

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes
May 3, 2021

Present: Erica Beall, John Brauer, Lety Garcia, Sara Iwahashi, Ruth Janka, Michele Marra, Angelina Martinez, Lillian Martinez, Evelyn McOmie, Ana Quiles, Kim Rolfes, Jesse Weller - Committee Members
Ana Maria Parthenis-Rivas and Cheryl Blizin – Staff Members

Absent:

I. Call to Order & Introductions

Lety Garcia, Board President, called the meeting to order at 6:02 p.m. Introductions were made.

II. Public Input

There was no public input.

III. Consent Items

A. Approval of Agenda

M/S/C (J. Brauer/A. Quiles) To approve the agenda as presented.

B. Approval of Minutes of the February 1st Meeting

M/S/C (R. Janka/M. Marra) To approve the minutes as presented.

IV. Committee Business

A. Review Strategic Plan Revisions (Goals and Metrics) – *Deferred*

B. Performance Contract Year End Report for 2020 – (Packet 1, Page 9)

A. Quiles asked if the URL link to the report is posted on the website because she did not see it and suggested that the actual link to the full report be posted. S. Iwahashi stated that it is not posted yet, however, the full link can be posted when it is available. The report does not include the employment data, which we are waiting to receive from DDS.

Action: S. Iwahashi to post the link with the full report upon receipt from DDS.

R. Janka summarized some of the data referenced in Packet 1, starting at Page 10, with particular detail to the data referenced in the table shown below:

Regional Center Goals (based on Lanterman Act)	December 2019		December 2020	
	State Average	NLACRC	State Average	NLACRC
Fewer consumers live in developmental centers	0.08%	0.06%	0.07%	0.06%
More children live with families	99.44%	99.58%	99.51%	99.64%
More adults live in home settings	80.84%	83.40%	81.71%	84.30%
Fewer children live in large facilities (more than 6 people)	0.04%	0.01%	0.04%	0.01%
Fewer adults live in large facilities (more than 6 people)	2.15%	2.65%	1.92%	2.36%

R. Janka confirmed A. Quiles’ understanding that the data referenced in the last row in the above table, could change through individualized program planning and the availability of resources ; however, for example, if a family chooses to have an individual live in a larger setting, and does not agree for the person to move to a smaller setting even though we could develop a plan for that to occur, then the individual would continue to live in the large facility which impacts the percentile reflected in the Center’s data.

The data presented is generated by DDS. NLACRC wants to further analyze the data across ethnicities and age groups to help pinpoint where the greater disparities are seen; the analysis will Also include residence type, ethnicity and living arrangement.

C. Draft Performance Contract for 2022 (Attachment)

The outcome of decreasing disparity has been added.

Highlights of the changes:

- Any place identified as engaging in individualized program planning, person-centered planning, has been amended to say person-centered culturally sensitive process.
- The following has been added to the plan as additional areas to address: in-home supportive services and HCBS Final Rule compliance.
- Item #6: Increase percentage of adults that are employed:
 - We have added, “To provide training to all adult unit staff on the

- benefits of working (Department of Rehabilitation training) to help individuals understand their options and to work with DOR and to refer to their State Internship Program (SIP) and State Employment Initiative (SEP).”
- Continue participation meetings for monitoring Local Partnership Agreements (LPAs) directed towards transition services for students who want to work after high school. Individual Transition Plan (ITP) and Individual Education Plan (IEP).
 - Continue to partner with supported employment vendors and DOR through consistent participation in the Supportive Employment Committee meetings.
 - To provide all information regarding employment options in plain language, translated into Spanish.
 - Host a Town Hall on employment.
- Item #7: Ensure access to services and supports regardless of age, diagnosis, ethnicity, or language:
 - Added the training of all staff on cultural sensitivity and humility and socioeconomic family issues that impact accessing RC services, training on an ongoing basis.
 - Add the above training to New Staff Orientation, all new staff will be required to attend.
 - Any materials that NLACRC develops in this area will be shared with our vendor community.

L. Garcia asked if a Diversity, Equity and Inclusion Policy would be added along with the creation of a Diversity, Equity, and Inclusion unit.

Action: Diversity, Equity and Inclusion Policy to be added as a stand-alone item.

A. Quiles asked if the actual measurement could be shown. She mentioned that Kern was the only other regional center that had the actual measurement of what was being compared.

S. Iwahashi responded that most regional centers have taken the template provided by DDS and customized it.

M. Marra mentioned that we identify the activities that we are currently doing to exceed, meet or be below, the statewide average based on mid-year data.

L. Garcia asked if we could add data to the Measure column so that there would be something to compare it to.

Action: Review Kern Regional Center's report and assess whether NLACRC can create a document with similar data.

L. Martinez asked if this was a state template.

L. Garcia responded that yes, it is a state template as S. Iwahashi mentioned above.

D. Updated SPC Critical Calendar (Packet 1, Page 17)

M/S/C (R. Janka/A. Quiles) To approve the updated SPC Critical Calendar.

E. 3rd Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report (Packet 2, Page 20)

Competitive Integrated Employment (CIE)

11 individuals approved in 3rd Quarter, 19 total for reporting period

10 additional payments (milestones of 30 days, 6 months, or 12 months)

Paid Internship Program (PIP)

15 additional individuals in 3rd Quarter, 50 total for reporting period

27 additional payments, which will eventually add up to \$10,400 for the PIP program, 59 total for payments for the reporting period.

F. 3rd Quarter Program Closures Report (Packet 2, Page 21)

8 programs closed, 4 impacted consumers.

Majority of closures were per vendor request, however one was due to failure to submit required documentation.

G. 3rd Quarter New Vendorizations Report (Packet 2, Page 24)

32 new vendorizations, of which majority are Service Code 109 (Supplemental Residential Program Support), typically at group homes. Supplemental 109 is currently in place due to COVID situations impacting the residential program.

Newly added programs include a Specialized Residential Facility, 1 Dentist, and 2 Infant Development Programs.

H. 2nd Quarter New Vendorizations Report (Revised) (Packet 2, Page 25)

See revisions highlighted in yellow.

I. 3rd Quarter Health and Safety Waiver Exemptions Report Approved by Executive Director (Packet 2, Page 27)

99 health and safety requests were processed; all COVID related as the authority for an executive director to approve a Health and Safety Waiver is provide for in the DDS directive and is temporary.

J. 3rd Quarter Health and Safety Exemption Report Submitted to DDS (Packet 2, Page 30)

These are traditional health and safety requests tied to day services, there are currently none submitted, though the Center is anticipating these types of requests to be made in the future.

K. Statewide CIE Summary Data through February 2021 (Packet 2, Page 31)

This is the report recently submitted by the department to the regional centers specifying the Competitive Integrated Employment (CIE) stats for the quarter for FY20-21 as of February. NLACRC has 12 current individuals receiving CIE.

L. Statewide Paid Internship Program (PIP) Summary Data through February 2021 (Packet 2, Page 32)

This report is issued in conjunction with the CIE report. It is for the Paid Internship Program and it reflects statewide the numbers for FY20-21 as February for each regional center. NLACRC has 18 PIPs as of February.

J. Bauer commented that we are hearing statewide that PIP is not being used as widely as originally had been expected and asked if there are any more plans how it might be beefed up or distributed.

E. McOmie answered that we are currently collecting data to see what the impact has been due to COVID. We anticipate that there was an impact, as with the PIP, the individual typically has to be working at the site to be able to receive the internship. There was a pause due to COVID. The department has issued a directive that does not require regional centers to count the time during the pandemic when calculating the timeframe for funding (statute allows regional centers to fund \$10,400 per 12 month period).

Lastly, and of important note, there is legislative advocacy to increase the amount of funding allocated for the Paid Internship Program.

Update on important objectives identified in the February 1, 2021, SPC meeting:

Competitive Integrated Employment (CIE):

R. Janka asked E. McOmie to share any additional activities that are directed towards increasing CIE, including any activities by our Employment Specialist. The Employment Specialist position was created under Assembly Bill ABX2-1 around FY16-17. The Employment Specialist is responsible to work with providers to increase awareness of the CIE and PIP programs and maintain a tracking system to report milestones. The data shared in the statewide CIE and PIP report is provided by the Employment Specialist. Placing individuals in jobs in the community that match their interests, skills, and ability. There is a Job Coach component to a supportive employment program whose role is to train the individual how to get to and from work using public transportation. Providing instruction, training, coaching counseling and mentoring the person in order to succeed in job placement. Currently working on the Employment Specialist is working on a Life after High School Fair in partnership with other committee members at NLACRC. This fair occurs every year, but due to the pandemic this year we are moving forward with a virtual fair. The Employment Specialist works with DOR on a customized employment development with NLACRC. Participates in the internal data; monthly reconciliation, gathers COVID impact forms from Service Providers. Processes all CIE incentive requests. Currently working on a presentation of CIE and PIP for CSCs.

L. Garcia asked if we are collecting data on CIE participants that are vaccinated.

E. McOmie answered that we are doing so through different venues. Currently collected the data for all residential clients who live in residential settings,

including ICFs and Case Management is collecting the data for individuals who live with families and live independently.

COVID-19 Vaccine Prioritization:

Dr. Weller reported that NLACRC has continued to put out communications on vaccination sites. When we first started, we sent information on where to get tested, and then vaccinations came along, and both were happening simultaneously. The communications happened through News You Can Use, outreach calls to family members in the community and to individuals served through the directives by the Department. We started before the Department directive but wanted to highlight part of the Department's efforts to help support statewide. We partnered with Kaiser, who has been a great partner in this process vaccinating individuals served. Albertson's reach out to NLACRC as well during this process to help vaccinate individuals and offered us dedicated timeslots for individuals that we serve and their family members. We have had partnerships with LA Sherriff's Department for homebound visits, and we were actually contacted today, May 3, 2021, and informed that the Sheriff's Department has extra supply of Johnson & Johnson and wanted to see if we have any home-bound individuals that need vaccinations and willing to partner with myself and the team to do homebound visits again in all three valleys if needed. We have a vaccination hotline that we are continuing to operate even though there has been a reduction of calls and inquires, we still think that it is important for our community to have a call-in hotline and a place to get information, schedule an appointment or get help through Parent Mentors, or if their Service Coordinator is not available, immediate contact can occur, so that will continue, the NLACRC Vaccination Hotline. Our workforce has been trained and set up to assist with scheduling appointments and even transportation. I want to acknowledge our transportation providers who have been really helpful in supporting getting individuals to vaccination appointment. We know that there is a barrier for some individuals who are uncertain or fearful of vaccinations or concerned, so there are some materials that we have been able to put out to help educate the community about vaccinations, why they are important. Also recognizing that it is choice, not everybody wants to get vaccinated and respecting an individual's choice but providing information to our community.

Self Determination:

Since we are going live in June, we will discuss implementation and how we are preparing as a system. Part of our efforts and strategy to prepare for a new program, to be open to everybody, increasing orientations, keeping our informational meeting even though it is not required by the department; we believe there are individuals who want information without going through the whole orientation. Request for proposal is out. We have secured two awardees that are in the final phases of the contract. They can begin to help implementing SDP. In News You Can Use we put out all the remaining priorities that were agreed upon to help get all the interest as possible. We recalibrated because we realized that the RFP approach was taking too long. All the priorities are in one area to apply. Individuals can choose which priorities they are interested in and we can do one big round of interviews in the month of May. We are trying to get as much interest as possible to help support the rest of the money we have allocated to help support Self Determine. We are training staff, updating training in terms of more supports with the budget part of the process. Our SDP team is training staff currently, training our leadership team because at NLACRC we will not have a specialized SDP unit, it will be part of our core business, so we want all our staff at every level of the organization comfortable with Self Determination and providing guidance on Self Determination. That is our philosophy and our approach, so we are gearing our training and our efforts, which is why we created a guide for our Service Coordinators on talking about Self Determination, feeling comfortable about high-level Self Determination if they don't have Self Determination on their caseload. We are trying to get people prepared because 40 individuals are not enough to go around for 300 staff to get that experience. Also, in the process of seeking testimonials to put a positive voice SDP for anybody that might be hearing that it is a complicated program and breaking down some of the barriers and misconceptions. You will see an increased communication plan. Self Determination gets its own News You Can Use SDP edition that covers orientation, informational meetings, conferences, and resources. We have been reporting out to Board of Trustees, not just onto the committees. We are 4th in the state with the number of individuals in SDP.

In-Home Supportive Services (IHSS):

Dr. Weller reported that this is an important topic and it really goes to our program planning, accessing generic resources. We received really good

feedback about issues related to inaccurate assessments with IHSS, that when IHSS assesses a need for families that those hours may not reflect all their true needs. So, the actionable item is that we are assessing, getting information getting specifics to see how much is related to a systems issue, or a particular office with IHSS because we want to reach out to IHSS through leadership and get their feedback, but we want to get more information. We have been reaching out with other system partners, with State Council, and a couple others just to get information to see if it is happening in other areas or do we have a situation that is specific to NLACRC.

R. Janka added that we wanted to review the information so that if we identify that there is a systems issue when it comes to conducting those assessments, we first meet with their leadership before taking some sort of other formal action, which would be along the lines of a formal complaint or due process, which is how these kinds of issues get rectified in a system. We would like to take the approach of working collaboratively so that we can make sure that people get the services and hours that they need. There is also a fiscal impact because the regional center will fund the services based on the individual's need that are above and beyond what is issued by IHSS.

Purchase of Service Expenditure Data Meetings:

Dr. Weller reported that we had two rounds of meetings due to some challenges that we had related to the data in the PowerPoint and challenges related to the interpretation, where some individuals could not hear the information that was being presented. We received a lot of good information from meetings and surveys and that we will bring the feedback to our disparity committee to evaluate. We already started looking at the information that has come in. As you know, we have Dr. Fernandez as our new Diversity, Equity and Inclusion Supervisor. He is new, so we want him to become familiar with our core business and we are fast-tracking his training plan. We have identified priorities already for Dr. Fernandez to support cultural competency efforts and cultural competency training. He has already identified some training for Service coordinators on cultural biases, partnering with other regional centers to get information on some trainings and materials. A really important aspect of what Dr. Fernandez will be doing is looking at caseload reports, doing a case review, looking to see why an individual may not be accessing services. The plan for Dr. Fernandez to be able to look at approximately 10 individuals a month throughout various units as that are not getting services, look at the themes as to

why they are not accessing services. Dr. Fernandez is looking at our materials and our website for language access. Based off the information coming in, what we are working towards actively are the following topics:

- Cultural Sensitivity Training
- More empathy from our staff
- Town Halls, continuing Town Halls
- LAPD to do a training on when individuals call 911, what to expect
- Adding an insert in our common service brochures
- Plain Language training for staff
- Social Media continued efforts
- Master Calendar (it is not in physical form, nor in Spanish)
- Family Guide; topics out to our community (Aprendiendo Entre Nos)
- Transition to Adult Service
- October Preparing for College and Employment
- December conservatorship in Spanish.

A. Quiles asked if the October Preparing for College and Employment topic can be moved up because high school population that is graduating starts preparing in August or September.

L. Garcia shared that Congreso Familiar, has some very good webinars in Spanish on Saturdays at 10:00 am. There are four listed for the month of May in Spanish, so if we can promote those as well on the calendar, that would be helpful as well.

Action: Dr. Weller will bring the recommendations/information to the team.

A. Quiles wanted to know if the Strategic Plan would be posted to the website.

Action: Post the current version to the website and post a statement to check back in October for the updated/approved Strategic Plan.

V. Board Meeting Agenda Items

- A. Minutes of the May 3rd Meeting
- B. SPC Critical Calendar
- C. 3rd Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report
- D. 3rd Quarter Program Closures Report
- E. 3rd Quarter New Vendorizations Report

- F. 2nd Quarter New Vendorizations Report (Revised)
- G. 3rd Quarter Health and Safety Waiver Exemptions Report

VI. Announcements / Information / Public Input

- A. Next Meeting: Monday, August 2nd at 6:00 p.m.

VII. Adjournment

Lety Garcia adjourned the meeting at 7:47 pm

Submitted by,



Ana Maria Parthenis-Rivas
Executive Administrative Assistant