



North Los Angeles County Regional Center

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CONSUMER SERVICES COMMITTEE – Via Zoom

Wednesday, November 20, 2024

6:00 p.m.

~ AGENDA ~

- I. **Call to Order & Introductions**
- II. **Public Input (for agenda items):**
- III. **Consent Items**
 - A. Approval of Agenda
 - B. Approval of Minutes from the September 18, 2024, Meeting
- IV. **Committee Business**
 - A. Board Audit Questions: *(Rocio Sigala)*
 - Ensure the Service Standards are consistent with the center’s mission, vision, and values statement.
 - Review the center’s mission, vision, and values statement to determine if the center is providing adequate guidance in establishing consumer services policy.
 - B. Review of the Board Audit Questions *(Rocio Sigala)*
- V. **Committee Action Items**
 - A. Review revised copy of Committee Critical Calendar for FY 2024-25 – *(Angela)*
 - B. SDLAC Role within Committee Discussion – *(Rocio Sigala)*
 - C. Employment Initiatives & Programs Update– *(Venus)*
- VI. **Board Meeting Agenda Items**
 - A. Committee Summary Report – *(Rocio Sigala)*
 - B. Revised copy of Consumer Services Committee Critical Calendar FY 2024-25
 - C. Service Standards Revisions – E.S. Eligibility IDEA Part C – Case Finding & Public Info Section
- VII. **Committee (report) Updates**
 - A. Self-Determination Program Report – *(Silvia)*
 - B. SDLVAC Board Liaison Report – *(Silvia)*
 - C. Social Recreation, Camp & Non-Medical Therapies Services Report *(July-September)* – *(Angela)*
 - D. 1st Quarter Intake Data by Location Report *(July-September)* – *(Angela)*
 - E. 4th Quarter NOAs/Appeals Report *(April-June)* – *Deferred*
 - F. 1st Quarter NOAs/Appeals Report *(July-September)* – *Deferred*
 - G. Semi-Annual NOAs by Ethnicity/Location/Services & Age Range Report – *Deferred*
 - H. 1st Quarter Disparity Committee Report – *(July-September)* – *(Angela)*
 - I. Semi-Annual Consumer Diagnostic Report – *Deferred*
- VIII. **Review of Meeting Action Items**
 - A. Consumer Services Committee Action Log 2024-25

IX. Future topic suggestions for CSC meetings:

X. Announcements / Information Items / General Public Input

A. Committee Attendance

B. Next Meeting: February 19, 2025, at 6:00 p.m.

XI. Adjournment