

**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 **May 10, 2023**

Trustees Present

Ana Quiles
David Coe
Leticia Garcia
George Alvarado
Andrew Ramirez
Jordan Feinstock
Nicholas Abrahms
Rocio Sigala
Sharmila Brunjes
Suad Bisogno
Cathy Blin
Sylvia Brooks- Griffin
Lillian Martinez
Brian Gatus
Alma Rodriguez

Trustees Absent

Guests Present

Lia Cervantes Lerma - SCDD
Richard Dier - SDLAC
Nancy Gallardo – Interpreter
Lucy Paz - Interpreter
Jasmine Barrios- Minutes Services
Lori Walker - SDLAC
Scott Seamands - Lindquist
Perla Zuniga - DDS
Amparo Dallas
Suzanne Paggi
Curtis Wang
Jonathan Rosenberg
Yemi Robinson
Shay (No last name given)
Sheila King
Anna Coleman Hurst- Board Nominee
Over 150 NLA staff members

Staff Present

Ruth Janka
Vini Montague
Lizeth Chavez
Lilliana Windover
Cristina Preuss
Anna Whitlock
Donna Rentsch
Chris Whitlock
Arsholous Garlanian
Gabriela Eshrati
Denise Juarez
Evelyn McOmie
Hailey Lauderdale

1. Call to Order & Welcome – Ana Quiles, Board President

Ana called the meeting to order at 6:30 p.m.

2. Housekeeping

A. Spanish Interpretation Available

Ana informed attendees that instructions for Spanish Interpretation in are located the chat.

B. Public Attendance

Ana asked public attendants are to notate their name and agency in the chat.

C. Board Support Updates

Board Evaluations will be sent to the Board Members within the coming weeks to capture feedback on how to improve the Member experience.

3. Board Member Attendance – Lizeth Chavez, Executive Administrative Assistant

Lizeth Chavez took attendance of Board Members; a quorum was present.

4. Introductions

A. Jordan Feinstock, Board Member

Jordan deferred his introduction

B. Chris Whitlock, Public Information Supervisor

Chris serves as the Public Information Supervisor, a role he has held since December 2022. Chris is married and has 2 sons. He is also the eldest of 3 children, one of his sisters is a consumer. His experiences with his sister is a driving force in his interest in the disability community. He has previously held positions in the media, film and marketing fields. He Worked in NLA’s publications department from 2007 to 2014 and later returned to NLA in his current role. Chris

thanked the Board for their dedication, his NLA colleagues for their support and the consumers and families, to whom he is committed to serving.

5. Public Input

Ana addressed an issue that was raised at a recent NLA Executive Committee Session. Her comments are as follows:

“Every staff member plays in supporting our families. We're always grateful to have our stakeholders in attendance. We understand that the strength and greatness of the regional center system is derived from collaboration of all involved in improving the lives of our consumers and families. This includes consumers, family members, providers and staff.

Based on the incredible amount of feedback we received just during yesterday's meeting, it is clear that we needed to address our community. First off, we all wanted to apologize to our regional center staff. It was clear to us that there was some confusion as to what the Board was trying to achieve and taking an action that the regional center developed. An Employee Incentive Policy with the possible addition to acknowledge the noncompliance in case load ratio for all involved in case management. One of our Board goals is to become an employer of choice and that can only happen if we're paying our staff. As much as we can and also providing the supports that they need to do the work that they do. As such, that is what led our Executive Committee members to request the development of the Employee Incentive Pay and to address the non-compliance in the case load ratio statute requirement.

The Board was able to receive legal guidance that provided other avenues to address the non-compliance and to focus on an equitable Employee Incentive Policy separately. We hope that everyone can see and experience the benefit of having this practice made into a policy that, once presented, will be in place moving forward”.

As there was much public interest in this topic, Ana noted that Public Input would be limited to 10 minutes at the beginning and end of the meeting in order to move through the agenda in a timely manner.

Jonathan Rosenberg shared that he has spent 24 years employed at NLA as a member of the Case Management Department, and states that he does not always feel incentivized to remain in his position due to more compensation and benefits elsewhere. He also mentioned that Case Management is the only department that generates revenue for NLA via Title 19. He indicated that it was not his intention to downplay the role of other departments.

Richard Dier introduced himself as the co-Chair for the Self-Determination Local Advisory Committee. He shared his personal experience after adopting his son. He also noted that the SDLAC is still interested in meeting with the Board regarding FMS Insurance Requirements.

Curtis Wang, a current Board nominee, noted to Board Support that he will be attending the Board Dinner on June 3rd. His reservation was confirmed.

Amparo Dallas shared concerns related to federal grant dollars as allocated to regional centers. She requested a meeting with NLA Leadership to further discuss. She shared her

recommendation that NLA staff consider creating an administrative position to assist the CSCs during this challenging time.

Robert Zarate, the On-Duty Specialist at the Chatsworth Office shared thoughts on behalf of the On-Duty Department. He identified the duties of the department which include: to mediate and assess the calls from the community, they are required to be on-site 5 days per week, oversee caseloads that are open and cover cases for CSCs who are on leave and more. He stated there will be close to 4,000 consumers without a dedicated CSC which is a huge concern.

Yemi Robinson, a Case Manager Supervisor at NLA stated that she does not feel that the Case Management team is not able to function without the collaboration of all the departments.

6. Consent Items

A. Approval of Agenda

Item B under Executive Session Section: Quarterly Legal Update, was made in error and was removed from the agenda.

Item G: Employee Incentive Policy was added to the Executive Committee Section of the agenda.

M/S/C (A. Ramirez/ B. Gatus) To approve the agenda as revised. The motion passed with 1 opposition from J. Feinstock

B. Approval of April 12, 2023 Board Meeting Minutes

M/S/C (A. Ramirez/C. Blinn) To approve the Minutes as presented. The motion passed with 1 opposition from J. Feinstock

7. **Lindquist Von Husen & Joyce, LLP Audited Financial Statements Presentation** - Scott Seamands, Thea Edolsa and Charlotte Tay

The team from Lindquist Von Husen & Joyce, reviewed the Independent Auditor's Report as approved by the Executive Committee. Every 5 years, NLA is required to switch independent auditors and this is the company's first audit with NLA. Scott Seamands reviewed the report as presented in the packet. He reported a "clean" audit for NLA which is a good indicator. He gave an overview of the different elements of the report which include the Statements of Financial Position, Activities, Functional Expenses, Cash Flows, Notes on Financial Statements and Supplementary information. The report also clarifies the responsibilities of NLA management and the auditing agency. Scott stated that suggestions for improvements include employee turnover, which caused a delay in the audit process which was submitted slightly late. There was also an issue regarding voided checks which was the only other opportunity for growth.

Ana added that the Board made a recommendation to add the audit dates to the Executive Committee Critical calendar as an action to remediate the delay in audit submission.

8. Executive Session

A. Executive Director Compensation

M/S/C (J. Feinstock/L. Martinez) To enter the Executive Session at 7:10 pm.

M/S/C (D. Coe/A. Ramirez) To exit the Executive Session at 7:47 pm.

9. Service Access and Equity Grant Program Awardees - Cristina Preuss

Cristina reviewed a document that outlines a list of information for the 9 grant program recipients. 1 on 1 meetings are being scheduled with each grantee and a summary of activities will be provided at the next Board Meeting.

10. Committee Action Items

A. Approval of draft FY23-24 Critical Calendars for Administrative Affairs, Consumer Services, Nominating, Strategic Planning, Vendor Advisory and Post-Retirement Medical Trusts Committees- Ana Quiles

Ana reviewed the calendars as presented in the packet. A revision was made to Executive Committee calendar to include the audit dates as previously discussed. It was also noted that April will be the new deadline for contracts due to the bimonthly format.

M/S/C (C. Blin/B. Gatus) To approve the critical calendars as presented.

B. Administrative Affairs Committee - David Coe

1. Approval of Contracts - Vini Montague

a. Master Board Resolution - Group Service Code 785

Vini reviewed the resolution as presented in the packet. The Resolution authorizes NLA to establish 3 additional subcodes, rates and payment agreements that are specific to psychological services. This will assist NLA in paying psychologists at a higher rate in accordance with the intake flow. A list of the vendors is also provided in the packet. Approval is being sought by the Board to establish 5-year contracts for the listed providers to create 3 new subcodes.

M/S/C (R. Sigala/B. Gatus) To approve the resolution Group Service Code 785 as presented

b. Naslund & Naslund Foundation (PL21324-055) pg27

Vini reviewed the contract amendment as presented in the packet. The vendor provides community integration training to adult consumers that includes, but is not limited to, assistance with acquisition, retention, or improvement in self-help, socialization and adaptive skills which take place in a nonresidential setting.

The amendment would be to add additional staffing ratios, 1:1 and 1:3, in addition to existing 1:2 staffing ratio services per program design addendum and new cost statements.

5-year contract effective: January 01, 2023 through December 31, 2028
Projected total contract amount is \$3,989,232
Projected to serve 20 consumers per month

M/S/C (D. Coe/A. Ramirez) To approve the contract as presented

c. Assurance Family Services, Inc (PL2174-055)

POS Contract – Provides Community Integration training services
5-year contract effective: June 1, 2023 through May 31, 2028
Projected total contract amount is \$6,221,339.09
Projected to serve 29 consumers per month

M/S/C (D. Coe/R. Sigala) To approve the contract as presented. The motion passed with 1 opposition from J. Feinstock

d. ESOL (HL1035-855) Contract Address Change

Vini presented this contract as presented in the packet. A new vendorization number was required due to a location address change. There are no changes to the contract from the prior authorization

POS Contract – Provides Adult Day Care services

5-year contract effective: May 1, 2023 through April 30, 2028
Projected total contract amount is \$736,336.55
Projected to serve 23 consumers per month

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

2. Authorized Officer to Secure Credit Line for FY2023-2024

Vini is working with City National Bank to increase the revolving line of credit for NLA, which is currently at \$60 million. The Board is being asked to approve an authorization for an NLA Officer to secure or renew the revolving line of credit to up to \$75 million.

3. Authorized Officer to Secure Insurance Coverage for FY2023-2024

Vini reviewed the Board Resolution to Secure Insurance Coverage as presented in the packet. The resolution would be to authorize the Executive Director, Financial Officer, Chief Consumer & Community Services Officer and the Chief Information Officer to execute insurance binders and purchase insurance for FY23-24 through Arthur J. Gallagher & Co.

4. Approval to Authorize an Officer to Make Disbursements & Execute Disbursement Instructions

This request would authorize an officer at NLA to make disbursement requests from the line of credit at City National Bank. Vini clarified that all 4 officers are listed to ensure that there is a backup for the Chief Financial Officer and Executive Director.

M/S/C (A. Ramirez/C. Blin) To approve the above listed authorizations as presented

5. Approval of ARCA Dues for FY2023-2024

Vini presented the invoice for dues in the amount of \$106,405.00. Ana requested a breakdown of what is included to NLA in exchange for such a fee for dues and after the Committee reviewed the breakdown, recommend a continuation of membership with ARCA. There is a need for more Board member training that she proposed be included as a recommendation to ARCA. The Board requested an itemized statement of the invoice for review.

M/S/C (N. Abrahms/L. Garcia) To approve the submission of a recommendation to ARCA to include Board Member Leadership training as part of the ARCA strategic plan.

M/S/C (B. Gatus/N. Abrahms) To approve the payment of dues for ARCA. The motion passed with 1 opposition from J. Feinstock

C. Consumer Services Committee – Andrew Ramirez

1. Intake Onboarding Policy Roadmap

Evelyn reviewed the policy as presented in the packet. This was drafted at the Committee's request for intake. In addition to the policy, a roadmap was created as an interactive element with short videos and links to applications. The policy includes definitions and acronyms and defines the vision of the program. The Board expressed gratitude to Evelyn and the team involved in creating this informational resource.

M/S/C (R. Sigala/J. Feinstock) To approve the Onboarding Policy and Roadmap as presented

D. Post-Retirement Medical Trust Committee – David Coe

1. Authorize Previously Approved Contribution of FY2021 Funds to CalPERS UAL to be Reallocated to Post-Retirement Medical Trust

Vini reviewed this as presented in the packet. In May 2021, NLA makes a contribution out of FY21-22 for this CalPERS. NLA is seeking approval for a contribution to PRMT instead out of the FY21-22 funds in lieu of CalPERS.

M/S/C (C. Blin/A. Ramirez) To approve recommendation as presented. The motion passed with 1 opposition from J. Feinstock

2. Authorize Encumbrance of Funds for Post-Retirement Medical Trust from FY2023 funds

The Committee is recommending the Board of Trustees to authorize the encumbrance of funds from fiscal year 2022-2023 for contribution to the Post-Retirement Medical Trust.

M/S/C (C. Blin/D. Coe) To approve recommendation as presented. The motion passed with 1 opposition from J. Feinstock

E. Nominating Committee – Lillian Martinez

1. Slate of Officers, Nominees and Re-Nominees for FY2023-24

Lillian reviewed the information as presented in the packet. Concerns were raised from Jordan Feinstock regarding his name not being noted on the list. Jordan stated that he had the understanding that he was serving a 3-year term, and never indicated that he was not interested in serving on the Board for the FY23-24, which is why is raising a concern. Board Support shared a copy of the Bylaws which indicated that Jordan is able to Self-Nominate for the Board to be added to the list. After discussion, Ana apologized to Jordan for the misunderstanding and Ruth stated that NLA will look into the situation to find a solution to this issue and that Jordan will be contacted as soon as possible.

Another revision included the removal of Andrew Ramirez from the Treasurer Officer position, and adding him to the ARCA Alternate position.

The Board will vote on the finalized list at the June Board Meeting.

F. Additional Action Items:

1. Administrative Affairs Committee – David Coe
Approval of Contracts - Vini Montague

- a. Spectrum Enterprise Contract

OPS Contract Amendment – provides internet service
Term Length: July 1, 2023, through June 30, 2026
Projected total contract amount is \$273,486.00

M/S/C (C. Blin/B. Gatus) To approve the contract as presented.
The motion passed with 1 opposition from J. Feinstock

Ana requested that operations contracts are being presented in a timelier manner in order to be vetted through the appropriate channels.

- b. Ventura Transit System- PL2178

POS Contract Amendment – provides transportation services in the San Fernando Valley
Five year contract effective June 1, 2023 through May 31, 2028.
Projected cost is \$14,760,000 (HL1018875) and \$4,428,000 (PL2178-882). Provider will phase in implementation and provide up to 20 routes after the first 4 months of service

M/S/C (L. Martinez/B. Gatus) To approve the contract as presented. The motion passed with 1 opposition from J. Feinstock

G. Employee Incentive Policy - Ruth Janka

This is an internal policy to provide an incentive for all NLA staff at the end of the FY when NLA has a surplus in operations. These incentives will be equitable across staff and will be based on the surplus amount. In addition, an allocation of overtime hours for staff will be allotted. The 1-time monetary payment for staff would be for eligible staff that have been with NLA for 90 days and will be revisited every 5 years. There is no prorated rate for

employees for years of service. In addition, every 5 years, NLA will conduct or hire an independent firm to conduct a Compensation Analysis for staff. Ana requested an update on the finalized incentive to be shared with the Board once it has been determined by NLA. It will be added to the Critical Calendar each year in May to review the incentives. As this is an internal policy, this is an information item for the Board.

M/S/C (L. Martinez/B. Gatus) To add the Incentive Review as an item to the May Critical Calendar for the Board.

11. **Executive Director's Report** - Ruth Janka

Ruth announced that NLA is partnering with DDS to pilot an e-learning program where direct service professionals are able to take up to 2 trainings and as an incentive for completion, will be eligible to receive a stipend from \$500, up to \$1000. The trainings available include Code of Ethics and Person-Centered planning, Informed Decision-Making and working with the LGBTQ+ community. Chris Whitlock is the NLA staff member who is supporting this project.

Recruitment and Retention

NLACRC's "Hop Into North LA" Career Day/Job Fair was held in the Antelope Valley at our Lancaster office on Saturday, April 29th, the Center had 91 RSVPs and 48 attendees at the event. Hiring Panels were onsite to conduct screenings of candidates; thus far 6 qualified candidates for CSC positions, 9 for Aging Adult Specialist, 32 for Office Assistants/Administrative Assistant positions, 1 for IT Specialist. Thus far, two offers made for CSC positions.

Annual Board Dinner Event – June 3, 2023

The event will be held at the Universal Sheraton, Saturday, June 3rd at 6:00 p.m. Note that while the invitation states "formal attire", which may cause some to think of floor-length dresses, evening casual clothing is appropriate. In addition to recognizing board and VAC committee members who have reached term limits, this year the Board and the Center will also recognize individuals served and their success, as well as NLACRC's tenured employees (25 years+).

Regional Center Performance Measures (RCPM) Program

The RCPM program is a voluntary program intended to achieve quality outcomes in six different areas of service delivery: Early Start, Employment, Equity and Cultural Competency, Individual and Family Experience and Satisfaction, Person-Centered Services Planning, and Service Coordination and Regional Center Operations. The most recent DDS issued guidance for Employment

Toward ensuring that people who want a job have a job, with support from regional center service providers, the Department has set a statewide goal for FY22-23 of increasing CIE placements by 20% over the number of placements in FY21-22. Given the varying status of CIE placements across the state, the department has established alternative performance targets for each regional center; either achieve the number set by DDS (which will be calibrated on a statewide goal of a 20% increase), or achieve a 5% increase in 30-day CIE placements, whichever is higher for the regional center. Regional centers may earn an increased incentive of \$50,000 for additional performance. For NLACRC, base target is 87 placements and high-performance target is 96. NLACRC's FY21-22 CIE placements was 48.

Legislation

Currently the Center's Government and Community Relations Committee is reviewing proposed legislation to identify bills for support by the Center. Some NLACRC trustees are particularly interested in AB1147, The Disability Equity and Accountability Act sponsored by Disability Voices United and the Integrated Community Collaborative, and authored by Assemblymember Dawn Addis. The bill seeks to create a more equitable, accountable and transparent system.

12. Self Determination Program (SDP) – Gabriela Eshrati
SDP Report

Gabriela reviewed the SDP Report as presented in the packet.

As of May 1st

Participants have completed Orientation: 626

Total number of budgets that are certified: 259

Total number of budgets that are in the certification process: 3

Total number of spending plans that are approved: 199

Total number of spending plans in progress: 60

Total number of PCP's completed: 225

Total number of participants that have opted out of SDP after enrolled: 2

Total number of Inter-Regional Center Transfers (out):2

Total number of participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: 199.

13. Administrative Affairs Committee -David Coe

Ana reviewed the information as presented in the packet.

A. Minutes of the April 26, 2023 Meeting – *deferred*

B. FY 2022-2023 Financial Report

C. Monthly Human Resources Reports

D. Virtual Meeting Platform for FY2023-24

E. Next Meeting Scheduled on July 26, 2023 at 6:00pm

14. Association of Regional Center Agencies - Leticia Garcia

A. ARCA Liaison Report

There is nothing to report this month

15. Consumer Advisory Committee

Ana reviewed the information as presented in the packet.

A. Minutes of the April 5, 2023 Meeting

B. Minutes of the May 4, 2023 Meeting

C. Next Meeting Scheduled on June 7, 2023 at 6:00pm

16. Consumer Services Committee – Andrew Ramirez

Ana reviewed the information as presented in the packet.

A. Minutes of the April 19, 2023 Meeting – *deferred*

B. Virtual Meeting Platform for FY2023-24

C. SIR Final Disposition Update

D. 3rd Quarter Consumer Diagnostic Report

E. 3rd Quarter Consumer Diagnostic Report by Age

F. 3rd Quarter Consumer Intake report

G. 3rd Quarter Exceptions Report

- H. 3rd Quarter Appeals Report
- I. 3rd Quarter Appeals Reports by Ethnicity/Office
- J. 3rd Quarter NOAs by Ethnicity/Location/Services & Age Range
- K. 3rd Quarter 4731 Report
- L. 3rd Quarter Community Resource Development Plan (CRDP) Report

17. **Executive Committee** – Ana Quiles
Ana reviewed the information as presented in the packet.
- A. Minutes of the April 18, 2023 Meeting
 - B. Conflict Resolution Plan for Lillian Martinez
 - C. G&C Forbes Resolution (PL2187-113)
 - D. Next meeting scheduled on May 31, 2023 at 6:00pm
18. **Government & Community Relations** – Jordan Feinstock
Ana reviewed the information as presented in the packet.
- A. Letter of Support for Senator Menjivar
 - B. Next Meeting on May 17, 2023 at 6:00pm
19. **Nominating Committee** - Lillian Martinez
Ana reviewed the information as presented in the packet.
- A. Minutes of the April 17, 2023 Meeting – *deferred*
 - B. Continued Recruitment for Board Members
20. **Post-Retirement Medical Trust Committee** – Ana Quiles
Ana reviewed the information as presented in the packet.
- A. Minutes of the April 26, 2023 Meeting – *deferred*
 - B. Statement of Current PRMT Trust Value
 - C. Statement of Current CalPERS UAL Trust Value
21. **Strategic Planning Committee**- Leticia Garcia
Ana reviewed the information as presented in the packet.
- A. Minutes of the April 3, 2023 Meeting
 - B. Minutes of May 1, 2023 Meeting – *deferred*
 - C. Virtual Meeting Platform for FY2023-24
 - D. Next Meeting Scheduled on August 7, 2023 at 6:00pm
22. **Vendor Advisory Committee** – Suad Bisogno
Ana reviewed the information as presented in the packet.
- A. Minutes of the April 6, 2023 Meeting
 - B. Minutes of the May 4, 2023 Meeting – *deferred*
23. **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 - fillable

24. **Announcements/Information/Public Input**

- A. Next Meeting: Wednesday, June 14, 2023 at 6:30pm
- B. Public Meeting Attendance
- C. Orientation of Audeterminacion, May 15th at 9:00 am
- D. FFRC Taller Avanzado IEP, May 16th and 17th at 11:00 am
- E. Work is for Everyone Training Webinar, May 17th, 24th & 31st at 3:00 pm
- F. The Regional Center Appeal Process Webinar, May 18th at 10:00 am
- G. SLS Orientation, May 18th at 3:00 pm
- H. Parent and Caregiver Summit, May 25th at 9:30 am
- I. AV Transition Resource Fair, May 25th at 6:00 pm
- J. Board Member Check-in with Executive Committee: Tuesday, May 30th at 5:00pm
- K. Annual Board of Trustees Dinner Event, Saturday, June 3, 2023 at 6:00pm
- L. Annual Board of Trustees Retreat, Saturday, July 29, 2023 at 9:00am

David Coe clarified for the NLA Staff Members that there was no department that was incentivized over another. The Incentive Policy will include a monetary payment that will be distributed to all staff. Ruth confirmed this statement and emphasized that the incentives will apply to all departments, not just one department.

Shay (No Last Name given), a Service Coordinator asked the Board and NLA staff to consider the establishment of a Service Coordinator Advisory Committee. She also shared that she has attended at least 5 Board Meetings over the last 18 months, and that she feels that a Board Officer has spoken disrespectfully to Jordan Feinstock during the Board Meetings.

Armand DesHarnais, a ceramics instructor with ADHD requested information on how he is able to teach ceramics who students who are neuro-diverse. He visited the NLA website but was not sure how to begin the process to be able to provide art therapy services to NLA consumers.

Amparo Dallas reiterated her recommendation for clerical staff to be considered to be hired to assist Service Coordinators and provided her thoughts on how families and consumers can be better helped.

Lillian Martinez added that she is the parent of a consumer and understands how the Board made the determination to provide staff with incentives and that it was in the best interest of the staff.

25. **Adjournment**

Ana Quiles, Board President, adjourned the meeting at 9:16 p.m.

Submitted by:

Hailey Lauderdale

Executive Administrative Assistant

for:

Lillian Martinez
Board Secretary

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

