

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

April 17, 2024

Present: Rocio Sigala, Alma Rodriguez, Cathy Blin, George Alvarado, Nicholas Abrahms, James Henry, Curtis Wang, Anna Hurst, Michael Costa, Vivien Seda, Erica Beall– Committee Members

Kimberly Visokey, Evelyn McOmie, Gabriella Eshrati, Cristina Preuss, Donna Rentsch, Elisa Hill– Staff Members

Ana Quiles, Lillian A. Martinez, Andrew McElhinney - DDS, Nicholas Mendoza – Coach for George Alvarado, Jasmine Barrios- Minutes Services, Lori Walker- SDLVAC Co-Chair, Richard Dier- SDLVAC Co-Chair, Ismael Maldonado, Joseina Romo, Soccirri Curameng, Jose Javana, Teresa Luciana, Brain Balance - Palmdale, Socorro Curameng, Mrs. Reyes Adriana, Rosie, Ana Liz, (no last name given) - Guests

Absent: Jennifer Koster, Kelsi Levingston, Sharmila Brunjes, Juan Hernandez

I. Call to Order & Introductions

Rocio Sigala called the meeting to order at 6:02 pm.

II. Public Input

Richard Dier, Co-Chair of the SDLAC, made a request that the Committee continue dialogue with the SDLAC in regards to participation in Board Meetings on agenda items that are related to SDP.

George Alvarado invited the Committee to his upcoming basketball game.

Lori Walker, the Co-Chair of the SDLAC, she stated that she is hopeful that she and Richard Dier will be considered for non-voting representation of the SDLAC at Board Meetings and will more consistent relationship with the Committee itself to collaborate on issues that affect consumers.

Ismael Maldonado, a Consumer, shared that May is Mental Health Month and that there will be a fair on May 5th from 11a-5p in Pacoima.

Lilian Martinez, Board Member, shared a Directive from DDS dated February 6th regarding Social Recreation on page 53 of the Social Standards. She requested that the Committee review the information as it pertains to issues with Social Recreation.

III. Consent Items

A. Approval of Agenda

M/S/C (C. Wang/G. Alvarado) To approve the agenda as presented.

B. Approval of Minutes of February 21st Meeting

M/S/C (G. Alvarado/C. Wang) To approve the meeting minutes as presented.

IV. Committee Business - Evelyn McOmie

A. Early Start Presentation on Provisional Eligibility – Elisa Hill

Elisa Hill introduced herself as the Consumer Services Early Start Manager for all 3 NLA locations. Elisa reviewed the information as presented in the packet. Highlights include:

Early Start

- Early Start serves infants and toddlers from birth to 36 months. The Early Start Program provides early intervention services to eligible children.
- Services include: Speech therapy, physical therapy, occupational therapy, Child Development and behavioral services.
- Eligibility criteria include:
 - 25% or greater developmental delay in one or more developmental domains (cognition, motor skills, expressive communication, receptive communication, social-emotional and adaptive).
 - At high risk of having substantial developmental disability due to a combination of bio-medical risk factors.
 - Have been diagnosed with an Established Risk condition (known etiology with a high probability of leading to a developmental delay such as Down Syndrome)
- Goals for Early Start
 - Minimize delays in development as early as possible
 - Close the gap as children enter the school system, reducing the need for special education services
 - Maximize a child's potential to live independently as an adult.
 - Maximize the ability of families to meet their child's special needs

Provisional Eligibility Program

- This is a Lanterman Act program for children under age 5 who have not been diagnosed with a developmental disability, but have a disability that is not solely physical in nature and significant functional limitations in at least 2 of the following areas:
 - Self-care
 - Receptive and expressive language
 - Learning

- Mobility
 - Self-Direction
- Children will be able to access NLA services under the Lanterman Act. Some common family support services that NLA offers include respite and personal assistance based on need. NLA will also help provide assistance and information about referrals and services through the school district.
- Process for Provisional Eligibility:
 - CSC will provide the parent/caregiver with information on available NLA services and will help families access any generic or community resources
 - A provisionally eligible child will have a review of available information prior to age 5 to determine if a substantially handicapping developmental disability is present, at which time the child will be transferred to the School-Age unit.
 - Provisional Eligibility is not an extension of Early Start.
 - If parents or therapists have concerns, CSCs will encourage parents to be referred to our clinical department.
 - A child is automatically reviewed for Provisional eligibility if the child is determined to be not eligible under the Lanterman Act
 - A CSC discusses programs after age 3, such as community-based programs, special education through the school district, and a referral to our clinical department to determine Lanterman and Provisional eligibility
- Discussion at the transition IFSP
 - If a child is determined eligible for the provisional program at age 3, the child will be assigned to a CSC in the provisional eligibility unit.
 - Parents will receive information regarding resources, services, and support available to children and families.
 - Family support services may be provided, similarly to the Lanterman-eligible children.
 - CSCs remind parents that the Provisional Eligibility Program is not an extension of Early Start with regards to service provision.
 - Once a child is in the Provisional Eligibility Program, eligibility will be reviewed at 4 years 9 months as the provisional program ends at the 5th birthday.
- Implementation. Based on the new Trailer-Bill Language NLACRC has developing the following:
 - Public Information will post on our website the new information received on provisional eligibility for early start. Provisional eligibility will also have its section on the website.
 - Provisional Eligibility FAQs will be provided to families at the Transition IFSP.
 - Training refresher to all ES CSCs regarding this directive and the expectation to provide information to families, including available services for families and children, such as family support services.
 - Revising documents as needed, such as the eligibility letter, eligibility determination, and FAQ's.

- ES to continue to send cases to the clinical department to determine status eligibility at 2.9
- Continue to ensure that CSCs are knowledgeable on provisional eligibility
If a child is not eligible, a Notice of Action will be sent along with information about the Fair-Hearing Process to appeal the decision.

B. Draft Critical Calendar

The revised Critical Calendar was reviewed as presented in the packet.

M/S/C (G. Alvarado/C. Blin) To approve the draft critical calendar as presented.

Board Support will add the revised Critical Calendar to the next Board Meeting agenda.

C. Board Audit

1. Does any action impact the availability or quality of services?

Evelyn answered the question as follows:

“Funding received from the Department for gross positions allows for NLA hiring efforts to move forward. This will allow the regional center to continue to focus on reducing caseloads for service coordination. In addition to that, service providers have received the second installment of rate reform, resulting in a 50% increase in the rate as per the recommendations of the burden associate rates study.

It is important for the remainder of the funding to be issued by the Department for service providers to continue to maintain the availability of resources for the individuals served”.

2. Ensure the Community Placement Plan goals are being met

Evelyn McOmie answered the questions as follows:

NLA’s Community Resource Development plan is now in place and focuses on the development of resources for individuals with challenging needs in the Community, and the CRC is currently developing 6 specialized facilities. Furthermore, for this current fiscal year, additional funding was awarded by the Department for Fiscal Year 23-24, allowing the regional center to RFP for an additional 5 specialized facilities.

Since NLA has met the plan for the DC movers, it is recommended that this board audit question be removed or revised to reflect the Community development resource plan known as CRDP plan for the Committee’s critical calendar for Fiscal year 24-25.”

V. Committee Action Items

A. Semi-Annual Purchase of Services (POS) Expenditure Data Public Meeting update-
Evelyn McOmie

The POS meeting was held on March 26th with 61 attendees and on March 27th with 108 attendees. A survey was posted from March 12th to April 10th on the NLA website and was posted on all NLA social media in addition to email blasts. The survey was issued in

English, Spanish, Tagalog, Farsi and Armenian. A report on the survey will be presented at the next CSC and in addition, it is recommended that data received will be added to the Community feedback and taken into consideration when the semi-annual POS Data Expenditure Report is presented to the Committee.

B. Notification method to community to educate families re: options when losing services update– Cristina Preuss

Cristina stated that families expressed concerns about services being terminated. Reminders that for any review of services, an assessment with parent/consumer is required prior to any termination of services have gone out to all CSCs. It was noted that there had been no continued issues reported, but supervisors will continue to monitor the situation.

During the discussion, there were questions raised in the chat regarding Spanish interpretation during the meeting. Cristina stated that on the meeting flyer, a notice is listed that states those who have interpretation need to contact Board Support to request. The Committee proposed that Spanish interpretation be available for the first hour of the meeting and can be extended if needed. Board Support will coordinate

VI. Committee Report Updates

A. Self-Determination Program Report – Gabriela Eshrati

The SDP Report is presented in the packet.

As of April 1st:

Participants have completed Orientation: 805 (increased by 28)

Total number of budgets that are certified: 398 (increased by 12)

Total number of budgets that are in the certification process: 3

Total number of spending plans that are approved: 346

Total number of spending plans in progress: 49

Total number of PCPs completed: 389

Total number of participants that have opted out of SDP after enrolled: 4

Total number of Inter-Regional Center Transfers (out):3

Total number of participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: 346 (increased by 28)

1. SDLVAC Board Liaison Report

The report was reviewed as presented in the packet. It was noted that the Committee wrote a letter of support for Senate Bill 1281, advancing equity and access to self-determination program.

The Committee requested that NLA review the link on the State Council Statewide Orientation Flyer as it is not currently working. In addition, there was a request to translate the flyer into a Spanish version. The Committee requested that NLA create a notification process for those who would like a physical copy of the SDP Workbook. In addition, it was determined that Gabriela will review the vendor listings for 099 and 024 to indicate what alternate languages are provided by the vendor, if any.

Gabriela announced that she spoke with the Ombudsman, who informed her that there had been no resolution to the GT 1% non-payroll burden.

Lillian Martinez shared concerns regarding SDP services that are not being authorized. Gabriela stated that anytime services are denied, a Notice of Proposed Action is issued. She is available to Lillian to discuss this issue further if she has not had a resolution. Lillian clarified that there is continued concern regarding how that process is not aligned with the February 6th DDS Directive. Evelyn stated that NLA is already in discussion with DDS regarding this issue and will provide feedback and noted that the Service Standards are in the process of being revised with guidance by DDS. Any revisions on Social Recreation will be shared with the Committee once available.

- B. 3rd Quarter Intake Data by Location Report – Evelyn McOmie
Evelyn reviewed the information as presented in the packet.

January Intake Case Total: 1017
Over 120 Days: 29
% Over 120 Days: 2.85 %

February Intake Case Total: 967
Over 120 Days: 53
% Over 120 Days: 5.48 %

March Intake Case Total: 976
Over 120 Days: 76
% Over 120 Days: 7.79 %

It was noted that there was a significant increase in wait times from Quarter 2. Reasons for this include carryover of the gross total. The Committee expressed concern about this trend. Evelyn will evaluate the data for clarity.

- C. 3rd Quarter NOAs/Appeals Report – *deferred*
- D. 3rd Quarter Disparity Committee Report – Cristina Preuss
Cristina reviewed the information as presented in the packet.
The next meeting will take place on March 14th from 9am-11am.

VII. Meeting Action Item Review

- A. Add “Approval of Revised Critical Calendar” to the next Board Meeting agenda (Board Support)
- B. Arrange for a Spanish Interpreter to attend the first portion of the meeting with the option to be extended as needed. (Board Support)
- C. Assess the broken link for the State Council Statewide Orientation Flyer and determine if the flyer is available in Spanish (Gabriela Eshрати)
- D. To add a notification on how to obtain a physical copy of the SDP Workbook for those who

- need one. (Gabriela Eshrati)
- E. To confirm the information on alternate languages that Vendors provide on the 099 and 024 Vendor spreadsheets. (Gabriela Eshrati)
- F. To create a footnote for the Intake Data Report (Evelyn McOmie)
- G. Send a calendar invite to the Board Members for the Disparity Committee Meetings. (Board Support)
- H. To ensure that CSCs are disseminating accurate information regarding DDS' February Directive on Social Recreation (Evelyn McOmie)
- I. To add "SDLAC Role within Committee" as an agenda item for the next Committee Meeting agenda. (Board Support).

VIII. Board Meeting Agenda Items

- A. Minutes of the April 17th Meeting

Rocio requested that "SDLAC Role Within Committee: be added as an agenda item for the next Committee Meeting.

IX. Announcements / Information Items / Public Input

- A. Committee Attendance
- B. Next Meeting: TBD at 6:00 pm

Evelyn shared that the Family Fair will be held in May, and information is beginning to be disseminated. SV Fair is May 17th, and the AV Fair is May 11th. In addition, the Town Hall will be April 18th at 1pm.

X. Adjournment

Rocio Sigala adjourned the meeting at 7:11 p.m.

Submitted by:

Kimberly Visokey

Executive Administrative Assistant

(The majority of these minutes are taken from the Minutes Service submission and reviewed/edited as presented herein by NLACRC staff.*

