

North Los Angeles County Regional Center
Vendor Advisory Committee Meeting Minutes

November 3, 2022

Present: Suad Bisogno (Chair), Alex Kopilevich, Andrea Devers, Bob Erio, Dana Kalek, Daniel Ortiz, Don Lucas, Erica Beall, Jodie Agnew-Navarro, Kevin Shields, Kimberly Bermudez, Lisa Williamsen, Nick Vokotic, Cal Enriquez, Rosalyn Daggs–
Committee Members

Maddy Gonzalez, Lilliana Windover, Vini Montague, Gabriela Eshrati, Arshalous Garlanian, Venus Rodriguez, – **Staff Members**

Michelle Heid, Victoria Berrey and Teresa Quarry– Family Focus Resource Center, Dolly Sharma -Minutes Services, Lucy Paz - Interpreter, and approximately 112 Service Providers- **Guests**

Absent: Catherine Carpenter

I. Call to Order & Introductions

Suad Bisogno called the meeting to order at 9:34 am.
Liliana Windover took attendance; a quorum was met.

II. Public Input

Jodie Agnew-Navarro announced that the CalTash Conference will take place in Los Angeles March 3rd and 4th, 2023. Calls for proposals will be open until November 19, 2022. Vendor and exhibitor proposals are currently open for this event.

Theresa Quarry from Family Resource Center shared that there were over 900 participants at the Resource Fair on October 16th, 2022. She thanked the Vendors for their help on the success of this event. There are plans being made for the 2023 calendar and more event information will be shared.

Kevin Shields shared that he has worked with NLA for over 25 years. He has recently started a consulting firm for those who need assistance with changes related to 055, returning to Traditional Services, converting to digital files, etc. He is available to help provide trainings, slideshows or other resources.

Jessica Gould, is a legislative consultant with who works with the engaging the community to the legislative system. She shared the Gould Consulting flyer with the Committee

III. Consent Items

A. Approval of Agenda

M/S/C (K. Bermudez/D. Kalek) To approve the agenda as presented

B. Approval of Minutes of October 6th Meeting

M/S/C (A. Devers/A. Kopilevich) To approve Meeting Minutes for the October 6th meeting as presented

IV. Executive Director's Report – Suad Bisogno for Ruth Janka

Suad reviewed items in the report on behalf of Ruth Janka as presented in the packet. Highlights include:

Outreach Language Specialists

Two Outreach Language Specialists (Tagalog and Farsi) have joined the Center, Kristin Mosteiro (OLS-Tagalog) and Nahid Abouzar (OLS – Farsi). Both positions are organized within the Diversity Equity Inclusion unit, report to Dr. Fernandez and will support both the Center's Language Access and Cultural Competency Plan as well as local grassroots outreach in the community.

Director of Consumer Services – Adult and Transition Services

While the Center recruits for this Director position, Consumer Services Managers Donna Rentsch and Emmanuel Gutierrez are providing support and direction to the SFV Adult and Transition teams.

Staffing Statistics

Effective September 30, 2022, the Center has 726 positions authorized, 6 positions on hold, 98 vacant positions (52 are service coordinator positions), 608 positions filled. Annualized turnover rate is 0.23%.

Staff Training – Consumer Housing Options

Generic Resource Housing Options Training was conducted by Jessica Gould, of Gould Consulting, for Case Management Supervisors on Monday, Oct 3rd and a similar training will be provided at the Consumer Advisory Committee's November meeting (November 3rd at 3:00 pm).

Transportation Services - Driver Shortage

Keolis, NLACRC's vendored transportation service provider, is experiencing a shortage of drivers which is impacting the provider's ability to return individuals to in-person day programs. NLACRC is meeting with R&D Transportation, the transportation broker, to discuss routes and day program transportation needs.

Cultural Competency Training

The second quarter training is "LGBTQ+ Best Practices"; and was held on October 27th for all staff. The focus of this training was familiarity with LGBTQ+ history, language and terminology, increased knowledge and understanding of LGBTQ+ identities and differences, and best practices for creating safe, supportive spaces and environments.

Little Hoover Commission

The Little Hoover Commission is an independent state oversight agency that investigates state government operations and policy and makes recommendations to improve efficiency and services in state operations. The Little Hoover Commission is currently investigating the Developmental Disabilities Service System and ways to make the system better. The commission held its first hearing in this investigation on October 13th and will hold its second hearing on November 10th. Testimony in the first hearing included challenges in the Self Determination Program, differences in regional centers and accessing services, and funding issues.

Incentive Payments – Employment Capacity

The goal of this incentive is to increase the number of service provider employees who are certified as trained employment specialists through the Association of Community Rehabilitation Educators (ACRE) Basic Employment Services, ACRE Basic Customized Employment Services, or as Certified Employment Support Professionals (CESP)

Service providers are eligible to receive:

\$1,900 for each employee who becomes certified or re-certified in ACRE Basic Employment Services or ACRE Basic Customized Employment Services. \$550 for the service provider for each employee who becomes certified in CESP training. \$300 for the service provider for each employee who becomes re-certified in CESP.

V. Chief Financial Officer’s Report – Vini Montague

Vini reported that as of September 30th, 2022, the D1 Allocation was 882.1 million dollars, expenditures were 60.8 million dollars, YTD 158.6 million dollars and annual expenditure projection is 882.1 million dollars.

The final opportunity to bill for services provided in FY 2020-21 will be February 6, 2023.

Beginning in January 2023, NLA will be returning to 1 POS check- run per month, Weekly check runs are being made for the Self-Determination Program as required by DDS.

Alternative Service Delivery is ending December 31st, 2022. NLA is working on a review of all of the alternative services authorizations in the system to ensure they do not go past the deadline. Service Coordinators are working with families and reviewing the cases to determine next steps. Gabriela Eshrati asked vendors to send Consumer Services staff, a list of Individuals who were receiving traditional services who did not participate in alternative services during the pandemic.

VI. Chief Consumer and Community Services Officer’s Report – Suad Bisogno for Evelyn McOmie

Suad reviewed items in the report on behalf of Evelyn McOmie as presented in the packet.

DEIB Training for Service Providers

NLACRC will be hosting DEIB trainings which will be made available to service providers. The upcoming training will take place by end of calendar year (December 2022). Topic: LGBT+ Best Practices

Contacts for San Fernando Valley Adult and Transition Escalated Matters

As NLACRC SFV Director position remains vacant, Emmanuel Gutierrez (egutierrez@nlacrc.org / 818-756-6242) and Donna Rentsch (drentsch@nlacrc.org / 818-756-6273), remain the primary contacts for support to escalate matters for San Fernando Valley Adult & Transition.

Contacting NLACRC Service Coordinators & Leadership

The hyperlink leading to information for families on how to escalate when having challenges contacting CSC's and/or supervisors is included below to facilitate contacting staff members.

Link:

<https://www.nlacrc.org/home/showpublisheddocument/14175/637944498923930000>

VII. Community Services Director's Report – Arshalous Garlanian

Arshalous reviewed the items listed in the Director's Report as presented in the packet. Highlights include:

Grant/Request for Proposal (RFP)

NLA is releasing the Enhanced Community Integration for Children and Adolescents Grant/Request for Proposal (RFP). The RFP is seeking proposal submissions to provide children and adolescents who receive regional center services integrated and inclusive social and recreational programs. DDS has created eight different project types that describe broad categories of grant projects. DDS will allocate the funding for the grants across all 21 regional centers throughout the state. NLACRC has been allocated \$848,800 to distribute amongst awardees. The deadline for Submission is January 8, 2023. All awardees must have fully executed contracts by March 2023.

Applicants Conference for RFP Proposals- November 9th, 2022 at 10:00 am.

The RFP projects are as follows: Community Connector, Community Engagement and Friendship Outreach, Education and Training, Financial Assistance, Increased Access to Culturally and Linguistically Competent Programs, Setting Modification, Transportation, Vendorization Assistant.

Request for Vendorization (RFV)

NLACRC released the Fall 2022 Request for Vendorization starting October 3rd, 2022. The projects identified through the annual Case Management Needs Survey as well as the Clinical Needs Survey, as the highest need are being sought out to request vendorization. The projects identify the area within the NLACRC catchment they are being requested, and are offered in other languages. Deadline for submission is November 13th, 2022.

Vendorization Maintenance

Submit your insurances and organizational charts to: contract&compliance@nlacrc.org.
Provide notice of changes (address, entity, name) to: ResourceDevelopment@nlacrc.org
Providers that have yet to complete the DS1891 compliance:
<https://sanctionreview.com/OIGComplianceVendor/Customer.aspx/Login19>

AB 136 / 2019 Rate Study Implementation Update

Effective January 1, 2023, rate adjustment of 50% of the difference between rate in effect March 31, 2022, and the fully-funded rate model. Goals for rate reform include: consumer experience, equity, quality and outcomes, and system efficiencies. The goal of the Phase 3 rate increase is to enhance wages and benefits for direct services staff who spend a minimum of 75% of their time providing support, care, supervision, or assistance to consumers. Providers must maintain documentation that the percentage included for direct care staff wages and benefit costs included in the rate model is used to increase wages, salaries, or benefits of eligible staff members by at least the same percentage as provided in the rate models. Rate adjustment calculations will be uploaded to Dropbox as they become available.

Special Incident Report Writing Workshop

This presentation will provide NLA vendors with information and practice Special Incident Report writing. It will take place on Wednesday, November 16th at 9:30 am.

Tailored Day Services

At the Tailored Day Services webinar, it was noted that an individual program design template for Tailored Day Services was being developed. Arshalous shared that Resource Development can provide an outline for a program addendum in the interim of a pending directive from DDS.

VIII. Legislative Report – Michelle Heid

Michelle reviewed this report as presented in the packet. A few highlights include:

Legislative Calendar

September 30th – Last day for the Governor to sign or veto bills passed by the legislature
October 10th – Ballots for the November General Election begin to be mailed
October 24th – Deadline to register to vote
November 8th – General Election
December 5th, 2022 – Commencement of the 2023-2024 Legislative Session
January 1st, 2023 – Effective Date of Non-Urgency Statutes

Legislation has adjourned for the year, the Governor had bills on the desk and Michelle created a spreadsheet on updates for the bills that were discussed at previous meetings. Michelle and her team have been working hard to provide information to consumers in families in regards to voting in the November 8 General Election, and she encouraged the Committee to share the information with their consumer groups to help provide access to voting resources to the community.

All 2022 Legislative Session outcomes are presented in the October report. SB882 and AB988 were crucial bills signed into law. Among the bills vetoed was SB870 which will be resubmitted in a future session. Effective date of non-urgency statutes goes into effect on January 1, 2023.

National Disability Employment Awareness Month (NDEAM)

<https://www.dol.gov/agencies/odep/initiatives/ndeam>

October is National Disability Employment Awareness Month. This year's theme is "Disability: Part of the Equity Equation" and recognizes the important role people with disabilities play in a diverse and inclusive American workforce. National Disability Employment Awareness Month (NDEAM) is celebrated annually in October and is an opportunity to educate about supportive and inclusive employment policies and practices, and the contributions of America's workers with disabilities have made in the past and present.

IX. Committee Business

A. Vendor Support Forum Update- Arshalous Garlanian

NLA will host the first Vendor Support Forum on November 10th from 1-3pm. Representation from Community Services, Case Management, and Accounting will be present to help answer questions and provide opportunity for face-to-face discussion to share successful experience and current concerns/challenges when working with NLACRC. Arshalous encouraged all vendors to attend. It was noted that specific consumer information should not be shared in the open forum to protect the privacy of the individuals. Representatives from each Department will be present to further discuss confidential information privately.

B. Quarterly Off-Site Meeting Update- Suad Bisogno

This meeting has been scheduled for Thursday, December 8th at 1:00 pm. Details on location will be shared as it becomes available. Suad mentioned that this will not be an official meeting and Committee Business will not be conducted during this gathering. She encouraged all vendors to attend if able.

C. VAC Committee Member Self-Evaluation Renomination Form

This form was created to help members reflect on their participation and contribution to the Committee. Suad noted that in addition to the Self-Evaluation, a Chair evaluation could also be created if the Committee so chooses. It was noted that one revision needed would be to Item 3, removing the extra instance of the word "this". This form will be required for anyone who is seeking re-nomination to the committee. The Committee is being asked to approve the form for Board approval.

M/S/C (D. Ortiz/ K. Bermudez) To approve the VAC Committee Member Self-Evaluation Renomination Form as revised.

X. Committee Work Group Reports

Suad explained that the report-outs for each category for Committee Workgroups and the Board Committees were inadvertently removed from the agenda. These report-outs have been re-added as a standing agenda item, however in the event that there is nothing to report, the section can be passed to the next item.

A. Early Start Services - Dana Kalek

Dana noted that discussion included an increase in intakes, NLA has created a separate intake department for children under the age of 3 to help expedite access to services. There is a continued need for occupational, physical and speech therapists. There is new eligibility criteria for children, decreasing the standard to a 25% delay in one area of development, increasing the number of children deemed eligible. Children exposed to Fetal Alcohol Syndrome, eligible to receive services.

B. School Age Services - Cal Enriquez

Cal shared that Kathy Robinson from PEP, explained processes related to the PEP program. Mental health service access will be heavily emphasized, along with Self-Determination for school-aged children. Ideas are being discussed on how to better serve families on a monthly basis.

C. Adult Services - Suad Bisogno, Erica Beall

At the last meeting Lissete, Workforce and Employment Specialist was introduced. She will focus on scheduling time for employment providers, which will be a monthly meeting. There is a need for protocol around the IPP process reflecting the employment outcome. Alternative transportation services are being considered, Butterfly Transportation will not be a viable option as they were only approved on an emergency basis, due to COVID-19. NLA suggested that transportation should be a generic resource, but it was determined that this will limit people's access to employment options. NLA shared that if there is a person in SDP, they are still eligible for PIP and CIE incentives. Laura Miller from Inland Regional Center, sent a flyer to share with families regarding Living Trust and Estate Planning.

XI. Board Committee Reports

A. Administrative Affairs - Bob Erio

Information on staffing was shared from NLA in regards to the high turnover rate. Much special effort is being put forth to remedy this issue. Vini Montague shared that the HR department is working on different measures to contain the turnover rate. An aggressive hiring plan has also been implemented, to fill vacancies.

B. Consumer Services - Erica Beall

Concerns were shared during Public Input in regards to hardships for families who are now required to comply with EVV requirements. The Self-Determination Local Advisory Committee, along with the Government and Community Relations and Consumer Services Committee, met to become more familiar with each other and to discuss barriers to the Self-Determination Policy.

4731 complaint data was deferred to the November Meeting. Service Standards were

reviewed and sent to DDS for approval before returning to the Board for a vote.

C. Government & Community Relations - Andrea Devers

There was a proposed contract for Legislative Activities that were determined and will be sent to the Board for approval. The Committee's Critical Calendar was revised to reflect the new, bi-monthly format for meetings.

D. Nominating - Suad Bisogno

Structural changes were created to the nomination process, evaluations were created and work was done to recruit more Board Members. Interested parties can contact NLA Board Support by emailing boardsupport@nla.org

E. Strategic Planning - Kimberly Bermudez

Kimberly was unable to attend the most recent meeting, but is reviewing the Minutes and will report out at the next Committee Meeting.

XII. Review of Meeting Action Items

Vendor Advisory Committee Action Log was reviewed as presented in the packet
Previous action item: Identify Consumer Services Accounting Supervisor to attend committee workgroups, has been completed as the Vendor Forum will be the solution. Vini Montague confirmed that an Accounting Supervisor will be present at the Forum.

Suad shared that DSP University standing item was not added, she requested DSP University Levels 1, 2 and 3, to be added under Committee Business for the next meeting.

VAC packets will now include reports from each NLA section that is covered by the Committee.

In regards to in-person meetings, the VAC will hold off until 2023 for further discussion.

The VAC list with email addresses has been included on the NLA website, in addition to service codes and specialties.

XIII. Board Meeting Agenda Items

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

- A. Minutes of the November 3rd Meeting
- B. VAC Committee Member Self-Evaluation Renomination Form

XII. Announcements / Information Items / Public Input

- A. First Off-site Quarterly Committee Meeting: Thursday, December 8th, 2022 at 1:00 pm
- B. Next Meeting: Thursday, January 5th, 2023 at 9:30 am.
- C. Board Approved VAC Priorities for FY 2022-23

- D. Committee Attendance (Page 44)
- E. Committee Member Roster
- F. All inquiries to join the VAC should be submitted to: boardsupport@nlacrc.org

XIV. Adjournment

Suad Bisogno, Committee Chair adjourned the meeting at 10:49 am.

XV. Committee Work Group Information:

- A. Early Start Services (Dana Kalek)
Contact: Dana Kalek - dkalek@cdikids.org
Next workgroup meeting: Thursday, November 17th at 9am
- B. School Age Services (Cal Enriquez)
Contact: Cal Enriquez – cenriquez@accreditednursing.com
Next workgroup meeting: Tuesday, January 3, 2023 at 9:30 am
- C. Adult Services (Suad Bisogno & Erica Beall)
Contact: Suad Bisogno - Suad@irioc.org
Next workgroup meeting: Monday, November 7th at 11am

Submitted by:

(*) *Liliana Windover*

Executive Administrative Assistant

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