

North Los Angeles County Regional Center  
**Strategic Planning Committee Meeting Minutes**

April 3, 2023

**Present:** Lety Garcia, Ana Quiles, Brian Gatus, Sharmila Brunjes, Lillian Martinez, Ruth Janka  
Robert Dhondrup, Liz Chavez, Vini Montague, Gabriela Eshrati, Cristina Preuss,  
Clarence Foster, Lilliana Windover, Evelyn McOmie, Malorie Lanthier– Staff  
Members  
Jasmine Barrios-Minutes Services, Guests

**Absent:** Daniel Ortiz

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**I. Call to Order & Introductions**

Lety Garcia called the meeting to order at 6:02 pm.

**II. Public Input**

Lillian shared her recent experience at the Resource Fair in Lancaster. She noted that the NLA-sponsored table had no Consumer and Family Guides to provide to individuals. Lillian and her husband donated their guides so the NLA table could have more literature for interested parties. In addition, general brochures from NLA were distributed. Ruth will look into this situation and thanked Lillian for sharing her supply.

Evelyn noted that NLA is collecting Success Stories of individuals, families, and Board Members, some of which will be showcased at the Board Dinner in June. Anyone interested is encouraged to call Evelyn for more information. This information has been distributed to the community via News You Can Use.

**III. Consent Items**

A. Approval of Agenda

Ruth added Item D: POS Expenditure Data by Service Code Update, under Numeral IV: Committee Business

**M/S/C** (L. Martinez/R. Janka) To approve the agenda as Revised

B. Approval of Minutes of February 6<sup>th</sup> Meeting

**M/S/C** (L. Martinez/R. Janka) To approve the meeting minutes as presented

#### IV. Committee Business

##### A. Individual/Family Satisfaction Survey – Robert Dhondrup

###### Survey RFP Status

Robert reported that the RFP deadline had been extended, and additional marketing measures have been implemented for better visibility. After discussion, it was determined that the RFP would remain open for 90 days from the date it was initially posted, making the new deadline for submissions April 15<sup>th</sup>, 2023. NLA staff will collect submissions and provide the Committee with a summary by the next meeting on May 1<sup>st</sup>, 2023. The Committee will review the RFP Status Summary and present the Board with a recommendation at the beginning of June.

**M/S/C** (S. Brunjes/R. Janka) To set April 15<sup>th</sup>, 2023, as the Individual/Family Satisfaction Survey RFP submission deadline.

##### B. Review Intake Report re: Cases over 120-Day Timeline - Ruth

Ruth reviewed the report as presented in the packet. This report generates data related to office-specific data of intake cases that are over 120 days old. Ruth reported that the majority of the challenges were attributed to no-shows, rescheduling of appointments, and limited appointment availability with psychologists. Reminder calls have been an effort by NLA to remind individuals of their upcoming appointments to prevent a no-show. NLA has considered increased rates for psychologists as a possible solution. New rates have been added to the MediCal table so that psychologists are allowed to bill at a higher rate. Recruiting also continues for psychiatric providers to lessen the bandwidth of the current providers, some of whom only provide evaluation services one day per week.

Ana suggested informing individuals/families that they can seek out their evaluation at an out-of-pocket cost (if possible) to avoid the lengthy wait for an evaluation from NLA. Ruth will connect to Dr. D'Antonio to further discuss this possibility. She also proposed that those individuals who have had to wait for evaluations maintain their status within the timeline for receiving services. Ruth stated that every effort is made to ensure services are delivered where possible. Gabriela added that missed meetings on the parent's end had caused many of the case delays noted on the report.

Sharmila Brunjes suggested including the notice for out-of-pocket psychiatric evaluation option information and an introductory timeline brochure be included in the Welcome Packet for potential consumers. Ruth will discuss this issue with Dr. D'Antonio and what options are available for distributing the information to the community.

**M/S/C** (R. Janka/ S. Brunjes) To transfer this item to the Consumer Services Committee for further discussion.

C. 2022-26 Strategic Plan 2<sup>nd</sup> Quarter Status Update - Ruth

Focus Area 1: DEIB Outreach Strategy Update - Cristina

Cristina shared that NLA is working on Goal 1.2.5: to partner with diverse organizations to do outreach exclusively with the medical and maternity community, local clinics, school districts and early education programs, and LGBTQ centers. On March 15<sup>th</sup>, NLA hosted 20 participants from NICU departments, and NLA presented information on the referral and intake process, including changes to the Early Start Eligibility. Hospitals represented include Henry Mayo, Huntington, Kaiser, Panorama, Kaiser Woodland Hills, Northridge, Providence Holy Cross Medical Center, Providence, UCLA Olive View Medical Center, and Valley Presbyterian. In addition, NLA sent common services brochures, Outreach Language Specialists to all attendees. The meetings will continue on a bi-annual basis.

Outreach materials were sent to pediatricians, specialists, and family clinics for all three valleys at the beginning of February. It will ensure that any child who goes for a wellness visit is given information. NLA is also fostering collaboration between LGBTQ Specialists and CBOs. The Specialist attends various advisory committees at local colleges and groups, including the Los Angeles LGBTQ Center, Los Angeles Valley College, and the Palmdale School District. In March, NLA distributed 6,2075 general information brochures, informational handouts, and flyers.

Regarding a previous Committee question related to IPP quality review, Evelyn shared that NLA is averaging 12-14 IPP reviews per day to help develop staff training. Training will be compiled as part of a resource library, available to all staff. In addition, trends noted in the audit process will be addressed through training.

Focus Area 2: Health and Well-being Strategies Timeline Update- Clarence Foster

Clarence reviewed his presentation on Health, Well-being, and Strategies. He identified the next steps as having:

- Specific strategies: examine the impact of a healthy work/life balance, including remote and hybrid work options, on job satisfaction and retention
- Goal/Objective: to increase a healthy work/life balance and satisfaction
- Quantitative Metrics: analysis of a Health Assessment Index from Broker and retention metrics
- Qualitative Metric: satisfaction surveys

Clarence defined a health/wellness program as a program intended to improve and promote health and fitness in the workplace, empower health education and lifestyle skills to enable employees to achieve the best possible health, and that positively affects employee morale and job satisfaction, which will optimize performance and productivity.

Each successful health/wellness program addresses staff members' spiritual, emotional, physical, and social wellness.

- Spiritual wellness can be addressed by setting aside time in the day to participate in meditation, prayer, or quiet relaxation.

- Emotional wellness includes making decisions and completing tasks with minimum stress/worry, and finding ways to encourage positive thinking and acceptance.
- Physical wellness entails aerobic exercise at least three times per week, getting adequate sleep, and working on issues related to tobacco, alcohol, or nutrition.
- Social wellness requires being cognizant of the impact of actions, maintaining positive and rewarding relationships, and being involved in hobbies and group activities.

Clarence recommended that NLA consider corporate events such as a Wellness Fair that includes vendors, financial incentives/discounts on medical premiums, visual displays of contest participants/winners, data analysis for participants, and sponsors of companies that can promote wellness for staff.

Ana recommended that NLA staff review components of a wellness program that can be implemented for staff right now instead of a 2-year timeline for implementation, as mentioned in the presentation. Ruth agreed that some simple steps could be taken, and she will follow up on ways to implement incremental on staff health and well-being and potentially partner with existing wellness programs at LA County to address these issues and potentially discuss crisis management resources for staff. Lety requested a date at the bottom of the matrix to reflect the revision date; Liz will add a date to the matrix.

Lety reminded NLA that health and wellness in the Strategic Plan also includes consumers and families as well as employees.

D. POS Expenditure Data by Service Code Update - Ruth

Ruth shared that his agenda item was sent from the Executive Committee for the Strategic Planning review of the POS Service Code data. The current data generates the top 5 expenditures by service code, age, ethnicity, diagnosis, and location. Ruth made the recommendation to seek to identify areas of discrepancy and discuss solutions. Ana proposed that the top 5 expenditures by category be submitted to the Consumer Services Committee for review and that the Disparity Committee review the more detailed data. Ruth identified the top 5 expenditures as in-home respite, personal assistance, supported residential programs, and community integration.

Lety Garcia recommended that the Strategic Planning Committee continue to review the data as part of the DEIB Focus Area of the Strategic Plan. Ruth outlined the role of 3 Committees as It relates to the POS data:

- Strategic Committee- review the POS Service code data by age, ethnicity, and location to ensure that it is reflected in the Strategic Plan Focus Area metrics
- Consumer Services Committee- to review POS data for recommendations for access to services
- Government and Community Relations Committee - to ensure the social promotion of the actions taken by the CSC

- Disparity - review the detailed POS expenditure data by age, diagnosis, ethnicity, and location

Solicitation will begin from Board Support to add members to the Disparity Committee. If the Consumer Services Committee agrees, the POS Service Code Data analysis will be sent to the Disparity Committee. A few members of the Committee will attend the next Disparity Committee meeting on April 13<sup>th</sup>. Cristina will send the Zoom link to interested parties. After both the Consumer Services Committee and Disparity Committee meetings have been held, the Strategic Planning Committee will receive an emailed executive summary report to review before the next Committee meeting on May 1<sup>st</sup>.

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

- A. Provide a Summary of RFP submissions to the committee for review at the May 1<sup>st</sup> meeting (Robert)  
Intake Report to be provided for review at the next Consumer Services Committee (Ruth)
- B. Add POS Data by Service Code Review to May 1<sup>st</sup> Committee Agenda (Ruth)

#### **VI. Board Meeting Agenda Items**

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

- A. Minutes of the April 3<sup>rd</sup> Meeting

#### **VII. Announcements / Information Items / Public Input**

- A. Next Meeting: Monday, May 1, 2023, at 6:00 pm.
- B. Committee Attendance / Public Input
- C. Critical Calendar for FY22-23
- D. Critical Calendar for FY23-24

#### **VIII. Adjournment**

Lety Garcia adjourned the meeting at 8:07 pm.

Submitted by:

(\*) *Liz Chavez*

Executive Administrative Assistant

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