

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

November 4, 2024

Present: Vivian Seda, Jennifer Koster, Nicholas Abrahms, Lety Garcia, Juan Hernandez, Anna Hurst, Ana Quiles, Octavia Watkins – VAC Rep., Evelyn McOmie - **Committee Members**

Angela Pao-Johnson, Betsy Monahan, Arshalous Garlanian, Kimberly Visokey, Ana Maria Parthenis-Rivas – **Staff Members**

Mark Wolfe – DDS Tech Advisor, Xochitl Gonzales – DDS, Sofia Rivas, - **Guests**

Absent: George Alvarado

I. Call to Order

Vivian Seda called the meeting to order at 6:02 pm.

II. Agenda

III. Public Input

There was no public input

IV. Consent Items

- a. Approval of Minutes of August 5, 2024 Meeting

M/S/C (Juan Hernandez / Ana Quiles) To approve the Minutes as presented.

V. Action Items

- a. Approval of the updated Critical Calendar

M/S/C (Nicholas Abrahms / Lety Garcia) To approve the Critical Calendar as presented.

- b. Strategic Plan 2022-26 Metric Updates – Angela Pao-Johnson

1. FY 2024-25 Q1 Update

Angela reported on the comprehensive review of policies to align with diversity, equity, inclusion, and belonging values. She highlighted the successful focus group sessions held in various languages, which informed the Disparity Committee's actions. Angela also mentioned the upcoming legislative town hall and the close relationship with local Council members. She discussed the creation of a parent university, new hire trainings, and the rollout of an IPP feedback survey. Angela also mentioned the involvement in the trainer program, community engagement, and the formation of support groups targeting various ethnic groups. She reported on the completion of cultural proficiency training for all staff and the auditing of IPP's for quality assurance. Angela also discussed the creation of Sandis training videos, the replacement of an old program with a new Power BI analysis tool, and the improvement in staff retention. Lastly, she mentioned

the creation of a vendor portal, the review of 785 IPP's, and the initial planning conversations with ComPsych for health and wellness training topics.

Angela continued her update on the first quarter of the fiscal year, highlighting a decrease in turnover rate from 2.3% to 2.08%, a 50% reduction in separations compared to the previous year, and an increase in new hires. Betsy further explained the decrease in turnover, attributing it to a reduction in separations and an increase in hires. Angela also discussed the progress made in the strategic plan focus areas, including the completion of an educational testimonial video, training on person-centered conversations, and the development of an engaged workforce. Octavia asked about the training on cultural humility, which was confirmed by Angela and Evelyn as being conducted for service coordinators and case management staff.

Anna suggests having leadership teams identify their top priorities within each area of the strategic plan, and then highlighting those priorities at the next meeting. The committee agrees this is a good approach to make the plan more focused and manageable. Angela and Ana Maria will work together to coordinate getting input from departments on priorities before the next meeting on February 3rd. The strategic plan runs through 2026, so this prioritization exercise will help determine the key areas of focus for the remaining years of the plan.

c. Performance Contract Quarterly Update – Angela Pao-Johnson

1. FY 2024-25 Performance Contract Metric Q1 Update

Angela presented an overview of the regional center's progress, highlighting the number of consumers in institutional settings and those living in home settings. She noted that 85.2% of adults were living in independent living services, 8.9% in supported living services, and 72.6% with their parents or guardians. Angela also reported that as of September, there were 483 budgets certified and 913 participants who completed orientation. She mentioned that the recruitment of service coordinators was successful, with an average of 10 per month. Angela also discussed the increase in virtual generic resources and the creation of the DEIB Library and coordinating newsletter. She encouraged the team to review the full report for more details.

VI. Committee Business

a. Employee Satisfaction Survey – Betsy Monahan

1. Timeline Update

The survey was launched on October 1st and ran until October 21st, with a response rate of 51.7% from 391 out of 756 eligible employees.

2. Executive Summary – Survey Results

Betsy also presented the results of the survey, stating that the highest scoring factor was 'goals and alignment', with 75.7% of employees feeling their individual purpose aligns with the agency's purpose. The lowest scoring factors were in the compensation and benefits category. The results were compared to those of Columbus Group, with notable correlations.

Betsy discussed the ongoing collaboration with Columbus Group to identify opportunities for improving morale and culture at North La County. She acknowledged the strong sentiments expressed by staff and noted that the open-ended comments aligned with previous group discussions. Betsy also mentioned that several topics were part of active discussions on how to implement changes.

In the meeting, Octavia raised concerns about the low participation rate in the employee engagement survey, which had over 50% participation. Betsy explained that they had not received any distressing emails and had employed a cadence of reminders throughout the three-week survey period. She speculated that some individuals might have opted not to complete the survey due to workloads or not expecting any action. The survey was a 10-minute survey with 53 questions, and it was the first one conducted in a year and a half to two years. Betsy also mentioned the platform's ability to conduct pulse surveys for specific work groups. The team agreed that it was within the typical annual timeframe to run a company-wide survey in October.

b. Review FY 2023-24 Strategic Plan Implementation Matrix Progress Report

Vivian led the discussion on the review of the 2023-24 strategic planning implementation, matrix progress report, as presented in the packet.

VII. Review of Meeting Action Items

- To prioritize pieces of the strategic plan, identify items that align with special contract language, and update the strategic plan report to reflect these priorities. – **Angela Pao Johnson and Anna Maria Parthenis-Rivas**
- Update the board Committee List with James Henry's removal from the strategic planning committee and to add the updated Committee List to the Board of Trustees January meeting Agenda. – **Board Support**
- Add the approved critical calendar to the board meeting agenda items. – **Board Support**

VIII. Board Meeting Agenda Items

- Updated Board Committee List
- Strategic Planning Committee Critical Calendar

IX. Announcements / Information Items / Public Input

- a. Public Input
- b. Next Meeting: Monday February 3, 2025 at 6:00 pm
- c. Committee Attendance

X. Adjournment Vivian Seda adjourned the meeting at 7:16 p.m.

Submitted by:

Lindsay Granger
Executive Administrative Assistant

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

