

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes
March 28, 2022

Present: Lety Garcia, Sharoll Jackson, Lillian Martinez, Ana Quiles, Curtis Wang, Alan Darby, Michael Fernandez, Ruth Janka, Jesse Weller, Orli Almog (VAC),
– Committee Members

Liz Chavez, Liliana Windover, Natalia Langarica, Michele Marra, Evelyn McOmie, Jennifer Williamson, Cristina Preuss, Gabriela Eshrati, Sheila King, Vini Montague
– Staff Members

Bebo Saab, Ami Sullivan - Guest

Lucy Paz – Interpreter

Richard Brown – Minutes Solutions

Absent: Marianne Davis

I. Call to Order & Introductions

The meeting was called to order at 6:02 p.m. by Ruth Janka, interim chair. Ruth called attendance of the committee members. Introductions included Bebo Saab the Supervising Attorney at the Client's Rights Advocacy office, a subsidiary of Disability Rights California. In addition, Natalia Langarica was introduced as the new Executive Administrative Assistant to NLACRC.

II. Public Input

No public input received.

III. Consent Items

- A. Approval of Agenda
M/S/C (C.Wang/L.Garcia) To approve the Agenda as presented.
- B. Approval of Minutes from the February 28, 2022 Meeting
M/S/C (C. Wang/Sh.Jackson) To approve the Minutes as presented.

IV. Committee Business

- A. Summary of the Strategic Planning Retreat – Ami Sullivan

Ami Sullivan thanked everyone for their diligence, patience, and engagement throughout the retreat. Ami stated that the Values, the Vision statement, the Mission statement, and the focus area drafts should have been received in the packets to finalize the drafts. Ami stated that individuals are signing up for the focus priority area groups this week and they will work on the goal and why it's a focus area and what strategies and

outcomes we are hoping for. The goal is to have these items completed by April 22, 2022. Groups will be established, and meeting times will be scheduled. Ami stated that a decision tree will also need to be established. Once the draft of the focus areas is completed and the vision, values, and mission statement are finalized the committee can put it to a vote. Ami asked for input regarding the look and feel of the strategic plan as it is a public-facing document. The document should be engaging to our community, our staff, our providers, our individuals and their families. Ami questioned what type of pictures and bright colors should be utilized or if there is a specific brand guidance on the matter. Ami asked if the vision, values, and missions statements should be tackled as a smaller subgroup and if a separate meeting should be scheduled. Leticia stated that it may be beneficial to tackle as the committee and not in small groups. Ana Quiles agreed with Leticia.

Leticia also asked about smart goals for each of those areas and how it will be achieved. Ami responded that the drafts would be done in separate smaller groups as it allows for focused skill sets to finalize the drafts. Once the drafts are complete, the drafts will come before the strategic planning committee and the Board for approval which will allow for further review and questions before the drafts are finalized for the definitions of each. Ami asked if there should be time allotted regarding this matter during the next meeting or if a separate meeting should be established. Ruth stated that these meetings are specifically for strategic planning as this group used to only meet quarterly. It was discussed that there will be three meetings in May as follows:

- May 2nd, 2022 – Regularly scheduled Strategic Planning Committee meeting – review the performance contract/quarterly progress and begin the process to formulate the final version of the visions, values and missions statement
- May 23rd, 2022 – Review the 1st draft of the strategic plan and formulate the final versions of the visions, values, and missions statements.
- May 31st, 2022 - Leticia Garcia stated that the visions, values, and missions can be discussed during the May 23rd, 2022 meeting to finalize the draft to present to the Board at the June board meeting. Ami Sullivan stated that she anticipates the discussion on visions, values and missions can take upwards of an hour to go through and urges the group to review the materials prior to the meeting. Leticia Garcia asked if the meeting on May 2nd, 2022 would allow time to begin going over the topic. Ruth Janka reviewed the calendar and determined that the May 2nd, 2022 meeting is to review the performance contract and to review the quarterly progress update for the current strategic plan. Ruth stated that this can be a paper review. Leticia and Ruth both agreed that the meeting for the visions, values and missions should begin on May 2nd, 2022 to allow enough time for review. Ana Quiles stated that the strategic plan should be something simple and easy to read as it is a public facing document. Ami agreed and stated that ensuring the document is easy to read is a top priority. Leticia asked if some press releases or a formal introduction to the community in terms of the new strategic plan. Leticia stated that the release or introduction should be added to the agenda for an upcoming meeting. Ami agreed and stated that the stakeholders and staff will also need to be informed as well. Ana Quiles asked if there would be a follow-up with the parties that were surveyed to show the results of the survey. Ami stated that although the survey was done without knowledge of the specific participants for the sake of confidentiality, however the contact information for all parties who were invited has been recorded and those individuals will receive a follow-up email with updated information. Leticia asked where

in the timeline this information would roll out Ami stated that she is looking forward to June if it is approved and adopted by the Board.

B. Next Steps for Strategic Thinking Survey – Ami Sullivan

Ami Sullivan asked if anyone had any questions and stated that the Strategic Thinking Survey was an open item and that if any questions should arise, please feel free to reach out to her.

C. IHSS Services – Bebo Saab, Client Right's Advocate

Ruth Janka stated that it has been reported that concerns have been raised with the appropriate number of hours assigned to individuals when they are assessed by IHSS. There are concerns that a greater number of hours should be assigned and that IHSS is not spending enough time assessing individuals. Ruth stated that she did a cursory review where she pulled thirty cases from school aged to transitional adult individuals and she did not find significant discrepancy regarding the hours. However, Ruth deferred to Stephanie Hou as she would be more versed and she shared that of the forty intakes that she had for the quarter from September to December, fifteen were related to IHSS appeals and families were in the process of filing appeals related to the amount of time provided. Ruth stated that this committee is looking for ways to address these issues at the systems level. Ruth stated that Stephanie Hou would do further research. Bebo stated that he unfortunately is not surprised by the findings. Bebo stated that he cannot speak for the DRC, but if evidence such as trends can be presented, it may assist with moving the process forward. Bebo stated that each regional center is different and some centers will vendor people to represent IHSS cases. Bebo stated that if there is an advocate posing as an attorney, that individual could be reported. Ruth stated that there are some advocacy groups that do not find it lucrative to be vendors. Bebo stated that you would need to show that policies are being misapplied. Ruth stated that cases would be needed to prove that policies are applied incorrectly. Ana Quiles asked what the process for IHSS advocate vendors would be to provide advocates to the families. Ruth stated that we would need to put out a request for IHSS advocate vendors. Ruth asked if there were any other strategies to address these issues at the systems level. Ruth also stated that the Family Focus Resource Center is doing a three-part training for families to teach them how to go through the appeals process and Bebo Saab is also doing a training. Lillian Martinez commented that families need support when IHSS assessments happen in the home and that CSC would feel more comfortable confirming the needs based on IPP. Evelyn McOmie commented that adult individuals can work with service coordination ILS and support is available. Evelyn McOmie also stated that they would have to contact parenting agencies to see if it is possible to get support for parents of minors to apply for IHSS. Ruth Janka stated that a plan should be put together to utilize resources that we already have access to. Bebo stated that there are some ILS agencies that do not assist with IHSS and that it would be prudent to ensure the agency can assist with IHSS before referring individuals to any agency. Ruth stated once they have had the opportunity to speak to other providers around IHSS, this information, including the basics of IHSS, can be conveyed during a town hall. Evelyn McOmie stated that she will survey the agencies to provide support for parents that are having difficulties filling out the applications to ensure that they are able to get the hours they qualify for. Evelyn McOmie stated she will look into this matter further.

Lillian Martinez stated that she does not want to take away from the initial assessment date, but she believes that if the consumer is supported then the worker would do a more comprehensive assessment and the consumer may receive the necessary hours as a result. Bebo stated that there are occasions where the service coordinator would not efficiently contribute to the assessment. Ruth stated that the service coordinator would need to know the needs of the consumer in order to be effective at the assessment. Bebo stated that having someone knowledgeable in regard to the individual's need would be beneficial. Ruth stated that it is important to have a provider to give support to the team and the assessor so that the assessor will be able to appropriately calculate the necessary hours. Bebo stated that preplanning is necessary and that documents should be sent, highlighted and labeled to ensure proper support is given.

Ruth led the committee's discussion of the process and timelines to be followed as the Strategic Planning Committee's report to the Board is prepared. The Committee noted that the timing of report finalization depends on the timely submission of reports by the focus area committee leads. The Meeting scheduled for May 30th needs to be rescheduled as NLACRC is closed for the Memorial Day holiday. The proposed strategic plan is to be presented during the June 8, 2022, Board of Trustees meeting. The Committee agreed to meet virtually on May 2nd, May 23rd, and May 31st, 2022 to meet goal of presenting a plan at the June 8th board meeting.

D. Diversity, Equity & Inclusion Policy Steering Committee Update – Dr. Michael Fernandez

Jesse Weller stated they are making great progress on the Diversity, Equity and Inclusion policy and are on track to be finished by April 30th, 2022. There will be a meeting on April 7th, 2022 and there should be more information to follow regarding the final draft.

E. 2021 Performance Contract Year-End Data/Report – Ruth Janka

Ruth stated the 2021 Performance Report shows the data that the department generates. This data shows the diagnosis by percentiles, the ethnicity, age and living arrangement of the individual and how we are performing as a regional center versus the state wide average. They also report compliance standards such as the passing of the independent audit, DDS audit and if we have audited vendors as required by our contract with the department. The last quarter regional centers audit was waived due to COVID, however that requirement has been reinstated and was passed for the current period. It has also been reported whether or not regional centers overspend their operations budget, participated in federal waivers, and updating the early start reports as needed. We were in the 98.92% percentile last period and this period in terms of compliances with intake and assessment timelines with consumers three years of age and older, individual program plan requirements and individual family service plan requirements. 97.9% complaint in regard to IPP for last period and this period it is not applicable. About ISSP, we were 86.2% compliant last period and 86.1% compliant this period. Leticia stated regional center goals did well but reducing disparities and improving equity of the individuals that we serve are reported as needing improvement. Leticia then asked how these two items are being improved. Ruth stated that the strategies that they are

applying are the ones recommended by the Consumer Services committee and the Board. Ruth stated that the strategies focus on education, dissemination of information and training of staff which are also long-term strategies. Ruth also stated that they are training staff regarding different cultures to ensure cultural needs are met.

Ruth stated that the enhanced services coordination unit will replicate the east Los Angeles regional service model. For enhanced service coordination, there will be 1 to 40 caseloads and individuals selected for these caseloads will have 2000 or less in purchase of service expenditures. The service providers will also be bilingual and speak the language of the families. This will be a pilot as DDS will only provide six positions for two hundred forty families. Due to the increase of services during the pandemic and the expanded services, there is data that shows the gap of disparities was closing for school age children in underserved Hispanic/Latino communities.

Leticia stated that 36% of the consumers who are twenty-two years or older are Hispanic, but only 26% of the expenditures are used for those individuals and the disparities for Black/African Americans in that age group are comparable in regard to the disparity. Leticia Garcia also stated that when you review the numbers for the white Americans, the percentage for the expenditures are larger by a wide margin. Leticia asked what the timeline would be for progress to be made and how would we measure if these strategies are successful. Ruth Janka stated the following:

- There is concern and the legislatures and the administrators are committed to funding projects that are proven successful.
- Cultural Competency training has been established through grants and has been implemented. The ICC project is funded by a grant that is specifically there to support families.
- The mandates and the funding will help us implement the east Los Angeles project and it took east Los Angeles two years to move the needle in regards to starting to close the gap for the disparities. Ruth stated that it may take two to three years to start to see change. Ruth stated that they will also look into translating more documents to assist with information dissemination. Ruth also stated that there are barriers regarding family needs and security and it may be difficult for families to focus on additional services if they cannot meet their basic needs. Ruth stated that there will be an effort to support the families of individuals seeking assistance as well to combat the inability to seek assistance. Lillian Martinez agreed with that sentiment. Ruth stated that it will take time and better technology to analyze progress, but the needle will move forward. Lillian stated that the CSC needs to be knowledgeable of the regional center's system, IPP and the paperwork through regional center's knowledge. Jesse Weller shared feedback and stated that individuals who are knowledgeable, patient, and compassionate should be hired for those positions. Ruth reported that no report was available as the required data was received on February 24, 2022 but had not yet been validated against NLACRC data as requested by DDS. Employment data has not been received from DDS. Report should be available by next meeting. Leticia Garcia asked for a report on spending for personal assistance and participant directed services by ethnicity.

V. Board Meeting Agenda Items

- A. Minutes of the March 28, 2022 Meeting

VI. Announcements / Information Items

- A. Next Meeting: Monday, May 2, 2022 at 6:00 p.m.

VII. Adjournment

The meeting was adjourned at 7:52 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.*

