

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

April 20, 2022

Present Committee Members: Nicholas Abrahms, David Coe, Jennifer Koster, Alma Rodriguez, Sharoll Jackson, Cathy Blin

Absent: Gabriella Herrera (Chair), Rocio Sigala

Staff Members: Liliana Windover, Lizeth Chavez, Dr. Jesse Weller, Robert Dhondrup, Michele Marra, Cristina Preuss, Gabby Eshrati, Evan Ingber, Emmanuel Gutierrez, Jazmin Zinnerman, Jeremy Sunderland, Alan Darby, Leticia Garcia, Ana Garcia, Jennifer Williamson

Guests: Nancy Gallardo – Interpreter, Isabel Romero – Interpreter, Kimberly Bermudez American Living Skills, Jasmine Barrios – Minutes Services, Leticia Garcia, Ana Quiles, Angelina Martinez

I. Call to Order & Introductions

Gabriela Herrera (Chair) was not present. Dr. Jesse Weller asked for a volunteer to serve as Interim Chair for the meeting. Jennifer Koster volunteered.

Jennifer Koster called the meeting to order at 6:03pm

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda (*Page 2*)

Dr. Jesse Weller requested to add an item to the agenda: Access to Service Coordinators and Responsiveness.

M/S/C (N. Abrahms/ J. Koster) To approve the revised agenda.

B. Approval of Minutes of March 16th Meeting (*Page 4*)

M/S/C (A. Rodriguez/J. Koster) To approve the March 16th minutes as presented.

IV. Committee Business – Dr. Jesse Weller

Dr. Weller summarized the data referenced in the attached reports. Highlights for applicable reports are noted.

- A. Update on Differences in Consumer Counts from January Reports
 - 1. Received feedback regarding differences noted in Consumer Counts. These updates will be reflected in future reports. Also, a clerical error in Q2 report that has also been corrected.
- B. 3rd Quarter Consumer Diagnostic Report (*Page 9*)
- C. 3rd Quarter Consumer Diagnostic Report by Age (*Page 13*)
 - 1. Only includes individuals aged 3-65
- D. 3rd Quarter Consumer Intake Report (*Page 14*)
 - 1. Over 1600 intakes in individuals from January 1, 2022-March 31,2022
- E. 3rd Quarter Exceptions Report (*Page 15*)
 - 1. 56 exceptions approved.
 - 2. Feedback was received on using language associated with the termination of COVID-19 services. When consumers are notified of the status of their services suggestion to change language used when discussing COVID-19 services.
- F. 3rd Quarter Consumer NOAs/Appeals Report FY 21-22 (*Page 17*)
- G. 3rd Quarter Appeals Report by Ethnicity/Office FY 21-22 (*Page 21*)
- H. 3rd Quarter Consumer NOAs by Ethnicity/Location/Services & Age Range FY 21-22 (*Page 22*)
 - 1. Family support specialists to help assist and do outreach and follow up for families prior to inactivation. Discussion on the staffing changes were held and a status update that the newly hired Specialist will be able to begin helping with these efforts effective May 2022.
- I. 3rd Quarter 4731 Report (*Page 25*)
 - 1. Purpose is to obtain information regarding Consumers' Rights Complaints. DDS requires NLACRC to include the following information regarding complaints:
 - i. Subject Matter
 - ii. How complaints were resolved
 - iii. Timeframe in which resolutions were provided by the center
 - iv. Demographic information about the consumers on whose behalf the complaint was filed
- J. 3rd Quarter Community Resource Development Plan (CRDP) Report (*Page 26*)
 - 1. Brilliant Corners- 4 -bed enhanced behavioral health support home. Pre-licensing scheduled visit occurred on April 19th. Pending final sign off from DDS. First individual expected to arrive at the home on April 27th.

2. W&W - Upcoming specialized residential facility for individuals who identify as female. 4-bed facility in Palmdale, home set to open prior to June 30th.
3. Elwyn - Specialized residential facility for individuals who identify as male is in the pre-planning stages. Vendor working to identify options for recognizing a property.
4. Global G&C – Property in North Hills recognized. Home will open by June 30th, currently accepting referrals.

K. Self-Determination Program Report (*Page 28*)

1. 448 participants have completed Orientation
2. 112 budgets that have been certified, 11 in the certification process
3. SDP Participants and Orientation have been reconfigured to show totals on a monthly basis. Reflects participants at both English and Spanish orientation sessions. It was determined that revision could be used to the SDP Participant graph to clarify what is being represented.
4. Individuals can now self-register for Orientations and will receive a confirmation.
5. Orientation and Information Meetings to continue monthly
 - i. SDP Orientation –
 1. 1st and 2nd Monday of month at 9 am. (English)
 2. 3rd Monday of the month at 9 am. (Spanish)
 - ii. SDP Information Meeting –
 1. 1st Monday of the month at 3:00 pm (English)
 2. 3rd Monday of the month at 3pm (Spanish)
6. Leticia Garcia requested that FMS list is posted on the website. Dr. Weller will confirm that it will be completed if the list is not currently posted.
7. A consistent Zoom link and access code for consumers to use will be determined and used accordingly.
8. Allocation for Awardees was discussed
9. SDP LVAC Committee Meeting scheduled for April 21st has been cancelled. Requirements through Bagley King, which governs the LVAC Committee, were not extended. As such, the next meeting will be held in person.
10. Self Determination Support Group – 1st Wednesday of each month. Next meeting is May 4th from 6-7pm.

L. Monthly Consumer Competitive Employment Report (*Page 33*) – Alan Darby

1. Every individual that is employed is shown by resident type and ethnicity. Data has also been revised to include specific age groups.
2. It was requested that the Employment Report include previous month's data as well for comparison.

M. Pending Consumer Transfers Discussion

1. Transfers are defined as consumers that are transferring into NLACRC or out to other regional centers. Concerns were raised regarding the timeliness of the transfer process and how families are notified that their record has been transferred.

ACTION: NLACRC to review current database to see what data is available regarding internal or external transfers and to validate if reports can be generated.

Action: NLACRC to implement a process of how families can be notified once file has been transferred.

N. Monthly Consumer Statistic Discussion

1. Received feedback from the members of the Committee to make modifications to the report to evaluate date more routinely, such as monthly or quarterly, to evaluate trends. Discussion was held and it was determined to not make changes to the frequency of the reporting.

O. Access to Service Coordinators and Responsiveness

1. Discussion was held on responsiveness and access to Service Coordinators and expectations for response times. Feedback was received on the language used in voicemails.

ACTION: Create and publish on website the steps consumers/families should take if they cannot reach their Service Coordinator.

VI. Deputy Director Report - Dr. Jesse Weller

- A. Service standards are approved for Social Recreation and Non-Medical Therapies
- B. Town Hall Meeting- April 21, 2022, at 1:30 pm
- C. Inclusion, Equity, and Diversity Policy Initiative
Staff completed training on March 22nd on Non-Complicit Bias and Microaggressions
- D. Submitted service standard for Public Information and Case Finding
- E. Virtual Resource Fair Antelope Valley – “Life after High School Transition” April 28th at 6 pm.
- F. CaseloadVirtual Public Meeting - May 3 from 6p-8p to discuss caseload size and recommendations and feedback from the community on how to lower caseloads for staff
- G. Disparity Committee continues to meet monthly. Currently working on a Health and Safety Waiver Directive that would help non-English speaking families apply for health and safety waivers
- H. Monthly Support Groups continue to meet monthly

VI. Board Meeting Agenda Items

- I. Minutes of the April 20th Meeting
- J. 3rd Quarter Consumer Diagnostic Report
- K. 3rd Quarter Consumer Diagnostic Report by Age

- L. 3rd Quarter Consumer Intake Report
- M. 3rd Quarter Exceptions Report
- N. 3rd Quarter Consumer NOAs/Appeals Report FY 21-22
- O. 3rd Quarter Appeals Report by Ethnicity/Office FY 21-22
- P. 3rd Quarter Consumer NOAs by Ethnicity/Location/Services & Age Range FY 21-22
- Q. 3rd Quarter 4731 Report (Page 25)
- R. 3rd Quarter Community Resource Development Plan (CRDP) Report (Page 26)

VII. Announcements / Information Items / Public Input

Next Meeting: Wednesday, May 18th at 6:00 p.m.
No public input

VIII. Adjournment

The meeting was adjourned at 7:50 p.m.

Submitted by:

(*) *Natalia Langarica*

Executive Administrative Assistant

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