action per CAP													
11.Failure to use rate increase for purposes authorized													
12.Failure to ensure staff completes DSP requirements.													
13.Failure to submit Special Incident Report													
*per Title 17 §56054(a)	3	2	9	0	0	0	0	0	0	0	0	0	

**NORTH LOS ANGELES COUNTY REGIONAL CENTER  
MONTHLY STATISTICS RECAP  
March 2024**

	April 2023 Total	March 2024 Total	Increase/ Decrease	% Change
<b>ALL VALLEYS</b>				
Total Non-Early Start	26,602	28,436	1,834	6.89%
Total Early Start	4,849	4,998	149	3.07%
Unit Supervisor Cases (*)	222	336	114	51.35%
Self Determination Specialist (*)	3	0	-3	-100.00%
Provisional Eligibility	559	572	13	2.33%
Development Center	13	13	0	0.00%
Enhanced Caseloads	237	240	3	1.27%
Enhanced Case Mgmt	32	31	-1	-3.13%
Specialized 1:25 Caseloads	34	29	-5	-14.71%
Lead CSC Trainers	0	7	7	#DIV/0!
Pending Transfer	53	44	-9	-16.98%
Early Start Intake Services	199	478	279	140.20%
Intake Services	951	976	25	2.63%
<b>TOTAL ALL VALLEYS</b>	<b>33,754 (**)</b>	<b>36,160</b>	<b>2,406</b>	<b>7.13%</b>
<b>SAN FERNANDO VALLEY</b>				
Adult Services	6,370	6,412	42	0.66%
Adult Unit Supervisor (*)	16	10	-6	-37.50%
Transition Services	3,315	3,516	201	6.06%
Transition Unit Supervisor (*)	16	183	167	1043.75%
School Age Services	6,821	7,619	798	11.70%
School Age Unit Supervisor (*)	39	46	7	17.95%
Early Start Services	3,385	3,400	15	0.44%
Early Start Unit Supervisor (*)	2	1	-1	-50.00%
Early Start Intake Unit Supervisor (*)	0	10	10	#DIV/0!
Provisional Eligibility	559	572	13	#DIV/0!
Provisional Unit Supervisor (*)	6	17	11	#DIV/0!
Development Center	13	13	0	0.00%
Enhanced Caseload	237	240	3	1.27%
Enhanced Case Mgmt	32	31	-1	-3.13%
Specialized 1:25 Caseloads	34	29	-5	-14.71%
Pending Transfer	53	44	-9	-16.98%
Early Start Intake Services	199	478	279	140.20%
Intake Services	538	976	438	81.41%
Self Determination Specialist (*)	2	0	-2	-100.00%
<b>TOTAL</b>	<b>20,819</b>	<b>23,597</b>	<b>1,960</b>	<b>9.41%</b>
<b>ANTELOPE VALLEY</b>				
Self Determination Specialist (*)	1	0	-1	-100.00%
Adult Services	2,733	2,816	83	3.04%
Adult Unit Supervisor (*)	7	7	0	0.00%
Transition Unit	1,855	1,987	132	7.12%
Transition Unit Supervisor (*)	3	6	3	100.00%
School Age Services	2,391	2,788	397	16.60%
School Age Unit Supervisor (*)	41	57	16	39.02%
Early Start Unit Supervisor (*)	42	30	-12	-28.57%
Early Start Intake Unit Supervisor (*)	47	19	-28	-59.57%
Early Start Services	869	970	101	11.62%
Intake Services	413	394	-19	-4.60%
<b>TOTAL</b>	<b>8,261</b>	<b>8,955</b>	<b>673</b>	<b>8.15%</b>
<b>SANTA CLARITA VALLEY</b>				
Self Determination Specialist (*)	0	0	0	#DIV/0!
Adult Services	976	1,001	25	2.56%
Transition Services	706	715	9	1.27%
School Age Services	1,435	1,582	147	10.24%
School Age Supervisor (*)	0	5	5	#DIV/0!
Early Start Services	595	628	33	5.55%
Early Start Unit Supervisor (*)	1	1	0	0.00%
Early Start Intake Unit Supervisor (*)	2	1	-1	-50.00%
<b>TOTAL</b>	<b>3,712</b>	<b>3,926</b>	<b>219</b>	<b>5.90%</b>

\* Numbers not part of ratio count, but counted on Total All Valleys

\*\*This number is our total number of consumers as January 2024 (Early Start, Lanterman and others: Intake services, pending transfers, DC, enhanced case management, etc.)

# NLACRC TOTAL (ALL SERVICES) MONTHLY CONSUMER GROWTH ALL VALLEYS

Month	Consumers	Growth	% Change
Apr-23	33,754	303	0.90%
May-23	34,057	171	0.50%
Jun-23	34,228	288	0.84%
Jul-23	34,516	152	0.44%
Aug-23	34,668	282	0.81%
Sep-23	34,950	183	1.11%
Oct-23	35,133	183	0.52%
Nov-23	35,339	206	0.58%
Dec-23	35,430	91	0.26%
Jan-24	35,622	192	0.54%
Feb-24	35,766	144	0.40%
Mar-24	36,160	394	0.63%
<b>Total</b>		<b>2,589</b>	
<b>Average</b>		<b>216</b>	
<b>Percent Chg</b>		<b>8%</b>	



## March 2024 CSC Caseload Ratio

Filled Positions

Vacancies

### San Fernando Valley

#### Adult Services

	Unit Total	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit 1	758	8	713	89.1	1	45	45.0			
Adult Unit 2	852	9	783	87.0	2	69	34.5			
Adult Unit 3	10		10							
Adult Unit 4	862	9	778	86.4	2	84	42.0			
Adult Unit 5	894	7	652	93.1	3	242	80.7			
Adult Unit 6	916	8	735	91.9	2	181	90.5			
Adult Unit 7	827	9	767	85.2	3	60	20.0			
Adult Unit 8	846	9	758	84.2	2	88	44.0			
Adult Unit 9		2			4					
Adult Unit 10		1			3					
Adult Unit 11	447	4	357	89.3	2	90	45.0	2		
<b>Total</b>	<b>6,412</b>	<b>66</b>	<b>5,553</b>	<b>84.1</b>	<b>24</b>	<b>859</b>	<b>35.8</b>	<b>2</b>		

#### Transition Services

	Unit Total	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Transition Unit 1	1,086	9	883	98.1	2	203	101.5	1		
Transition Unit 2	1,135	10	1,034	103.4	1	101	101.0			
Transition Unit 3	1,295	12	1,200	100.0	1	95	95.0			
Transition Unit 4					4					
<b>Total</b>	<b>3,516</b>	<b>31</b>	<b>3,117</b>	<b>100.5</b>	<b>8</b>	<b>399</b>	<b>49.9</b>	<b>1</b>		

#### School Age Services

	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
School Age 3	1,236	10	1,133	113.3	2	103	51.5			
School Age 4	1,101	9	951	105.7	3	150	50.0			
School Age 5	1,103	9	1,022	113.6	3	81	27.0			
School Age 6	1,226	10	1,127	112.7	1	99	99.0			
School Age 7	1,196	10	1,097	109.7	2	99	49.5			
School Age 8	1,118	9	952	105.8	2	166	83.0			
School Age 9	639	5	471	94.2	2	168	84.0			
<b>Total</b>	<b>7,619</b>	<b>62</b>	<b>6,753</b>	<b>108.9</b>	<b>15</b>	<b>866</b>	<b>58</b>			

#### Early Start Services

	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Early Start 1 (Status 1 & 2)	445									
Early Start 1 Intake	26									
<b>Early Start 1 Total</b>	<b>471</b>	<b>5</b>	<b>393</b>	<b>78.6</b>	<b>5</b>	<b>78</b>	<b>15.6</b>			
Early Start 2 (Status 1 & 2)	517									
Early Start 2 Intake	33									
<b>Early Start 2 Total</b>	<b>550</b>	<b>6</b>	<b>443</b>	<b>73.8</b>	<b>3</b>	<b>107</b>	<b>35.7</b>			
Early Start 3 (Status 1 & 2)	477									
Early Start 3 Intake	41									
<b>Early Start 3 Total</b>	<b>518</b>	<b>6</b>	<b>474</b>	<b>79.0</b>	<b>4</b>	<b>44</b>	<b>11.0</b>			
Early Start 4 (Status 1 & 2)	425									
Early Start 4 Intake	28									
<b>Early Start 4 Total</b>	<b>453</b>	<b>5</b>	<b>393</b>	<b>78.6</b>	<b>4</b>	<b>60</b>	<b>15.0</b>			
Early Start 5 (Status 1 & 2)	580									
Early Start 5 Intake	62									
<b>Early Start 5 Total</b>	<b>642</b>	<b>7</b>	<b>586</b>	<b>83.7</b>	<b>1</b>	<b>56</b>	<b>56.0</b>			
Early Start 6 (Status 1 & 2)	341									
Early Start 6 Intake	29									
<b>Early Start 6 Total</b>	<b>370</b>	<b>4</b>	<b>319</b>	<b>79.8</b>	<b>5</b>	<b>51</b>	<b>10.2</b>			
Early Start 7 (Status 1 & 2)	352									
Early Start 7 Intake	44									
<b>Early Start 7 Total</b>	<b>396</b>	<b>5</b>	<b>385</b>	<b>77.0</b>	<b>2</b>	<b>11</b>	<b>5.5</b>			
Status 1 Over 36 mo.	39									
<b>Total</b>	<b>3,400</b>	<b>38</b>	<b>2,993</b>	<b>78.8</b>	<b>24</b>	<b>407</b>	<b>17.0</b>			

	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
<b>Total Non-Early Start</b>	<b>17,547</b>	<b>159</b>	<b>15,423</b>	<b>97.0</b>	<b>47</b>	<b>2,124</b>	<b>45.2</b>	<b>3</b>		
<b>Total Early Start</b>	<b>3,400</b>	<b>38</b>	<b>2,993</b>	<b>78.8</b>	<b>24</b>	<b>407</b>	<b>17.0</b>			
<b>Total</b>	<b>20,947</b>	<b>197</b>	<b>18,416</b>	<b>93.5</b>	<b>71</b>	<b>2,531</b>	<b>35.6</b>	<b>3</b>		

### March 2024 CSC Caseload Ratio

SFV Self Determination Specialist*		2								
<b>Intake Services</b>	582	8	582	72.8	1					2
<b>Antelope Valley</b>										
	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit 1	694	1	57	57.0	11	637	57.9			
Adult Unit 2	1,107	9	935	103.9	2	172	86.0			
Adult Unit 3	1,015	11	1015	92.3						
<b>Total</b>	<b>2,816</b>	<b>21</b>	<b>2,007</b>	<b>95.6</b>	<b>13</b>	<b>809</b>	<b>62.2</b>			
Transition Unit 1	1,143	10	885	88.5	3	258	86.0			
Transition Unit 2	844	8	682	85.3	2	162	81.0			
Transition Unit 3					4					
<b>Total</b>	<b>1,987</b>	<b>18</b>	<b>1,567</b>	<b>87.1</b>	<b>9</b>	<b>420</b>	<b>46.7</b>			
School Age 1	1,143	11	1,066	96.9	1	77	77.0			
School Age 2	1,086	10	929	92.9	3	157	52.3			
School Age 3	559	4	453	113.3	4	106	26.5			
<b>Total</b>	<b>2,788</b>	<b>25</b>	<b>2,448</b>	<b>97.9</b>	<b>8</b>	<b>340</b>	<b>42.5</b>			
AV Early Start 1 (Status 1 & 2)	393									
AV Early Start 1 Intake	28									
<b>AV Early Start 1 Total</b>	<b>421</b>	<b>7</b>	<b>420</b>	<b>60.0</b>	<b>2</b>	<b>1</b>	<b>0.5</b>			
AV Early Start 2 (Status 1 & 2)	265									
AV Early Start 2 Intake	16									
<b>AV Early Start 2 Total</b>	<b>281</b>	<b>4</b>	<b>281</b>	<b>70.3</b>	<b>2</b>					
AV Early Start 3 (Status 1 & 2)	249									
AV Early Start 3 Intake	19									
<b>AV Early Start 3 Total</b>	<b>268</b>	<b>4</b>	<b>268</b>	<b>67.0</b>	<b>2</b>					
Status 1 Over 36 mo.	8									
	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
<b>Total Non-Early Start</b>	<b>7,591</b>	<b>64</b>	<b>6,022</b>	<b>94.1</b>	<b>30</b>	<b>1,569</b>	<b>52.3</b>			
<b>Total Early Start</b>	<b>970</b>	<b>15</b>	<b>969</b>	<b>64.6</b>	<b>6</b>	<b>1</b>	<b>0.2</b>			
<b>Total</b>	<b>8,561</b>	<b>79</b>	<b>6,991</b>	<b>88.5</b>	<b>36</b>	<b>1,570</b>	<b>43.6</b>			
AV Self Determination Specialist*		1								
<b>AV Intake Services</b>	394	6	394	65.7			#DIV/0!			2
<b>Santa Clarita Valley</b>										
	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
Adult Unit	1,001	9	833	92.6	2	168	84.0		1	
Transition Unit 1	85			#DIV/0!	1	85	85.0			
Transition Unit 2	630	6	558	93.0	1	72	72.0			
<b>Total</b>	<b>715</b>	<b>6</b>	<b>558</b>	<b>93.0</b>	<b>2</b>	<b>157</b>	<b>78.5</b>			
School Age Unit 1	1,053	10	1053	105.3			#DIV/0!			
School Age Unit 2	529	6	529	88.2	4					
<b>Total</b>	<b>1,582</b>	<b>16</b>	<b>1,582</b>	<b>98.9</b>	<b>4</b>					
SCV Early Start (status 1 & 2)	238									
SCV Early Start Intake	3									
<b>SCV Early Start 1 Total</b>	<b>241</b>	<b>6</b>	<b>241</b>	<b>40.2</b>	<b>2</b>					
SCV Early Start 2 (status 1 & 2)	373									
SCV Early Start 2 Intake	14									
<b>SCV Early Start 2 Total</b>	<b>387</b>	<b>8</b>	<b>387</b>	<b>48.4</b>	<b>2</b>					
Status 1 Over 36 mo.	10									
	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
<b>Total Non-Early Start</b>	<b>3,298</b>	<b>31</b>	<b>2,973</b>	<b>95.9</b>	<b>8</b>	<b>325</b>	<b>40.6</b>		<b>1</b>	
<b>Total Early Start</b>	<b>628</b>	<b>14</b>	<b>628</b>	<b>44.9</b>	<b>4</b>					
<b>Total</b>	<b>3,926</b>	<b>45</b>	<b>3,601</b>	<b>80.0</b>	<b>12</b>	<b>325</b>	<b>27.1</b>		<b>1</b>	
SCV Self Determination Specialist*					1					

## March 2024 CSC Caseload Ratio

All Valleys	Consumers	Ser. Coord.	Consumers	Case Ratio	Vacancies	Consumers	Case Ratio	Floater	OD	Assoc.
<b>Total Non-Early Start</b>	28,436	254	24,418	96.1	85	4,018	47.3	3	1	
<b>Total Early Start</b>	4,998	67	4,590	68.5	34	408	12.0			
<b>Sub-total</b>	33,434	324	29,008	89.5	120	4,426	36.9	3	1	
<b>*Self Determination Specialist</b>		3			1					
<b>*Total Non Early Start Supervisor</b>	304									
<b>*Total Early Start Supervisor Status 1&amp;2</b>	2									
<b>*Total Early Start Supervisor Intake</b>	30									
<b>Intake Services</b>	976	14		69.7	1					4
<b>Early Start Intake</b>	478	7		68.3	2					3
<b>Prenatal Services</b>										
<b>Provisional Eligibility</b>	572	8		71.5				1		
<b>Enhanced Caseloads</b>	240	6		40.0						
<b>On-Duty Specialist Unit</b>										4
<b>AV On-Duty/Floater Specialist Unit</b>								3		4
<b>SCV On-Duty/Floater Specialist Unit</b>								1		
<b>Lead CSC Trainers</b>	7	3			1					
<b>Development Center</b>	13									
<b>Enhanced Case Management</b>	31	1								
<b>Specialized 1:25 Caseloads</b>	29	1			2					
<b>Pending Transfer</b>	44									
<b>Total</b>	36,160	364		99.3	126			8	9	7

**\* Numbers not part of ratio count, but counted on Total Summary section**

SFV Adult Unit Supervisor*	10
SFV Transition Unit Supervisor*	183
SFV School Age Unit Supervisor*	46
SFV Early Start Unit Supervisor*	1
SFV Early Start Intake Unit Supervisor*	10
Provisional Unit Supervisor	17
SCV Early Start Unit Supervisor*	1
SCV Early Start Intake Unit Supervisor*	1
SCV School Age Supervisor*	5
SCV Transition Supervisor*	
SCV Adult Supervisor*	
AV Adult Unit Supervisor*	7
AV Transition Supervisor*	6
AV School Age Supervisor*	30
AV Early Start Unit Supervisor*	
AV Early Start Intake Unit Supervisor*	19

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# North Los Angeles County Regional Center

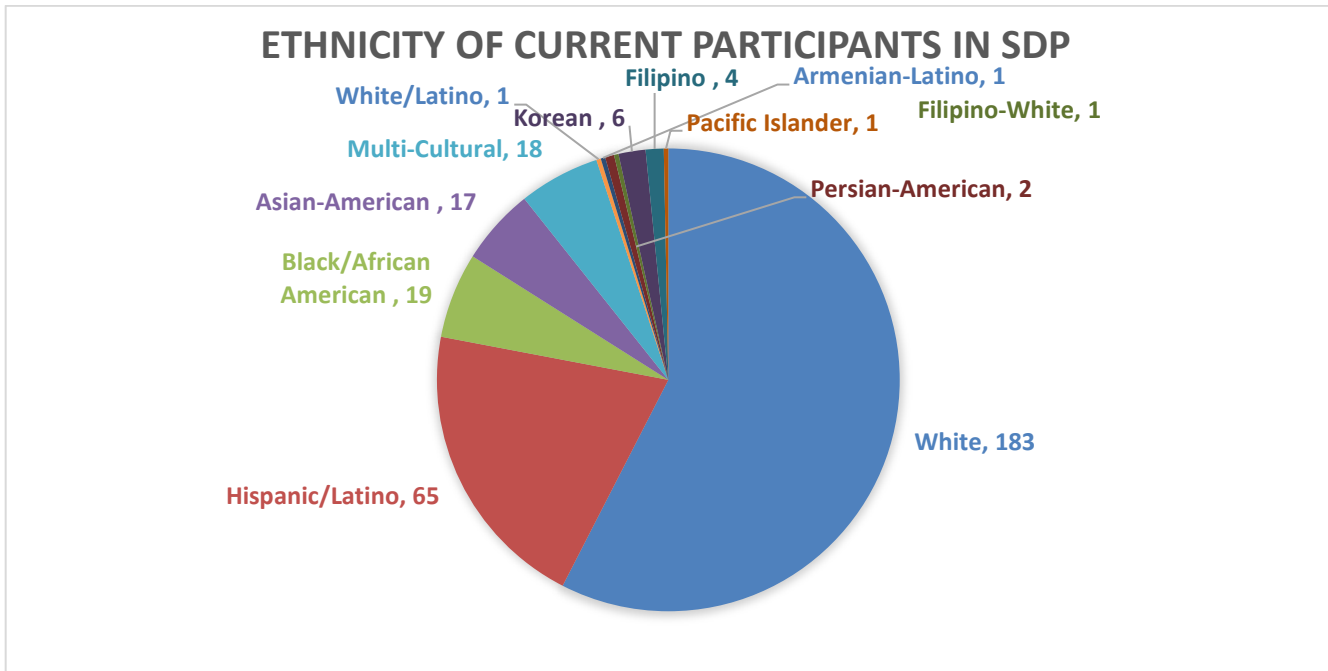
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## Self Determination Program Report - Implementation Updates

March 1, 2024

### North Los Angeles County Regional Center Statistics

- Participants have completed Orientation: **777** (increased by 28)
- Total number of budgets that are certified: **386** (increased by 10)
- Total number of initial budgets that are in the certification process: **2**
- Total number of spending plans that are approved: **318**
- Total number of spending plans in progress: **65**
- Total number of PCP's completed: **389** (increased by 54)
- Total number of participants that did not continue after receiving budget: **3**
- Total number of participants that have opted out of SDP after enrolled: **4**
- Total number of Inter-Regional Center Transfers (out): **3**
- Participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: **318** (increased by 17)



### Transitions based on ethnicity:

- Black/African-American: 1
- Hispanic/Latino: 3
- Multi-Cultural: 2
- White: 11

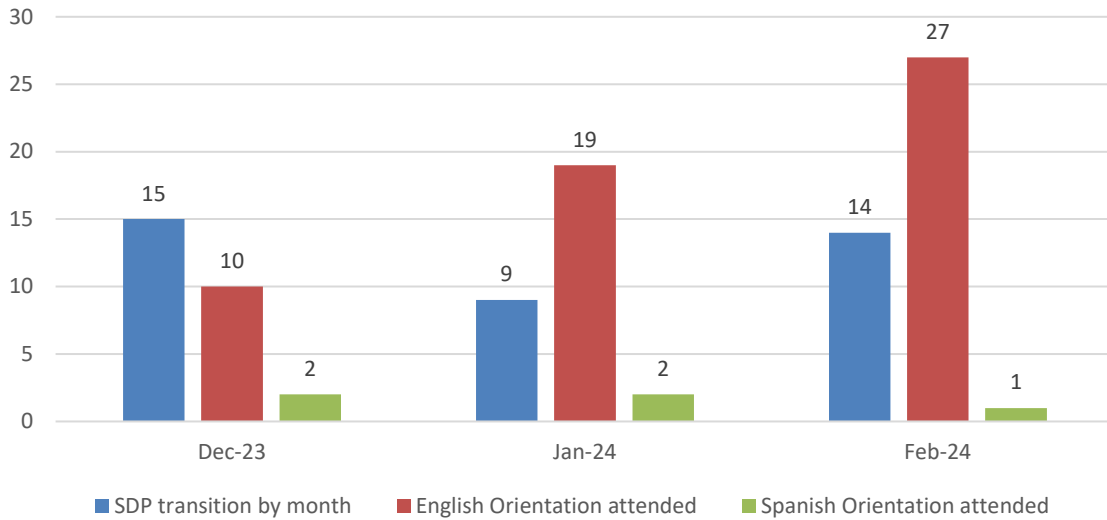




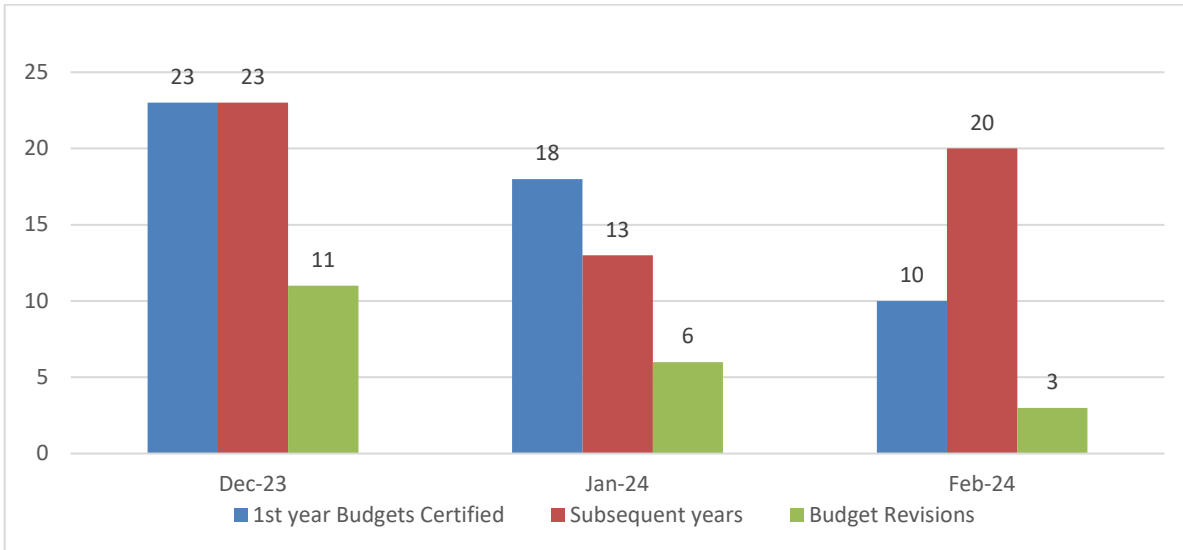
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## Monthly Participants Transitioning into SDP & Participants Attending SDP Orientation



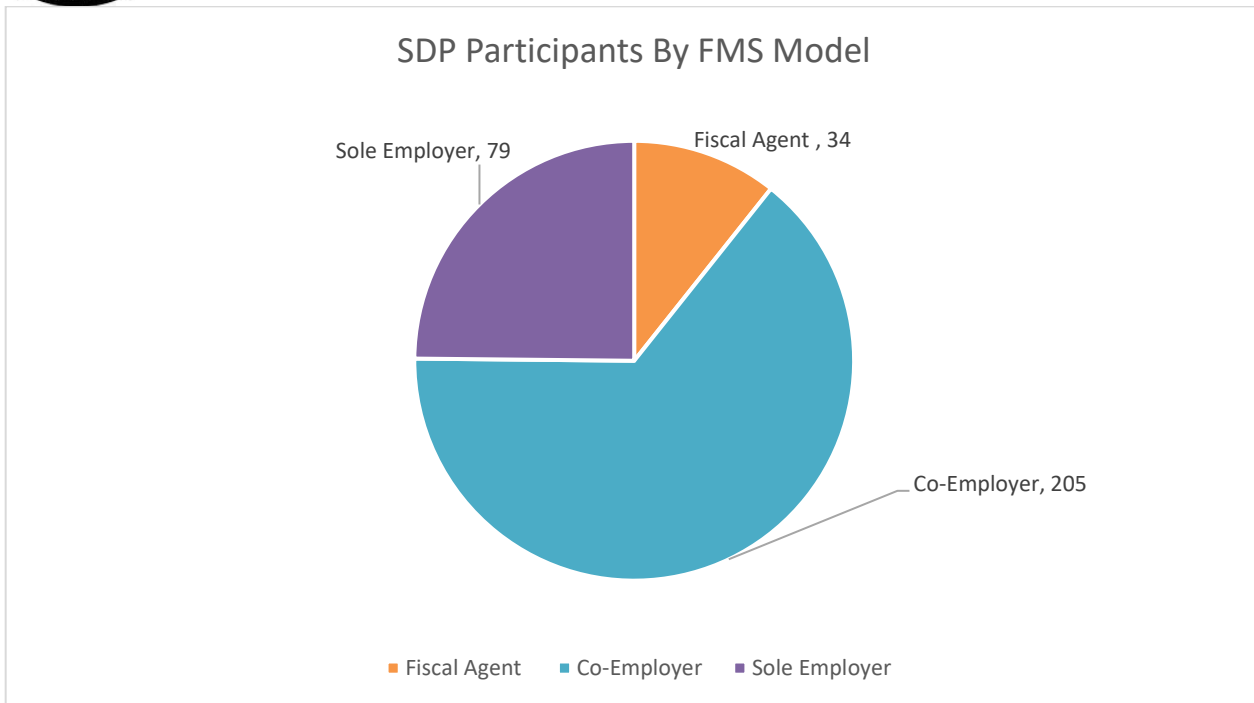
## Monthly Budgets Certified





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## Transitions this month:

**Bill Payer: 2**

**Co-Employer: 6**

**Sole Employer: 9**

## NLACRC Implementation Updates/ information:

- SDP Orientation is available:
  1. Through State Council <https://scdd.ca.gov/sdp-orientation/>
  2. Virtual through NLACRC on the 1st Monday of the month in English and 3<sup>rd</sup> Monday of the month in Spanish (unless there is a holiday, day may change).  
RSVP: [selfdetermination@nlacrc.org](mailto:selfdetermination@nlacrc.org)
    - Next Virtual Orientation meetings:
      - Monday April 8, 2024 (English) from 9AM-12:00PM
      - Monday April 15 2024 (Spanish) from 9AM-12:00PM
  3. Virtually available at any time (24/7) through NLACRC website: [Self-Determination Orientation | NLACRC](#).
- Self Determination Support Group – April 3, 2024 at 4:30pm via Zoom. [Meeting Registration - Zoom](#)
- SDP Local Volunteer Advisory Committee- Thursday April 18, 2024 from 6:30PM-8:30PM
  - The meeting will be held virtually. The Zoom link can be found on NLACRC’s calendar [Self Determination Local Advisory Committee Meeting | Calendar of Events | NLACRC](#)  
Everyone is welcomed to attend meetings!
- NLACRC & SDP Local Volunteer Advisory Committee Best Practices Subcommittee  
*Supporting people with developmental disabilities in the San Fernando, Santa Clarita, and Antelope Valleys since 1974*



# North Los Angeles County Regional Center

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- The Best Practices Subcommittee is reviewing workflows and processes related to NLACRC's implementation of Self Determination. The committee meets monthly.
- NLACRC is hosting a monthly partnership meeting with vendored FMS agencies. There is representation from the following NLACRC departments: Community Services, Accounting and Case Management.

## *Resources:*

- Disability Voices United – SDP Connect Meetings (Every other Wednesday at 4:30-6pm) [Upcoming Events](#) | [Disability Voices United](#)
- Self Determination Program Service Definitions:  
[https://www.dds.ca.gov/wp-content/uploads/2019/05/SDP\\_Service\\_Definitions.pdf](https://www.dds.ca.gov/wp-content/uploads/2019/05/SDP_Service_Definitions.pdf)

FMS Agencies	Model	Language Spoken:	Accepting participants?	Employee Burden Cost	Budget Limits	Contact Info
ACE	Bill Payer, Co-Employer, Sole Employer	English & Farsi	Yes	Co-employer 25%  Sole Employer-15%	Free consultation available to prospective clients strive to maintain an Annual Budget Average of \$120,000	Contact Info: Phone: 833-4-ACE FMS (833-422-3367), Option 1  E-mail: <a href="mailto:info@acefms.com">info@acefms.com</a> Web: <a href="http://AceFMS.com">Http://AceFMS.com</a>
Acumen	Bill Payer, Sole Employer	English & Spanish  But have translators for other languages.	Yes. Consult required and it may take up to 2 months to transition.	15.1%	\$200,000	Yvette Torres  (424) 210-8810  <a href="mailto:yvettet@acumen2.net">yvettet@acumen2.net</a>
Aveanna	Bill Payer and Co-Employer (with nursing through home health agency only)	English, Spanish, Vietnamese, Cantonese, Mandarin and Trieu Chau	Consult required. Date to be given my FMS agency.	13.6% + 3.3% sick pay  They advise consumers to go with 20% just in case.	Anything above \$150,000 requires additional review. They have a "hard limit" of \$200,00.000 annually.	(866) 979-1182  <a href="mailto:fmsinfo@aveanna.com">fmsinfo@aveanna.com</a>
Cambrian	Bill Payer, Co-Employer	English, Spanish, Vietnamese, Tagalog, Farsi	Yes	25%	Budgets over \$120,000 require review.	David Ellis  (562) 498-1800 Ext. 2231  <a href="mailto:davide@cfms1.com">davide@cfms1.com</a>
Casa Fiscal/Essential Pay	Bill Payer, Co-employer	English, Spanish, Mandarin	No	22%	None	(510) 336-2900 (833) 268-8530 <a href="mailto:contact@essentialpay.com">contact@essentialpay.com</a>
GT Independence	Bill Payer, Sole Employer, Co-Employer	All Languages are supported to assist Individuals in the language of their choice	Require a certified budget & spending plan draft to start onboarding process.	Co-employer 24%  Sole Employer-18%  All FMS models- Non-payroll burden 1%	None	Terrasel Jones  (877) 659-4500  <a href="mailto:tjones@gtindependence.com">tjones@gtindependence.com</a>

Mains'l	Bill Payer, Sole Employer, and Co- employer	English Only	Require certified budget & spending plan draft to start onboarding process.	16.5% for Sole Employer 17.5% for Co-employer	None	Jason Bergquist (866) 767-4296 <a href="mailto:jmbergquist@mainsl.com">jmbergquist@mainsl.com</a>
Ritz	Bill Payer, Co-Employer	English, Spanish & Mandarin	New clients-visit website to fill out an inquiry form. Waitlist-June 2024	22.75%-Co-employer	\$120,000	Website: <a href="http://Ritzfms.com">Ritzfms.com</a> Kitleng Pui <a href="mailto:kpui@ritzvocational.com">kpui@ritzvocational.com</a> (626)-600-4703
Action	Bill Payer, Co-Employer, Sole Employer	English & Spanish	Yes, new clients call and leave message or fill out a <a href="#">contact us</a> request on the website.	25%-Co-employer 17% Sole Employer	No budget limit	Main office: (310) 867-8882 Website: <a href="http://actionfms.com">actionfms.com</a> Email: <a href="mailto:contact@actionfms.com">contact@actionfms.com</a>
SequoiaSD, Inc.	Bill Payer, Co-Employer, Sole Employer	English, Spanish, Translation available for other languages	Yes, but have certified budget.	22.5% Co-employer 21.64% Sole-Employer	\$250,000	Website: <a href="http://sequoiasd.com">sequoiasd.com</a> <a href="mailto:sequoiaenrollment@sequoiasd.com">sequoiaenrollment@sequoiasd.com</a>
FMS Pay LLC	Bill Payer	English Spanish Translation available for other languages	Waiting list until June 2024.	N/A	No budget limit	Phone: (858) 281-5910 Website: <a href="http://www.myfmspay.com">www.myfmspay.com</a>
FACT	Bill Payer, Co-Employer, Sole Employer	Unknown	Waiting list	Unknown	Unknown	<a href="mailto:Jessica.burnett@factfamily.org">Jessica.burnett@factfamily.org</a>

**NORTH LOS ANGELES COUNTY REGIONAL CENTER  
ARCA Delegate Report**

**Name: Lety Garcia**

**Meeting: ARCA Board of Directors Meeting**

**Date of Meeting: 3/21/24-3/22/24**

<b>1.</b>	<b>Number of Attendees</b>	Approx. 40
<b>2.</b>	<b>Public Input:</b>	None
	<b>Funding and Sustainability:</b>	ARCA Delegates attended the CA Senate Budget Hearings in Sacramento. The discussion centered on needed services during Budget shortfalls, public testimony against the delay of service provider rates that would affect reg. center consumers in July.
<b>4.</b>	<b>Inclusive Communities:</b>	Over 1,000 new CSC's were hired in 2023 across all CA regional centers. That's a 17% increase Year to year. There's an urgent need for crucial onboarding resources as we continue to hire more in consumer service coordination at NLA and statewide.
<b>5.</b>	<b>Flexible and Sustainable Service Models:</b>	Gov. Newsom has called for a Master Plan for Developmental Services. There are 36 stakeholders in the committee for the Master Plan and meeting dates are 4/10/24 in Sacramento and available virtual. Public Input Opportunity on 4/24/24 during Breakout Rooms with Committee also virtual, and a meeting in Los Angeles on 5/15/24, location TBD available in person and virtual. This could be an opportunity for NLA board and staff to participate in discussion.
<b>6.</b>	<b>Self-Determination Program:</b>	CA Senator Caroline Manjivar along with ICC & DVU have authored a bill that would strengthen SDP by addressing issues with FMS's, Participant Choice Specialists, and other provisions of SDP and streamline processes and payments.
<b>7.</b>	<b>Points of Discussion for the Board:</b>	ARCA approved a 50% fee increase per regional center. It has not raised rates in over 6 years, and based on the merits of the ARCA Partnership with RC's it provides much needed resources on board governance, Public Relations Services, and community communication. No action needed at this time.
<b>8.</b>	<b>Miscellaneous:</b>	
<b>9.</b>	<b>Next Meeting:</b>	June 21, 2024 in Sacramento. The meeting is open to the public and is accessible via Zoom.



## **Executive Director's Report March 21, 2024**

### **I. Funding for Current and Future Needs**

#### **a. Refine rate reform for developmental services.**

- i. Collaborated with other Lanterman Coalition members to develop a strategy and messaging in opposition to the proposed delay of rate increases that would result in a loss of \$1 billion to the service system.
- ii. Discussed with Republican legislative staff the importance of a bipartisan response to the proposed delay of the final phase of the rate model implementation.
- iii. Met with the Legislative Analyst's Office and explained labor market forces that make a delay in rate increase untenable, particularly given the rapid growth in the number of people served by regional centers.
- iv. Provided public testimony in the Assembly Budget Committee and the Senate Budget Committee Hearings opposing the Administration's Budget proposal to delay the implementation of the rate reform and scheduled final increase for the providers.
- v. Presented to the San Francisco/Bay Area Autism Society on the impact of the Governor's proposal to delay rate reform. Got a commitment for them to oppose the proposal and to focus their efforts on this issue during the Budget season.
- vi. Participated in seventeen meetings with members and staff of the Assembly, Senate, and the Administration regarding our position to oppose the proposal to delay the rate reform and the impact to our community.
- vii. Dialogued with an ad hoc workgroup of the Board Delegates focused on ARCA's strategic priorities, including about rate reform.
- viii. Partnered with a diverse group of stakeholder organizations to develop a unified community message in opposition to the proposed delay of anticipated rate increases to the provider community.

- ix. Met with representatives from regional centers' vendor advisory committees and discussed legislative strategies to address concerns about rates and service model assumptions.
- x. Discussed with reporters from KQED and the LA Times challenges with insufficient reimbursement rates in securing needed services for those served by regional centers.
- xi. Testified during the Assembly Budget Subcommittee #2 hearings regarding the importance of increasing provider rates to build necessary service capacity.

**b. Advocate for an equitable and sustainable regional center operations funding methodology.**

- i. Participated in a meeting with Lanterman Regional Center, Alta California Regional Center, and DDS regarding an idea DDS has about piloting targeted projects on inequities in the system. The project would be aimed at engaging the local communities in focus groups that engage in root cause analysis to get a clearer definition of inequity in the system.
- ii. Implemented revised Caseload Ratio Report. Worked with Pete Tiedemann on Caseload Ratio Reports.
- iii. Met with Jill Escher, President of the National Council on Severe Autism, to review the council's report on growth of Autism and discussed her position that families of people with complex needs due to "severe autism" receive inequitable attention from policymakers regarding service needs and service innovations.
- iv. Worked with Gaby Lopez, Partners 2024 Coordinator, on the outreach materials for the Spanish Speaking Advocacy cohort.
- v. Met with regional center representatives to develop the agenda for the upcoming Statewide Deaf Specialist Coalition meeting.
- vi. Provided testimony to the Assembly Budget Subcommittee #2 Human Services highlighting the regional centers' Enhanced Service Coordination programs that was developed from the successful Eastern Los Angeles Regional Center pilot program.
- vii. Discussed with DDS the equitable distribution of remaining Community Placement Plan Operations funding to support local resource development.
- viii. Discussed with Senator Menjivar's staff and the sponsors of SB 1181 the need to continue funding for Participant Choice Specialists in order to advance the goals of the Self-Determination Program.



## II. Flexible and Sustainable Services

### a. **Support the development of needed services identified by individuals served and families.**

- i. Under the direction of ARCA's Board of Directors, established a response to the Governor's Budget that highlights the need for investment in infrastructure and an ongoing commitment to California's entitlement for individuals with developmental disabilities.
- ii. Met with Assembly and Senate Budget staff and Alta California Regional Center staff to discuss a variety of topics, including supporting social recreational services, regional centers' work on funding, the flexibility of the service, and the goal of socialization.
- iii. Engaged in numerous conversations with regional centers' Community Services Departments related to social recreation Services vendorizations.
- iv. Met with The Arc CA and Valley Mountain Regional Center Clinical Director and staff to discuss The Arc's idea for sponsoring legislation to continue the Family Wellness Programs that are currently piloted at Valley Mountain Regional Center and Far Northern Regional Center.
- v. Attended a training by AAIDD on Building Community Capacity to Meet the Needs of People with Disabilities as they Age.
- vi. Participated in a meeting with Senator Menjivar's staff about a proposal on changes to the Self-Determination Program and provided initial feedback.
- vii. Discussed shared Budget priorities with the California Welfare Directors Association, including opposition to the proposed elimination of a crisis response service that supports foster children.
- viii. Discussed ideas with legislative staff regarding how to reduce delays in Early Start services for foster children through refinements to dependency court processes.

### b. **Promote more efficient coordination of regional center and generic services.**

- i. Participated in a forum on children's issues at a university to explore greater collaboration with various social services agencies supporting families with children served by regional centers.

- ii. Met with a community partner regarding a proposed housing development to support the independent living and medical support needs of seniors and individuals with disabilities.
- iii. In collaboration with DDS, developed a process and template for payment of lag funds to Intermediate Care Facilities facing cashflow challenges resulting from the transition of their residents to Medi-Cal Managed Care Plans.
- iv. Provided input for a meeting between ARCA staff and the Legislative Analyst's Office (LAO), including regarding the status of hiring and the progress related to coming into compliance with the caseload ratio requirements.
- v. Provided remarks during the Northern/Mountain Valley Leadership team (county and regional center officials) regarding the collaboration of services and supports for children in local systems of care.
- vi. Collaborated with other policy advocates in the senior and disability policy arenas regarding shared priorities for this legislative session.
- vii. Participated in a meeting with the Department of Health Care Services on Medi-Cal Managed Care transition for ICF residents, which included discussion on reduction of the impact of the transition on providers and regional centers.
- viii. Participated as an association partner in targeted conversations with local teams on better collaboration in serving multi-agency children.

### **III. Promotion of the Lanterman Act**

#### **a. Develop meaningful metrics to support measurement and improvement of regional center effectiveness.**

- i. Discussed with DDS strategies to use available data to most effectively support measurement of progress across a variety of areas, including through the Regional Center Performance Measures Program.
- ii. During the meeting with legislative staff and Alta California Regional Center, discussed eligibility intake timelines and barriers outside of regional center control and how higher clinical rates through the AB 636 process would lead to improvements in this area.
- iii. Provided a copy of the Standardized Vendorization Packet to the appropriate DDS staff.

**b. Support greater consistency and enhanced performance across all 21 regional centers balanced with local decision-making.**

- i. Worked with ARCA's Board of Directors on the development of a Standards and Practices Committee, which will identify opportunities for more consistent performance across all the regional centers.
- ii. Met with representatives from FNRC's board to discuss ARCA's efforts to establish more consistent practices across regional centers while recognizing geographic factors and resource needs will continue to differ.
- iii. Presented to regional center directors a proposal to train 6 advocates from each of the regional centers with a standard format.
- iv. Continued developing the daycare assessment tool and stakeholder engagement plan.
- v. Developed a draft HCBS monitoring tool to be utilized to validate provider compliance for use by regional centers that have not yet implemented one.
- vi. Supported regional center communications staff with training on best practices related to media outreach.
- vii. Discussed with regional center and DDS staff opportunities to streamline Early Start intake practices to promote greater consistency and efficiency.
- viii. Refined the proposal related to streamlining inter-regional center transfers during the intake process with the aim of reducing service delays.
- ix. Convened the first meeting of ARCA's Standards and Practices Committee to begin the discussions about supporting overall regional center effectiveness.

**IV. Inclusive and Equitable Communities**

**a. Communicate with diverse communities and advocate alongside them for the services and supports necessary to promote good outcomes.**

- i. Refined a multi-lingual (English, Spanish, ASL) training plan for individuals served and family members to better prepare them to participate in policymaking discussions.
- ii. Met with a bilingual consultant and convinced her to join our advocacy training efforts using Partners in Policymaking materials. She will lead a class of about 60 advocates primarily in Spanish. The advocacy training is meant to improve confidence and understanding of how systems work and how to change them to benefit individuals with developmental disabilities.

- iii. Developed success story from Redwood Coast, in collaboration with Redwood Connects, about a family success.
- iv. Facilitated discussions with regional center Cultural Specialists regarding successes and challenge with Service Access and Equity projects, ARCA projects, and the Governor’s Budget.
- v. Attended the Disability Rights California Annual Dinner and met with the Director and staff about the quality of outcomes.
- vi. Met with several community partners (e.g., El Arc de California, California Disability Community Action Network) to discuss joint priorities for the Master Plan for Developmental Services.

**b. Support the work of regional centers and their community partners to increase community inclusion for individuals with developmental disabilities.**

- i. Identified opportunity to co-sponsor legislation to bring the Blue Envelope program with the goal of enhancing community safety for those served by regional centers in their interactions with law enforcement.
- ii. Worked with CalTASH representatives to coordinate a panel discussion at their upcoming conference on the housing needs of those served by regional centers and potential solutions to this issue.
- iii. In collaboration with TCRC, highlighted the importance of community participation for those served by regional centers through publicizing the animated shorts regarding the Home and Community-Based Services Final Rule.
- iv. Met with the California Policy Center for Intellectual and Developmental Disabilities regarding their data analysis on the housing needs of people served by regional centers.
- v. Developed a presentation for a regional center Consumer Advisory Committee on the legislative process to support their participation.
- vi. Met with DDS and Disability Rights California to discuss details in an updated directive to regional centers to clarify rules and expectations related to social recreation services.
- vii. Met with California Community Living Network to discuss their legislative proposal regarding expanding regional centers’ authority to provide rental assistance support to those receiving Supported Living Services.
- viii. Consulted with legislative staff regarding proposals related to caregiver succession planning to assist individuals to maintain independence and preferred community living arrangements.

V. **Regional Center System Efficacy**

a. **Support regional center board member development and effectiveness.**

- i. Began researching training programs for the ARCA Academy. Received a status update from Daniel and Amy and a target date for a training event in September 2024.
- ii. Met with ad hoc committee of Board Delegates to discuss strategic priorities.
- iii. Coordinated a training with Envision Consulting for regional center board members on board member recruitment and development.
- iv. Provided a training for HRC's board about how decision-making at the state level shapes local service delivery.

**Minutes**  
**ARCA Board of Directors**  
**January 19, 2024**  
**Embassy Suites, Sacramento, and via Webinar**

**Board of Directors Members Present:**

Lori Banales, Kelly Pennington, ACRC  
Ed Araim, Randy Tellalian, CVRC  
Gloria Wong, ELARC  
Melissa Gruhler, Dan Strauss, FNRC  
Eric Zigman, Edith Arias, GGRC  
Patrick Ruppe, Joe Czarske, HRC  
Joshua Souder, IRC  
Michi Gates, Tracey Mensch, KRC  
Melinda Sullivan, Larry DeBoer, FDLRC  
Gabriel Rogin, Rosemarie Pérez, NBRC  
Ruth Janka, Lety Garcia, NLACRC  
Kim Smalley, Mike Sawyer, RCRC  
Larry Landauer, Sandy Martin, RCOC  
Lisa Kleinbub, Frank Paré, RCEB  
Javier Zaldivar, Lisa Lopez, SARC  
Mark Klaus, Terri Colachis, SDRC  
Jesse Weller, Julie Chetney, SG/PRC  
Dexter Henderson, Jesus Murillo, SCLARC  
Omar Noorzad, Mark Wolfe, TCRC  
Jane Borochoff, Vanda Yung, WRC

**Board of Directors Members Absent:**

Lavinia Johnson, IRC  
Christine Couch, VMRC

**ARCA Advisory Representatives**

Andreas Economopoulos, FNRC, Chair, ARCA Client Advisory Committee  
Don Meza, IRC, Co-Chair, Directors of Client Services  
Pamela Crabaugh, TCRC, Co-Chair, Directors of Client Services  
Aaron Olson, CVRC, Co-Chair, Community Services Directors

**Guests Present:**

Nancy Bargmann, Brian Winfield, Carla Castañeda, Kaitlin Binnewies, Vicki Smith, Susie Crow, Suzy Requarth, DDS  
Cristina Preuss, NLACRC  
Lori Walker, NLACRC LVAC  
Elizabeth Rice, Luane Kashishian, Cal Interpreting & Translations  
Tammy Torum, We Care A Lot Foundation  
Anh Nguyen  
Joe Sichta  
Maureen Fitzgerald  
Richard Dier  
Robin Souder  
Scott Rice

**ARCA Staff Present:**

Amy Westling, Tony Anderson, Darline Dupree, Lauren Etensohn, Sidney Jackson, Daniel Savino, Vivian Umenei, Sally Williams, Rick Rollens

**Call to Order**

The meeting was called to order at 8:05 AM by President Mark Wolfe.

**Executive Session**

*M/S/C To enter into Executive Session to discuss ARCA membership.*

During Executive Session, members discussed and approved a proposed modification to ARCA’s bylaws.

*M/S/C: To leave Executive Session*

**Introductions**

Brief introductions were made around the room.

**Approval of Agenda**

The Board of Directors agenda was presented.

*M/S/C: To approve the agenda.*

**Approval of Minutes**

The minutes of the October 20, 2023, Board of Directors meeting were presented for approval.

*M/S/C: To approve the minutes.*

## **Public Comment**

Lori Walker, of the NLACRC Self-Determination Local Advisory Committee, shared her committee's interest in learning more about SDP opportunities and via these board meetings.

## **HCBS Animation Project – Diva Johnson, TCRC**

Diva Johnson shared a major project completed by Tri-Counties Regional Center, creating a series of short animated films that cover key parts of the Home and Community-Based Services Final Rule. Each topic is presented in two videos, one presenting the responsibilities of service providers and the other describing the rights of individuals served. The videos will be made widely available through the regional center system, and in 20 languages (including ASL).

## **President's Report**

Mark Wolfe stated that, while there are major Budget challenges facing the state and service system, the cohesiveness of the ARCA membership helps ensure the regional center perspective is a consistent part of ongoing discussions. Separately, he congratulated Ruth Janka on her impending retirement from North Los Angeles County Regional Center, and thanked her for her years of service. Jesse Weller also shared his deep appreciation of her work and commitment, and the opportunities to grow professionally under her leadership in his roles prior to joining SG/PRC.

## **DDS Report**

Nancy Bargmann thanked Ruth Janka for her service and collaboration.

The January Budget maintains the vast majority of the many policy initiatives being advanced in the system. For instance, the Quality Incentive Program will be continued. The community's response to the proposed delay in service provider rates is recognized, and will be a part of the ongoing discussions during the Budget cycle.

It is noted that, for next fiscal year, utilization growth is projected to be higher than caseload growth. An additional \$99.4M for regional center staffing, as a result of this, is included in the Budget. Various specialized caseloads will be continued. Funding for the three-year limited-term Participant Choice Specialist positions is not proposed to continue.

The Master Plan for Developmental Services will be started with a reformulating of the Developmental Services Task Force. Underlying this work to craft a long-term plan for the system is a commitment to the entitlement. Applications for participation in this workgroup and subgroups will be opened presently, with meetings likely starting in March or April. The full final report is planned by the end of the calendar year.



Brian Winfield reported that nearly 40,000 direct support professionals (DSP) have completed at least one online training that qualifies them for a one-time stipend; most of those individuals have already completed two and earned the maximum stipend amount. Four regional centers will participate in the first phase of the DSP workforce development internship program; they are ACRC, VMRC, FNRC, and SDRC. The Department is also piloting a test of the bilingual pay differential with one regional center.

Just over 3,800 individuals are currently enrolled in the Self-Determination Program, with approximately 150 new transitions into the program each month. The Department is contracting for the development of system-wide standards related to independent facilitators and financial management services.

The Service Access and Equity grant program has received 135 proposals for 2023-24; given Budget limitations, 33 proposals are being approved.

In follow-up to the recent directive related to social recreation and camp services, an updated directive is being developed that is responsive to feedback related to Purchase of Service policies, the actual purchase of these various services, usage of subcodes, and other matters.

### **Successful Employment Transitions – Diana Anderson**

In early 2023, a major supported employment resource, the Shasta County Opportunity Center, was scheduled to be closed with little advance notice. The sudden loss of employment affected 125 individuals served by Far Northern Regional Center. Over the course of four months, in the run-up to the closure date, the center worked to transition as many individuals as possible into new work, with 122 securing paid employment paying at least minimum wage.

### **Treasurer’s Report – Omar Noorzad**

Omar Noorzad noted a one-time overage in consultant costs that was balanced by lower-than-budgeted salary expenditures. The total financials continue to report a modest and planned loss, intended to draw down reserves.

***M/S/C To accept the financial statements for November and December 2023***

### **ARCA Executive Director’s Report – Amy Westling**

#### **Employee Handbook Update**

Recent changes in state law authorize employee leave related to reproductive loss. Conforming changes to the employee handbook are needed.

***M/S/C To approve the change***

#### **Human Resources Consultant Contract**

Sally Williams, ARCA’s Office Manager, will be retiring at the end of the fiscal year. Her work related to human resources, given ARCA’s size and the scope of the duties, can be more cost-effectively transitioned to a consultant instead of in-house staff. A potential consultant has been identified.

***M/S/C To approve the contract***

CalTASH Conference Sponsorship

Cal-TASH is the California chapter of TASH, a disability advocacy group with a long history of focusing on the needs of those with significant support needs. They host an annual conference, which has sponsorship opportunities. It is recommended that ARCA join as a Gold-level sponsorship.

***M/S/C To approve Gold-level sponsorship of the conference***

ARCA Position on Governor’s Proposed FY2024-25 Budget

Based on conversations with the Board Delegates, Executive Directors, and Executive Committee, a series of recommended positions on the various parts of the January Budget has been developed.

Major points include:

- Oppose the cut to provider rates
- Support the Self-Determination Program and the infrastructure to support it
- Support funding for DSP Workforce Training and Development
- Advocate on multiple core tenets during the work of the Master Plan for Developmental Services, including but not limited to:
  - Preservation of the Lanterman Act entitlement
  - Increase service equity
  - Maintain sustainable funding
  - Promote workforce development
  - Advance Employment First

These and other points, as described comprehensively during the meeting and shared previously via email, are recommended as ARCA’s formal position on the January Budget.

***M/S/C To approve the proposed Budget response***

**Legislative Report – Eric Zigman**

Legislative and Budget Update

Budget hearings are being set, with initial hearings next week, and subcommittee hearings likely in February and March. New bills continue to be introduced, with the final deadline being February 16<sup>th</sup>, but none of major significance to the developmental services system are in print yet.

ARCA Co-Sponsorship of Blue Envelope Program Bill

The San Diego County Sheriff’s Department has asked ARCA to join on a bill to create a statewide “Blue Envelope program.” It will let a driver choose to use a standardized blue envelope to store their license/registration/insurance, and hand it to a police officer at a traffic stop. This standard structure will let the officer know someone in the car may need disability-related accommodations (*e.g.*, behavioral). A similar program has been successfully implemented in San Diego County.

***M/S/C To co-sponsor the bill***

### Grassroots Day

This year's in-person Grassroots Day is set for Tuesday, April 2<sup>nd</sup>.

### Federal Updates

No report.

## **Committee/Task Force Reports**

### **Executive Committee – *Mark Wolfe***

Tony Anderson was welcomed as ARCA's newest employee, in the role of Associate Director.

### **Board Delegates Group – *Tracey Mensch***

The committee met and talked about the Cal TASH conference, the State Budget, and the Master Plan for Developmental Services. They took action on a recommendation the Group will be making regarding the need for revision to the Core Staffing Formula. They have also appointed Tracey Mensch, Frank Paré, and Edith Arias to the standards committee. Daniel Savino gave an update on the ARCA Academy and announced Tony Anderson will be the staff to the Board Delegates committee and the ARCA Academy efforts. The Group also talked about the "Meet Your Board" campaign and announced the next meetings.

The Group approved a motion to ask DDS to create a workgroup or committee to address the Core Staffing Formula. The Group also requests that a discussion of Core Staffing Formula advocacy be brought forward at the next Board of Directors meeting.

### **Directors Group – *Gabriel Rogin***

The Group received updates on the HCBS assessment tool, remote IPP meeting flexibilities, stakeholder engagement opportunities, and the Budget. Separately, the Group has identified Lori Banales, Jane Borochoff, and Omar Noorzad as participants in the Standards and Practices Committee.

### **Finance Committee – *Lisa Kleinbub***

The Committee met with DDS last Friday and discussed various Budget issues. They also discussed an ongoing transition of the I-series IBM computers to a cloud-based modality.

### **Client Advisory Committee – *Andreas Economopoulos***

Several members of the CAC participated in an ARCA-sponsored public webinar on advocacy and affordable housing.

### **Contract Negotiating Committee – *Lisa Kleinbub for Larry Landauer***

No report

## **Old Business**

None

## **New Business**

None

## **Information Sharing**

Tracey Mensch has been voted President of Kern Regional Center's board.  
Andreas Economopolous has joined the board of People First California.

## **Adjournment/Next Meeting**

The meeting was adjourned at 12:02 PM. The next meeting will be held on March 22, 2024, at 9:00 a.m. at the Embassy Suites, Sacramento.

# Master Plan for Developmental Services

## BACKGROUND:

As part of its January 2024 Budget proposal, the Administration included its plan to develop a Master Plan for Developmental Services within the next year. The aim of this effort is to “establish a more quality-driven and consumer-friendly experience” through the development of a “program management system, that will be used to collect and analyze data and make recommendations that emphasize quality, equity, and outcomes, while improving regional center accountability.” It was also noted the plan will be “person-centered, equity-focused, and data-driven.”

## ANALYSIS/DISCUSSION:

At its January 2024 meeting, the ARCA Board of Directors established the following priorities for the development of the plan, while noting its implementation would require clarity regarding the overarching goal for the system, consistent metrics to define success, sustainable funding, and a systematic strategy to address workforce capacity challenges:

1. The preservation of the entitlement to needed services and supports as defined in the Lanterman Act and clarified in the ruling of *ARC v. DDS* (1985) 38 Cal. 3d 385;
2. Ensuring the equitable availability, including along racial, ethnic, geographic, socioeconomic, and linguistic lines, of flexible and sustainable services needed to help individuals achieve person-centered outcomes;
3. Alignment of policies and available supports with the commitment to California’s Employment First Policy;
4. Supporting community inclusion and participation, including through efficient access to generic services and specialty supports such as accessible transportation;
5. Leveraging innovative technology to improve the lives of people served by regional centers; and,
6. Proactively preparing for the changing service needs of people served across their lifespans taking into account changing diagnostic and demographic trends.

The California Health and Human Services Agency (CalHHS) has developed a webpage on this topic that can be accessed [here](#). It will be updated to include additional information regarding the work of the Stakeholder Committee and subcommittees as it evolves. It notes that “This Master Plan will not be developed in a vacuum in Sacramento...” and invites recommendations for community roundtables to also inform the work.

CHHS announced the membership of the [Stakeholder Committee](#). It includes self-advocates, family members, and representation from advocacy groups, service providers, and regional centers. There are also representatives from the broader disability community and aging system given the stated intent “to create and strengthen bridges that connect the developmental services system to other critical systems across CalHHS, and other systems and services including education, housing, employment, transportation, and safety.”

On February 26, 2004 the Lanterman Coalition issued its letter on the Master Plan, which echoes many of the priorities established by ARCA. It additionally offers specific recommendations for updating funding models, including the need to “review and modernize regional center funding” and highlights the importance of both the preservation of choice and implementation of existing commitments made to those served and their families.

Stakeholder Committee meetings have been scheduled for April 10, 2024 (Sacramento and virtual), April 24 (virtual only), and May 15 (Los Angeles and virtual).

**ATTACHMENT(S):** *Lanterman Coalition Letter on the Master Plan for Developmental Services*

# LANTERMAN COALITION



A coalition of statewide associations and organizations representing people with intellectual and developmental disabilities and their families.



February 26, 2024

Member organizations of the Lanterman Coalition represent tens of thousands of stakeholders in California's Intellectual and Developmental Disability (IDD) community. Our top priority is that each person receives the high quality, person-centered services and supports that they choose and that are the core promise of the Lanterman Act. Furthermore, we strongly believe that individuals from all backgrounds and all geographic regions should have equitable access to services to meet their unique needs and choices.

With that in mind, the Lanterman Coalition wishes to respond to Governor Newsom and the administration's intent to develop a Master Plan for Developmental Services to "outline shared goals of developing a system that is person-centered, equity-focused, and data-driven while maximizing the effectiveness of recent investments to improve outcomes for consumers."

The Lanterman Coalition shares the enthusiasm of the administration to have a long-term vision and commitment to the enrichment of the service system that should be forward thinking and unified for the future of all Californians with Intellectual and Developmental Disabilities. **All efforts and recommendations must be predicated on an adequately funded system of services and supports, which includes full implementation and regular updating of the DDS rate models. The master plan process should in no way delay or reallocate these promised investments and their intended purpose.**

The process to develop the master plan process should be inclusive and transparent, allowing for input from all stakeholders from across California and across all aspects of the developmental services system. In addition, the Lanterman Coalition believes that the following core principles must be honored, while recognizing the efforts underway for the last several years for DDS system reform:

1. Keep the Promise, preserve the Lanterman Act and its entitlement to services.
2. Recognize a Consumer's Individual Program Plan (IPP) is an existing person-centered plan and legal agreement that entitles an individual to services. Implementing those existing plans should be a priority above all other plans.

3. Development of a periodic process to review and update rate models to assure that rates for services to Californians with IDD reflect the actual cost of such services, including staff being paid appropriate wages.
4. Align with California's Employment First policy.
5. Improve inclusion and community access.
6. Innovate services and systems through technology and data collection/analysis, including incorporating remote services and supports.
7. Proactively plan for the evolution of service needs and increasing lifespan of people served.
8. Review and modernize the quality incentive structure to align with established best practice for incentivizing quality outcomes.
9. Review and modernize regional center funding.

As always, members of the Lanterman Coalition look forward to working collectively with the IDD stakeholder community, including DDS and the Administration, to plan for the future while also addressing existing issues facing the system such as chronic underfunding, the increased costs of providing services, workforce scarcity and development, and preservation of participant choice.

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## MEMBER ORGANIZATIONS

The Lanterman Coalition consists of the major stakeholders in California's community based developmental services system. Membership in the coalition requires a commitment to (1) the Preservation of the Lanterman Act and the entitlement [A], (2) no categorical elimination of services, (3) no enrollment caps or waiting lists, (4) no reductions to services and supports important to people with Intellectual and Developmental Disabilities and their families and (5) full support of the community imperative [B] and the Olmstead decision.

[A] It is through the IPP procedure that the right the Act grants to each developmentally disabled person and the obligation it imposes on the state are implemented; through it, the developmentally disabled person on an individual basis receives, as an entitlement, services that enable him to live a more independent and productive life in the community. (ARC v DDS). [B] In fulfillment of fundamental human rights and in securing optimum developmental opportunities, all people, regardless of the severity of their disabilities, are entitled to community living.

**LOS ANGELES COUNTY REGIONAL CENTER  
(Committee) Report**

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**Name: Cristina Preuss**

**Meeting: CAC**

**Date of Meeting: March 6, 2024**

|           |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1.</b> | <b>Number of Attendees</b>                | 4 committee members, 4 NLACRC staff, 3 guests                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>2.</b> | <b>Public Input:</b>                      | Walk-a-thon will take place at new Horizons on 3/16/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>3.</b> | <b>Points of Discussion:</b>              | <ul style="list-style-type: none"> <li>- Discussion and feedback about OCRA Financial training conducted in the morning on March 6,2024.</li> <li>- Discussion of the requirements for becoming a committee member and absences.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>4.</b> | <b>Reported out to Committee/Meeting:</b> | <ul style="list-style-type: none"> <li>- Asking for participants for Local grass roots visits.</li> <li>- Revised flyer was approved to use for advertisement to increase attendance to committee.</li> <li>- Sharing upcoming events and training opportunities.</li> <li>- Sharing information on the upcoming All abilities expo.</li> <li>- Provided information about Partners in Policy Making advocacy training opportunity (5 virtual sessions and one final session in person to culminate program)</li> <li>- Provided information on Self-advocacy academy sessions that are taking place during self-advocacy group meetings.</li> <li>- Provided information on community forum learning sessions and encourage members to attend.</li> </ul> |
| <b>5.</b> | <b>Area of Concerns:</b>                  | Chair George Alvarado was absent for this meeting, and this is the second time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>6.</b> | <b>Action Items:</b>                      | Propose the idea to consider facial recognition or thumbprints to be used in place of passwords for consumers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>7.</b> | <b>Questions for the Board:</b>           | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>8.</b> | <b>Miscellaneous:</b>                     | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



North Los Angeles County Regional Center  
**Consumer Advisory Committee Meeting Minutes (Via Zoom)**

March 6<sup>th</sup>, 2024

**Present:** Bill Abramson, Jose Rodriguez, Destry Walker, Pamela Aiona, Juan Hernandez, – Committee Members

Lesly Forbes, Alex Phuong, Marianita Mendezl, Minutes Services – Guests

Cristina Preuss, Santos Rodriguez, Kimberly Visokey – Staff

**Absent:** George Alvarado

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**I. Call to Order & Introductions**

J. Hernandez called the meeting to order at 3:04 pm, and introductions were made by all committee members, staff, and guests.

**II. Consent Items**

A. Approval of Agenda

**M/S/C** (B. Abramson/P. Aiona) To approve the Agenda. Motion **passed**.

B. Approval of Minutes from February 7<sup>th</sup>, 2024 Meeting

Action Item: K. Visokey will make the following corrections to the February 7<sup>th</sup>, 2024, minutes: Jennifer Coster should be listed as a CAC member. The chairman, George, should be listed as absent. He was also listed as making a report, which should be removed.

**M/S/C** (D. Walker, P. Aiona) To approve the January 3<sup>rd</sup>, 2024 minutes as amended. Motion **passed**.

### III. Committee Business

#### A. Grass Roots Teams

J. Rodriguez stated that they are looking for members to participate in the Grass Roots Teams effort. The Team talks with local legislators about relevant items like the budget. Members were sent an email with more information.

#### B. Approval of Flyer

J. Rodriguez presented the flyer to the committee for approval.

**M/S/C** (B. Abramson, P. Aiona) To approve the flyer as presented and send it to the Board. Motion **passed**.

#### C. Chair Board Meeting Report – George A.

This item was deferred because George was not present.

#### D. Training Presentation Calendar – J. Rodriguez

J. Rodriguez shared the upcoming events and changes on the Training Presentation Calendar.

#### E. Abilities Expo Reports

J. Rodriguez shared the flyer for the Abilities Expo. Details of the event were discussed. The food at the event will likely be expensive. Wristbands will be used for the Expo. J. Hernandez proposed that the Outreach Committee provide feedback on the event.

#### F. Feedback of ORCA Financial Presentation – J. Rodriguez

J. Rodriguez asked the committee members for input on the financial presentation that was conducted earlier in the day. J. Hernandez stated that he appreciated the interactive nature of the presentation. B. Abramson stated that there was good information shared during the presentation. L. Forbes proposed that facial recognition or thumbprints are used in place of

passwords. J. Rodriguez proposed bringing this idea up to the Board for consideration.

#### **IV. Identify Agenda Items for the Next Board Meeting**

##### **A. Minutes from the March 6, 2024 Meeting**

J. Hernandez proposed discussing the requirements for becoming a committee member. If someone misses three consecutive meetings, they will no longer be a committee member. K. Visokey will confirm the terms of being a committee member for the next meeting.

Action Item: K. Visokey will confirm the terms of being a committee member for the next meeting.

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

##### **A. Partners in Policy-Making Advocacy Training**

C. Preuss shared an opportunity for individuals to enhance and expand their advocacy skills and act as an ambassador. There will be five sessions, four virtual and one in-person. There is a link in the flyer to get more information.

##### **B. Self-Advocacy Academy Calendar**

J. Rodriguez shared the flyer with the upcoming self-advocacy events and encouraged members to attend and learn more about the Self-Advocacy group.

##### **C. Community Learning Forums**

J. Rodriguez shared the flyer with a schedule of upcoming events related to community learning. Members were encouraged to share the information with others. C. Preuss stated that a combination of staff and external entities provides these forums.

D. Walker shared that a walkathon will be held on March 16<sup>th</sup> from 9 am to 11 am.

D. Next Meeting April 3, 2024

No discussion.

E. Attendance Sheet

No discussion.

## VI. Adjournment

J. Hernandez adjourned the meeting at 3:46 pm.

Submitted by:

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.*



North Los Angeles County Regional Center  
**Executive Committee Meeting Minutes**

February 29, 2024

**Present:** Ana Quiles, Brian Gatus, David Coe, Rocio Sigala, Leticia Garcia, Andrew Ramirez, Lillian Martinez - Committee Members

Evelyn McOmie, Vini Montague, Arezo Abedi, Kimberly Visokey, Cristina Preuss, Gabriela Eshrati, Megan Mitchell - Staff Members

Marianita Mendez- DDS, Xochitl Gonzalez- DDS, Richard Dier- SDLAC, Jasmine Barrios- Minutes Services - Guests

**Absent:**

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**I. Call to Order**

Ana Quiles called the meeting to order at 6:01 pm.

**II. Public Input**

Ana Quiles shared on behalf of Lillian Martinez that some misinformation is out there in regards to EVV confirmations or families that utilize in-home support. Those families are still being asked to do the electronic verification, and documentation is needed to show that exemptions are allowed. In addition, she would like to ensure that the trainers who provide the training are validating the information that is being provided.

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (B. Gatus/D. Coe) To approve the agenda as presented.

B. Approval of Minutes of January 25<sup>th</sup> Meeting

**M/S/C** (B. Gatus/D. Coe) To approve the Minutes as presented.

**IV. Consumer Advisory Committee**

A. CAC Report - Cristina Preuss

Cristina reviewed the information as presented in the packet.  
Highlights include:

Juan Hernandez, NLA Board Member, provided support in conducting the meeting in the absence of the Committee Chair. The committee has also planned trainings in March regarding "Emergency Preparedness" and in April regarding "Adult Protective Services."

**V. Action Items**

A. Consumer Legislative Advocacy Trainings- Cristina Preuss

David and Board Support sent this item to the Committee for review via email. David Coe noted that Board Approval is required on this item. Board Support will add this item to the next Board Meeting agenda. Once approved, the item will be sent to the Government and Community Relations Committee.

**VI. Committee Business**

A. Board of Trustees Bylaw Review - Ana Quiles

The Committee was tasked to determine how to review the revisions made to the NLA Bylaws. After discussion, it was determined that the Committee will review the document at every other meeting as follows:

Review pages 1-12, stopping at "Election and Term of Office."

Review pages 12-26, stopping at "Officers"

Review pages 26-36, stopping at "Consumer Services Committee"

Review pages 36 to end.

The executive Committee will review the bylaws every other month starting March 28, 2024 as stated above.

**M/S/C** (D. Coe/L. Martinez) To approve the Bylaw Review schedule as presented.

B. NLA Policies and Procedures: Request for Board Access - Cristina Preuss /Megan Mitchell

Cristina reviewed the information as presented in the packet. It was stated that there was a previous request from the Board that the NLA Policies and Procedures be compiled and accessible for review.

NLA policies that the Services Standards define are accessible on the NLA website and contain the different types of services that are provided for consumers. Internal Operational Policies and procedures are not able to be shared based on guidance received from DDS regarding the liability of potential cybersecurity issues.

Brian clarified that the previous requests from the Committee on this issue included:

If it is possible to publish NLA's Policies and Procedures for the Community?

If not possible, how can Board Members have access to the internal policies and procedures?

Cristina proposed the creation of an FAQ section that addresses common issues and questions from the Community.

The Committee's previous understanding of this request, provided by previous ED Ruth Janka, was that NLA departments were in the process of updating the policies in order to add them to the NLA Board Sharepoint site for access to Board Members only.

The following priorities were determined by the committee for the policies/procedures that NLA should upload to the Sharepoint site:

- All Board-related Policies and Procedures
- Staffing Policies and Procedures
- Onboarding Policies and Procedures
- Consumer Services Policies and Procedures
- Compensation Policies and Procedures
- Financial Policies and Procedures

Cristina will work with staff to determine the status and timeline of the request and will report back at the next Committee meeting.

C. Chair & Staff Training on March 15, 2024 - Ana Quiles

Ana reviewed the information as presented in the packet.

It was proposed that the meeting be held on a Friday, from 1 to 5 pm.

The first section would take place from 1pm to 3pm, and would include information on infrastructure, Robert's Rules Training, Leadership Responsibilities, SharePoint Access, Agenda Prep, etc. This training would be for Board Members who are interested in serving as a Committee Chair or Co-chair.

The second section would take place from 3pm to 5pm and would be tailored for current Chairs and current staff. Activities would include Team Building, Break-Out Rooms with Staff, Disc Profiles, etc.

The Committee was in agreement with the overview of the meeting, and Cristina will confirm the date and time with the NLACRC staff. Board Support will then schedule the meeting.

D. Board/Staff Interaction Policy Revision - Cristina Preuss/ Evelyn McOmie

Cristina reviewed the information as presented in the packet.

Revisions were made to include that Board Members can connect with the Family Support Specialists regarding concerns for a consumer and the Specialist will provide a timely response and ensure resolution. A Tracking Form was also presented that will outline the status of the call, demographics of the consumer, location, language and type of

complaint/need. A flyer was also created and shared with information that was provided to the Community. The Committee requested that the Parent and Family Support Specialist email be added to the policy in addition to a link to the Release of Information form that is commonly required.

Ana requested a report that demonstrates the categories/areas that are being reported to the Parent/Family Support Specialists to be reviewed at the Consumer Services Committee Meeting on a quarterly basis.

**M/S/C** (L. Martinez/A. Ramirez) To approve the Board/Staff Interaction Policy as revised for presentation to the Board for final approval.

- E. Board Member Responsibilities Policy: Proposed Legislative Visit Requirement- Cristina Preuss  
Cristina reviewed the information as presented in the packet.

**M/S/C** (D. Coe/L. Martinez) To approve the Board Member Responsibilities for presentation to the Board.

The Committee requested that this item should be announced at the Orientation for awareness.

- F. Board SharePoint Site Update - Cristina Preuss  
Cristina reported that all folders were created for all Committees. Folders include Meeting Agendas, Minutes, Action Items and Critical Calendars. Information will be gathered regarding how to flag emails from SharePoint when new information is added.

## **VII. Center Operations**

Cristina shared the information as presented in the packet.

## **VIII. Review of Meeting Action Items**

- A. Add the item to the next Board Meeting agenda for approval and, subsequently, add it to the Government and Community Relations Committee agenda. (Board Support)
- B. Determine the timeline for policy review from NLA departments and update the Committee on the progress at the next Committee Meeting (Cristina Preuss)
- C. Confirm the date/time with NLA Leadership and schedule the Training (Cristina Preuss/Board Support)
- D. Revise policy to include email for Parent/Family Support Specialist and a link to the Release of Information Form (Cristina Preuss)
- E. Develop a report that outlines the categories for escalated issues (Cristina Preuss)
- F. Collaborate with Ana Quiles to discuss a way to flag emails sent to Board Members from Share Point. (Board Support)



**IX. Board Meeting Agenda Items**

The following items were identified for the committee's section of the next Board Meeting agenda:

- A. Minutes of the January 25th Meeting
- B. Minutes of the February 29th Meeting
- C. Consumer Legislative Advocacy Trainings
- D. Bylaw Review Schedule
- E. Board/Staff Interaction Policy
- F. Board Member Responsibilities Policy

**X. Announcements/ Information Items/ Public Input**

- A. Next meeting is Thursday, March 28, 2024, at 6:00 pm
- B. Committee Attendance

**Xi. Adjournment**

Ana Quiles, Committee Chair, adjourned the meeting at 7:23 pm.

Submitted by:

*Arezo Abedi*

Executive Administrative Assistant

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



North Los Angeles County Regional Center  
**Recruiting Committee Meeting Minutes**

March 4, 2024

**Present:** Ana Quiles, Brian Gatus, David Coe, Lillian Martinez, Alma Rodriguez, Leticia Garcia, Vini Montague, Parita Burmee- Committee Members

Arezo Abedi, Kimberly Visokey, Gabriela Eshrati – Staff Members

Lyapa Nakazwe-Masiya – Egon Zehnder, Sarah Trevino- Egon Zehnder, Emily Nichols – Egon Zehnder, Angela Gardner – Workforce Development Solutions, Marianita Mendez, Jasmine Barrios -Minutes Services - Guests

**Absent:** Suad Bisogno

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**I. Call to Order**

Ana Quiles called the meeting to order at 5:01 pm.

**II. Public Input**

None

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (L. Martinez/ D. Coe) To approve the agenda as presented.

B. Approval of Minutes of the February 26<sup>th</sup> Meeting

**M/S/C** (D. Coe/L. Garcia) To approve the Minutes as presented

**IV. Committee Business**

A. DDS Onboarding Plan – deferred

B. Review/Finalize Interview Questions - Lyapa Nakazwe-Masiya

This item was reviewed as presented in the packet. After discussion, the Committee made the following revisions:

- To remove Question 1 under Leading Innovation
- To include under Leading Innovation: How would you leverage technology to enhance service delivery while fostering an inclusive and compassionate organizational culture?
- To include under Working Collaboratively: Describe a situation where you had to deal with a challenging conflict or a difficult issue. How did you deescalate the situation, what strategies did you use and what was the result?
- To include under Working Collaboratively: How would a competitor, adversaries or

detractor describe you?

- To include under Working Collaboratively: How would a competitor, adversaries or detractor describe you?
- To include under Influencing Collaboratively: Describe the characteristics of the ideal Board you would like to partner with.

Lyapa will make the appropriate revisions as discussed.

C. Recommendation for Interview Process - Lyapa Nakazwe-Masiya

This information was reviewed as presented in the packet. The proposal would be for a 3-round interview process.

Round 1 – Competency-based Group Interviews

- Virtual Interview, 60 min.
- 2 groups of Committee Members who will interview 3-4 candidates per group simultaneously.

Round 2- Candidate Presentation

- Virtual or in-person
- Includes full Recruitment Committee
- 3 candidates, 90-minute interview
- Candidates prepare answers to questions that will be provided in advance

Round 3- Final In-Person Interview

- Interviewers: Select Search Committee
- In-person visit to the office
- Informal Meet-and-Greet with select NLA staff members
- 1-2 candidates
- 45-minute session per candidate

The Committee agreed on the interview process and more information will be provided once available.

D. Long List of Candidates– Lyapa Nakazwe-Masiya

This information was reviewed as presented in the packet. The Committee reviewed the current list and discussed the pros and cons of each based on the information provided. Lyapa noted that there have been no responses so far from the job posting on NLA's website and on LinkedIn. Leticia shared that the Arc of California has a job posting board on which, she did not see NLA's posting. Parita Burmee will reach out to the Arc of California to determine if it would be possible to post NLA's job posting on their board. It was clarified that an advanced degree is required by DDS for this role and candidates who do not meet the requirement will be declined. Lyapa has received positive feedback regarding the ED opportunity regarding staffing and retention.

Lyapa will confirm the number of additional candidates and will send profiles to review with the Committee by March 7<sup>th</sup>. Due to the Executive Committee meeting, this item will be deferred to the March 18<sup>th</sup> Committee Meeting.

**V. Review of Committee Action Items**

- A. Revise the Interview questions with noted recommendations from the Committee (Egon Zehnder)
- B. Reach out to Arc of California to get information on Job Board posting. (Parita Burmee)
- C. Confirm the number of additional candidates to review with the Committee on March 18th and to send any additional profiles to the Committee for review. (Egon Zehnder)

**VI. Agenda Prep**

- A. Review Critical Calendar
- B. Review Timelines
- C. Update DDS Timeline

**VII. Board Meeting Agenda Items**

- A. Minutes of the March 4<sup>th</sup> Meeting

**VIII. Announcements**

- B. Next Meeting, Monday, March 11<sup>th</sup> at 5:00 pm
- C. Recruitment Timeline
- D. Attendance Sheet

**IX. Adjournment**

Ana Quiles, Committee Chair, adjourned the meeting at 6:18 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.*



North Los Angeles County Regional Center  
**Recruiting Committee Meeting Minutes**

March 11, 2024

**Present:** Ana Quiles, Brian Gatus, David Coe, Lillian Martinez, Suad Bisogno, Leticia Garcia, Vini Montague, Parita Burmee- Committee Members

Kimberly Visokey, Gabriela Eshrati– Staff Members

Angela Gardner – Workforce Development Solutions, Uvence Martinez - DDS, Jasmine Barrios -Minutes Services - Guests

**Absent:** Alma Rodriguez

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**I. Call to Order**

Ana Quiles called the meeting to order at 5:01 pm.

**II. Public Input**

None

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (L. Martinez/ D. Coe) To approve the agenda as presented.

B. Approval of Minutes of the March 4<sup>th</sup> Meeting

**M/S/C** (D. Coe/L. Garcia) To approve the Minutes as presented

**IV. Committee Business**

A. Review/Finalize Interview Questions – Ana Quiles

This item was reviewed as presented in the packet. After discussion, the Committee made the following revisions:

- To revise Question 1 under Leading Innovation, read: “: In your leadership position, give an example of how you have led your team to leverage technology to enhance service delivery while fostering an inclusive and compassionate organizational culture.”

- Defined “Meets Requirements” as the candidate having an awareness of different ways to approach the question/issue/situation. Matches the requirements that are outlined in the Job Description.
- Defined “Exceeds Requirements” as the candidate articulating multiple, detailed examples and components utilized to solve the question/issue/situation.
- Defined “Far Exceeds Requirements” as the candidate having both of the above, plus metrics that show significant impact in the outcome of the question/issue/situation.
- To include a scoring guide at the bottom of the Interview Guide for the Committee that outlines the numbering of scores:
  - 1 – The answer missed the point of the question or was otherwise inadequate.
  - 2- The answer was incorrect or incomplete, with some insight.
  - 3- The answer was adequate and demonstrated basic understanding.
  - 4- The answer was strong and provided additional insight.
  - 5- The answer was excellent, and demonstrated advanced understanding.
  - STAR Method Checkboxes: Situation, Tasks, Action Taken, Results
- To restructure the order of the questions to be Servant Leadership, Cultural Agility, Influencing Collaboratively, Strategic Orientation, Leading Innovation

B. NLA Onboarding Plan - *deferred*

This item was deferred as there is not an update at this time. Leticia requested a slide deck from BoardSource that had additional information regarding Onboarding to review at a future meeting. She will look in her files for them, but if she is unable to find them, Parita will look at the BoardSource website to find the presentation regarding the Onboarding of the Executive Director.

Parita Burmee noted that Egon Zehnder has not sent any additional candidates for the Committee to review. Parita will reach out to Lyapa to request that any additional candidate profiles be sent to the Committee by Wednesday, March 13<sup>th</sup>.

Lillian Martinez requested that Egon Zehnder send photos of candidates to the Committee that may have been included on their LinkedIn account. Parita advised against this, as a potential employer cannot require photos of candidates.

**V. Review of Committee Action Items**

- A. Revise the Interview Questions as discussed and send them to Egon Zehnder (Board Support/Parita Burmee)
- B. Reach out to Lyapa and the team to email additional long-list candidates to the Committee by Wednesday, March 13 (Parita Burmee)

**VI. Agenda Prep**

- A. Review Critical Calendar
- B. Review Timelines
- C. Update DDS Timeline

**VII. Board Meeting Agenda Items**

- A. Minutes of the March 4<sup>th</sup> Meeting
- B. Minutes of the March 11<sup>th</sup> Meeting
- C. Recruitment Committee Attendance Exception

**VIII. Announcements**

- A. Next Meeting, Monday, March 18<sup>th</sup> at 5:00 pm
- B. Recruitment Timeline
- C. Attendance Sheet
  - 1. Ana noted that at the March 13<sup>th</sup> Board Meeting, the Committee will need to make a motion during the Committee Report-Out to request an exception to the Attendance Requirement for the Recruitment Committee due to meeting frequency.

**IX. Adjournment**

Ana Quiles, Committee Chair, adjourned the meeting at 6:20 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.*



North Los Angeles County Regional Center  
**Government & Community Relations Committee Meeting Minutes**

January 17, 2024

**Present:** Cathy Blin, Curtis Wang, David Coe, Nicholas Abrahms, Sharmila Brunjes, Vivian Seda, Jennifer Koster, Juan Hernandez– Committee Members

Kimberly Visokey, Chris Whitlock, Cristina Preuss, Evelyn McOmie, Arezo Abedi, Malorie Lanthier – Staff Members

Michelle Heid – Legucator, Marianita Mendez- DDS, Sofia Rivas, Ana Quiles- Board President, Jasmine Barrios- Minutes Services - Guests

**Absent:** Michael Costa, Anna Hurst

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**I. Call to Order & Introductions**

David Coe called the meeting to order at 6:00 pm.

**II. Public Input**

Sharmila shared that Board Member Training with Michelle Heid on how to interact in legislative activities as a Board Member would be very important and valuable. This item is up for discussion later in the agenda.

David asked that Evelyn McOmie and Kimberly Visokey be listed as the NLA Staff Support for the Committee.

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (C. Wang/C. Blinn) To approve the agenda as presented

B. Approval of Minutes from the October 18, 2023 Meeting  
No revisions

C. Approval of Minutes from the November 16, 2023 Meeting

Evelyn requested that the November 16<sup>th</sup> Minutes to be amended to include the correct attendees. It was noted that there is 1 member of the Committee, Michael Costa, who has missed the last 4 consecutive Committee meetings (including the January 17<sup>th</sup> meeting) and in recognition of the Board Attendance Policy, will be sent a letter to notify him of the 4 absences.



There were numerous corrections to be reflected on the matrix to clear the attendance of all new members and to include the term start date of each member to better clarify the required attendance dates. Kimberly Visokey will amend the matrix to reflect the discussed changes.

**M/S/C** (C. Wang/J. Koster) To approve the October 18<sup>th</sup> Minutes as presented and the November 16<sup>th</sup> Minutes as revised.

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

##### **A. Legislative**

David requested that the Committee use a SharePoint site to allow access to Committee Minutes, packets and other relevant information. Michelle Heid has created a checklist that represents what action items need to be completed in order for the Committee events to run as smooth as possible. David proposed that the information shared by Michelle be shared with the Committee via the Sharepoint site. Evelyn McOmie will check with IT regarding the parameters for access to the Sharepoint site.

##### **1. Board Advocacy One-Sheet Update**

David stated that an agenda item was sent to the Executive Committee regarding a revision to the Board Responsibilities Policy to include that Board Members are required to contact at least 2 representatives in their district per FY.

Ana Quiles proposed that the Committee Members schedule their Legislative contact points within the next 2 months and after discussion, the Committee agreed.

##### **2. Virtual Town Hall update**

###### **i. Invitation Draft**

Michelle Heid shared that the invites for the Virtual Town Hall have been sent. So far, there have been no confirmations. There were declinations from Assembly member Schivo and Senator Stern and Senator Gabriel. Responses are still pending from Supervisor Barger, Senator Menjivar and Assemblymember Correo. Michelle will be following up with these individuals and invites will be sent out to legislators that the Committee has determined as back up options on January 22.

Assembly Member Schivo has 2 staffers who will attend in her place, it is still to be determined if the staffers will speak on behalf of Assembly

member Schivo. Senator Stern has also offered to send a staff member to attend as a delegate.

After discussion, it was determined that the Committee is interested in having legislators' staff attend the Virtual Town Hall at the discretion of Michelle Heid in terms of the offices' interests in issues related to NLA.

Michelle asked the Committee to consider who will give the Welcome Remarks at the beginning of the Town Hall. David nominated Cristina Preuss, as the Interim Executive Director, to give the remarks.

#### ii. Flyer to the community

This is currently being drafted by Chris Whitlock to finalize the flyer. The topics were identified and will be added to the flyer to include:

“The Town Hall will focus on the following topics:

- Regional center staffing
- Reducing caseload ratios
- Increasing access to services
- Increasing equity with regional center services”

Chris Whitlock will include the Committee on the email blast that he sends out on January 22<sup>nd</sup>.

**M/S/C** (D.Coe/V. Seda) To send the Virtual Town Hall to include NLA staff, State Legislators and the Community on February 22<sup>nd</sup>, to the Board for approval.

### 3. Legislative Grass Roots Visit

The ARCA Legislative Grassroots visit will be April 1<sup>st</sup>-2<sup>nd</sup> in Sacramento. Michelle suggested that each Town Hall decline will be turned into an in-person meeting request. which will count as the legislative grass roots visits. The Committee agreed with this process and specific dates to be determined based on legislator availability.

Michelle proposed that the Committee work towards developing Legislative Advocacy Teams that will work together, with assignments based on location and legislator districts.

A call for Interest will be sent out to the Board Members and based in the interest, the participants will be assigned to a team based on location. Jodi Agnew-Navarro will send the information to the VAC to solicit interest.

In regards to the Board Member Legislative Advocacy Training, it was decided that the next 6:00-6:30p slot prior to the February Board Meeting, will be held for Michelle's training for Board Members. In the event of an Executive Session, Ana requested that Michelle be added at the beginning of the February 14 Board Meeting Agenda as a presentation. Michelle will turn in all of her shared meeting materials before February 8 to be included in the Board Packet.

#### 4. Consumer Legislative Advocacy Training

This item will require Board Approval, the Committee will propose 3 Consumer Legislative Advocacy Trainings and 1 live-streamed Consumer Legislative Advocacy Training to be hosted by Michelle Heid.

Jodi will solicit interest from the VAC on potential locations in each Valley for the in-person trainings. This item will be added to the next VAC agenda. Michelle will provide available dates for the trainings in conjunction with confirming a venue.

**M/S/C** (D. Coe/C. Blin) To request that the Executive Committee approve the Consumer Legislative Advocacy trainings as discussed.

#### 5. Candidate Forum update

Michelle shared that we not have enough information to know what races are important at this time, more information will be provided as it becomes available. The Committee determined to add this item for Board approval.

**M/S/C** (D.Coe/C. Blin) To approve a Candidate Forum for Fall 2024 to be presented to the Board for review.

After the vote, there was further discussion surrounding the format of the meeting being in-person, hybrid or virtual and the strengths and challenges of each.

**M/S/C** (D.Coe/N. Abrahms) To approve a hybrid Candidate Forum for Fall 2024 for Board Approval, reserving the right to host virtually only if it is in the best interest of the public health at the time.

#### B. Board Dinner Workgroup Update

Gabriela Eshrati will be supporting the Committee on behalf of NLA and the first Workgroup Meeting is scheduled for January 24<sup>th</sup>. The date for the Board Dinner is May 3<sup>rd</sup>.

January 17, 2024

## **V. Report Outs/Discussions**

### **A. Social Media**

1. Social Media Analytics Report – Oct., Nov., and Dec. 2023  
Chris reviewed the information as presented in the packet.

### **B. Legislative Update**

1. Legucator Report September – Michelle Heid  
Michelle reviewed the information as presented in the packet.
2. Local Grassroots Marketing and Outreach – Cristina Preuss  
Cristina reviewed the information a presented in the packet.

## **VI. Audit Question**

- A. Are the methods identified in the center's training and information plan in line with the center's mission, vision, and values statement?  
Evelyn shared that NLA conducts training on Mission, Vision, Value on Day 1 for incoming staff members. There are eLearning modules available on their online catalog to refresh their training at any time. NLA will continue to promote education for staff in order to best represent the core values.

## **VII. Review of Meeting Action Items**

- A. To revise the November 16<sup>th</sup> Meeting Minutes to reflect the correct attendance. (Board Support)
- B. To revise the Committee Attendance Matrix to reflect the correct attendance for Jodi Agnew Navarro in May 2023 and to revise the process of updating the matrix to include that each Committee Member's term date be listed near their names and to clear out all noted attendance for incoming Committee Members. (Board Support)
- C. To confirm the parameters of access to the Sharepoint site with IT. (Evelyn McOmie)
- D. Reach out to the VAC to solicit interested in hosting the Consumer Legislative Advocacy Trainings (Jodie Agnew-Navarro)
- E. Send an email to Board Members to solicit Board Advocacy Training Teams (Board Support)
- F. Send in Board Member Legislative Advocacy Training materials to Board Support before February 8. (Michelle Heid)

January 17, 2024

- G. Add Board Member Responsibility Policy Revision to the next Executive Committee Agenda (Board Support)
- H. Add approval for Candidate Forum to the next Board Meeting Agenda. (Board Support)
- I. Provide an update on the Candidate Forum at the next Committee Meeting (Michelle Heid)

**VI. Board Meeting Agenda Items**

- A. Minutes from the October 18, 2023 Meeting
- B. Minutes of the November 16, 2023 Meeting
- C. Approval of Consumer Advocacy Training
- D. Approval of Candidate Forum

**IX. Announcements / Information / Public Input**

- A. Next Meeting: Wednesday, March 20, 2024 at 6pm
- B. Committee Attendance

**Public Input**

Jodi shared information on CalTASH and the support they provide for the entire lifespan of disabled individuals. CalTASH will be having a conference in Sacramento and she encouraged the Committee to learn more about it.

**X. Adjournment**

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.*





**NORTH LOS ANGELES  
COUNTY REGIONAL CENTER**

# *Nominate a Board member*

**Do you know an individual who has made a distinguishable contribution in the lives of people with developmental disabilities and deserves recognition for her or his efforts?**

The individual should live within our catchment area (San Fernando, Santa Clarita and Antelope Valleys) and the contribution should have occurred over a sustained period of time, positively impacting the lives of many consumers.

For more information about how to nominate someone, please click or scan the QR code to view the Board Recognition Policy and Application for Board Recognition.

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**BOARD RECOGNITION POLICY**



**APPLICATION**



North Los Angeles County Regional Center  
**Vendor Advisory Committee Meeting Minutes**  
 March 7, 2024

**Present:** Suad Bisogno, Dana Kalek, Alex Kopilevich, Octavia Askew, Sharon Weinberg, Vahe Mkrtchian, Jodie Agnew-Navarro, Andrea Devers, Daniel Ortiz, Cal Enriquez, Jaklen Keshishyan, Masood Babaeian, Erica Beall, Catherine Carpenter, Lisa Williamsen

Cristina Preuss, Vini Montague, Everly McOmie, Gabby Esharti, Arshalous Garlanian, Kimberly Visokey, Arezo Abedi – **Staff Members**

Michelle Heid – Legucator, Geri Sue Cox, Marine Topushyan, Nicole Brown – Minute Services – **Guests**

**Absent:**

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**I. Call to Order & Introductions**

Suad Bisogno, Chair, called the meeting to order at 9:30 a.m.

**II. Public Input**

Public input was given.

**III. Consent Items**

A. Approval of Agenda

**M/S/C (A. Kopilevich / D. Kalek)**

B. Approval of Minutes from February 1, 2024

**Action item:** Update the meeting minutes as discussed:

- Suad Bisogno’s first name is misspelled in various sections, beginning with the Consent Items. Her pronouns were incorrectly typed as he/him. The correct pronouns are she/her. Page five, in the middle of the page
- On page five: In the sentence, “She informs the committee about a recently introduced bill related to BA services...,” BA should be typed as ABA.
- On page six, in the middle, the sentence “and AC members are courageous to sign up to be advocates” should be typed as VAC.
- On page six, at the bottom, In the sentence, “To approve that all AC members will be part of the legislative,” AC should be typed as VAC.
- On page seven, in the final paragraph, in the sentence, “including, himself and Erica, who will be turning out,” turning out should be typed as terming out.
- On page eight, in the middle, In the sentence, “Dana assures that the committee is actively...,” assures should be typed as assumed.

- On page nine, in the second to last paragraph, In the sentence, “The committee has also addressed the late notifications for the AC committee applications...,” AC should be typed as VAC.
- Jaklyn Keshishyan’s name is misspelled.

**M/S/C (S. Weinberg / J. Keshishyan)** To approve the Minutes presented with corrections.

#### **IV. Executive Director’s Report – Cristina Preuss**

Amy Westling wrote an informative opinion article published in The Capitol Weekly, emphasizing California policymakers to continue investing in the developmental services systems, including equity and service capacities. The California Policy Center for Intellectual and Developmental Disabilities report recommends housing needs for individuals with developmental disabilities. Along with North Los Angeles’ strategic plan, this topic focuses on area five – safe, affordable, and accessible housing.

Department of Development Services has notified us about an expansion of permissible training topics and an updated timeline for submitting training requests for Early Start providers. Additional topics are family and engagement practices and early prevention, coursework for an associate of science degree, and literature for speech-language pathology and occupational and physical therapy. Training fees and staff time for the training are reimbursable, and the submission request deadline has been extended to September 30, 2024.

In February, California Health and Human Services announced the establishment of the master plan for the Development Services Stakeholders’ Committee. The Committee consists of diverse individuals with different backgrounds and experiences who will provide their subject-matter expertise to develop the plan as accurately as possible. The agency has also introduced trailer bill language that permanently eliminates the AFPP and FCPP fees charged to families.

For coordinated family support, the Community Services department has created a series of information sessions regarding CFS for case management scheduled for the end of February, March 26, and April 23. The sessions will provide more information about service providers that provide these types of services.

The number of Direct Service Professional training stipends continues to grow, and the department provides us with information bi-weekly about how many providers are considering this program.

ARCA recommends the preservation of the entitlement to need services and supports as defined in the Lanterman Act. ARCA wants to ensure the incredible availability of flexible and sustainable services for person-centered



outcomes, and the alignment of policies available to support is based on California's Employment First Policy. It is also imperative not to forget that we must continue to support accessible transportation and innovative technology and proactively prepare for the changing service needs that our community and the individuals we serve go through during their lifespans, considering the diagnostic and demographic trends. We also need to start looking at the different needs and services required by various age groups to continue to provide this support.

The State Council of Developmental Disabilities NCI surveys are running through the end of June 2024. The department, with the support of state council, is conducting the data collection, including families with an adult with intellectual disabilities living in their home, families with an adult with intellectual disabilities who do not live in their home, and families with a child with intellectual disabilities. Once the survey closes and we receive the report, we will bring the results to the Vendor Advisory Committee (VAC).

NLA has already planned and scheduled its purchase of service public meeting on March 26 at 10 a.m. and March 27 at 6 p.m. This allows families and our community to have an opportunity to attend either meeting based on their schedules. Information is available on our website. Please share it with people interested in attending. We are in the final stages of planning for the ARCA Grass Roots gathering in Sacramento on April 1 and April 2.

As of February 2024, the Center has served 35,622 consumers and applicants, including 4,879 in the Early Start department and 27,991 in the Lanterman program, which services kids over age three.

**A. NLACRC Human Resources New Hires Report**

Staffing data numbers are increasing and improving. There were 12 total hires for the first and second cycles in February. As of February 29, there have been 35 new hires for total recruitment. In conjunction with the People Scout recruitment agency, we conducted a virtual hiring fair on February 28, February 29, and March 1, where 130 individuals registered, 51 interviews were scheduled, and 25 people were offered a position.

Tuition reimbursement has been approved for nine employees, and we are encouraging more employees to apply.

**V. Chief Financial Officer's Report – Vini Montague**

As of December 2023, the E-1 allocation for FY24 is \$847.2 million. Monthly expenditures were \$74.1 million (YTD \$407.8 million), and total annual expenditures are projected at \$923.9 million. Based on the E-1 allocation, a projected \$76.6 million deficit in the purchase of services is projected.

For the statewide purchase of services expenditure projection for the 21 regional centers, the projected annual expenditure in the purchase of services, based on the E-1 allocation, North Los Angeles is projecting the second largest deficit in the state.

ICF lag payments, related to consumers residing in ICF facilities that had to transfer to managed care plans as of January 1, 2024; there have been some delays in enrollment in managed care plans, resulting in the regional centers funding ICF lag payments. We pay the ICF providers until they receive payments from the managed care plans, and they will then reimburse the regional centers. This week, we processed our first payment for ICF facilities; regional centers must pay them within ten days of receiving the requests.

**VI. Chief Consumer & Community Services Officer Report – Evelyn McOmie**  
For the record, Evelyn McOmie is the Deputy Chief and not the Consumer & Community Services Officer.

**VII. Community Services Director’s Report – Arshalous Garlanian**  
DSP \$625 training stipends will continue to be available until June 30, 2024. Providers are highly encouraged to collaborate with staff to register for this great opportunity. A \$150 provider administrative costs reimbursement is included. For questions, email [contractsandcompliance@nlacrc.org](mailto:contractsandcompliance@nlacrc.org).

DDS continues to prepare for full implementation of the rate reform and make the changes needed for standardized service and billing codes—identified updates for the day, behavioral focus, and medically focused day programs. In the next couple of weeks, we anticipate putting out directives on how the regional centers can assist the providers in fully implementing rate reform compliance related to service and billing codes.

Continuing to conduct HCBS settings visits, the deadline for full compliance is August 31, 2024. David Ramos hosts office hours for those with questions and is available to answer questions every Thursday at 2 p.m.

North Los Angeles is providing various trainings for the service provider community. The HCBS person-centered thinking training incentive is for those registered for the person-centered thinking certification program. The Regional Center has a \$500 incentive program. For questions, email David Ramos at [dramos@nlacrc.org](mailto:dramos@nlacrc.org). For those who have already completed the training, letters have been sent to providers informing them of the incentive payments that are being processed.

The “Transition: From Consumers to Producers” training at the Chatsworth office on March 25 -27, 2024, still has a few spots available for those interested in registering.

Open Futures Learning is a self-guided learning module for providers that includes free CEUs. Interested individuals can contact the HCBS specialist.

Provider deaf sensitivity training will be held on April 30, 2024, from 10 a.m. to 12 p.m. More registration information will be shared.

The Service Provider Directory was scheduled to launch at the last minute, but DDS and the regional centers are still fine-tuning the training materials and guidance on how to implement it. We will provide more information as it is provided.

For help with DS 1891s, including questions about any vendor changes, insurance, organizational chart, change of address changes, or entity names, please email [resourcedevelopment@nlacrc.org](mailto:resourcedevelopment@nlacrc.org).

### Employment Services

For FY 23, the total PIP reimbursement was \$1,615,000 compared to FY 22 reimbursement of \$279,000. This is a drastic change in paid internship expenditures. During FY 23, 191 individuals were enrolled in the paid internship program compared to the 98 people enrolled in FY 22. We seek paid internships and competitive employment success stories to share at the Board dinner.

On our website, there is an enhanced behavioral support homes for children and adults RFP, housing development RFP, and level 4I Delayed Egress proposal request. The proposal must be submitted by April 1, 2024. The 2024 proposal submission period is closed. Status letters for submitted submissions will be delivered by March 15.

Vendorization requests for coordinated family support, self-directed support, and money management services can be submitted [resourcedevelopment@nlacrc.org](mailto:resourcedevelopment@nlacrc.org). Cal EVV is conducting in-person training in various locations throughout the state. It hosts in-person office hours for caregivers and providers to ask EVV-related questions.

Coordinated Family Support directives are available, and they include a new standardized reporting tool for CFS incentive payments. Once we receive the DDS link, we will share it with the providers who can submit incentive requests throughout their lives. The regional centers will be notified of approvals, and reimbursements will be completed.

Further guidance about (SB) 616 rate adjustments for paid sick leave will be provided. There will be a spring and fall vendor fall. The spring save-the-date is for Tuesday, April 30<sup>th</sup> in Antelope Valley, and May 7<sup>th</sup> and 8<sup>th</sup> in San Fernando Valley. More registration information is forthcoming.

### **VIII. Legislative Report – Michelle Heid**

On February 20, the LAO released its update that moved the budget deficit to \$73 billion. We did get positive numbers from February but have yet to be close to solving this problem. There are 14 state legislatures in the Los Angeles area, and there will be three new ones because Assembly Members Robert Rivas and Laura Friedman both ran for congressional seats, and Senator Scott Wilk is terming out. Assembly Members Laura Friedman and Alex Balekian will advance to the November election. The Secretary of State will certify the primary election results on April 12.

A virtual town hall was hosted and included guest Assemblyman Tom Lackey, who provided everyone with great community feedback. After the event, Assemblyman Lackey offered additional support to help with advocacy efforts. Representatives from Assemblymembers Schiavo and Carrillo's offices joined the town hall and shared their thoughts and expertise.

There is new senate leadership due to Senate President Pro Tem Toni Atkins resigning from her position. Her replacement is Senate President Pro Tem Mike McGuire. The last budget committee hearing was on February 28, and more information will be provided during next month's meeting. The legislature has moved to primarily in-person testimony. Our community was presented and got the committee chair's support. ARCA had a response to the governor's proposed budget, including advocacy against the delay in the rate implementation and other community-based matters. A Los Angeles contingency will be participating in grassroots days, during which we will continue to advocate for these matters to our Sacramento legislators. February 16 was the last day to introduce new bills. We mostly know the bills that will impact our community this year.

Local Senator Caroline Menjivar authored SB1281 – Advancing Equity and Access in the Self-Determination Program Act. AB 1876 is new legislation that allows for the continuance of remote meetings for IPPs and IFSPs if requested by the participants. AB 1906 changed terminology, and AB 2002 is the Blue Envelope program legislation sponsored by ARCA. AB 2026 – terminology bill that will replace outdated terminology. AB 2340 – many community members are impacted by MediCal and EPSDT services for individuals under age 21. AB 2340 will ensure they are following the federal guidelines on EPSDT. The public comment period for amendments to the HCBS waiver is closing today to access it and provide your feedback.

Self-advocacy chats are available and may be of interest to your service groups. Please share them. For more information or to share the link for the HCBS Final Rule animated series, please see the link in the legislative report. Advocacy days at the capital, called Disco at the State Capitol (California Disability Community Advocacy Day), are on April 9 and April 10. There is

also disability policy seminar happening in Washington, D.C., and information about the Early Start Interagency Coordinating Council at the state level is available in the legislative report. Information about Caregivers for Caring Futures, voting information, and resources are also available in the legislative report. We need to start educating the community for the November general election.

## IX. Committee Business

### A. Remote Services – NLACRC Update

Payments may be deferred for invoices to ensure the correct invoice is in place. As an agency, remote services can be provided at the cost of not seeing funding for months as POSs are rectified.

**Action item:** Obtain an answer regarding the provision of remote services.

### B. VAC Open Chair / Committee positions

Suad Bisogno's chair position terms in June, and there will be an open chair position. One person has expressed interest in this position, but others can reach out to her for more information. Interest will be published in April, when individuals can self-nominate or nominate others for the chair position. In May, a new chair will be elected. There are several committee position openings. Four people were interviewed yesterday, and possibly more next month.

### C. Legislative Grassroots update

NLACRC is hosting an in-person grassroots day on April 1 and 2 in Sacramento. Two VAC member liaisons—Suad Bisogno and Jaklen Keshishyan—are attending. North Los Angeles is also coordinating a local grassroots event. More people can get involved, and all VAC members will be assigned to a team. Virtual training will be scheduled for late March and April. Afterward, VAC members will receive information about their team (s) and legislator assignments based on their work address. Contact Michelle with any requested changes.

### D. Draft letter to next ED

Another round of emails was distributed, and there is a rough draft that still needs edits. Once we are closer to securing a new executive director, we finalize loose ends on the letter based on the selected person's history, experience, and personality.

### E. VAC Coalition Letter update

At a meeting with Amy from ARCA, she encouraged our group to sign off on the letter that was being circulated. The question was, "Do we have a

voice as a Board committee to sign off on letters as the Vendor Advisory Committee Coalition?” Based on this discussion, it was decided that individual organizations could sign off on this letter. An email was sent to committee members and the Adult Services Work Group to share the letter that ARCA, the Lanterman Coalition, CCLN, and CDSA had developed requesting signatures from organizations that wanted to sign off on this letter. We focused on the provider aspect, which legislators sometimes respond poorly to. As a provider community, when working on advocacy, we ensure we fully represent the people who work for us and support them. Feel free to view the draft letter.

- F. Annual Jynny Retzinger Community Service Award Recommendations  
By next month, VAC needs to secure an awardee. This is the last announcement about the annual Jynny Retzinger Community Service Award. The committee members make recommendations, but the community can suggest them.

**Action item:** Determine the final date to submit nominations to the Jynny Retzinger Community Service Award.

- G. Back to Basics

- a) Money Management Services to support people we serve – NLACRC update: NLACRC has made efforts to open a Money Management Services RFP, but the rates are low. If a provider wants to provide the service and support people with financial management, they can apply for it.
- b) Outstanding authorizations, invoices, payments) including issues for the fiscal year that will close) – NLACRC Update: At the last VAC meeting, the Committee discussed the fiscal year closing and tools to support providers in securing outstanding payments before the fiscal year closing.

- H. Open Issues for Discussion

- a) VAC Virtual / In Person meetings remaining: Have made a Board request for one in-person meeting before the current officers' term. An update will be provided mid-month or at the next VAC meeting.

**Action item** (Assigned to Anna): Follow up with the Board about having one in-person gathering to discuss the VAC officer transition. We are open to a hybrid meeting, too—to be determined.

## X. Committee Work Group Reports

- A. Early Start Services (Dana Kalek): There are no new updates.

Next Early Start Services workgroup meeting is on March 21<sup>st</sup> at 9 a.m.

- B. School Age Services (Cal Enriquez)—During Tuesday's March 5<sup>th</sup> meeting, they discussed remote services and the timeline for mental health services. We also reported some positive self-determination stories. School Age Services meets for one hour on the first Tuesday of each month at 9:30 a.m.

Next School Age Services meeting is April 2<sup>nd</sup>, 9:30-10:30am.

- C. Adult Services (Suad Bisogno & Erica Beall) – Discussed an individual's challenge when moving into a residential setting. There is not always clarity on who will complete the SAA reporting if the individual chooses to work and adjust the admission agreements for the residential shared costs when someone starts work, which may have to be adjusted several times during a person's work career. A continuing systematic issue is disallowing administrators or house managers to deter someone living in a group home on their employment journey. The best strategy may be to discuss developing an IPP amendment with a service coordinator. Also discussed was the workforce training and continuing QIP and ACRE training incentives. Adult Services wants to see more CIEs and more PIPs converting to CIEs. Ensure the business community is not oversaturated with PIPs not converting to CIEs. We discussed attaching the NLACRC directory in the VAC packet. Some locals do not require a local business license in the self-determination program. The Regional Center can distribute a published list of which areas need a business license and which do not.

Next Adult Services Workgroup meeting is May 6<sup>th</sup>, 11:00am.

**Action item:** Add the NLACRC active roster director and critical calendar to the agenda.

## XI. Board Committee Reports

- A. Administrative Affairs (Andrea Devers – VAC Representative) – During the February 28<sup>th</sup> meeting, there was a presentation about the audited financial statements. Most importantly, following up on outstanding authorizations and payments. Any issues should be reported to Jonathan.
- B. Consumer Services (Erica Beall – VAC Representative) – During the last meeting, there was a discussion about the service standards referred to

the Consumer Services Committee, followed by the Board and then the DDS for approval. Evelyn provided an update on the parents and guardians service coordinators pilot program—a draft of service standards where the social recreation services are included. Most reports, including the diagnostic and competitive, were covered. A few reports were deferred due to time constraints. The NLACRC Self-Determination Local Advisory Committee requested support for a letter it has written to DDS. The next meeting is April 17 at 6 p.m.

- C. Government & Community Relations (Jodie Agnew-Navarro – VAC Representative) – No new update.
- D. Nominating (Suad Bisogno—Committee Member): During the March 6<sup>th</sup> meeting, we decided to present at next week’s Board meeting, an alternate Committee chair to support the chair as needed.

We interviewed four potential VAC members and one potential Board member. Updates will be provided when decisions for these interviews are made in the next month or so.

- E. Strategic Planning (Daniel Ortiz – Committee Member) – During the February 5<sup>th</sup> meeting, we discussed the plan for the remainder of the year. The next meeting will be in May. Regarding the PIP program, for FY 21, there was nearly \$91,000; in FY 22, over \$279,000; and in FY 23, over \$1 million.

## **XII. Review of Meeting Action Actions (Item Owner and Due Date)**

- A. Vendor Advisory Committee Action Log – Minutes Services reviewed the action of the meeting during this portion of the meeting.

## **XIII. Agenda Items for the Next Board Meeting**

- B. Minutes of the March 7<sup>th</sup> Meeting

## **XIV. Announcements / Public Input**

- A. Next Meeting: Thursday, April 4, 2024, at 9:30 a.m.
- B. Committee Attendance

## **XV. Committee Attendance**

### **A. Early Start Services (Cana Kalek)**

For meeting schedule and information

Contact: Dana Kalek – [dkalek@cdikids.org](mailto:dkalek@cdikids.org)

**Next workgroup meeting: TBD (via Zoom)**



**B. School Age Services (Cal Enriquez)**

For meeting schedule and information

Contact: Cal Enriquez – [Call.Enriquez@aveanna.com](mailto:Call.Enriquez@aveanna.com)

**Next workgroup meeting: TBD (via Zoom)**

**Next workgroup meeting: TBD (via Zoom)**

**C. Adult Services (Suad Bisogno & Erica Beall)**

For meeting schedule and information

Contact: Suad Bisogno – [Suad@irioc.org](mailto:Suad@irioc.org)

**Next workgroup meeting: TBD (via Zoom)**

**XVI. Adjournment**

Suad adjourned the meeting at 11:24 a.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.*



| Rolling 12-Month Attendance        | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Total    |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------|
| Board Members                      | Board  | Board  | Board  | Board  | Board  | Dark   | Board  | Board  | Board  | Board  | Board  | Board  | Absences |
| <b>Ana Laura Quiles, President</b> |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Alma Rodriguez                     |        | P      | P      | P      | Ab     |        | P      | Ab     | P      |        |        |        | <b>2</b> |
| Andrew Ramirez                     |        | P      | P      | P      | Ab     |        | P      | P      | P      |        |        |        | <b>1</b> |
| Anna Hurst                         |        | P      | P      | P      | P      |        | AB     | Ab     | P      |        |        |        | <b>2</b> |
| Brian Gatus                        |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Cathy Blin                         |        | P      | P      | P      | P      |        | AB     | P      | P      |        |        |        | <b>1</b> |
| Curtis Wang                        |        | P      | P      | P      | P      |        | P      | P      | Ab     |        |        |        | <b>1</b> |
| David Coe                          |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| George Alvarado                    |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| James Henry                        |        |        |        |        |        |        |        | *Ab    | P      |        |        |        | <b>0</b> |
| Juan Hernandez                     |        |        |        | *P     | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Jennifer Koster                    |        |        |        | *P     | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Kelsi Levingston - Intern          |        |        |        |        |        |        |        | *Ab    | P      |        |        |        | <b>0</b> |
| Leticia Garcia                     |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Lillian Martinez                   |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Michael Costa                      |        | P      | P      | P      | P      |        | P      | P      | Ab     |        |        |        | <b>1</b> |
| Nicholas Abrahms                   |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Rocio Sigala                       |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Sharmila Brunjes                   |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |
| Suad Bisogno ( <i>VAC Rep</i> )    |        | P      | P      | Ab     | P      |        | P      | P      | P      |        |        |        | <b>1</b> |
| Vivian Seda                        |        | P      | P      | P      | P      |        | P      | P      | P      |        |        |        | <b>0</b> |

P = Present      Ab = Absent

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| FY 2023-24                    | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23   | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Total           |
|-------------------------------|--------|--------|--------|--------|----------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Administrative Affairs</b> |        | Dark   |        | Dark   | Canceled | Dark   |        |        | Dark   |        | Dark   | Dark   | <b>Absences</b> |
| Brian Gatus, Chair            | *P     |        | P      |        |          |        | P      | P      |        |        |        |        | <b>0</b>        |
| Andrew Ramirez                | *P     |        | P      |        |          |        | P      | AB     |        |        |        |        | <b>1</b>        |
| Lety Garcia                   | P      |        | P      |        |          |        | P      | P      |        |        |        |        | <b>0</b>        |
| Ana Quiles                    | P      |        | P      |        |          |        | P      | P      |        |        |        |        | <b>0</b>        |
| Andrea Devers (VAC Rep)       | Ab     |        | P      |        |          |        | Ab     | P      |        |        |        |        | <b>2</b>        |

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North Los Angeles County Regional Center

Consumer Advisory Committee

FY23-24 Meeting Attendance

| Consumer Attendee<br><i>*Committee Members</i> | July<br>2023<br>DARK | August<br>2023 | Sep<br>2023 | Oct<br>2023 | Nov<br>2023 | Dec<br>2024<br>DARK | Jan<br>2024 | Feb<br>2024 | Mar<br>2024 | Apr<br>2024 | May<br>2024 | Jun<br>2024 | TOTALS<br>Absences | TOTALS<br>Attended<br>( <i>Non-CM</i> ) |
|------------------------------------------------|----------------------|----------------|-------------|-------------|-------------|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|-----------------------------------------|
| *George Alvarado, Chair                        |                      | P              | AB          |             | P           |                     | P           | Ab          | Ab          | P           |             |             | 3                  |                                         |
| *Bill Abramson                                 |                      | P              | P           |             | P           |                     | P           | P           | P           | Ab          |             |             | 1                  |                                         |
| *Pam Aiona                                     |                      | P              | P           |             | P           |                     | AB          | AB          | P           | P           |             |             | 2                  |                                         |
| *Juan Hernandez                                |                      |                | P           |             | P           |                     | P           | P           | P           | P           |             |             | 0                  |                                         |
| *Destry Walker                                 |                      |                | P           |             | P           |                     | P           | P           | P           | Ab          |             |             | 1                  |                                         |
| Jennifer Koster                                |                      |                |             |             | P           |                     | P           | P           | AB          | P           |             |             |                    | 4                                       |
| Cynthia Samano - Feb 2023                      |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Susan Good                                     |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Melinda Tannan                                 |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Lesly Forbes                                   |                      |                |             |             |             |                     |             | P           | P           |             |             |             |                    | 2                                       |
| Elena Tiffany                                  |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Desiree Boykin *not NLA                        |                      |                |             |             | P           |                     | P           |             |             |             |             |             |                    | 2                                       |
| Miguel Lugo                                    |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Jason Gerard                                   |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Jessica Gould                                  |                      |                |             |             |             |                     |             |             |             |             |             |             |                    | 0                                       |
| Kristine Mosteiro                              |                      |                |             |             |             |                     |             | P           |             |             |             |             |                    | 1                                       |
| Alex Phuong *not NLA                           |                      |                |             |             | P           |                     | P           | P           | P           | P           |             |             |                    | 5                                       |
| Santos Rodriguez                               |                      |                |             |             |             |                     |             | P           |             |             |             |             |                    | 1                                       |
| Pamela Aiona                                   |                      |                |             |             |             |                     |             | P           |             | P           |             |             |                    | 2                                       |
| Suzanne Paggi <i>resigned 11/23</i>            |                      |                |             |             | P           |                     |             |             |             |             |             |             | 0                  |                                         |

**Membership:** Consumers who attend 5 meetings in a 12-month period can become a CAC Member.

| <b>FY 2023-24</b>                  | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Dec-23</b> | <b>Jan-24</b> | <b>Feb-24</b> | <b>Mar-24</b> | <b>Apr-24</b> | <b>May-24</b> | <b>Jun-24</b> | <b>Total</b>    |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Consumer Services Committee</b> |               | <b>Dark</b>   |               | <b>Dark</b>   |               | <b>Dark</b>   | <b>Dark</b>   |               | <b>Dark</b>   |               | <b>Dark</b>   | <b>Dark</b>   | <b>Absences</b> |
| Rocio Sigala                       | P             |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Alma Rodriguez                     | P             |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Anna Hurst                         | P             |               | P             |               | P             |               |               | Ab            |               |               |               |               | 1               |
| Cathy Blin                         | P             |               | P             |               | P             |               |               | Ab            |               |               |               |               | 1               |
| Curtis Wang                        | P             |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| George Alvarado                    | P             |               | Ab            |               | P             |               |               | P             |               |               |               |               | 1               |
| James Henry                        |               |               |               |               |               |               |               | *AB           |               |               |               |               | 0               |
| Jennifer Koster                    |               |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Juan Hernandez                     |               |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Kelsi Levingston                   |               |               |               |               |               |               |               | *P            |               |               |               |               | 0               |
| Sharmila Brunjes                   | P             |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Nicholas Abrahms                   | P             |               | P             |               | P             |               |               | P             |               |               |               |               | 0               |
| Michael Costa                      | P             |               | Ab            |               | P             |               |               | P             |               |               |               |               | 1               |
| Vivian Seda                        | P             |               | P             |               | P             |               |               | Ab            |               |               |               |               | 1               |
| Erica Beall (VAC Rep)              | P             |               | Ab            |               | P             |               |               | P             |               |               |               |               | 1               |

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| <b>FY 2023-24</b>          | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Dec-23</b> | <b>Jan-24</b> | <b>Feb-24</b> | <b>Mar-24</b> | <b>Apr-24</b> | <b>May-24</b> | <b>Jun-24</b> | <b>Total</b>    |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Executive Committee</b> |               |               |               |               |               |               |               |               |               |               |               |               | <b>Absences</b> |
| <b>Leticia Garcia</b>      | P             | P             | P             | P             | P             | P             | P             | P             | P             |               |               |               | <b>0</b>        |
| <b>Lillian Martinez</b>    | P             | P             | P             | P             | P             | P             | A             | P             | P             |               |               |               | <b>0</b>        |
| <b>Ana Quiles, Chair</b>   | P             | P             | P             | P             | P             | P             | P             | P             | P             |               |               |               | <b>0</b>        |
| <b>Brian Gatus</b>         | *P            | P             | P             | P             | P             | P             | P             | P             | P             |               |               |               | <b>0</b>        |
| <b>Andrew Ramirez</b>      | *P            | P             | P             | P             | P             | P             | P             | P             | P             |               |               |               | <b>0</b>        |
| <b>David Coe</b>           | P             | Ab            | P             | P             | P             | P             | P             | P             |               |               |               |               | <b>1</b>        |
| <b>Rocio Sigala</b>        | Ab            | P             | P             | P             | P             | P             | P             | P             |               |               |               |               | <b>1</b>        |

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| FY 2023-24                                            | Jul-23      | Aug-23 | Sep-23      | Oct-23 | Nov-23 | Dec-23      | Jan-24 | Feb-24      | Mar-24      | Apr-24 | May-24 | Jun-24 | Jul-24 | Total           |
|-------------------------------------------------------|-------------|--------|-------------|--------|--------|-------------|--------|-------------|-------------|--------|--------|--------|--------|-----------------|
| <b>Government &amp; Community Relations Committee</b> | <b>Dark</b> |        | <b>Dark</b> |        |        | <b>Dark</b> |        | <b>Dark</b> | <b>Dark</b> |        |        |        |        | <b>Absences</b> |
| <b>David Coe, Chair</b>                               |             | P      |             | P      | P      |             | P      |             | P           |        |        |        |        | <b>0</b>        |
| <b>Anna Hurst</b>                                     |             | P      |             | P      | Ab     |             | Ab     |             | Ab          |        |        |        |        | <b>3</b>        |
| <b>Cathy Blin</b>                                     |             | P      |             | P      | P      |             | P      |             | P           |        |        |        |        | <b>0</b>        |
| <b>Curtis Wang</b>                                    |             | Ab     |             | P      | P      |             | P      |             | P           |        |        |        |        | <b>1</b>        |
| <b>Jennifer Koster</b>                                |             |        |             |        |        |             |        |             | P           |        |        |        |        | <b>0</b>        |
| <b>Juan Hernandez</b>                                 |             |        |             | P      | Ab     |             | P      |             | P           |        |        |        |        | <b>1</b>        |
| <b>Jodie Agnew-Navarro, VAC Rep</b>                   |             | P      |             | P      | P      |             | Ab     |             | Ab          |        |        |        |        | <b>2</b>        |
| <b>Michael Costa</b>                                  |             | Ab     |             | Ab     | Ab     |             | Ab     |             | P           |        |        |        |        | <b>4</b>        |
| <b>Nicholas Abrahms</b>                               |             | P      |             | P      | Ab     |             | P      |             | P           |        |        |        |        | <b>1</b>        |
| <b>Sharmila Brunjes</b>                               |             | Ab     |             | P      | Ab     |             | P      |             | Ab          |        |        |        |        | <b>3</b>        |
| <b>Vivian Seda</b>                                    |             | P      |             | P      | P      |             | P      |             | P           |        |        |        |        | <b>0</b>        |

P = Present      Ab = Absent

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| <b>FY 2023-24</b>                     | <b>Jul-23</b> | <b>Aug-23</b> |   | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Dec-24</b> | <b>Jan-24</b> |    | <b>Feb-24</b> | <b>Mar-24</b> | <b>Apr-24</b> | <b>May-24</b> | <b>Jun-24</b> | <b>Total</b>    |
|---------------------------------------|---------------|---------------|---|---------------|---------------|---------------|---------------|---------------|----|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Nominating Committee</b>           | <b>Dark</b>   |               |   | <b>Dark</b>   | <b>Dark</b>   |               | <b>Dark</b>   |               |    |               |               |               |               |               | <b>Absences</b> |
| <b>David Coe</b>                      |               | P             | P |               |               | P             |               | P             | P  | P             | P             |               |               |               | <b>0</b>        |
| <b>Lillian Martinez, <i>Chair</i></b> |               | P             | P |               |               | P             |               | P             | P  | P             | P             |               |               |               | <b>0</b>        |
| <b>Ana Quiles</b>                     |               | P             | P |               |               | P             |               | P             | P  | P             | P             |               |               |               | <b>0</b>        |
| <b>Sharmila Brunjes</b>               |               | P             | P |               |               | P             |               | P             | AB | P             | P             |               |               |               | <b>1</b>        |
| <b>Suad Bisogno</b>                   |               | P             | P |               |               | AB            |               | AB            | P  | P             | P             |               |               |               | <b>2</b>        |

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| FY 2023-24                    | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23   | Feb-23 | Mar-23 | Apr-23 | May-23 | Jun-23 | Total    |
|-------------------------------|--------|--------|--------|--------|--------|--------|----------|--------|--------|--------|--------|--------|----------|
| Post-Retirement Medical Trust |        | Dark   | Dark   |        | Dark   | Dark   | Canceled | Dark   | Dark   |        | Dark   | Dark   | Absences |
| Ana Quiles, Chair             | P      |        |        | Ab     |        |        |          |        |        |        |        |        | 1        |
| Brian Gatus                   |        |        |        |        |        |        |          |        |        |        |        |        | 0        |
| David Coe                     | *P     |        |        | P      |        |        |          |        |        |        |        |        | 0        |

P = Present      Ab = Absent      \* = Joined Committee

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| Attendance                    | 12/7/2023 | 12/14/2023 | 12/18/2023 | 12/26/2023 | 1/2/2024 | 1/9/2024 | 1/16/2024 | 1/22/2024 | 1/29/2024 | 2/12/2024 | 2/20/2024 | 2/26/2024 | 3/4/2024 | 3/11/2024 | 3/18/2024 | Total    |
|-------------------------------|-----------|------------|------------|------------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|
| Recruitment Committee Meeting |           |            |            |            |          |          | DARK      |           |           |           |           |           |          |           |           | Absences |
| Ana Quiles                    | P         | P          | P          | P          | P        | P        |           | P         | P         | P         | P         | P         | P        | P         | P         | 0        |
| Suad Bisogno                  | P         | P          | AB         | AB         | P        | P        |           | P         | P         | AB        | P         | P         | AB       | P         | P         | 4        |
| David Coe                     | P         | P          | P          | P          | P        | P        |           | P         | P         | P         | P         | P         | P        | P         | P         | 0        |
| Lety Garcia                   | P         | P          | P          | P          | P        | P        |           | P         | P         | P         | P         | P         | P        | P         | P         | 0        |
| Brian Gatus                   | P         | P          | P          | AB         | P        | P        |           | P         | P         | P         | P         | P         | P        | P         | P         | 1        |
| Lilian Martinez               | P         | P          | P          | P          | P        | P        |           | P         | P         | P         | P         | P         | P        | P         | P         | 0        |
| Anna Hurst                    | P         | P          | AB         | L          | AB       | AB       |           | P         |           |           |           |           |          |           |           | 3        |
| Alma Rodriguez                | P         | P          | P          | AB         | P        | AB       |           | P         | P         | P         | AB        | AB        | P        | AB        | AB        | 6        |

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| <b>FY 2023-24</b>             | <b>Jul-23</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Dec-23</b> | <b>Jan-24</b> | <b>Feb-24</b> | <b>Mar-24</b> | <b>Apr-24</b> | <b>May-24</b> | <b>Jun-24</b> | <b>Total Absences</b> |
|-------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------------|
| <b>Strategic Planning</b>     | Dark          |               | Dark          | Dark          |               | Dark          |               |               | Dark          | Dark          |               | Dark          |                       |
| <b>Lety Garcia</b>            |               | P             |               |               | P             |               | P             | P             |               |               |               |               | 0                     |
| <b>Brian Gatus</b>            |               | P             |               |               | P             |               | AB            | P             |               |               |               |               | 1                     |
| <b>Lillian Martinez</b>       |               | P             |               |               | P             |               | AB            | P             |               |               |               |               | 1                     |
| <b>Ana Quiles</b>             |               | P             |               |               | P             |               | P             | P             |               |               |               |               | 0                     |
| <b>Curtis Wang</b>            |               |               |               |               |               |               | *P            | AB            |               |               |               |               | 1                     |
| <b>Daniel Ortiz - VAC Rep</b> |               | P             |               |               | P             |               | P             | P             |               |               |               |               | 0                     |
| <b>Vivian Seda</b>            |               |               |               |               |               |               | Ab            | P             |               |               |               |               | 1                     |

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| <b>FY 2023-24</b>                | <b>Jul-22</b> | <b>Aug-23</b> | <b>Sep-23</b> | <b>Oct-23</b> | <b>Nov-23</b> | <b>Jan-24</b> | <b>Feb-24</b> | <b>Mar-24</b> | <b>Apr-24</b> | <b>May-24</b> | <b>Jun-24</b> | <b>Total</b>    |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>Vendor Advisory Committee</b> | <b>Dark</b>   |               |               |               |               |               |               |               |               |               |               | <b>Absences</b> |
| Suad Bisogno, Chair              |               | P             | Ab            | P             | P             | P             | P             | P             | P             |               |               | <b>1</b>        |
| Alex Kopilevich                  |               | P             | P             | P             | P             | P             | P             | P             | P             |               |               | <b>0</b>        |
| Andrea Devers                    |               | P             | P             | Ab            | P             | P             | P             | P             | P             |               |               | <b>1</b>        |
| Cal Enriquez                     |               | Ab            | P             | P             | P             | Ab            | P             | P             | P             |               |               | <b>2</b>        |
| Catherine Carpenter              |               | P             | P             | P             | Ab            | Ab            | P             | P             | Ab            |               |               | <b>3</b>        |
| Dana Kalek                       |               | P             | P             | P             | P             | P             | P             | P             | P             |               |               | <b>0</b>        |
| Daniel Ortiz                     |               | P             | Ab            | P             | Ab            | P             | P             | P             | P             |               |               | <b>2</b>        |
| Erica Beall                      |               | P             | P             | Ab            | P             | P             | P             | P             | P             |               |               | <b>1</b>        |
| Jaklen Keshishyan                |               | *P            | P             | P             | P             | P             | P             | P             | P             |               |               | <b>0</b>        |
| Jodie Agnew Navarro              |               | P             | P             | Ab            | P             | P             | P             | P             | P             |               |               | <b>1</b>        |
| Lisa Williamsen                  |               | P             | P             | Ab            | P             | P             | Ab            | P             | P             |               |               | <b>2</b>        |
| Masood Babaeian                  |               | *P            | P             | Ab            | P             | P             | P             | P             | P             |               |               | <b>1</b>        |
| Octavia Askew                    |               | *P            | P             | P             | P             | P             | P             | P             | P             |               |               | <b>0</b>        |
| Sharon Weinberg                  |               | *P            | P             | P             | P             | P             | P             | P             | P             |               |               | <b>0</b>        |
| Vahe Mkrtchian                   |               | *P            | P             | P             | P             | P             | P             | P             | Ab            |               |               | <b>1</b>        |

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Fiscal Year 2023-2024

(Rounded to the nearest quarter of an hour.)

(Rounded to the nearest quarter of an hour.)

(Rounded to the nearest quarter of an hour.)

| Committee                              | Jul-23  |          |              |              | Aug-23  |          |              |              | Sep-23  |          |              |              | Oct-23  |          |              |              | Nov-23  |          |              |              | Dec-23  |         |             |             | Jan-24  |          |              |              |         |         |            |         |
|----------------------------------------|---------|----------|--------------|--------------|---------|----------|--------------|--------------|---------|----------|--------------|--------------|---------|----------|--------------|--------------|---------|----------|--------------|--------------|---------|---------|-------------|-------------|---------|----------|--------------|--------------|---------|---------|------------|---------|
|                                        | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time   | Rounded      | Start   | End     | Total Time  | Rounded     | Start   | End      | Total Time   | Rounded      | Start   | End     | Total Time | Rounded |
| New Board Member Orientation (7/12/23) | 6:00 PM | 9:00 PM  | 3:00         | 3:00         |         |          |              |              |         |          |              |              |         |          |              |              |         |          |              |              |         |         |             |             |         |          |              |              |         |         |            |         |
| Board Member Retreat (7/29/23)         | 8:00 AM | 5:05 PM  | 9:05         | 9:00         |         |          |              |              |         |          |              |              |         |          |              |              |         |          |              |              |         |         |             |             |         |          |              |              |         |         |            |         |
| Administrative Affairs                 | 6:39 PM | 9:25 PM  | 2:46         | 2:45         |         |          |              |              | 6:00 PM | 8:44 PM  | 2:44         | 2:45         |         |          |              |              | 6:30 PM | 8:36 PM  | 02:06        | 2:00         | 6:30 PM | 8:42 PM | 02:12       | 2:15        |         |          |              |              | 6:01 PM | 7:23 PM | 01:22      | 1:15    |
| Board Meeting                          |         |          |              |              | 6:30 PM | 8:59 PM  | 02:29        | 2:30         | 6:30 PM | 8:16 PM  | 1:46         | 1:45         |         |          |              |              |         |          |              |              |         |         |             |             |         |          |              |              | 6:06 PM | 8:04pm  | 01:58      | 2:00    |
| Consumer Advisory                      |         |          |              |              | 3:05 PM | 4:21 PM  | 01:16        | 1:15         |         |          | 0:00         | 0:00         |         |          |              |              | 3:11 PM | 4:17 PM  | 01:06        | 1:00         |         |         |             |             |         |          |              |              | 3:15 PM | 4:20 PM | 01:05      | 1:00    |
| Consumer Services                      | 6:01 PM | 10:09 PM | 4:08         | 4:15         |         |          |              |              | 6:03 PM | 8:40 PM  | 2:37         | 2:30         |         |          |              |              | 6:00 PM | 8:03 PM  | 02:03        | 2:00         |         |         |             |             |         |          |              |              |         |         |            |         |
| Executive                              | 9:25 PM | 10:47 PM | 1:22         | 1:15         | 6:03 PM | 9:53 PM  | 03:50        | 3:45         | 8:45 PM | 10:57 PM | 2:12         | 2:15         | 6:01 PM | 10:01 PM | 04:00        | 4:00         | 6:00 PM | 9:37 PM  | 03:37        | 3:30         | 6:44 PM | 7:45 PM | 01:01       | 1:00        | 6:00 PM | 9:34 PM  | 03:34        | 3:30         |         |         |            |         |
| Executive (special session)            |         |          |              |              |         |          |              |              |         |          |              |              |         |          |              |              |         |          |              |              |         |         |             |             |         |          |              |              |         |         |            |         |
| Government and Community Relations     |         |          |              |              | 6:05 PM | 8:50 PM  | 02:45        | 2:45         |         |          |              |              | 6:01 PM | 9:05 PM  | 3:04         | 3:00         | 6:02 PM | 7:36 PM  | 1:34         | 1:30         |         |         |             |             | 6:00 PM | 8:32 PM  | 02:32        | 2:30         |         |         |            |         |
| Nominating                             |         |          |              |              | 6:05 PM | 7:18 PM  | 01:13        | 1:15         |         |          |              |              |         |          |              |              | 5:32 PM | 7:10 PM  | 1:37         | 1:30         |         |         |             |             | 5:31 PM | 6:56 PM  | 01:25        | 1:30         |         |         |            |         |
| Nominating                             |         |          |              |              | 6:06 PM | 8:19 PM  | 02:13        | 2:15         |         |          |              |              |         |          |              |              |         |          |              |              |         |         |             |             | 5:31 PM | 7:06 PM  | 01:35        | 1:30         |         |         |            |         |
| Strategic Planning                     |         |          |              |              | 6:01 PM | 8:16 PM  | 02:15        | 2:15         |         |          |              |              |         |          |              |              | 6:01 PM | 8:02 PM  | 2:01         | 2:00         |         |         |             |             | 6:01 PM | 7:19 PM  | 01:18        | 1:15         |         |         |            |         |
| Post Retirement Medical Trust          | 5:31 PM | 6:39 PM  | 1:08         | 1:15         |         |          |              |              |         |          |              |              |         |          |              |              |         |          |              |              |         |         |             |             |         |          |              |              |         |         |            |         |
| Vendor Advisory                        |         |          |              |              | 9:31 AM | 12:10 PM | 02:39        | 2:45         | 9:32 AM | 11:39 AM | 2:07         | 2:00         | 9:35 AM | 11:29 AM | 01:54        | 2:00         | 9:30 AM | 11:32 AM | 02:02        | 2:00         |         |         |             |             | 9:30 AM | 11:19 AM | 01:49        | 1:15         |         |         |            |         |
| <b>Total Hours/Month</b>               |         |          | <b>21:29</b> | <b>21:30</b> |         |          | <b>18:40</b> | <b>18:45</b> |         |          | <b>11:26</b> | <b>11:30</b> |         |          | <b>11:04</b> | <b>11:00</b> |         |          | <b>16:12</b> | <b>16:15</b> |         |         | <b>1:01</b> | <b>1:00</b> |         |          | <b>15:49</b> | <b>15:45</b> |         |         |            |         |

Fiscal Year 2023-2024

(Rounded to the nearest quarter of an hour.)

(Rounded to the nearest quarter of an hour.)

(Rounded to the nearest quarter of an hour.)

| Committee                              | Dec-23  |         |             |             | Jan-24  |          |              |              | Feb-24  |          |              |              | Mar-24  |          |             |             | Apr-24  |          |            |         | May-24 |     |            |         | Jun-24 |     |            |         |       |     |            |         |
|----------------------------------------|---------|---------|-------------|-------------|---------|----------|--------------|--------------|---------|----------|--------------|--------------|---------|----------|-------------|-------------|---------|----------|------------|---------|--------|-----|------------|---------|--------|-----|------------|---------|-------|-----|------------|---------|
|                                        | Start   | End     | Total Time  | Rounded     | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time   | Rounded      | Start   | End      | Total Time  | Rounded     | Start   | End      | Total Time | Rounded | Start  | End | Total Time | Rounded | Start  | End | Total Time | Rounded | Start | End | Total Time | Rounded |
| New Board Member Orientation (7/12/23) |         |         |             |             |         |          |              |              |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Board Member Retreat (7/29/23)         |         |         |             |             |         |          |              |              |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Administrative Affairs                 |         |         |             |             | 6:01 PM | 7:23 PM  | 01:22        | 1:15         | 6:01 PM | 7:23 PM  | 1:22         | 1:30         |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Special Board Meeting(s)               |         |         |             |             |         |          |              |              |         |          |              |              | 5:00 PM | 6:59 PM  | 1:59        | 2:00        | 6:01 PM | 8:06 PM  | 2:05       | 2:00    |        |     |            |         |        |     |            |         |       |     |            |         |
| Board Meeting                          |         |         |             |             | 6:06 PM | 8:04pm   | 01:58        | 2:00         | 6:00 PM | 8:34 PM  | 2:34         | 2:30         | 6:37 PM | 8:41 PM  | 2:04        | 2:00        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Consumer Advisory                      |         |         |             |             | 3:15 PM | 4:20 PM  | 01:05        | 1:00         | 3:11 PM | 5:11 PM  | 2:00         | 2:00         | 3:04 PM | 3:46 PM  | :42         | :45         | 3:05 PM | 4:20 PM  | 1:15       | 1:15    |        |     |            |         |        |     |            |         |       |     |            |         |
| Consumer Services                      |         |         |             |             |         |          |              |              | 6:01 PM | 8:14 PM  | 2:13         | 2:15         |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Executive                              | 6:44 PM | 7:45 PM | 01:01       | 1:00        | 6:00 PM | 9:34 PM  | 03:34        | 3:30         | 6:01 PM | 7:23 PM  | 1:22         | 1:30         | 6:01 PM | 7:00 AM  | :59         | 1:00        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Executive (special session)            |         |         |             |             |         |          |              |              |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Government and Community Relations     |         |         |             |             | 6:00 PM | 8:32 PM  | 02:32        | 2:30         |         |          |              |              | 6:02 PM | 7:59 PM  | 1:57        | 2:00        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Nominating                             |         |         |             |             | 5:31 PM | 6:56 PM  | 01:25        | 1:30         | 5:31 PM | 7:00 PM  | 1:31         | 1:00         | 5:31 PM | 8:33 PM  | 3:02        | 3:00        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Nominating                             |         |         |             |             | 5:31 PM | 7:06 PM  | 01:35        | 1:30         |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Negotiating                            | 6:00 PM | 7:54 PM | 1:54        | 2:00        |         |          |              |              |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Strategic Planning                     |         |         |             |             | 6:01 PM | 7:19 PM  | 01:18        | 1:15         |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Post Retirement Medical Trust          |         |         |             |             |         |          |              |              |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Recruitment                            | 6:01 PM | 7:10 PM | 1:09        | 1:15        | 6:00 PM | 7:02 PM  | 1:02         | 1:00         | 5:02 PM | 6:05 PM  | 1:03         | 1:00         | 5:01 PM | 6:18 PM  | 1:17        | 1:15        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Recruitment                            | 6:02 PM | 6:42 PM | :40         | :45         | 6:00 PM | 7:00 PM  | 1:00         | 1:00         | 5:00 PM | 6:29 PM  | 1:29         | 1:30         | 5:01 PM | 6:20 PM  | 1:19        | 1:15        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Recruitment                            | 6:02 PM | 7:13 PM | 1:11        | 1:15        | 5:00 PM | 5:54 PM  | :54          | 1:00         | 5:00 PM | 6:08 PM  | 1:08         | 1:15         | 5:03 PM | 6:12 PM  | 1:09        | 1:15        |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Recruitment                            | 6:01 PM | 6:42 PM | :41         | :45         | 5:00 PM | 5:59 PM  | :59          | 1:00         |         |          |              |              |         |          |             |             |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |
| Vendor Advisory                        |         |         |             |             | 9:30 AM | 11:19 AM | 1:49         | 1:45         | 9:31 AM | 11:18 AM | 1:47         | 1:45         | 9:30 AM | 11:26 AM | 1:56        | 2:00        | 9:31 AM | 11:29 AM | 1:58       | 2:00    |        |     |            |         |        |     |            |         |       |     |            |         |
| <b>Total Hours/Month</b>               |         |         | <b>6:36</b> | <b>6:30</b> |         |          | <b>20:33</b> | <b>20:30</b> |         |          | <b>17:29</b> | <b>17:45</b> |         |          | <b>5:50</b> | <b>5:45</b> |         |          |            |         |        |     |            |         |        |     |            |         |       |     |            |         |

North Los Angeles County Regional Center

**ALPHABET SOUP**

|          |                                                                                 |
|----------|---------------------------------------------------------------------------------|
| AAIDD    | - American Association on Intellectual and Developmental Disabilities           |
| AAP      | - Adoption Assistance Program                                                   |
| AB       | - Assembly Bill (State)                                                         |
| ABLE Act | - The “Achieving a Better Life Experience” (ABLE) Act of 2014                   |
| ACRC     | - Alta California Regional Center                                               |
| ADA      | - Americans with Disabilities Act                                               |
| ADC      | - Adult Development Center                                                      |
| AFPF     | - Annual Family Program Fee                                                     |
| AIS      | - ARCA Information Systems                                                      |
| ARCA     | - Association of Regional Center Agencies                                       |
| ARFPSHN  | - Adult Residential Facility for Persons with Specialized Healthcare Needs      |
| BCBA     | - Board-Certified Behavior Analyst                                              |
| CAC      | - Consumer Advisory Committee                                                   |
| CAL-ARF  | - California Association of Rehabilitation Facilities                           |
| CAL-TASH | - The Association for Persons with Severe Handicaps                             |
| CARF     | - Commission on Accreditation of Rehabilitation Facilities                      |
| CASA     | - Community Advocacy Services Association                                       |
| CASHPCR  | - California Association of State Hospitals-Parent Councils for<br>the Retarded |
| CCF      | - Community Care Facility                                                       |
| CCL      | - Community Care Licensing                                                      |
| CCR      | - California Code of Regulations                                                |
| CCS      | - California Children’s Services (State and County)                             |
| CDCAN    | - California Disability Community Action Network                                |
| CDE      | - Comprehensive Diagnostic Evaluation                                           |
| CDER     | - Client Development Evaluation Report                                          |
| CIE      | - Competitive Integrated Employment                                             |
| CMS      | - Centers for Medicare and Medicaid Services (formerly HCFA)                    |
| CMIS     | - Client Management Information System                                          |
| COEC     | - Community Outreach and Education Committee (ARCA)                             |
| COLA     | - Cost of Living Adjustment                                                     |
| CP       | - Cerebral Palsy                                                                |
| CPES     | - Community Provider of Enrichment Services                                     |
| CPP      | - Community Placement Plan                                                      |
| CRDP     | - Community Resource Development Plan                                           |
| CSC      | - Consumer Service Coordinator                                                  |

|            |                                                                       |
|------------|-----------------------------------------------------------------------|
| CSLA       | - Community Supported Living Arrangement                              |
| CVRC       | - Central Valley Regional Center                                      |
| DAC        | - Day Activity Center                                                 |
| DCFS       | - Department of Children and Family Services (County)                 |
| DD         | - Developmental Disabilities                                          |
| DD Council | - State Council on Developmental Disabilities                         |
| DDS        | - Department of Developmental Services (State)                        |
| DHCS       | - Department of Health Care Services                                  |
| DHS        | - Department of Health Services (State)                               |
| DOE        | - Department of Education (State and Federal)                         |
| DOF        | - Department of Finance                                               |
| DOH        | - Department of Health                                                |
| DOR/DR     | - Department of Rehabilitation                                        |
| DPSS       | - Department of Public Social Services (County)                       |
| DRC        | - Disability Rights California (formerly Protection & Advocacy, Inc.) |
| DSM        | - Diagnostic and Statistical Manual of Mental Disorders               |
| DSP        | - Direct Support Professional                                         |
| DSS        | - Department of Social Services (State)                               |
| DOR        | - Department of Rehabilitation (State)                                |
| DRC        | - Disability Rights California (formerly Protection & Advocacy)       |
| DTT        | - Discrete Trial Training                                             |
| DVU        | - Disability Voices United                                            |
| EBSH       | - Enhanced Behavioral Support Home                                    |
| ECF        | - Exceptional Children's Foundation                                   |
| EDD        | - Employment Development Department (State)                           |
| EDMS       | - Electronic Document Management System                               |
| ELARC      | - Eastern Los Angeles Regional Center                                 |
| EPSDT      | - Early and Periodic Screening, Diagnosis, and Treatment              |
| FACT       | - Foundation for Advocacy, Conservatorship, and Trust of CA           |
| FCPP       | - Family Cost Participation Program                                   |
| FDC        | - Fairview Developmental Center                                       |
| FEMA       | - Federal Emergency Management Assistance                             |
| FETA       | - Family Empowerment Team in Action                                   |
| FHA        | - Family Home Agency                                                  |
| FMS        | - Financial Management Service                                        |
| FNRC       | - Far Northern Regional Center                                        |
| FSA        | - Flexible Spending Account                                           |

|           |                                                                    |
|-----------|--------------------------------------------------------------------|
| GGRC      | - Golden Gate Regional Center                                      |
| HCBS      | - Home and Community Based Services (Waiver)                       |
| HCFA      | - Health Care Financing Administration (now called CMMS)           |
| HIPAA     | - Health Insurance Portability and Accountability Act              |
| HOPE      | - Home Ownership for Personal Empowerment                          |
| HRC       | - Harbor Regional Center                                           |
| HUD       | - Housing and Urban Development (Federal)                          |
| ICB Model | - Individualized Choice Budget Model                               |
| ICC       | - Inter-agency Coordinating Council                                |
| ICC       | - Integrated Community Collaborative/Intregadoras                  |
| ICF       | - Intermediate Care Facility                                       |
| ICF/DD    | - Intermediate Care Facility/Developmentally Disabled              |
| ICF/DD-H  | - Intermediate Care Facility/Developmentally Disabled-Habilitative |
| ICF/DD-N  | - Intermediate Care Facility/Developmentally Disabled-Nursing      |
| ICF/SPA   | - Intermediate Care Facility/State Plan Amendment                  |
| IDEA      | - Individuals with Disabilities Education Act                      |
| IDEIA     | - Individuals with Disabilities Education Improvement Act          |
| IDP       | - Individual Development Plan                                      |
| IDT       | - Inter-disciplinary Team                                          |
| IEP       | - Individual Educational Plan                                      |
| IFSP      | - Individual Family Service Plan                                   |
| IHP       | - Individual Habilitation Plan                                     |
| IHSS      | - In-Home Supportive Services                                      |
| ILC       | - Independent Living Center                                        |
| ILS       | - Independent Living Services                                      |
| IMD       | - Institutes of Mental Disease                                     |
| IPP       | - Individual Program Plan                                          |
| IRC       | - Inland Regional Center                                           |
| ISP       | - Individual Service Plan                                          |
| KRC       | - Kern Regional Center                                             |
| LACHD     | - Los Angeles County Health Department                             |
| LACDMH    | - Los Angeles County Department of Mental Health                   |
| LACTC     | - Los Angeles County Transportation Commission                     |
| LADOT     | - Los Angeles Department of Transportation (City)                  |
| LAUSD     | - Los Angeles Unified School District                              |



|           |                                                                                  |
|-----------|----------------------------------------------------------------------------------|
| LCSW      | - Licensed Clinical Social Worker                                                |
| LDC       | - Lanterman Developmental Center                                                 |
| LEA       | - Local Education Agency                                                         |
| LICA      | - Local Interagency Coordination Area                                            |
| LRC       | - Lanterman Regional Center                                                      |
| MCH       | - Maternal and Child Health                                                      |
| MFCC      | - Marriage, Family and Child Counselor                                           |
| MHRC      | - Mental Health Rehabilitation Center                                            |
| MMIS      | - Medicaid Management Information System                                         |
| MSW       | - Masters in Social Work                                                         |
| NADD      | - National Association for the Dually Diagnosed                                  |
| NASDDDS   | - National Association of State Directors of Developmental Disabilities Services |
| NBRC      | - North Bay Regional Center                                                      |
| NLACRC    | - North Los Angeles County Regional Center                                       |
| OAH       | - Office of Administrative Hearings                                              |
| OCRA      | - Office of Client Rights Advocacy                                               |
| OPS       | - Operations funds (for Regional Centers)                                        |
| OSEP      | - Office of Special Education Programs                                           |
| OSERS     | - Office of Special Education and Rehabilitative Services                        |
| OSHA      | - Occupational Safety and Health Administration                                  |
| OT        | - Occupational Therapy                                                           |
| PAI       | - Protection and Advocacy, Inc. (now called Disability Rights CA)                |
| PDD       | - Pervasive Developmental Disorder                                               |
| PDC       | - Porterville Developmental Center                                               |
| PDF       | - Program Development Fund                                                       |
| PEP       | - Purchase of Service Expenditure Projection (formerly SOAR)                     |
| PEPRA     | - Public Employees' Pension Reform Act                                           |
| PERS      | - Public Employees' Retirement System                                            |
| PET       | - Psychiatric Emergency Team                                                     |
| PIP       | - Paid Internship Program                                                        |
| PL 94-142 | - Public Law 94-142 (Right to Education Bill)                                    |
| PMRT      | - Psychiatric Mobile Response Team                                               |
| POLST     | - Physician Orders for Life-Sustaining Treatment                                 |
| POS       | - Purchase of Services funds (for Regional Centers)                              |
| PRMT      | - Post-Retirement Medical Trust                                                  |

|        |                                                           |
|--------|-----------------------------------------------------------|
| PRRS   | - Prevention Resources and Referral Services              |
| PRUCOL | - Permanently Residing in the U.S. Under Color of the Law |
| PT     | - Physical Therapy                                        |
| QMRP   | - Qualified Mental Retardation Professional               |
| RC     | - Regional Center                                         |
| RCEB   | - Regional Center of the East Bay                         |
| RCFE   | - Residential Care Facility for the Elderly               |
| RCOC   | - Regional Center of Orange County                        |
| RCRC   | - Redwood Coast Regional Center                           |
| RDP    | - Resource Development Plan                               |
| RFP    | - Request for Proposals                                   |
| RRDP   | - Regional Resource Development Project                   |
| RSST   | - Residential Service Specialist Training                 |
| SARC   | - San Andreas Regional Center                             |
| SB     | - Senate Bill (State)                                     |
| SCDD   | - State Council on Developmental Disabilities             |
| SCIHLP | - Southern CA Integrated Health and Living Project        |
| SCLARC | - South Central Los Angeles Regional Center               |
| SDRC   | - San Diego Regional Center                               |
| SDC    | - Sonoma Developmental Center                             |
| SDP    | - Self-Determination Program                              |
| SDS    | - Self-Directed Services                                  |
| SEIU   | - Service Employees' International Union                  |
| SELPA  | - Special Education Local Plan Area                       |
| SG/PRC | - San Gabriel/Pomona Regional Center                      |
| SLS    | - Supported Living Services                               |
| SMA    | - Schedule of Maximum Allowances (Medi-Cal)               |
| SNF    | - Skilled Nursing Facility                                |
| SOAR   | - Sufficiency of Allocation Report (see PEP)              |
| SOCCO  | - Society of Community Care Home Operators                |
| SPA    | - State Plan Amendment                                    |
| SRF    | - Specialized Residential Facility                        |
| SSA    | - Social Security Administration                          |
| SSDI   | - Social Security Disability Insurance                    |
| SSI    | - Supplemental Security Income                            |
| SSP    | - State Supplementary Program                             |

- TASH - The Association for the Severely Handicapped
- TCRC - Tri-Counties Regional Center
  
- UAP - University Affiliated Program
- UCI - Unique Client Identifier
- UCP - United Cerebral Palsy
- UFS - Uniform Fiscal System
  
- VAC - Vendor Advisory Committee
- VIA - Valley Industry Association (Santa Clarita Valley)
- VICA - Valley Industry & Commerce Association (San Fernando Valley)
- VMRC - Valley Mountain Regional Center
  
- WAP - Work Activity Program
- WIOA - Workforce Innovation and Opportunity Act

[alphabetsoup] January 7, 2021

North Los Angeles County Regional Center

**Board of Trustees**

FY 2023-2024 Action Log

| Meeting Date | Subject                                                                                                                                                                                                                  | Action Text                                                                                                                    |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 08/09/23     | <b>Item 6B:</b> Consent Item<br>Approval of Minutes of 6/14/23 Meeting                                                                                                                                                   | <b>M/S/C</b> (Cathy/Andrew) To approve the Minutes of the June 14 <sup>th</sup> meeting. Approved.                             |
|              | <b>8. Committee Action Items</b><br><b>A.</b> Approval of Draft FY23-24 Critical Calendars for Vendor Advisory Committee, Admin Affairs & Executive Committee (revised), and Board of Trustees Ana Quiles <i>(Pg.18)</i> | <b>M/S/C</b> (George/Brian) Motion approved for changes to Critical Calendars                                                  |
|              | <b>8. B. Committee Action Items</b><br>Consumer Services Committee – Rosie Sigala<br>1. Approval of Amendment to NLACRC Service Standards - Case Finding and Public Information Service Standard <i>(Page 32)</i>        | <b>M/S/C</b> (Rosie/George) Motion approved.                                                                                   |
|              | <b>8C. Administrative Affairs Committee - 1.</b> Approval of Contracts<br><b>a.</b> PathPoint PL2205-076 – New Vendorization <i>(Attachment #1)</i>                                                                      | <b>M/S/C</b> (L. Martinez/B. Gatus) All contracts Items 8A – G. Motion to approve all seven contracts (7). Contracts approved. |
|              | <b>C 1. g.</b> Softchoice Microsoft Licensing Agreement <i>(Attachment #2)</i>                                                                                                                                           | <b>M/S/C</b> (A. Ramirez/C. Blin) Operation motion to approved. Approved.                                                      |

|  |                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                 |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>8E. Executive Committee – Ana Quiles</b><br/> <b>1. AB 1147 Letter of Support</b></p>                                                         | <p><b>M/S/C</b> (L. Garcia/G. Alvarado) Motion to approve the Letter of Support</p>                                                                                                                                                                                                                                                                                                             |
|  | <p><b>8E 2. Proposed Primary Activities for FY23-24 – Board</b></p>                                                                                 | <p><b>M/S/C</b> (A. Garcia/L. Garcia) Motion to approve the document of primary activities. Approved.</p>                                                                                                                                                                                                                                                                                       |
|  | <p><b>8E 3. FY 2022-23 Board vs Expenditures</b> (<i>Attachment #3 pg.1</i>)</p>                                                                    | <p><b>M/S/C</b> (N. Abrahms/G. Alvarado) Motion to approve expenditures. Approved.</p>                                                                                                                                                                                                                                                                                                          |
|  | <p><b>8E 4. FY 2023-24 Board vs Expenditures -</b> (<i>Attachment #3 pg.2</i>)</p>                                                                  | <p><b>M/S/C</b> (N. Abrahms/G. Alvarado)</p>                                                                                                                                                                                                                                                                                                                                                    |
|  | <p><b>8E 5. FY23-24 Board Goals</b></p>                                                                                                             | <p><b>M/S/C</b> (Lety/Andrew) Executive Committee to present to the board at the next meeting<br/> <b>ACTION 1:</b> Committee will be presenting a concise “Goals” at the next Board Meeting.</p> <ul style="list-style-type: none"> <li>• <b>Primary Goals</b></li> <li>• <b>Public relations</b></li> <li>• <b>Educating families</b></li> <li>• <b>Employment &amp; retention</b></li> </ul> |
|  | <p><b>9. Executive Director’s Report – Ruth Janka</b> (<i>Attachment #4</i>)</p>                                                                    | <p><b>M/S/C</b> ( / )<br/> Ruth Janka shared (attachment #4) Many services were shared, implementing services<br/> <b>ACTION 2:</b> Board Support to add this discussion to the Admin agenda for the next meeting</p>                                                                                                                                                                           |
|  | <p><b>10. Self-Determination Program (SDP) Report – Gabriela Eshrati</b> (<i>Page 67</i>) <b>A. SDLVAC Liaison June Report</b> (<i>Page 72</i>)</p> | <p><b>M/S/C</b> ( / ) In search of the Board Member liaison. FMS provider list needs to be updated, columns to add for clarity. Updated.<br/> <b>ACTION 3:</b> Gabby to update the Provider List with updated information to be included as next month’s meeting.</p>                                                                                                                           |
|  | <p><b>20. Vendor Advisory Committee – Suad Bisogno</b><br/> C. Committee Priorities &amp; Goals</p>                                                 | <p><b>ACTION 4:</b> VAC Committee to finalize their goals for presentation to the board at board next meeting.</p>                                                                                                                                                                                                                                                                              |

|                        |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <p><b>21. Public Input</b></p>                                                           | <p>There was public information regarding Respite.</p> <p>Consumer commented ILS services regarding time recording &amp; summaries. Not sure how they're reporting/utilizing her hours? Without signing, you can't know what's happening. Attends the CAC (bylaws). Monitoring hours is an issue.</p> <p>AB1147 – thank you for supporting this.</p> <p>Liaison with New Horizons once had paperwork, now it's electronic sign-in with IL staff, they can log in on their phones.</p> |
| <p><b>09/13/23</b></p> | <p><b>6. Consent Item</b><br/>A. Approval of Agenda (<i>Page 4</i>)</p>                  | <p>There were 3 revisions to the agenda:</p> <p>Item B. - Personnel, was added under Item 7. Executive Session</p> <p>Item E 1. -Approval of Committee Priorities Issues, under Vendor Advisory Committee was deferred.</p> <p>Item 8. Presentation of DDS Contract for FY23-24 was deferred.</p> <p><b>M/S/C</b> (A. Ramirez/C. Wang) To approve the meeting agenda as revised.</p>                                                                                                  |
|                        | <p><b>6. Consent Item</b><br/>B. Approval of Minutes from the August 9, 2023 Meeting</p> | <p>This item was deferred</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                        | <p><b>7. Executive Session</b></p>                                                       | <p><b>M/S/C</b> (G. Alvarado/C. Wang) To enter the Executive Session at 6:51 pm</p> <p><b>M/S/C</b> (A. Ramirez/C. Wang) To exit the Executive Session at 6:51 pm</p>                                                                                                                                                                                                                                                                                                                 |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|  | <p>9. Committee Action Item</p> <p>A. Executive Committee</p> <p>1. Approval of Changes of Board Master Calendar (Page 8)</p> <p>2. Approval of FY 2023-24 Annual Board Training Plan - (Page 20)</p> <p>3. Approval of FY 2023-24 Board Goals (Page 21)</p> <p>4. Approval to Suspend SDP Board Liaison Position for FY23-24</p> <p>B. Consumer Services Committee</p> <p>1. Approval of Amendment to NLACRC Service Standards: Early Start IDEA Part C in the Case Finding &amp; Public Information section of the Service Standards. (Page 29)</p> | <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve the Board Master Calendar as presented.</p> <p><b>M/S/C</b> (G. Alvarado/R. Sigala) To approve the Board Training Plan as presented.</p> <p><b>ACTION:</b> Follow up with NLA Staff to discuss resources for First Air/CPR/AED Hands on training and follow up with George Alvarado and Nicholas Mendoza. (Ruth Janka)</p> <p><b>M/S/C</b> (R. Sigala/G. Alvarado) To approve the Board Goals as presented.</p> <p><b>M/S/C</b> (G. Alvarado/R. Sigala) To approve the recommendation to suspend the Board Liaison Position for FY23-24.</p> <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve the Service Standards as revised</p> |
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|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>2.Approval of Committee Priorities for FY 2023-24 (Page 41)</p> <p>D. Government &amp; Community Relations Committee<br/>1. Approval of the Legislative Priorities for FY 2023-24 (Page 42)</p> <p>F. Nominating Committee<br/>1. Nomination of New Board Members</p> <p>G. Strategic Planning Committee<br/>1. Approval of Revised Critical Calendar for FY 2023-24</p> | <p><b>M/S/C</b> (G. Alvarado/R. Sigala) To approve the Consumers Services Committee Priorities as presented.</p> <p><b>ACTION:</b> Revise the Legislative Priorities to include changes to verbiage “Engage the community to support legislation for mental health and competitive integrated employment” (Lilliana Windover)</p> <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve the Legislative Priorities as revised.</p> <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve all of the proposed Board Members as presented.</p> <p><b>ACTION:</b> Revise the Strategic Planning Committee Critical Calendar to include:</p> <ul style="list-style-type: none"> <li>- Addition of a Survey Review to the January Meeting to review data from Kinetic Flow.</li> <li>- Add an RFP for Employee Satisfaction Survey to November meeting</li> </ul> <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve the revised Strategic Planning Committee Calendar as revised</p> |
|  | <p>10. Executive Director’s Report</p>                                                                                                                                                                                                                                                                                                                                      | <p><b>ACTION:</b> Include a monthly HR report that shows vacancies vs. positions filled (Ruth Janka)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



|  |                  |                                                                                                                                                                                 |
|--|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                  |                                                                                                                                                                                 |
|  | 23. Public Input | <b>ACTION:</b> Follow up with Curtis Wang and George Alvarado regarding transportation to the in-person Board Meeting, Curtis and George to email Board Support (Board Support) |

| Meeting Date | Subject                                                          | Action Text                                                                                                                                                           |
|--------------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11/8/23      | 7. Consent Items                                                 |                                                                                                                                                                       |
|              | A. Approval of Agenda                                            | <b>M/S/C</b> (G. Alvarado/C. Wang) To approve the agenda as revised.                                                                                                  |
|              | B. Approval of Minutes from the August 9, 2023 Meeting Minutes   | This item was deferred<br><b>ACTION:</b> Confirm the attendance for the October 11th meeting and revise meeting attendance as appropriate. (Ruth Janka/Board Support) |
|              | B. Approval of Minutes from the October 11, 2023 Meeting Minutes | <b>M/S/C</b> (D. Coe/B. Gatus) To approve the meeting minutes as presented.                                                                                           |
|              | 8. Presentation of Exec. Dir. Evaluation Process                 | <b>M/S/C</b> (G. Alvarado/B. Gatus) To approve the Executive Director Timeline as presented.                                                                          |

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|  | <p>9. Committee Action Items</p> <p>A. Executive Committee</p> <p>1. Proposed Amendment to Bylaws</p><br><p>2. ARCA Membership Agreement Form</p> <p>B. Administrative Affairs Committee</p> <p>1. Board Resolution for Workers' Comp Insurance</p> <p>F. Strategic Planning Committee</p> <p>1. SPC Critical Calendar</p><br><p>2. Employee Satisfaction RFP</p> | <p><b>ACTION:</b> To clarify with NLA legal counsel and to revise the information in each committee section to include the same verbiage regarding how elections are conducted, to be presented and voted on at January Board Meeting. (Ruth Janka/Board Support)</p><br><p><b>ACTION:</b> Follow up with NLA legal counsel to review Section 11 of the agreement and clarify the statement regarding class action lawsuits. (Ruth Janka)</p><br><p><b>M/S/C (L. Martinez/D. Coe) To approve the Board Resolution as presented.</b></p><br><p><b>M/S/C (G. Alvarado/C. Blin) To approve the Critical Calendar as presented.</b></p><br><p><b>M/S/C (G. Alvarado/C. Wang) To approve the RFP as</b></p> |
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|  |                                     | presented.                                                                                                                                             |
|  | 10. Executive Session               | M/S/C (L. Martinez/B. Gatus) To enter the Executive Session at 7:36 pm.<br><br>M/S/C (G. Alvarado/J. Koster) To exit the Executive Session at 7:57 pm. |
|  | <b>Meeting adjourned at 8:42 pm</b> |                                                                                                                                                        |

| Meeting Date | Subject                           | Action Text                                                                                                                                      |
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| 1/10/24      | 3. Closed Session<br>A. Personnel | M/S/C (R. Sigala/G. Alvarado) To exit the Closed Session at 6:33 pm.<br><br>M/S/C (R. Sigala/G. Alvarado) To exit the Closed Session at 6:33 pm. |

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| <p><b>7. Consent Items</b></p> <p>A. Approval of Agenda</p> <p>B. Approval of Minutes from the November 8<sup>th</sup> Meeting</p>                    | <p>M/S/C (G. Alvarado/B. Gatus) To approve the meeting agenda as presented.</p> <p>M/S/C (D. Coe/B. Gatus) To approve the meeting minutes as presented.</p>                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>9. Account Authorized Signer Changes</b></p>                                                                                                    | <p>M/S/C (G. Alvarado/B. Gatus) To approve the resolutions as presented.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>10. Approval of Contracts</b></p> <p><b>11. Government and Community Relations Committee</b></p> <p><b>A. Board Advocacy One-Page Sheet</b></p> | <p>M/S/C (G. Alvarado/L. Martinez) To approve the contracts as presented.</p> <p>M/S/C (G. Alvarado/R. Sigala) To approve the Board Advocacy One-Sheet as presented.</p> <p>M/S/C (D. Coe/A. Ramirez) To approve a revision of the Board Member Responsibilities Policy to include a requirement or Board Members to include contacting their Assemblyperson and Senator at least once a year.</p> <p><b>ACTION ITEM:</b> Draft a revision of the Board Member Responsibilities Policy to include the legislative advocacy requirement. (Board Support)</p> |

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|  | <p>12. Committee Action Items</p> <p>A.Executive Committee</p> <p>2. Proposed Update to Board Meeting Schedule</p> <p>B.Nominating Committee</p> <p>1.Nomination of New Board Members</p> <p>2.Updated Board Roster and Committee List</p> | <p>M/S/C (G. Alvarado/A. Rodriguez) To approve the Board Meeting Schedule as Presented and to include the allowance of extra time for Closed Sessions on an as needed basis.</p> <p>M/S/C (G. Alvarado/A. Ramirez) To approve the Board Nominees as presented.</p> <p>M/S/C (G. Alvarado/L. Martinez) To approve Cristina Preuss as a member of the Strategic Planning Committee.</p> <p>M/S/C (G. Alvarado/A. Ramirez) To approve the Board Roster and Committee List with the noted revisions.</p> <p>ACTION ITEM: Revise Committee List to reflect 2 open positions for Board Membership and to remove Ruth Janka from the PRMT Committee List. (Board Support)</p> |
|  | <p>13. Executive Director’s Report</p> <p>Organizational Chart</p>                                                                                                                                                                         | <p>ACTION ITEM: Draft an updated Organizational Chart for review at</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|                                             |                           | <p>the next Administrative Affairs Meeting, (Board Support)</p> <p>ACTION ITEM: Connect Kimberly Visokey with Amy Westerling at ARCA to discuss ARCA Meeting Link and agenda (Ruth Janka)</p>                                                                                                                                                                                                                  |
| 16. Administrative Affairs Committee        | C.Special Meeting Request | <p>M/S/C (G. Alvarado/B. Gatus) To add a meeting for the Administrative Affairs Committee on Tuesday, January 23<sup>rd</sup>.</p> <p>ACTION ITEM: To finalize the agenda for the January 23 Admin Affairs meeting for posting on January 16, 2024. (Board Support)</p> <p>M/S/C (G. Alvarado/B. Gatus) To add an agenda item to the January 23<sup>rd</sup> Meeting regarding Meeting Date and Frequency.</p> |
| 18. Consumer Services Committee             |                           | M/S/C (G. Alvarado/B. Gatus) To add an agenda item to the next Consumer Services Meeting regarding Social Rec Reimbursement Delays                                                                                                                                                                                                                                                                             |
| 19. Executive Committee                     | E.Next Meeting            | M/S/C (G. Alvarado/L. Martinez) To change the time of the Executive Committee Meeting to 6:00 pm on January 25 <sup>th</sup> .                                                                                                                                                                                                                                                                                 |
| 23. Post Retirement Medical Trust Committee |                           | M/S/C (G. Alvarado/L. Martinez) To cancel the January 25 <sup>th</sup> meeting due to the need for more information to review the agenda items.                                                                                                                                                                                                                                                                |
| 27. Public Input                            |                           | ACTION: Connect with Curtis Wang regarding Volunteering or the Workshop being held on February 24. (Kimberly Visokey)                                                                                                                                                                                                                                                                                          |

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|                     |                                                                                                                                    | <p>ACTION: Update the Upcoming Meeting List to include the Recruitment and Negotiating Committees (Board Support)</p> <p>ACTION: Update the Board Attendance Martrix to reflect the rolling of the year. (Board Support)</p> |
|                     | <b>Meeting adjourned at 8:04 pm</b>                                                                                                |                                                                                                                                                                                                                              |
| <b>Meeting Date</b> | <b>Subject</b>                                                                                                                     | <b>Action Text</b>                                                                                                                                                                                                           |
| 2/14/2024           | <p><b>3. Closed Session</b></p> <p><b>A. Personnel</b></p>                                                                         | <p>M/S/C (C. Wang/N. Abrahms) To enter the Closed Session at 6:04 pm.</p> <p>M/S/C (G. Alvarado/B. Gatus) To exit the Closed Session at 6:38 pm.</p>                                                                         |
|                     | <p><b>7. Consent Items</b></p> <p>A. Approval of Agenda</p> <p>B. Approval of Minutes from the November 8<sup>th</sup> Meeting</p> | <p>M/S/C (G. Alvarado/A. Ramirez) To approve the meeting agenda as revised.</p> <p>M/S/C (G. Alvarado/D. Coe) To approve the Minutes as presented.</p>                                                                       |
|                     | <b>8. Committee Action Items</b>                                                                                                   |                                                                                                                                                                                                                              |

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| <p>A. Government and Community Relations</p> <p>B. Bylaws</p> <p>D. Nominating Committee</p> | <p>M/S/C (A. Ramirez/L. Martinez) To approve the events as presented.</p> <p>M/S/C (L. Martinez/G. Alvarado) To approve the 2 requested revisions to CAC Committee and Board Member Meeting attendance to the bylaws and to create an Ad Hoc Committee of Board Members to review the remaining Bylaw revisions. Motion amended.</p> <p>M/S/C (L. Martinez/B. Gatus) To approve the 2 requested revisions to CAC Committee and Board Member Meeting attendance sections of the Bylaws.</p> <p>M/S/C (L. Martinez/G. Alvarado) To approve the creation of an Ad Hoc Committee of Board Members to review the remaining Bylaw revisions. The motion did not pass with oppositions from L. Martinez, A. Ramirez, B. Gatus, J. Hernandez, C. Blin, N. Abrahms, G. Alvarado, A. Rodriguez, V. Seda, D. Coe, R. Sigala, A. Quiles and 2 abstentions from S. Bisogno and J. Koster</p> <p><b>M/S/C</b> (B. Gatus/G. Alvarado) To approve the delegation of the review of remaining Bylaw revisions to the Executive Committee and to add a standing agenda item to the Board Meeting agenda on updates to the Bylaw review. The motion passed with 2 oppositions from S. Brunjes and L. Garcia</p> <p>M/S/C (D. Coe/G. Alvarado) To add the review of Board President Term Limits to the Bylaw Board review. The motion passed with 1 opposition from L. Garcia.</p> <p>M/S/C (G. Alvarado/ C. Wang) To approve the Certificate of Return or Destruction of Confidential Information Form as presented.</p> |
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|                     | E. Strategic Planning Committee                                                                                        | M/S/C (G. Alvarado/ L. Martinez) To approve the Critical Calendar as presented                                                                                                 |
|                     | 12. Administrative Affairs Committee                                                                                   | M/S/C (G. Alvarado/ A. Ramirez) To approve the new date for this meeting to be February 27, 2024.<br><br>ACTION ITEM: Update the Committee Meeting Information (Board Support) |
|                     | <b>Meeting adjourned at 8:34 pm</b>                                                                                    |                                                                                                                                                                                |
| <b>Meeting Date</b> | <b>Subject</b>                                                                                                         | <b>Action Text</b>                                                                                                                                                             |
| 3/13/2024           | 3. Closed Session<br><br>A. Personnel                                                                                  | M/S/C (C. Wang/N. Abrahms) To enter the Closed Session at 6:04 pm.<br><br>M/S/C (G. Alvarado/B. Gatus) To exit the Closed Session at 6:38 pm.                                  |
|                     | 7. Consent Items<br><br>A. Approval of Agenda<br><br>B. Approval of Minutes from the February 14 <sup>th</sup> Meeting | M/S/C (G. Alvarado/B. Gatus) To approve the meeting agenda as presented.<br><br>M/S/C (A. Ramirez/B. Gatus) To approve the Minutes as presented.                               |

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|  | <p>8. Lindquist, Von Husen &amp; Joyce<br/>Presentation – NLA’s FY22-23 Audited<br/>Financial Statements</p> <p>Closed Session</p>                                                  | <p>M/S/C (G. Alvarado/L. Martinez) To enter the Closed Session at 7:12 pm.</p> <p>M/S/C (G. Alvarado/L. Martinez) To exit the Closed Session at 7:21 pm.</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the Auditor’s Report as presented.</p>                                                                                                                                                                       |
|  | <p>9. Action Item</p> <p>A To Approve revisions to CAC Chair,<br/>Attendance Policy and Term of Office<br/>sections to the Bylaws</p>                                               | <p>M/S/C (G. Alvarado/J. Hernandez) To approve the revisions to the noted sections of the bylaws as presented.</p>                                                                                                                                                                                                                                                                                                       |
|  | <p><b>10. Committee Action Items</b></p> <p><b>A. Administrative Affairs</b></p> <p>Approval of Revised Meeting Schedule<br/>and Critical Calendar</p> <p>Approval of Contracts</p> | <p>M/S/C (G. Alvarado/B. Gatus) To approve the Meeting Schedule and Critical Calendar as revised.</p> <p>ACTION: To revise the Meeting Schedule and Critical Calendar to include an update to the independent audit in September. (Board Support)</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve Contracts A and B as presented. The motion passed with 3 abstentions from A. Quiles, R. Sigala and L. Martinez.</p> |

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|  | <p>Approval of Salary Schedule Website Posting</p> <p><b>B. Government and Community Relations</b></p> <p>Candidate Forum</p> <p>Consumer Legislative Advocacy Training</p> <p><b>C. Executive Committee</b></p> <p>Board/Staff Interaction Policy</p> <p>Board Members Responsibilities Policy</p> <p><b>D. Nominating Committee</b></p> <p>Chair Alternate Policy</p> | <p>M/S/C (G. Alvarado /N. Abrahms) To approve Contracts C - K, as presented.</p> <p>M/S/C (J. Hernandez/L. Martinez) To approve the posting of the NLA Salary Schedule as presented.</p> <p>ACTION: To reach out to former candidates who declined positions because of pay rate to discuss salary increase. (Parita Burmee)</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the coordination of a Candidate Forum for Fall 2024 as presented.</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the coordination of a Consumer Legislative Advocacy Training as presented.</p> <p>ACTION: To revise the Board/Staff Interaction policy to include a note about 4731 as discussed. (Board Support)</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the Board/Staff Interaction Policy as revised.</p> <p>M/S/C (J. Hernandez/R. Sigala) To approve the Board Responsibilities Policy as presented.</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the Chair</p> |
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|  | <p><b>Board Self-Evaluation Tool</b></p> <p><b>E. Consumer Services Committee</b></p> <p>Proposed Service Standards</p> | <p>Alternate Policy as presented.</p> <p>M/S/C (G. Alvarado/J. Hernandez) To approve the Board Source Self-Evaluation tool as presented.</p> <p>M/S/C (L. Garcia/G. Alvarado) To create a process for a required Board President Evaluation.</p> <p>The motion did not pass with the following outcome:</p> <p>Approve: L. Garcia, C. Blin, N. Abrahms, A. Hurst, J. Koster</p> <p>Oppose: A. Quiles, D. Coe, R. Sigala, L. Martinez, B. Gatus, A. Ramirez, A. Hernandez, J. Hernandez, J. Henry, V. Seda, G. Alvarado</p> <p>Abstention: S. Bisogno</p> <p>M/S/C (R. Sigala/G. Alvarado) To approve the Service Standards submission to DDS.</p> |
|  | <p>18. Recruitment Committee</p>                                                                                        | <p>M/S/C (J. Hernandez/B. Gatus) To waive the Attendance Bylaws for the members of the Recruitment Committee due to the frequency of meetings</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|  | <p>19. Government and Community Relations</p>                                                                           | <p>M/S/C (D. Coe/C. Blinn) To approve thank-you notes or handmade cards to be taken to Assemblyman Lackey.</p> <p>ACTION: Board Members who would like to create a card for Assemblyman Lackey, to contact Board Support.</p>                                                                                                                                                                                                                                                                                                                                                                                                                     |
|  | <p>27. Adjournment</p>                                                                                                  | <p>Meeting adjourned at 8:41 pm</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |