

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

August 1, 2022

Present: Ana Quiles, Dr. Jesse Weller, Lety Garcia, Lillian Martinez, Dr. Michael Fernandez, Ruth Janka, Kimberly Bermudez (VAC Representative) – Committee Members

Lizeth Chavez, Liliana Windover, Elena Santana, Robert Dhondrup, Evelyn McOmie, Evan Ingber, Jennifer Williamson, Jazmin Zimmerman, Cristina Preuss, Malorie Lanthier, and Vini Montague – Staff Members

Nancy Gallardo-Interpreter, Jasmine Barrios-Minutes Services - Guests

Absent:

I. Call to Order & Introductions

Ruth Janka called the meeting to order at 6:02 pm.

Kimberly Bermudez is new to the Committee, she introduced herself as the Community Partnerships Manager for 24-Hour Home Care and is serving as the VAC Representative for this Committee.

Elena Santana introduced herself as the new Human Resources Manager for NLACRC. Her focus is on Talent Acquisition and she brings over 14 years of HR experience to this role and is excited for the new opportunity.

Robert Dhondrup introduced himself as the Public Information Manager for NLACRC. He previously worked for the Federal Government, specifically with the U.S. Census. He has held his current role at NLACRC for 4 months and is primarily responsible for all public-facing communication.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda – (Page 2)

Ruth Janka would like to switch Item 4E.3: 2023 Performance Contract Draft and Item 4E.4: 2022 Performance Contract Metric Update.

M/S/C (A. Quiles/L. Garcia) To approve the revised Agenda.

B. Approval of Minutes of May 23rd Meeting – (Page 4)

M/S/C (A. Quiles/L. Garcia) To approve the May 23rd Meeting Minutes as presented

C. Approval of Minutes of May 31st Meeting – (Page 9)

M/S/C (R. Janka/A. Quiles) To approve the May 31st Meeting Minutes as presented

IV. Committee Business

A. Annual Committee Orientation – Ruth Janka (*Page 9*)

1. Committee Policies and Procedures- (*Page 13*)

The duties of the SPC shall be to participate in the development of NLACRCCRC's strategic plan, performance contract and make recommendations to the Board of Trustees on adopting and modifying goals and objectives contained in the performance contract. Summarized, the three main goals of the Committee is to monitor the implementation of the Strategic Plan, monitor the implementation of the Performance Contract and to address issues from the Board.

2. Review Committee Critical Calendar (*Page 14*)

Ruth reviewed the Calendar as presented in the packet. It was noted that the Strategic Plan is a 4-year plan as opposed to a 3-year plan which is what is noted on the Critical Calendar. Liz will modify the critical calendar with the correct dates of 2022-2026.

M/S/C (A. Quiles/L. Garcia) To approve the Critical Calendar as revised.

3. FY 2022-23 Meeting Schedule (*Page 15*)

This Committee meets on a quarterly schedule and has 4 meetings per fiscal year. The meeting is typically held on the 1st Monday of the quarterly month at 6:00 pm.

4. Board Policy – Employment First (*Page 16*)

Each year, the Committee reviews any applicable policies. The Committee is to review the policy and any feedback should be noted for discussion at the next Committee Meeting. It was also noted that this Committee has the ability to conduct business via email if needed.

B. Volunteer to Serve as FY22-23 Committee Chair- Ruth Janka

Ruth solicited volunteers to serve as the Committee Chairperson, Lety Garcia volunteered to serve.

M/S/C (A. Quiles/L. Martinez) To approve Lety Garcia as the Committee Chairperson for the Strategic Planning Committee for FY 2022-23.

C. Public Input and Public Participation during Committee Business – Ruth Janka

During Public Input, Committee Members should not engage in dialogue or answer questions. Once Committee Business has begun, only Committee Members, Board Members and designated Vendor Advisory Committee Representatives can participate in discussion. Only Committee Members are able to vote.

D. Diversity, Equity and Inclusion Policy Steering Committee Update- Dr. Michael Fernandez

It was noted that the Inclusion, Diversity and Equity Policy has been developed. The next steps are to identify and outline activities and outcomes that were stipulated in the Strategic Plan.

E. Performance Contract Update- Jennifer Williamson

1. Performance Contract Public Meeting Flyer (*Page 18*)

A part of the Performance Contract with DDS, a public meeting is held to get community feedback and identify any local goals. This flyer is to announce the upcoming Public Meetings to be held:

- September 20, 2022 1:00pm – 3:00pm
- Presented in English with Spanish translation available
- September 22, 2022 6:30pm – 8:30pm
- Presented in Spanish with English translation available

The flyer was updated from previous iterations to include contrasting colors, divided sections, and white space. In addition, plain language was added for better readability. The flyer will be distributed to the community via mail, News You Can Use, social media and the NLACRC website.

It was recommended that a template be provided to the community that outlines the areas that they might want to address in preparation for the public meeting. Jennifer stated that suggestions and guidance regarding proposing Local Outcome Measures can be added to the website and social media to help guide community members.

2. Performance Contract Public Meeting Survey (*Page 19*)

A survey will be available for completion by the community regardless of their attendance at the Public Meeting. This survey will be an opportunity for the community to ask questions or submit other feedback. The Committee will then review the suggested local goals to determine which, if any, will be added to the Performance Contract. Responses to questions from the community will be posted in News You Can Use.

The Disparity Committee suggested that the survey be broken down into 2 parts. The 1st survey will be regarding local goals specific to the Performance Contract. The 2nd survey will be an ongoing satisfaction survey to address concerns and track any potential trends at various times throughout the year.

It was recommended that a reminder be sent to individuals who have taken the 1st survey but not the 2nd. Jennifer stated that this should be a function in Survey Monkey but if not, reminders can be created and implemented. The surveys will become live as soon as the Public Meeting Flyer has been distributed, before the Public Meeting itself.

With the information from the surveys, data will be collected to take the feedback and use it to assess any trends, any changes that need to be made, identifying potential topics for Town Halls or informational trainings and to gain insight on barriers to accessing services. The surveys are anonymous but any member of the public who is looking to contact their Service Coordinator will be routed to information for the On-Duty Specialist. Jennifer will add the link for the Contact Process to the website.

3. 2022 Performance Contract Metric Update (*Page 53*)

This report shows data regarding the status in each area of the Performance Contract to date. The New/Staff Orientation/Training Sections indicates the number of staff trained within 6 months of hire. These are specific training topics related to Service Coordination. The Committee is being asked to review the different areas in the Performance Contract and identify areas that need revisions and/or any recommendations.

Ruth stated that the June data can be added to this report and distributed out before the next Committee Meeting. In regard to school outreach, Dr. Fernandez has a report that will be presented at the next Government and Community Relations Committee Meeting. Lety Garcia thanked Jennifer and the team for all of their hard work in creating these metrics. There was discussion surrounding challenges with Town Hall attendance. There will be an increase in promotion of the events but that further assessment is needed on ways to increase attendance. The Committee recommended research alternative formats for Town Halls. In addition, to include the number of materials distributed monthly from NLACRC to Community Partners. It was also requested to add monthly totals for each location of the total number of Community Partners that were engaged.

There will be follow up with Jose Camacho to request the report that shows Individuals Competitively Employed Beyond CIE/PIP. The Committee request that this data be included in the applicable portion of the Performance Contract Metrics.

There was discussion regarding the Recruitment of Service Coordinators on page 69. The data shows 50 CSCs were hired, but 150 were lost. Jennifer clarified that the 150 represents vacancies. Vacancies include terminations as well as positions that are yet to be filled. The Committee recommended that the Vacancies number be separated to indicate a termination or open position.

The Committee will take time to review and make edits to this document. It was noted that the document produced will be in effect FY23-24. Any feedback is to be submitted to Board Support no later than August 15th, 2022. The revisions will be reviewed at the next Committee Meeting.

Elena will follow up with Clarence to clarify recruitment target information specific to Service Coordinators, this in regard to a question about modifying the goal to have positions filled in 30 days to reflect the current number of openings.

Key points of the discussion included the dissemination of information of the Performance Contract, access to CIE, increasing job placements for consumers and recruitment of CSCs. It was also determined that all of the “Onboarding Trainings” should be combined instead of listing the same data in multiple categories. Jennifer Williamson and Evan Ingber stated they will revise this data to reflect New Hire Onboarding by Month of Hire.

4. 2023 Performance Contract Draft (Page 27)

The changes requested from the previous section will all apply to this draft. The draft is currently in progress. Feedback from the Committee is needed and the draft will be posted on the website before the Public Meeting/Surveys. Based upon the feedback received from the community the draft will be revised and the final draft will be sent to the Board and then DDS for approval.

Ruth asked Jennifer to highlight the changes from the previous Performance Contract to the draft and submit to the Committee for review. As per the previous section, the Committee was asked to review the draft as presented in the packet and to submit any feedback to Board Support before August 15th, 2022.

F. 2022 Performance Contract June Data (Page 76)

This is mid-year data from DDS that ranks how Regional Centers performed against the State-wide average. The first set of data focuses on where the individuals live. Each Regional Center is developing resources for individuals currently receiving secure treatment in Development Centers to move into the community. The next set of data is related to how many individuals have a Client Development Evaluation Report (CDER). NLACRC is currently at 98.8%, which is above the state-wide average. Additional data includes employment

G. Strategic Plan Update (Page 87)

Ruth presented this information, she noted that any listing of “TBD” on the update indicates that date is currently being gathered and a report is expected in 2023.

There is an Outcome Measure on Page 103 of the packet that represents POS data by Age Band, Location, Primary Language and Primary Ethnicity. The Committee was asked to determine what data source and what specific data will be used to track this measure.

After discussion, it was decided to add a column to provide Per Capita against Total consumers, including consumers with zero POS. As the Strategic Plan is created by NLACRC, it is requested that NLACRC’s data source be used on the Plan in lieu of utilizing the data provided by DDS. The Data Warehouse is a resource to sort the data to ensure a high level of integrity.

M/S/C (L. Garcia/R. Janka) To approve the use of NLACRC data for the Strategic Plan.

M/S/C (A. Quiles/L. Martinez) To approve the use of POS Expenditure by “All Consumers by Ethnicity, regardless of POS Authorization” as the NLACRC Metric for the Strategic Plan.

Ruth stated that Ami Sullivan, the Strategic Planning Consultant recommended that NLACRC send out a condensed draft of the plan that lists the strategies of each Focus Areas, covers Mission, Vision and Values statements along with a link on how to access the plan in its entirety. Ami will continue to consult with the Committee in terms of the Strategic Plan but will need hours added to her contract to allow her to continue to provide support to NLACRC. Ruth will follow up with Ami and will add further discussion to the next Committee Meeting Agenda. It was recommended to add a scale of rating for each applicable Outcome Measure in the plan.

H. 4th Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report-
Evelyn McOmie

This report was reviewed as presented in the packet. The format is slightly different than what was presented in May. Retro billing for CIE has been processed and this report reflects current numbers as of June 2022. This data shows an increase from the previous Quarter. DDS Data is from February 2022 and does not reflect all of the approvals that have gone through since that time. From 2020 to 2021, there was a decrease as a result of the pandemic and an increase is expected for 2022. Effective July 1, 2021, changes to PIP and CIE and reports have been updated to reflect the revisions.

Lilliana Windover noted that the report that was mentioned in discussion was identified as the Monthly Consumer Competitive Employment Report presented by Vini Montague at the July Consumer Services Committee.

I. 4th Quarter Program Closures Report – No closures to report.

J. 4th Quarter New Vendorizations Report (Page 137) – Evelyn McOmie

There were 17 new vendorizations. The last 2 Vendorizations (16 & 17) are start-up funds for a residential facility for acquisition, the location will be determined. The location could be in the San Fernando or Antelope Valley catchment areas.

K. 4th Quarter Health and Safety Waiver Exemptions Report Approved by Executive Director (Page 138) – Evelyn McOmie

There is 1 pending waiver exemption for Global HCMAs. Health and Safety requests are pending a request for specific line items from the Vendor.

L. 4th Quarter Health and Safety Exemption Report Submitted to DDS (Page 139) – Evelyn McOmie

No new approvals for the 4th Quarter. Reports from the 1st Quarter are in progress and will be reported out at the next Committee Meeting.

VI. Board Meeting Agenda Items

The following items were identified for the Committee's section of the June 8th Board Meeting agenda:

- A. Minutes of the May 23rd Meeting
- B. Minutes of the May 31st Meeting
- C. Draft 2023 Performance Contract
- D. Strategic Plan
- As the plan is still pending revision, it was requested to move this item to a future Board Meeting.
- E. 4th Quarter Report on CIE/PIP Activities
- F. 4th Quarter Report on New Vendorizations
- G. 4th Quarter Health and Safety Exemption Report

M/S/C (L. Garcia/R. Janka) To remove item D: Strategic Plan and reschedule it as an agenda item for the November 2022 Board Meeting and present the Community Draft of the Strategic Plan to the Board of Trustees.

VII. Announcements / Information Items / Public Input

- A. Next Meeting: Monday, November 7th at 6:00 pm.

VIII. Adjournment

Ruth Janka adjourned the meeting at 8:45 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 NLACRCCRC staff.*