

North Los Angeles County Regional Center  
**Strategic Planning Committee Meeting Minutes**

August 5, 2024

**Present:** Nicholas Abrahms, James Henry, Juan Hernandez, Jennifer Koster, Cristina Preuss, Ana Quiles, Vivian Seda- Committee Members

Betsy Monahan, Arshalous Garlanian, Arezo Abedi, Ana Maria Parthenis-Rivas – Staff Members

Octavia Watkins – VAC Rep., Mark Wolfe – DDS Tech Advisor, Tresa Oliveri – DDS Tech Advisor, ,- Guests

**Absent:** George Alvarado, Lety Garcia, Anna Hurst, Evelyn McOmie

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**I. Call to Order**

Ana Quiles called the meeting to order at 6:01 pm.

**II. Public Input**

No public input

**III. Consent Items**

B. Approval of Minutes of May 6, 2024 Meeting

**M/S/C** (N. Abrahms/V. Seda) To approve the Minutes as presented.

**IV. Committee Business**

A. Annual Committee Orientation – Cristina Preuss

Cristina led the strategic planning committee orientation, reviewing policies, procedures, the committee's role, and the critical calendar. Cristina also provided an overview of the committee's focus on the strategic plan's five areas, quarterly data review, and the performance contract.

1. Committee Policies & Procedures and Bylaws
2. Review Committee Critical Calendar
3. FY 2024-25 Meeting Schedule

B. Election of a Committee Chair

Ana Quiles facilitated the election of Vivian Seda as chair and Jennifer Koster as alternate.

C. Employee Satisfaction Survey – Betsy Monahan

Betsy discussed the implementation of the Work Tango platform by the regional center for employee engagement. Betsy explained that the platform provides an interactive demo, survey, and insights, allowing for analysis of employee survey data at various levels. The team is currently working with the implementation group to determine the attributes or data pieces to capture from the survey respondents. Betsy also mentioned that the system requires a minimum of five responses for a particular analysis to deliver a result and that it can deliver pulse

surveys and conduct trend analysis. She emphasized that the system does not connect to the North LA regional center systems to maintain employee anonymity and shared that the standard 60-question survey covers topics such as job satisfaction, resource provision, company culture, and career potential.

Betsy discussed the upcoming employee survey for the North L.A. County Regional Center, emphasizing its purpose, duration, and the measures being taken to ensure its successful delivery. She also highlighted the importance of a positive work culture, stressing the need for mutual respect, inclusiveness, and open communication. Lastly, she underscored the significance of a healthy work-life balance, a clear understanding of job expectations, and a supportive team environment, as well as the necessity of well-functioning computer information systems for work success.

- D. Performance Contract Quarterly Update - Cristina Preuss  
Cristina provided updates on the performance contract for Q4 and the organization's activities and performance over the past year, as well as the strategic plan for the next fiscal year.
- E. 2022-2026 Strategic Plan -3<sup>rd</sup> Quarter Status Update – Cristina Preuss  
Cristina reviewed the Strategic Plan – 3<sup>rd</sup> Quarter update as presented in the packet.
- F. Semi-Annual Community Integrated Employment/Paid Internship Program (CIE/PIP) Report – Arshalous Garlanian  
Arshalous presented the competitive, integrated employment and paid internship program report for the fiscal year 24. The report showed a significant increase in both the number of individuals participating in paid internship programs and the funding allocated for these programs compared to the previous year. Arshalous also highlighted the intention to support individuals in transitioning from paid internships to competitive, integrated employment.
- G. Annual Program Closures Report – Arshalous Garlanian  
Arshalous presented a summary of the annual program closures, noting that 22 programs decided to close for various reasons, including business decisions and the development of new residential setting.

**V. Review of Meeting Action Items**

- A. Send out employee satisfaction survey in September (Betsy Monahan)
- B. Provide executive summary of employee satisfaction survey plan for next Board meeting (Cristina Preuss)
- C. Implement new strategic plan reporting format for November meeting (Ana Maria Parthenis-Rivas)
- D. Continue monitoring and reporting on competitive integrated employment and paid internship program participation (Arshalous Garlanian)
- E. to review Q1 performance contract and strategic plan updates at November meeting (SPC)

- F. Continue recruitment efforts to meet hiring goals (Human Resources)
- G. Generate and analyze residential service provider survey on vacancies and needs (Arshalous Garlanian)

**VI. Board Meeting Agenda Items**

- A. 4<sup>th</sup> Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report
- B. Executive Summary of the Employee Satisfaction Survey
- C.

**VII. Announcements / Information Items / Public Input**

- A. Public Input
- B. Next Meeting: Monday November 4, 2024 at 6:00 pm
- C. Committee Attendance

**VIII. Adjournment**

Cristina Preuss adjourned the meeting at 7:25 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.*

