

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

April 19, 2023

Present: Andrew Ramirez, Brian Gatus, Cathy Blin, George Alvarado, Nicholas Abrahms, Rocio Sigala, Sharmila Brunjes, Erica Beall – Committee Members

Lizeth Chavez, Evelyn McOmie, Vini Montague, Lilliana Windover, Cristina Preuss, Donna Rentsch, Malorie Lanthier, Donna Rentsch, Robert Dhondrup, Ruth Janka, Jose Camacho, Anjit Boyajyan, Dana Lawrence– Staff Members

Lillian Martinez - NLA Board Member, Leticia Garcia - NLA Board Member, Anthony R- Coach for George Alvarado, Jasmine Barrios- Minutes Services - Guests

Absent:

I. Call to Order & Introductions

Andrew Ramirez called the meeting to order at 6:00 pm

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda

An item was added to IV. Committee Action Item F: Intake Onboarding Policy

M/S/C (C. Blin/ R. Sigala to approve the agenda as revised

B. Approval of Minutes of February 15th Meeting

M/S/C (N. Abrahms/C. Blin) To approve the meeting minutes as presented

IV. Committee Action Items - Andrew Ramirez

A. Discussion of Meeting Schedule and Commencing Hybrid Meetings for FY23-24

The Committee was tasked on establishing the format and frequency of the

Committee Meetings for FY23-24. Cathy proposed the continuation of bimonthly meetings for the next FY.

M/S/C (R. Sigala/C. Blin) To continue meeting on a bimonthly schedule for FY23-24.

The Committee was also asked to consider hosting hybrid meetings or to continue with virtual meetings only for FY23-24. Considerations were made for both sides.

M/S/C (R. Sigala/G. Alvarado) To continue virtual meetings only for the Consumer Services Committee meetings for FY23-24.

B. Review and Approve Committee's Draft Critical Calendar for FY23-24

The bimonthly formatted Critical Calendar was reviewed as presented in the packet.

M/S/C (C. Blin/G. Alvarado) To approve the draft Critical Calendar for Board approval

C. Strategic Plan Focus Area Review

Andrew reviewed the document as presented in the packet. The areas highlighted in blue represents sections that are aligned with Consumer Services as it relates to the Strategic Plan. The Executive Board will review the noted sections along with those submitted by the other Committees for finalization. The Committee is welcomed to send Andrew any feedback in review of this document.

D. Accessibility of Consumer and Family Guides Update - Evelyn McOmie

There was a request during a previous meeting to have the Consumer and Family Guides distributed at community events. Evelyn shared that there were 2500 guides that were issued and are now polling the organization to get an accurate count as far as how many are left. It was noted that the guides are costly to produce and NLA is seeking to create these guides at a more manageable cost. In addition, virtual copies are being created as well as flyers with QR codes with access to the information.

Ruth Janka shared that the 1st 5000 copies of the guide, the cost was \$28,000 to publish. More cost-efficient options are being researched. Ruth proposed the creation of a document that explains the guide, provides ways to access the guide online for more accessibility at more reasonable costs. Anyone who is onboarded should receive a copy of the guide and anyone who did not receive one should receive a copy at their initial IPP meeting. Ruth will confirm the ordering of the guides from Robert Dhondrup. Robert stated that final quotes should be received by the end of the week to create a more cost-effective guide.

Robert will check on the bound copies to ensure that an order has been placed.

Erica Beall proposed creating infographics with the pertinent information that are distributed via email or in a designated place on the NLA website and the promotion of digital access to individuals. Ana Quiles recommended that NLA order guides in advance to ensure that they are available. It was also proposed that a unique promotion, QR code and access/information.

Rocio Sigala suggested that NLA create a flyer similar to one made by SCDD that lists their resources by categories and includes links to information in both English and Spanish. Rocio will email a copy of the form to NLA Board Support for further review. The SDP guide link would also be included on the flyer.

E. SIR Final Disposition

Evelyn shared that NLA is working on modifying the quarterly SIR report to reflect the request for a monthly SIR report to include final disposition. Ruth and Evelyn explained that there will be a delay in the monthly reporting that will push the final disposition determination past 30 days. NLA is working on manually inputting the data to be available at the June Board Meeting. It was also requested that the timing be outlined on the document to be available for Board Member review.

F. Onboarding Intake Policy

A group of nine individuals collaborated to create the Onboarding Intake Policy and a Visual Road Map that will be serving in the experience of intake and onboarding. The policy was reviewed as presented in the packet.

The policy, purpose and intent of objectives, definitions of mission, vision and values, and a glossary are included in the policy, along with a list of terms and definitions. A visual road map that highlights the steps for intake individuals. Paper copies of the road map with QR codes will be available to experience the roadmap on their phones. Two surveys were produced to be distributed: 1 that will be sent after the intake process has been completed with optional contact information space provided. Considerations for visual limitations were include. Submission can be sent physically on the pre-stamped post card via USPS or the survey can be taken online through the QR code. After they receive an IPP/IFSP, a similar survey will be sent to receive feedback on timing and what the experience was throughout the process.

Ana thanked Evelyn and the entire workgroup to develop this policy and

expand the resource for better accessibility that she feels could be a template for other regional centers to use. She proposed a policy that would highlight respite, childcare and behavioral interventions. In addition, timing and deadlines should be outlined in the policy on how soon services need to be authorized based on the bandwidth of NLA's staff. The suggestion was made to change Objective D to become Objective E and to add a section to include the family support assessment to be included in the IPP planning process to include the top POS services at that time which is currently: personal assistance, respite and childcare.

Ruth stated that the family support plan should be included with every IPP. She suggested a more defined list: personal assistance, in-home family respite and day care services. A qualifier would be needed to specify specialized day care or if there is a parent share for day care cost. Rocio recommended the inclusion of crisis intervention services as a topic in the policy as well.

M/S/C (A. Quiles/C. Blin) To add section D in the policy to include the family support plan in the IPP to address respite, childcare and personal assistance needs for families and to designate a timeline on when the authorization should take place.

V. Committee Updates

A. Self-Determination Program Report Update - Gabriela Eshrati

Evelyn McOmie reviewed the SDP Report as presented in the packet.

As of April 1st

Participants have completed Orientation: 610

Total number of budgets that are certified: 250

Total number of budgets that are in the certification process: 4

Total number of spending plans in progress: 58

Total number of PCP's completed: 216

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: 192

Pre-enrollment Transition Support

On March 20th, 2023 the Department provided regional centers with a standardized vendorization packet for SDP Supports under service code 099.

SDP Orientation is available:

1. Through State Council <https://scdd.ca.gov/sdp-orientation/>

2. Live through NLACRC on the 1st Monday of the month in English and 3rd Monday of the month in Spanish (unless there is a holiday, day may change)
3. Virtually available at any time (24/7) through NLACRC website

Self-Determination Orientation

Next Orientation meetings:

Monday May 8, 2023 (English) from 9AM-12:00PM

Monday May 15, 2023 (Spanish) from 9AM-12:00PM

FMS Information

Rocio sent over a revised FMS grid that would like NLA to consider the draft would include 2 new columns with more detailed information. If a budget limit is reached, information should be listed in a column. Also, the requirements prior to consultation or prior to becoming a client and dates/processes for purchases.

Board Liaison Report

Evelyn reviewed the report as presented in the packet. Highlights include the addition of new committee member, Michael Carey, as an appointee selected by NLA and the RFP recipient presentations on their projects.

B. Purchase of Services (POS) Data Reports- Ruth Janka

1. NLA POS Data Expenditure Analysis

Ruth reviewed the information as presented in the packet. The top expenditures include personal assistance, in-home respite. Supported living residential facilities for adults and community integration. They are sorted by amount paid, highest to lowest. In addition, highest to lowest paid per capita is also noted and by service code, location and ethnicity. Age bands can be created from the data and trends by the sorting categories will be used to identify disparities. Ruth proposed that the data be sent along to the Disparity Committee to help analyze the data and to recommend strategies to overcome barriers in the appropriate areas.

Malorie Lanthier introduced Anahit, who designed the business analysis and put together the different data models to be able to perform more in-depth research. In addition, Jose Camacho was introduced who has been with NLA for 26 years. She presented on a proposed methodology for data analysis.

Research Target

- There are 30,100 consumers who were active in the NLA catchment area in FY 2022.
- Goal is to answer 2 questions: Are people with similar diagnoses receiving similar services? If not, what is the variable that may contribute to the disparity?

Going from Data to Information

- Raw data
- Homogenous Sampling
 - o Groups of people with similar test to test effectiveness
- Understanding what Drives Utilizations
- The methodology treats anything that is not part of the homogenous characteristic as a variable, the disparity or difference

It was noted that this method will help identify the underlying triggers and what things can be done to find solutions for disparity. The determination will be made for the continued collection of data in other areas to support the identification of disparities.

Mallory has proposed some groups to evaluate by factors based on the above-listed data. Ana made the recommendation that the Committee maintain the categories to establish a baseline for the data. The Committee agreed to attach the timing to be supported within the Committee. This data will also be used for other areas such as accounting, caseload ratios, etc.

C. Monthly Consumer Competitive Employment Report - Vini Montague

Vini reviewed this report as presented in the packet that compares months in regard to consumers who are competitively employed.

Residence Type- total increase of 13 consumers within all residence types

Ethnicity- increase of 2 Asian consumers, 12 Hispanic consumers, 3 consumers identified as Other Race/Multicultural and -4 White consumers. Total increase of 13 consumers within all ethnicities.

D. Intake Data by Location Report - Ruth Janka

This report was made at the Committee's request to break out the Intake Data by age, per Valley. Ruth presented the data as presented in the packet. Highlights include:

January Intake Total:950

Over 120 Days:163
% Over 120 Days: 17.20%

February Intake Total: 998
Over 120 Days: 149
% Over 120 Days: 14.90%

March Intake Total: 950
Over 120 Days: 140
% Over 120 Days: 14.74%

Factors that drive the cases to go past 120 days include the unavailability of appointments and shortage of vendor psychologists. Communications are being made to the community in regard to the use of personal insurance to obtain psychological evaluations to use in the intake process. No shows to appointments and cancellation/rescheduling of appointments have also contributed to the issue.

E. 3rd Quarter Consumer Diagnostic Report - Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

As of March 31, 2023, NLA has served 30,716 consumers for the quarter. Data is broken down by locations, diagnostic elements.

F. 3rd Quarter Consumer Diagnostic Report by Age – Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

Age 3-9: 6,414

Age 10-13: 3,401

Age 14-17: 3,215

Age 18-24: 4,434

Age 25-40: 5,840

Age 41-64: 2,813

Age 65 and older: 714

Total: 26,831

G. 3rd Quarter Consumer Intake report - Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

H. 3rd Quarter Exceptions Report - Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

There were 66 exceptions that is broken down by type of service request that went to exception.

I. 3rd Quarter Appeals Report – Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

There were 12 appeals filed in this quarter. There were 2 Fair Hearings held, 1 was dismissed and 1 position was upheld by NLA.

J. 3rd Quarter NOAs Reports by Ethnicity/Age, etc. - Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

There were 363 Total NOA's sent

For the sake of time, Ana Quiles proposed that only 1 version of each of the above listed reports to be presented to the Committee. In addition, Brian Gatus requested a version of the reports that would compare the actuals with goals set. Andrew and Evelyn will meet to discuss these reports further.

M/S/C (A. Quiles/B. Gatus) To condense the reports to include 1 variation.

K. 3rd Quarter 4731 Report - Dana Lawrence

Evelyn reviewed this report as presented in the packet.

This report was due to DDS on Monday and a revised copy that was submitted to DDS will be submitted to the Committee for further review. There were 3 violations that were noted by NLA. They include a timely notice of action not provided, a written notice of permanent change of CSC not provided and intake process did not follow statutory timelines to produce responses.

L. 3rd Quarter Community Resource Development Plan (CRDP) Report - Evelyn McOmie

Evelyn reviewed this report as presented in the packet.

Porterville Developmental Center (Secured Treatment)

Total Number of NLACRC Consumers: 14

Specialized Residential Facility (SRF): 3

Enhanced Behavioral Support Home (EBSH): 1

Canyon Springs: 2

Community Placement Deferred: 8

•Canyon Springs (State Operated Facility)

Total Number of NLACRC Consumers: 1

Specialized Residential Facility (SRF): 1

STAR (Acute Crisis Facility)

Total Number of NLACRC Consumers Placed: 0

Referrals Pending: 1 (for STAR)

Institute of Mental Deficiency (IMD), FY 2021/22

Total Number of NLACRC Consumers: 5
Specialized Residential Facility (SRF): 1
Level 4 Group Home: 2
Community Placement Deferred: 2

- M. Board Audit: Does any action impact the availability or quality of services?
Evelyn shared that the rate increase for the service providers that came from DDS should result in a higher quality service and greater availability as providers who receive an increase in funding. In order to ensure the Community placement plans goals are being met, NLA is taking steps to develop 4 more homes, 2 for adults and 2 for children. Evelyn feels that the goals are being met.

VII. Chief Consumer and Community Services Officer Report - Evelyn McOmie
FMS AB637 (SPD) Status Update - Evelyn announced that approval was given to NLA by DDS to meet the needs of those that are considered unable to access service to prevent a financial burden from being a reason for inability to receive the resource. NLA will use the bill payer model through the FMS. DDS will be issuing a service code, specifically for reimbursement through an FMA for social recreation.

VIII. Meeting Action Item Review

- A. Strategic Plan Focus list to be shared with the Executive Committee for review (Liz Chavez)
- B. Unique promotion for the Consumer and Family Guide/ Follow up with Robert Dhondrup on ordering hard copies in advance (Liz Chavez)
- C. To provide a status update report for the May Board meeting with the final disposition report be presented at the June Board Meeting. (Evelyn McOmie)
- D. Update the Onboarding Intake Policy to move item D to item E and to include an addition to the family support plan and to include respite, personal assistance and day care and timelines. (Evelyn McOmie)
- E. To consolidate Committee Reports to include 1 version of the same report. (Andrew and Evelyn)

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 April 19th Meeting
- B. Strategic Plan Focus Area Selection
- C. Committee Draft Critical Calendar FY23-24
- D. Committee Meeting Draft Schedule FY23-24

X. Announcements / Information Items / Public Input

- A. Committee Attendance Log
- B. Committee Critical Calendar
- C. Next Meeting: Wednesday, July 19th, 2023 at 6:00 p.m.
- D. Public Input

Ana Quiles shared that she is excited to see some Committee Members at the ARCA academy and is looking forward to the event. She also shared that she is proud of what the Committee has accomplished together.

XI. Adjournment

Andrew Ramirez adjourned the meeting at 8:36 p.m.

Submitted by:

(*) *Hailey Lauderdale*
Executive Administrative Assistant

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

