

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

September 26, 2022

Present: Leticia Garcia, Lillian Martinez, Ruth Janka, Ana Quiles, Sharmila Brunjes, Dr. Michael Fernandez, Alma Rodriguez – Committee Members

Lizeth Chavez, Liliana Windover, Jose Camacho, Clarence Foster, Lilliana Windover, Vini Montague, Evelyn McOmie, Malorie Lanthier– Staff Members

Ami Sullivan - Kinetic Flow, Nancy Gallardo-Interpreter, Jasmine Barrios-Minutes Services - Guests

Absent: Dr. Jesse Weller, Brian Gatus, Kimberly Bermudez (VAC Representative)

I. Call to Order & Introductions

Leticia Garcia called the meeting to order at 6:04 pm.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda – (Page 2)

Leticia Garcia requested an additional item: Review Committee Action Items to be added to the agenda as Committee Business Item D.

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

B. Approval of Minutes of August 29th Meeting – (Page 3)

M/S/C (A. Quiles/A. Rodriguez) To approve the August 29th Meeting Minutes as presented.

IV. Committee Business

A. Strategic Plan Update – Ruth Janka/Ami Sullivan (Page 7)

- Purchase of Service Expenditure Data FY2021- (Attachment 1)
- Purchase of Service Expenditure Data FY2022- (Attachment 2)

Ruth reviewed these reports as presented in the packet. The Committee was tasked to determine what sets of data should be linked to the outcome measures to measure progress in the area of Diversity, Equity, Inclusion and Belonging. After much discussion, it was determined that both sets of data will be combined for use in the

measurement. The data sets to be measured will be Budget vs Operations, Number of Authorizations and Per Capita of Total Consumers (with or without authorizations) and Consumers Living at Home. The Page 4 and Page 8 of Attachment 2 will be the Benchmark Data for 2022.

M/S/C (L. Martinez/S. Brunjes) To approve the data sets listed on Page 4 and Page 8 of Attachment 2, as the benchmark data for 2022. Focusing on Budget vs Operations, Number of Authorizations and Per Capita of Total Consumers with and without authorizations.

NOTE: After the vote, Leticia Garcia requested the addition of an item to the agenda under Committee Business: Finalize Metrics and Measures. The item will be identified as Item C, moving subsequent items down.

M/S/C (L. Martinez/A. Rodriguez) To approve the revised agenda.

B. Strategic Plan Implementation Matrix - (*Attachment 3*)

There was a request for the matrix to be posted for public view along with the Strategic Plan. Ruth shared that the matrix will be posted as an attachment to the Strategic Plan. The matrix shows timelines for completion on action items and identifies what departments are responsible for each item. There is no action required by the Committee for this item.

C. Finalize Metrics and Measures - Leticia Garcia

Leticia noted that the Strategic Plan shows “TBD” on many of the timelines. She recommended using the matrix as a guide to align the focus strategies with the outcome metrics that represent them on the Strategic Plan itself. She proposes that outcomes are measured in a qualitative way, not always quantitative. The challenge is that there are many activities, but there is not a way to measure the impact of the activity.

Leticia requested a certain number of IPPs be randomly sampled and the outcomes become the basis for the actions in the strategic plan, in essence, a quality assurance check on IPPs.

After discussion, Ruth requested of Evelyn McOmie that the QIM pull a sampling of reported or written IPPs for review as part of the strategic plan. Evelyn will pull all active IPP's and determine the correct sample size. She will evaluate and report back at the next Committee Meeting.

It was suggested to assess IPPs for the child's needs and ensuring that all of the child's needs will be met within the IPP. The scoring system will be based on a percentile and a goal will be determined based on Evelyn's findings.

Leticia reviewed recommendations for the Strategic Plan as discussed:

- Execute bi-annual comprehensive surveys to alternate yearly during the duration of the

four years to track outcome measures.

- i. Individual/family satisfaction survey (2023),(2025).
- ii. Employee satisfaction survey (2024), (2026).

M/S/C (A. Quiles/L. Martinez) To approve the conduction of the bi-annual comprehensive surveys as presented.

- Implement random sampling of recorded and written IPP's for training in quality assurance purposes.

M/S/C (A. Quiles/L. Garcia) To develop an outcome measure for Quality Assurance sampling strategy.

- Implement pre-/post self-assessments as part of all Trainings.

Clarence Foster recommended a 5-7 question post-training survey to be implemented to take place immediately following the completion of the survey, with a 70% passing score.

M/S/C (A. Quiles/L. Garcia) To develop an outcome measure the percent of trainees that complete pre/post training survey immediately upon completion with a passing score of 70.

- Period report yearly progress on matrix metrics. Liz will add this item to the agenda for approval to be added to the Critical Calendar.

M/S/C (A. Quiles/A. Rodriguez) To approve the addition of annual matrix progress report

- Ana proposed the addition of an outcome measurement for NLA to apply for an accrediting body. She suggested the CAPE Certification as a potential starting point. This is an assessment of the organization that introduces improvement processes. Similar to an audit, they provide feedback on beneficial steps to approach opportunities for growth. To start, she suggested applying for the certification for the HR department to start and move through the organization.

M/S/C (A. Quiles/S. Brunjes) To approve the addition of the CAPE Certification as an outcome measure to the Workforce Development focus area of the Strategic Plan.

D. Identify Presenter of Strategic Plan for October Board Meeting

The presentation of the Strategic Plan to the Board will be deferred until the draft of the revision is completed. The Committee will present the Strategic Plan at the November Board Meeting, pending the data collected from NLA Staff. The presentation will be 20 minutes long, and will contain a high-level overview of the Plan and its contents. Amy Sullivan, from Kinetic Flow, was determined to be the presenter.

V. Review of Meeting Action Items

- Combine the Data Sets for POS for Benchmark Metrics (Jose Camacho, next meeting)
- Update the Strategic Plan to include the sampling of IPPs, training surveys, certifications (Evelyn McOmie, Clarence Foster and Ami Sullivan, next meeting)
- Update the Committee Meeting Agenda to include the approval of the Annual Matrix Review to the Critical Calendar (Lizeth Chavez, next meeting)
- Provide the most recent draft to Committee for review (Ami Sullivan, October 17th, 2022)

VI. Board Meeting Agenda Items

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

- A. Minutes of the September 26th Meeting

VII. Announcements / Information Items / Public Input

- A. Next Meeting: Monday, October 24, 2022 at 6:00 pm.
- B. Subsequent Meeting: Monday, November 7, 2022 at 6:00 pm.
- C. Committee Attendance - (Page 52)

VIII. Adjournment

Leticia Garcia adjourned the meeting at 8:11 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.*