

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

May 23, 2022

Present: Marianne Davis (Chair), Dr. Michael Fernandez, Leticia Garcia, Lillian Martinez, Ana Quiles, Alan Darby, Curtis Wang, Orli Almog, Dr. Jesse Weller – Committee Members

Liliana Windover, Lizeth Chavez, Clarence Foster, Jennifer Williamson, Cristina Preuss, Gabriela Eshrati, Evelyn McOmic, Jazmin Zinnerman, Robert Dhondrup, – Staff Members

Rocio Sigala - Board Member, Ami Sullivan – Kinetic Flow, Lucy Paz-Interpreter, Jasmine Barrios-Minutes Services - Guests

Absent: Sharoll Jackson, Ruth Janka

I. Call to Order & Introductions

Marianne Davis called the meeting to order at 6:00 pm.

II. Public Input

Leticia Garcia received the flyer for the Seminar on Social Recreational Services June 7th at 6:30 pm via Zoom. Leticia inquired if Spanish flyers were available and how they were disseminated to Spanish speakers. Jennifer Williamson explained that Spanish flyers are available and were sent out to participants who have chosen Spanish as their preferred language.

III. Consent Items

A. Approval of Agenda – (Page 2)

Leticia Garcia would like to add to Committee Business: Item E. SPC Critical Calendar

M/S/C (C. Wang/A. Quiles) To approve the Agenda as revised.

B. Approval of Minutes of May 2nd Meeting – *deferred*

IV. Committee Business

A. Strategic Plan Draft Update – Amy Sullivan (Page 3)

Ami reviewed the edits to the Strategic Plan draft as presented in the packet. The main edits include changing the plan timeline from a three-year plan to a five-year plan, covering 2022-2027.

The photos used throughout the plan are stock photos, Marianne asked Robert Dhondrop if it would be possible to use actual photos from NLACRC and the community. Robert will

look into a process obtaining consents and taking photos from NLACRC to include in the plan.

Other notable edits include the addition of letter written by the Board President and Executive Director, to the community. The letter discusses the intent of NLACRC and expresses thanks to the community and stakeholders. Definitions of commonly used acronyms were moved to the front of the Plan. Focus Areas were re-ordered in the draft by the most-to-least number of people impacted and strategies were added. The Values, Vision and Mission Statements were all revised per the recommendations at the last Committee Meeting. If approved in June, Year 1 of the plan will commence in July.

Ami encouraged the Committee to review the plan to determine if the plan resonates and intentionally moves NLACRC forward to meet the needs of the community. Dr. Jesse Weller stated that although the plan is comprehensive, it is definitely do-able. Additional staff will be needed to progress through the plan in various areas including a Mental-Health Specialist, Health and Wellness Specialist for staff, Housing Specialist, etc. Other concerns voiced about the draft from the Committee include the strategies feeling disjointed from the measures and what metrics will be used to determine if goals are being met. It was also noted the importance of a staff Strategic Planner being hired to set deadlines, create metrics and dashboards.

Dr. Weller shared a matrix draft that lists strategies organized by focus area and what is currently being done/what can be done to complete that strategy, what department is responsible for those tasks and a rough time estimate of completion. This format can lead to practical implementation and will identify what is required to complete the task such as staffing, technology, etc. Dr. Weller will send out this matrix to the Committee and will flag items that are currently in progress.

Notable edits from the Committee that were made to the draft as presented in the packet are outlined below:

Page 13 - Revision: Los Angeles is one of California's most diverse counties. Within NLACRC catchment areas, individuals and families of Hispanic/Latino descent make up 47% of the population served, yet they only receive 33% of the Purchase of Service Expenditures.

Page 15 - Revision: Ensuring all people, both currently and potentially served, are aware of the Regional Center, the benefits of, and support the Regional Center may offer.

Page 18 – Proposed Strategy Addition: Conducting quality assurance for a sampling of Individual Program Plans (recordings of remote meetings), reviewing those recordings and utilizing those for training opportunities.

Page 26- Proposed Strategy Addition: Create action plans based on feedback from Exit Interviews.

Page 27- Proposed Strategy Addition: Explore different staff interests/production of various staffing models, schedule flexibility, part-time positions, etc.

Page 29- Proposed Strategy Addition: Create and share an annual yearbook/event of successes and accomplishments.

Under Retention of Staff, Ami stated that we may want to consider the following:

a. Surveying Employees by asking comprehensive questions and providing a way for

- employees to communicate needs.
- b. Quarterly Employee Meetings to discuss survey findings, develop a plan to work to address employee needs per survey findings
 - c. Provide recognition to give consumers/families/vendors an outlet in which they can acknowledge the work of the employee, provide reward incentives, re-engage staff and boost employee morale by highlighting staff success stories/accomplishments.

Under Health and Wellness, Ami stated we may want to consider the following:

- a. Having consumer rates of stress, anxiety and depression symptoms decreased,
- b. Coordinate of mental health care helped to positively improve the consumer's health and wellness

The timeline of the draft was discussed. Leticia stated that the goal is to present the plan to the Board in June. Dr. Weller will send out the matrix for review and edits will be discussed at the Committee Meeting on May 31st. From there, the final draft will be presented to the Board at the June meeting for implementation in July.

B. Finalization of Values, Vision and Missions Statements – Ami Sullivan (*Page 4*)

The Vision, Values and Mission were revised to reflect the edits by the Committee at the May 2nd Meeting. The revised statements were reviewed as presented in the packet.

C. Draft CY2023 Performance Contract – Jennifer Williamson (*Page 57*)

Jennifer reviewed the Performance Contract as presented in the packet. This contract is a performance-based accountability system that Includes performance measures, compliance measures and employment measures. This year's draft includes updated data from DDS' Year-End Report and Public Policy Performance Measures, to compare to previous years. The Performance Contract also includes updated actions to address the Performance Contract Goals. DEIB initiative activities were added, such as DEIB trainings and DEIB Board Policy. Once June 2022 data is received from DDS, the data in the Performance Contract will be added for comparison to June 2021 data.

The Performance Contract must be developed through the public process. A public meeting will be held in late August or early September to get community feedback and recommendations regarding local goals, called Local Public Policy Outcomes, to add to the contract and to share the previous year's Contract Performance Objectives and Outcomes. The meeting is promoted at least 30 days before the meeting and the Performance Contract draft is posted prior to the meeting for the public to review. Local Outcomes are also solicited via a survey that will be conducted before the public meeting to ask for feedback.

Currently developing the content and determining dates for the survey, as well as finalizing dates for the public meeting. The goal is to finalize dates and have a flyer sent out within 1-2 weeks. After the public meeting, the revised Performance Contract will be brought to the September Board of Trustees meeting for final approval and submission to DDS. It was

asked when and where the results of the Performance Contract goals are reported out/made public. Dr. Weller will look at the processes to see where the report is brought through and will bring his findings back to the Committee at the next meeting. Dr. Weller will also report out the finalized timeline and implementation plan for the contract on Jennifer's behalf at the next meeting.

Ana Quiles recommended creating a calendar of mandated events to be shared with the public. This is an item that will be brought to Government and Community Services Committee to add these dates to the Master Calendar of Events.

D. Diversity, Equity and Inclusion Policy Steering Committee Update – Dr. Jesse Weller

An impact statement was added to the policy to own inequities and institutional systems issues and to be direct and transparent about issues. Working Vision and Mission Statements were created, specific to Inclusion, Equity and Diversity. Definitions were also included and the policy was written in plain language.

Internal and External Purposes were also listed, promoting transparency through policy. This policy has an internal focus but is for the community at-large to hold NLACRC accountable to protect individuals from institutional racism and microaggressions.

Objectives were developed, staff will be required to attend trainings specific to Inclusion, Equity and Diversity. A new section was added for Service Access and Equity. Also included in the policy are summaries of key NLACRC organizational policies such as the Recruitment and Selection Policy, the Unlawful Harassment and Retaliation Policy, the Whistleblower Policy in relation to Employees and Board Members and the Whistleblower Policy regarding Vendors, Contractors and Others. This policy is going to the Executive Committee at their May 25th meeting and the Board Meeting on June 8th.

E. SCP Critical Calendar – Leticia Garcia

At the last meeting, the calendar was revised to include the Annual Strategic Plan Review for August 2023. Leticia added Quarterly Updates for the Strategic Plan to the calendar in November, February, and May 2023.

M/S/C (L. Garcia/M. Davis) To approve the SCP Critical Calendar as revised to include Quarterly updates for the Strategic Plan.

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 2nd Meeting
- B. Minutes of the May 23rd Meeting
- C. Draft CY2023 Performance Contract
- D. Critical Calendar for FY2022-23

VII. Announcements / Information Items / Public Input

- A. Next Meeting: Tuesday, May 31, 2022, at 6:00 p.m. (via Zoom).

No public Input

VIII. Adjournment

Marianne Davis, Committee Chair, adjourned the meeting at 7:57 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.*