

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

February 6, 2023

Present: Leticia Garcia, Ana Quiles, Brian Gatus, Sharmila Brunjes, Lillian Martinez, Ruth Janka, Evelyn McOmie, Michael Fernandez, Daniel Ortiz

Dr. Michael Fernandez, Cristina Preuss, Malorie Lanthier, Clarence Foster, Lilliana Windover, Evelyn McOmie, Liz Chavez, Vini Montague, Robert Dhondrup, Arshalous Garlanian – Staff Members

George Alvarado - NLA Board Member, Lucy Paz-Interpreter, Jasmine Barrios-Minutes Services, Jaklen - Guests

Absent: Alma Rodriguez

I. Call to Order & Introductions

Leticia Garcia called the meeting to order at 6:00 pm.

Leticia welcomed Daniel Ortiz to the meeting, Daniel is the new Vendor Advisory Committee Representative.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda

M/S/C (L. Martinez/A. Quiles) To approve the Agenda as presented

B. Approval of Minutes of November 7th Meeting

M/S/C (L. Martinez/R. Janka) To approve the November 7th Meeting Minutes as presented.

IV. Committee Business

A. Individual/Family Satisfaction Survey – Ruth Janka

1. Kinetic Flow- Updated Proposal

Ruth reviewed the proposal from Ami Sullivan at Kinetic Flow as presented

in the packet. Concerns were raised regarding the strong connection that Kinetic Flow has with nearby Regional Centers, as well as ARCA. It was recommended that NLA continue to explore other options related to this survey. In addition, the Committee requested that NLA post an RFP and contact entities similar to Goodwill Industries and Bridging Voices to generate interest for proposals. The RFP will be revised to incorporate the recommendation for a model that incorporates a survey set-up that can be monitored in-house. Robert explained that in brief, the cost for the survey from Kinetic Flow would be about \$35 per individual consumer survey. This item will remain on the Agenda for additional review at the next Committee Meeting.

2. Survey RFP

Robert presented the RFP as presented in the packet. After much discussion, a revision was made to the Scope of Services section of the RFP, that included a clause to state “we seek consulting services to develop and design a customer satisfaction data collection and analysis system”. Robert Dhondrup will make the revisions to the RFP and will post it as soon as possible. The timeline for the RFP process was also outlined. The RFP would be posted to the NLA website and social media pages. NLA would also reach out to potential contractors to garner interest. The RFP process from initial posting to signed contract is about 3-5 months, depending on the number of interested parties. The RFP will be revised and sent to the Committee for approval on February 7, 2023. Once approved by the Committee, it will be posted and discussed and will remain on the Agenda for an update at the next Committee Meeting.

The Committee also outlined a proposed timeline for the RFP process. The RFP will be posted in 1 week, with a submission deadline of 4 weeks. After submissions have closed, the Committee will take 2 weeks to review the submissions and 2 weeks for Committee interviews, for an estimate of 9 weeks before being presented to the Board for approval. The goal is to have the survey approved before June 30, 2023.

M/S/C (S. Brunjes/B. Gatus) For Board Support to send the Committee an e-mail update to the Committee in March 2023, and to conduct an additional Committee Meeting in April 2023.

B. Review Public Policy Performance Measure Year-end Data

This data is sent by DDS to each Regional Center and is used to demonstrate how each Regional Center meets public policy measures set for the State. The first data set is focused on individuals living in in-home settings as opposed to institutionalized settings and is presented in the packet. The Committee requested

that all future documents comparing NLA to other organizations, have NLA's data highlighted for better visibility. In addition, information is requested on future reports regarding what the data represents, and if something needs to be addressed or improved. Ruth agreed to make these additions in future. Other data presented in the packet included Duration in Intake Status for Individuals Ages 3 and Over Based on CMF. This data set shows the percent of consumers who waited less than 142 days, 143-240 days, and 241 or more days. It was clarified that this data does not represent performance of intake, only duration of intake status.

C. Review 2022 Performance Contract Metric Status - Robert Dhondrup

Robert reviewed the revisions planned for this document, which included 2 additional metrics under the Service Access and Equity Grant section to include recent activity in regards to outreach completed by the new Workforce Employment Specialist.

Moving forward, the Committee requested that any document being presented, be the most recent draft of the document, with revisions clearly notated and made distinguishable from the initial draft. Robert agreed to include these revisions for future review of documents and will send the revised Performance Contract Metric draft to the Committee as soon as possible before the next Committee Meeting.

D. 2022-26 Strategic Plan 2nd Quarter Status Update - Ruth Janka

This is the implementation metric that shows where each department is currently at in regards to their specific section implementation of the Strategic Plan. The Committee requested these Focus Areas be numbered and dated for better reference. A focus group will be established to reflect on what is working, what is needed and actions items. Cristina Preuss shared that the Disparity Committee have been discussing some of these actions. Ruth will assign focus areas to a specific person for better oversight.

Focus Area 1: Diversity, Equity, and Inclusion - Dr. Michael Fernandez shared that there has been significant impact with DEIB efforts in the 2 years that he has seen. Bi-annual Roundtables are being held and are now including the neo-natal units at several local hospitals. An update will be provided at the next Committee Meeting.

Focus Area 2: Development and Growth of Engaged Workforce - Clarence Foster reported that the onboarding and hiring processes have undergone huge overhauls that have made definite progress. From a fundamental perspective, there may be some delays in the Strategic Plan timeline for the Health and Wellness goal as it will be a large undertaking.

E. Revised Critical Calendar FY2022-23 - Ruth Janka

This document will be updated to reflect the Strategic Planning Committee Quarterly Reports for February, May, August, and November. The quarterly

reports will include: Health and Safety, New Vendorizations and CIE and PIP. Liz Chavez will revise both calendars and will email the revised draft to the Committee Members for approval. There was no opposition and the Committee was asked to cast their vote for approval via email from Board Support.

F. Review Draft Critical Calendar for FY2023-24 - Ruth Janka

This document was also revised to include the Strategic Planning Committee Quarterly Reports for February, May, August and November. Lizeth Chavez will revise this calendar and will email the revised draft to the Committee Members for approval. There was no opposition and the Committee was asked to cast their vote for approval via email from Board Support.

G. Strategic Planning Committee Reports FY 2023 – Arshalous Garlanian

Report on Vendorizations Q2 - Between October 1 to December 31st, 16 total new vendorizations. 7 of which are in San Fernando Valley, 4 in Santa Clarita Valley and 9 in Antelope Valley.

Health and Safety- demonstrates the COVID health and safety

Health Exemption Waiver Exemptions -1 approval for a specialized residential facility, and 1 that is pending from the department. The report reflected a 172-day wait time for DDS to reach a decision on a health and safety waiver exemptions.

Closure Report - there was 1 closure in Q2, which was per the vendor's request. There was no consumer impact.

CIE- These are incentive payments paid to Regional Center Service Providers for plasing or assisting consumers in maintaining competitive integrated employment. Year to date, there have been 12 total incentives paid.

PIP - Paid Internship Program. Total PIPW Reimbursement Funding - \$162,649.00

Average PIPW Reimbursement Funding- \$2,008.01

V. Review of Meeting Action Items

A. Strategic Planning Committee Action Log

B. Robert to revise the RFP and provide revised draft and timeline to Committee for review within the next 2 days.

C. Board Support to email update from Robert to Committee on RFP status in March and schedule an additional Committee Meeting for April.

D. Liz to include date information and number the Focus Areas on the Strategic Plan Quarterly report for easier reference.

E. Dr. Fernandez to provide update goal specific detailed information after the March Roundtable and Focus Groups review of Goal 2 of the Strategic Plan at the next Committee Meeting

F. Liz to send the revised Critical Calendars to the Committee via email for voting approval to present at the March board meeting.

G. Clarence to further assess the Health and Wellness aspect in regards to timeframe and provide a high-level update at the next Committee meeting.

The Committee requested a bulleted list of Committee Action items at the end of each meeting to include the owner of the item, due date, and item it references.

VI. Board Meeting Agenda Items

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

- A. Minutes of the February 6th Meeting
- B. 2022-26 Performance Contract Metric Status
- C. Critical Calendars for FY2022-23 & FY2023-24

VII. Announcements / Information Items / Public Input

A. Next Meeting:

Email update early March 2023

Meeting to be scheduled for early April 2023

Monday, May 1, 2023 at 6:00 pm

B. Committee Attendance / Public Input

Ana Quiles shared that Alma Rodriguez has not been able to attend Committee Meetings due to scheduling conflicts. Alma is currently reviewing her availability to continue to serve on the Committee.

VIII. Adjournment

Leticia Garcia adjourned the meeting at 8:34 p.m.

Submitted by:

(*) *Lizeth 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.*