



# North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | [www.nlacrc.org](http://www.nlacrc.org)

## MEMORANDUM

Date: March 27, 2025

To: **Executive Committee:**  
Juan Hernandez, Sharmila Brunjes, Curtis Wang, Anna Hurst, Leticia Garcia

From: Lindsay Granger Executive Administrative Assistant

Re: Information for the next Executive Committee meeting on  
**Thursday, March 27, 2025 at 6:00 pm**

.....

Attached is information for the next Executive Committee meeting. Please review this information prior to the meeting.

**The meeting will be held remotely via Zoom.**

### **Join Zoom Meeting**

<https://us06web.zoom.us/j/83476480256?pwd=BtvpmibD2KjLYjJwbliC32UvUrT9nR.1>

**Meeting ID: 834 7648 0256**

**Passcode: 663916**

If you have any questions, or **if you are unable to attend the meeting**, please send us an email to [boardsupport@nlacrc.org](mailto:boardsupport@nlacrc.org).

Thank you!

c: Angela Pao-Johnson, Executive Director, Evelyn McOmie, Deputy Director, Vini Montague, Chief Financial Officer, Betsy Monahan, Human Resources Director, Donna Rentsch, Consumer Services Director, Silvia Renteria-Haro, Director of Client Services

Attachments

# Executive Committee Meeting 3.27.25

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## EXECUTIVE COMMITTEE

Thursday, March 27, 2025, at 6:00 pm - Via Zoom

**Executive Committee Members:** Juan Hernandez – President, Sharmila Brunjes – First V.P. and Secretary, Curtis Wang – Second V.P., Anna Hurst – Treasurer, Lety Garcia – ARCA Rep.

**Staff:** Angela Pao-Johnson, Executive Director and Lindsay Granger, Exec. Admin.

~AGENDA~

- I. **Call to Order and Introductions** (1 min)
- II. **Committee Member Attendance/Quorum** (1 min)
- III. **Agenda** (2 min)
  - A. Approval of Agenda for the March 27, 2025, Meeting
- IV. **Public Input – Agenda Items** (3 min per person / 3 attendees max)
- V. **Consent Items** (2 min)
  - A. Approval of Minutes from the February 27, 2024, Meeting
- VI. **Action Items**
  - A. Approving the Schedule Change for the Executive Committee and Administrative Affairs Committee Meetings – Angela Pao-Johnson (8 min)
  - B. Discussion and Approval on Parliamentary Training – Megan Mitchell (5 min)
  - C. Approval of Legal-Reviewed Anti-Harassment, Anti-Discrimination and Retaliation Policy – Betsy Monahan (5 min)
    1. Redline Policy
    2. Clean Policy
  - D. Vote to Postpone the Awards Banquet and Board Retreat – Juan Hernandez (5 min)
- VII. **Committee Business**
  - A. Review of Monthly Whistleblower Report Log – Betsy Monahan (3 min)
  - B. Discussion on BoardSource ED Evaluation – Betsy Monahan (7 min)
  - C. Discussion on Board Spending Policy – Vini Montague (10 min)
  - D. Discussion on Committee Assignment Policy – Juan Hernandez (10 min)
  - E. Discussion on Board Mentorship – Juan Hernandez (15 min)
- IX. **Center Operations** Angela Pao-Johnson (8 min)
  - A. Organizational Chart
- XI. **Board Meeting Agenda Items** (1 min)
- XII. **Announcements / Public Input/Information Items** (3 min)
  - A. Next meeting Thursday, April 24, 2025, at 6:00 PM
  - B. Committee Attendance



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## **XIII. Adjourment**

## **XIV. Review of Committee Action Log Items (Item Owner and Due Date)**

Please refer to NLACRC's website for the Calendar of Events, which includes a link for the Family Focus Resource Center, for information regarding more support groups, training opportunities, dates, times, and links – [www.nlacrc.org](http://www.nlacrc.org)



North Los Angeles County Regional Center  
**Executive Committee Meeting Minutes**  
February 27, 2025

**Present:** Board of Trustees President Juan Hernandez, First Vice President and Board Secretary Sharmila Brunjes, Second Vice President Curtis Wang, Board Treasurer Anna Hurst, ARCA Representative Leticia Garcia – Committee Members

Executive Director Angela Pao-Johnson, Deputy Director Evelyn McOmie, Chief Financial Officer Vini Montague, Human Resources Director Betsy Monahan, Contract Administration & Privacy Manager Megan Mitchell, and Executive Administrative Assistant Lindsay Granger – Staff Members

Tresa Oliveri – DDS Tech Advisor, Name, Aaron Abramowitz - Legal Counsel, Xochitl Gonzalez – DDS, and Rebecca Ernewein – Recording Secretary, Minutes Solutions Inc. – Guests

**Absent:**

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**1. CALL TO ORDER**

A quorum being present, and adequate and proper notice of the meeting having been provided, the meeting was called to order at 6:12 p.m. by Board of Trustees President, Juan Hernandez.

Juan Hernandez read the NLACRC mission and vision statement.

**2. COMMITTEE MEMBER ATTENDANCE**

Board President, Juan Hernandez, reminded Board members to identify themselves before making a motion and reviewed the NLACRC Board of Trustees Civility Code.

**3. AGENDA**

On a motion made by First Vice President and Board Secretary, Sharmila Brunjes, seconded by Second Vice President, Curtis Wang, the agenda was approved as presented. **Motion carried.**

**4. PUBLIC INPUT – AGENDA ITEMS**

There was no public input regarding the agenda.

**5. CONSENT ITEMS**

On a motion made by Sharmila Brunjes, seconded by Curtis Wang, the minutes of the Executive Committee meeting held on November 21, 2024, were approved as presented. **Motion carried.**

**6. ACTION ITEMS**

**6.1 Recording of Meetings Policy**

Megan Mitchell, Contract Administration & Privacy Manager, confirmed all meeting recordings are stored in a Zoom account and then stored in secured shared files via the network. The recordings can be requested, except for closed sessions. The recordings are kept for two years from the date of the recording, and the Board support team is responsible for deleting the files after that time.

A motion was made by Sharmila Brunjes, seconded by Curtis Wang, to approve the Recording of Meetings Policy. **Motion Carried.**

**6.2 DDS Revisions to NLACRC Bylaws**

Executive Director, Angela Pao-Johnson reported that a first draft of the revised NLACRC bylaws is in progress and is expected by the end of the week. Three individuals have not yet responded to the survey regarding the reduction of Board meetings. If the number of Board meetings is reduced, the Executive Committee will continue to meet monthly, as only Board meetings require a bylaws amendment.

A motion made by Sharmila Brunjes, seconded by Curtis Wang, resulted in the approval of the DDS revisions to the NLACRC bylaws for Board approval. **Motion carried.**

**7. COMMITTEE BUSINESS**

**7.1 Parliamentarian Training**

Megan Mitchell identified a consultant, Lorenzo Cuesta, who has extensive experience and qualifications in parliamentarian training. A flat rate of \$400 is charged, with a preference for in-person training. An alternative trainer was also identified, charging a flat rate of \$500.

**ACTION:** Additional details on Mr. Cuesta's training curriculum will be requested by Megan Mitchell.

**7.2 Monthly Whistleblower Reports**

Betsy Monahan, Human Resources Director, provided an overview of the whistleblower reports, noting complaints related to service provider concerns and alleged improper regional center activities. Three complaints were submitted to DDS as they originated from an employee. DDS requested that NLACRC engage external legal counsel to conduct independent investigations.

Betsy Monahan confirmed that most investigations resulted in unsubstantiated or inconclusive findings.

**7.3 Review of Current ED Evaluation and Board Policy**

Human Resources Director, Betsy Monahan explained that the evaluation includes subcategories assessing the ED's responsibilities related to Board functions, center operations, and community support. The current policy does not align with the Board's critical calendar and requires an update to reflect the new timeline.

**ACTION ITEMS:**

- ACTION: Consultation with BoardSource regarding the previous evaluation form template used and previously approved by the Board will be conducted by Betsy Monahan.
- ACTION: Conversion of the Board Policy into a Microsoft Form will be completed by Betsy Monahan.
- ACTION: Revisions and alignment of the ED Policy, ED Evaluation, Evaluation Timeline, and Critical Calendar will be carried out by Betsy Monahan.

A request made by Board of Trustees Member and ARCA Representative Leticia Garcia for Angela Pao-Johnson to provide a presentation on accomplishments and challenges over the past 5 months, as outlined in the ED Onboarding Policy.

**7.4 Approval of Legal-Reviewed NLACRC Whistleblower Policy**

A motion made by Leticia Garcia, seconded by Sharmila Brunjes, resulted in the approval of the amended NLACRC Whistleblower Policy for submission to the Board. **Motion carried.**

**7.5 Approval of Legal-Reviewed NLACRC Standards of Conduct Policy**

Concerns regarding HIPAA compliance were discussed by the Committee, specifically when NLACRC members who are parents request information about their child. It was confirmed that parents serving on the Board must work with the assigned service coordinator to obtain information while maintaining confidentiality.

A motion made by Curtis Wang, seconded by Sharmila Brunjes, resulted in the approval of the NLACRC Standards of Conduct Policy for submission to the Board. **Motion carried.**

**7.6 Conflict of Resolution Plan**

The Conflict Resolution Plan was developed to address a potential conflict of interest regarding Board of Trustees Member Jacquie Colton, who is employed by a service provider receiving funds from NLACRC.

**ACTION:** The drafted Conflict of Interest Resolution Plan will be sent by Betsy Monahan to Jacquie Colton, Juan Hernandez, and Angela Pao-Johnson for signatures.

**7.7 NLACRC Strategic Plan**

Executive Director, Angela Pao-Johnson noted feedback indicating that NLACRC currently has too many strategies in place. Upon review, it was determined that no formal strategy timeline exists. It was agreed to sunset the current plan and potentially present a revised version in 2026, following clarification of Special Contract Language deliverables.

**7.8 Review of Special Contract Language**

Executive Director, Angela Pao-Johnson confirmed that, following discussions with the DDS director, amendments to the Special Contract Language are likely. Once finalized, the revised document will be presented to the Committee for approval. confirmed that after visiting the DDS director, amendments are likely to be made to the Special Contract Language. The review will be provided to the Committee for approval once additional changes are made.

**7.9 Annual Board Event/Awards Ceremony and Retreat**

**ACTION:** Board Support will explore the possibility of scheduling events in the later months of August, September, or October. Additionally, they will reach out to the Board of Trustees members to gather further feedback on the preferred month.

**7.10 Committee Assignments for New Board Members**

**ACTION:** Juan Hernandez will reach out to new Board of Trustees members to discuss their committee preferences.

**8. CENTER OPERATIONS REPORT**

Angela Pao-Johnson provided the Center Operations Report.

**ACTION:** Angela Pao-Johnson will explore options for providing translation services for the upcoming NLACRC podcast.

**9. BOARD MEETING AGENDA ITEMS**

The following items will be presented at the next Board of Trustees meeting:

- Revised bylaws
- Recording policy
- Whistleblower policy
- Standards of Conduct policy
- ED Evaluation Policy

**10. NEXT MEETING**

The next Executive Committee meeting is scheduled for **March 27, 2025, at 6:00 p.m.**

**11. ADJOURNMENT**

**The meeting was adjourned at 8:17 p.m.**

**DISCLAIMER**

The above document should be used as a summary of the motions passed and issues discussed at the meeting. This document shall not be considered a verbatim copy of every word spoken at the meeting.

\_\_\_\_\_  
Director

\_\_\_\_\_  
Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

DRAFT



**NLACRC Board of Trustees Calendar  
Fiscal Year 2024-25**

# April 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2  <u>3:00 pm-4:00 pm</u> Consumer Advisory Committee Meeting  <u>5:30 pm – 7:00 pm</u> Nominating Committee Meeting	3	4	5
6	7  <u>5:00 – 6:00 pm</u> Board Packet Review  <u>6:00 – 7:00 pm</u> Board Training - Revised Policies	8	9  <u>6:00 pm - 8:00 pm</u> Board of Trustees Meeting  <i>In-Person at NLACRC Antelope Valley office</i>	10  <u>9:30 am - 11:30 am</u> Vendor Advisory Committee Meeting  <i>In-Person at NLACRC Chatsworth Office</i>	11	12
13	14	15	16  <u>6:00 pm - 7:30 pm</u> Consumer Services Committee Meeting	17  <u>6:00 pm - 7:30 pm</u> <b>Administrative Affairs Committee Meeting</b>  <b>(TBD)</b> <b>Executive Committee Meeting</b>	18	19
20	21	22	23	24  <u>6:00 pm - 7:30 pm</u> Executive Committee Meeting  <b>(TBD)</b> <b>Administrative Affairs Committee</b>	25	26
27	28	29	30			

**NLACRC Board of Trustees Calendar  
Fiscal Year 2024-25**

# May 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 <u>6:00 pm – 7:30 pm</u> Strategic Planning Committee Meeting	6	7 <u>3:00 pm - 4:30pm</u> Consumer Advisory Committee Meeting	8 <u>9:30 am - 11:30 am</u> Vendor Advisory Committee Meeting  <i>Hybrid In-Person @ NLACRC Santa Clarita Valley Office</i>	9	10
11	12 <u>5:00 – 6:00 pm</u> Board Packet Review  <u>6:00 – 7:00 pm</u> Board Training TBD	13	14 <u>6:00 pm - 8:00 pm</u> Board of Trustees Meeting	15	16	17
18	19	20	21 <u>6:00 pm – 7:30 pm</u> Government & Community Relations Committee Meeting	22 <u>5:30 pm -6:15 pm</u> Post-Retirement Medical Trust Meeting  <u>6:30 pm - 8:00 pm</u> <b>Executive Committee Meeting</b>  <b>(TBD)</b> <b>Administrative Affairs Committee</b>	23	24
25	26 <b>Memorial Day</b> (NLACRC offices closed)	27	28	29	30	31

**NLACRC Board of Trustees Calendar  
Fiscal Year 2024-25**

<h1 style="margin: 0;">June 2025</h1>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9  <u>5:00 – 6:00 pm</u> Board Packet Review  <u>6:00 – 7:00 pm</u> Board Training TBD	10	11  <u>6:00 pm – 8:00 pm</u> Board of Trustees Meeting	12	13	14
15	16	17	18	19  <b>Juneteenth</b> (NLACRC offices closed)	20	21
22	23	24	25	26	27	28
29	30					

## **BOARD PARLIAMENTARIAN TRAINING OPTIONS**

- 1. Lorenzo Cuesta** – 3-hour in-person training; flat rate of **\$400 + travel costs (tbd)**.  
Mr. Cuesta is a Professional Registered Parliamentarian based out of Sacramento. He has twenty (20) years of experience and has training several other regional center Board of Trustees.
- 2. Robert Duitman** – 2-3 hour in-person training; \$150/hr. = **\$450 (no travel costs)**.  
Mr. Duitman is a Professional Registered Parliamentarian based out of Los Angeles County. He is also a practicing attorney with over thirty (30) years of experience. He has not trained other regional center Board of Trustees but is well versed in customizing non-profit board training needs.

Both individuals' backgrounds and training modules are attached for review.

# About Robert Duitsman



Robert (Bob) has been a practicing attorney in the Southern California area for over thirty years and has been involved with the parliamentary craft since 1998. He is a member of both major national parliamentary organizations, the American Institute of Parliamentarians (AIP) and the National Association of Parliamentarians (NAP), together with the California State Association of Parliamentarians (CSAP) which is the California subgroup of NAP. With NAP he currently holds the designation of Professional Registered Parliamentarian (PRP). Bob brings a wealth of real-world insight and experience to the preparation for and conduct of a wide variety of deliberative assemblies, as well as assisting with the creation of and making changes to documents of authority. Bob was just voted in as President of the California State Association of Parliamentarians.

Based in the Culver City/Los Angeles area, he provides services throughout Southern California.

A partial list of volunteer involvements:

Professional Registered Parliamentarian (NAP)

Past Board Member and Chair, Culver City Chamber of Commerce, Culver City, CA

Past Board Member and Chair, Breathe LA, Los Angeles, CA

Past Chapter Member and President, Golden Bear Chapter 10, AIP

Region VII Governor, AIP (covering Chapters throughout the southwest United States)

Member, Chi Eta Phi Unit, CSAP (NAP)

Treasurer and Assistant Area Director, Southern Area, CSAP (NAP)

Designated Parliamentarian, Knox Presbyterian Church, Los Angeles, CA (ongoing)

Designated Parliamentarian, California-Hawaii Elks Association (ongoing)

Designated Parliamentarian, Culver City Chamber of Commerce (ongoing)

Designated Parliamentarian, District 1 Toastmasters (multiple times)

Designated Parliamentarian, Breathe LA, Los Angeles County (current)

## Services

Services available include the following:

Meeting Parliamentarian or Presider. This includes assistance with advance planning and preparation for upcoming meetings as needed, as well as attending and serving as Parliamentarian or Presiding Officer.

Documents of Authority. This includes review and assisting with the creation or amendment of bylaws, rules and other governing documents to correct inconsistencies or help eliminate areas of uncertainty or confusion. As an attorney Bob brings specialized knowledge to address the requirements of state law as they relate to parliamentary issues and the ultimate goals of an organization.

Seminars and training. This includes seminars and clinics to present information on the basics of parliamentary procedure and to address any problems that may exist within an organization.

General problem solving. This is a catch-all availability intended to bring forward the notion that a Parliamentarian can assist in a wide variety of contexts to try to promote harmony and efficiency in the activities of any organization.

## PARLIAMENTARY PROCEDURE WORKSHOP

ROBERT DUITSMAN

Professional Registered Parliamentarian (NAP)  
Attorney at Law

310.488.2906  
rld-prp.com

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### #. WHO WAS ROBERT, AND WHAT ARE HIS RULES?

- Voting by voice, hands or ballot.

### # PROTECTED RIGHTS UNDER ROBERT'S RULES

- Of the majority
- Of the minority
- Of individuals
- Of absentees
- Of all members together
- Other authorities?

### #. BEFORE THE MEETING STARTS

- Documents of authority
- Any special rules to bring a motion to the assembly
- Should motions be oral or in writing
- Is there support for a proposal?

### #. MEETING CONSIDERATIONS

- Verifying a quorum is present (inc. credentials)
- Adopting any special rules
- Adopting an agenda
- Idle discussion or actual proposal?

### #. MAKING A MOTION (MOVING A QUESTION)

- Member stands to be recognized
- Member is recognized by the Chair
- Member makes a motion (moves a question)
- Member seconds the motion
- Chair states the motion

### #. PROCESSING A MOTION

- Chair states the question
- Debate
- Chair puts the question
- Announcing the vote (and implementing)

### #. VOTING

- Normally a majority of members present and voting
- The effect of abstentions
- Exceptions to the general rule

### #. A WORD ABOUT MINUTES

- They are the official record of the meeting!
- Should only record what was done
- Only matter after they are approved

### #. RESTORATIVE "BRING BACK" MOTIONS

- Take from the table
- Rescind/Amend something previously adopted
- Reconsider (\*)

### #. INCIDENTAL MOTIONS (MOTIONS TO PROCESS BUSINESS)

### #. PRIVILEGED MOTIONS (MOTIONS FOR MEETINGS)

- Fix time to which to adjourn
- Adjourn
- Recess
- Raise a Question of Privilege
- Call for the orders of the day

### #. SUBSIDIARY MOTIONS (MOTIONS FOR MOTIONS)

- Lay on the table
- Previous question (\*)
- Limit or extend debate (\*)
- Postpone definitely
- Commit/Refer
- Amend
- Postpone indefinitely



## Contact

[www.linkedin.com/in/cuesta-lorenzo-22349631](http://www.linkedin.com/in/cuesta-lorenzo-22349631) (LinkedIn)  
[www.roberts-rules.com](http://www.roberts-rules.com) (Personal)

## Top Skills

Customer Service  
Teaching  
Public Speaking

## Languages

Spanish

# About Lorenzo Cuesta

Professional Registered Parliamentarian Sacramento,  
California, United States

## Summary



1. I have presented interactive parliamentary workshops for over 15 years. Most of them deal with Robert's Rules of Order, and in some cases I have been asked to include some of the California statutes for Open Meetings such as the Brown Act, the Gloria Romero Act, and the Davis-Stirling Act.
2. I have served as a professional presider when the president realizes that the contentious issue could best be handled by a neutral yet professional individual.
3. I have assisted many associations in the rewriting of their Constitution and Bylaws.
4. I have been hired to respond with a professional parliamentary opinion to an association's troublesome issues.

Specialties: Deliberative associations; associations based on Robert's Rules, Sturgis' Standard Code, the Brown Act, the Davis-Stirling Act, and the Gloria Romero Act - incorporated or not.

## Experience

### Self Employed

Professional Registered Parliamentarian

2010 - Present (15 years)

Work for associations as a parliamentarian - presenting interactive workshops, writing bylaws, presiding, and consulting on parliamentary issues.

### State of California

Staff Programmer Analyst

1985 - December 2013 (28 years)

Website Creation, Customer Service, Customer Training

### MTI College of Business and Technology

Instructor

1986 - 2009 (23 years)

Taught computer science classes.

Page 1 of 2

## Education

### New Mexico State University

Masters of Science, Biology · (1972 - 1974)

### University of Texas at Austin

Bachelor's of Science, Biology · (1966 - 1969)

In Northern California (Sacramento area and more), contact this Professional Registered Parliamentarian:

Lorenzo R. Cuesta, PRP  
Professional Registered Parliamentarian  
(916) 203-6894 cellular  
[parliam@roberts-rules.com](mailto:parliam@roberts-rules.com)

Member of National Association of Parliamentarians and American Institute of Parliamentarians

SURVIVAL TIPS ON

## ***Robert's Rules of Order***

### **Need a Parliamentarian?**


Let me tell you how a Professional Parliamentarian can help your organization.

1. **Interactive Workshop:** A Professional Registered Parliamentarian will help your Officers, Board Members, and Delegates understand the strategies in Parliamentary Procedure that can lead to the success of a motion: namely Moving, Debating, and Amending a Motion; Referring a Motion; Reconsidering the Vote on a Motion; Rescinding a Motion; Adopting or Defeating a Motion; etc.
  - a. Ideal conditions: 3 to 6 hours on one day, or more hours over several days; and 10 to 20 in attendance.
  - b. Specializing in **Robert's Rules of Order**
  - c. Specializing on the **Brown Act of 1953** (a California Open Meetings Law)  
[See [My notes](#); [My handout](#)]
2. **Business Meeting Parliamentarian:** A Professional Registered Parliamentarian will serve as a Parliamentarian during your Board Meeting, Business Meeting, Annual Session, or Convention.
  - a. This will involve a planning meeting before the actual meeting to review the Bylaws, Constitution, Agenda, and Minutes in relation to the potentially confrontational issues at the Business Meeting.
  - b. During the Business Meeting the Parliamentarian will participate in an unobtrusive manner unless the meeting requires his vocal participation.
  - c. After the Business Meeting the Parliamentarian will review with you the ways to improve your next meeting.
3. **Bylaws Advisor:** A Professional Registered Parliamentarian will serve to create or solidify your Bylaws, Standing Rules, Special Rules of Order, or other procedural documents.

4. **Presiding Officer:** A Professional Registered Parliamentarian will serve as a neutral Presiding Officer during any part of a Business Meeting where objectivity is the only solution. Or, will train your officers to preside over the next meeting.

The fee is based on the number of contact hours, the number in attendance (only if copying of handouts is necessary); the task; and the expenses (i.e., hotel, mileage, parking, meal, etc.)

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	<h1>UNLAWFUL HARASSMENT &amp;</h1> <h2>RETALIATION POLICY</h2>	
	Effective Date: August 29, 2019	Version. <u>23</u>

### Purpose

NLACRC is committed to providing a workplace that is free from unlawful harassment, discrimination, retaliation, or intimidation. The purpose of this policy is to set expectations of behaviors that are aligned with NLACRC's values and support positive working relationships and a professional work environment.

NLACRC's position ~~against~~ harassment, discrimination, and retaliation is communicated to all employees at all levels and other appropriate parties through the dissemination of this policy.

### Scope

This policy applies to all NLACRC employees ~~in the San Fernando Valley, Antelope Valley, and Santa Clarita Valley offices~~, at any level, and other persons with whom NLACRC employees interact in the course of conducting business. All such individuals are expected to conduct themselves with respect and consideration for others.

### Responsibility

All NLACRC management (including but not limited to directors, supervisors, and managers) is responsible for:

- Implementing and enforcing the NLACRC policy, which includes but is not limited to, sexual and other forms of unlawful harassment or discrimination and retaliation
- Ensuring that all employees they supervise are aware of and understand the policy
- Assisting, when necessary, in the Reporting Unlawful Harassment, Discrimination and Retaliation Procedure (see below)
- Always reporting complaints ~~of under this policy harassment~~ to Human Resources
- Taking and/or assisting in prompt and appropriate ~~progressive~~ discipline when necessary to ensure compliance with the policy

- Conducting themselves in a manner consistent with the policy

## Unlawful Harassment & Retaliation Policy (cont'd)

### Policy

It is NLACRC's policy that everyone should work in an environment that is free from unlawful harassment, discrimination, or retaliation in which all employees are treated with respect. Approval of, participation in, ~~or~~ acceptance of, or failing to address conduct that constitutes unlawful harassment, discrimination or retaliation will be considered a violation of this policy. NLACRC will take reasonable steps to prevent unlawful harassment of employees by employees, contingent workers, independent contractors, vendors, clients, board members, advocates, consumers or family members, or other persons with whom a NLACRC employee interacts in the course of conducting business. NLACRC is committed to preventing and addressing unlawful harassment by employees and third parties and those who work with them or whom employees come into contact with in the course of their work with NLACRC.

Unlawful harassment and discrimination in the NLACRC work environment, including but not limited to, harassment and discrimination based on any protected characteristic including listed below or any other category protected by federal, state, or local law, is unlawful, improper, and will not be tolerated. This policy prohibits conduct that violates the letter or spirit of anti-harassment/discrimination laws as well as conduct not aligned to NLACRC's internal policies, practices, and behavioral expectations. The policy covers conduct in any work-related setting, whether it occurs on NLACRC premises, online including but not limited to on social media, during work time or including activities outside the workplace such as business-related social events and travel.:

#### Protected Categories:

- Race (including traits historically or culturally associated with race, such as hair texture and protective hairstyles)
- Color
- Religion/religious creed (including religious dress and religious grooming)
- Marital or domestic partner status
- Age (40 and over)
- National origin (including language use restrictions and possession of a driver's license issued under section 12801.9 of the California Vehicle Code)
- Ancestry

- Physical or mental disability (also includes HIV/AIDS, cancer, and genetic characteristics)
  - Medical condition (as defined under California law, includes genetic characteristics, cancer or a record or history of cancer)
  - Genetic information
  - Military or veteran status
  - Military caregiver status
  - Sexual orientation
  - Sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding and related medical conditions)
  - Gender
  - Gender identity
  - Gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify)
  - Reproductive health decision-making
  - Taking or requesting statutorily protected leave
  - Taking time off to serve as required by law on an inquest jury or trial jury
  - Taking time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding
  - For an employee who is a victim or whose family member is a victim, taking time off work for the reasons stated in California Government Code section 12945.8
- ~~individual's sex, race, color, ancestry, national origin, physical or mental disability, protected medical condition, genetic information, religion, religious creed (including religious dress and grooming practices), age, marital status, registered domestic partner status, lawful alien status, military status, veteran status, sexual orientation, gender (including gender identity or expression), pregnancy (including childbirth or related medical conditions, and breastfeeding), protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family rights Act),~~  
Domestic violence victim status

• \_\_\_\_\_,

- ~~Political affiliation, or any other category protected by federal, state, or local law, is unlawful, improper, and will not be tolerated. This policy prohibits conduct that violates the letter or spirit of anti-harassment laws as well as conduct not aligned to NLACRC's internal policies, practices, and behavioral expectations. The policy covers conduct in any work-related setting, whether it occurs on NLACRC premises, during work time or including activities outside the workplace such as business-related social events and travel.~~

### Sexual Harassment is Prohibited

While this policy is intended to address all forms of unlawful harassment, sexual harassment deserves special mention. Sexual harassment does not require physical contact but can be any type of unwelcome conduct that is sexual in nature or that is based on the person's gender. It includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature when submission to the conduct is made a term or condition of an individual's employment (either explicitly or implicitly), when submission to or rejection of the conduct is used as the basis for employment decisions affecting the individual, or when the conduct is sufficiently severe, persistent, or pervasive to interfere with an individual's work performance or to create an intimidating, hostile, or offensive working environment.

Following are examples of conduct that may constitute sexual harassment:

- A superior using ~~his or her~~their authority to hire, fire, promote, or discipline an individual ~~in 2~~
- ~~Unlawful Harassment & Retaliation Policy (cont'd)~~
- order to gain sexual favors
- Jokes or comments of a sexual nature or that demean someone in relation to gender
- Emails, text messages, videos, cards, calendars, or other materials that are sexual or that demean someone in relation to gender
- Unwelcome, inappropriate touching
- Non-verbal, non-touching conduct that is sexual or demeaning, such as leering, whistling, or catcalling

The legal definition of sexual harassment is broad, and in addition to the above examples, other sexually oriented conduct or inappropriate conduct based upon sex, whether it is intended or not, that is unwelcome and has the effect of creating a work environment that is hostile,



offensive, intimidating, or humiliating to individuals of any gender~~males or females~~ may also constitute sexual harassment.

NLACRC prohibits sexual harassment whether it is carried out by employees, contingent workers, independent contractors, vendors, clients, board members, advocates, consumers or family members, or other persons with whom an NLACRC employee interacts in the course of conducting business. The victim's gender ~~it~~ does not matter ~~whether the victim is male or female;~~ nor does, whether the harasser's gender is male or female or whether the parties involved are of the same gender. Such conduct is prohibited anywhere in the NLACRC work environment, whether on NLACRC's premises or at off-site, work-related activities or events or online including but not limited to on social media.

#### Other Forms of Unlawful Harassment are Prohibited

Other unlawful harassment may consist of verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an employee because of his or her age, ancestry, national origin, citizenship, race, color, physical or mental disability, protected medical condition, genetic information, marital status, domestic partnership status, pregnancy (including childbirth or related medical conditions, and breastfeeding), religion, sex, gender (including gender identity and gender expression), sexual orientation, military status, veteran status, reproductive health decision-making, taking or requesting statutorily protected leave, taking time off to serve as required by law on an inquest jury or trial jury, taking time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding, because an employee is a victim or whose family member is a victim, taking time off work for the reasons stated in California Government Code section 12945.8, unless the Company is otherwise permitted by law, domestic violence victim status, or any other legally-protected characteristic, or that of employee's ~~his or her~~ relatives, friends, or acquaintances, that and has the purpose or effect of creating an intimidating, hostile, or offensive work environment,~~;~~ has the purpose or effect of interfering unreasonably with an employee's work,~~;~~ or otherwise adversely affects an employee's employment opportunities.

Following are examples of conduct that may constitute other forms of unlawful harassment under this policy:

- Racial or ethnic jokes, cards, or comments
- Using slang based on race, age, ethnicity, sexual orientation, or other protected characteristics
- Negative comments about someone's religious beliefs or religious practices
- Bullying behavior, including but not limited to threats, intimidation, coercion, ridicule,

• Unlawful Harassment & Retaliation Policy (cont'd)

- ~~Insults~~, or belittling
- Spreading false, vicious, or malicious rumors
- Other behavior that creates a work environment where an employee reasonably feels threatened, humiliated, or intimidated

## Procedure

### Reporting Unlawful ~~and Sexual~~ Harassment, Discrimination, and Retaliation Procedure (“Reporting Procedure”)

1. NLACRC's Reporting Procedure, described below, is available to all NLACRC employees, and contingent workers who believe they have been subjected to, or have knowledge of, unlawful ~~or sexual~~ harassment or discrimination of any kind and/or retaliation in the work environment.
2. NLACRC is committed to investigating and eradicating harassment, discrimination, and ~~or~~ retaliation prohibited by this Policy. To further that end, NLACRC has adopted the following procedure for making reports about prohibited conduct.
3. Anyone who believes that ~~he or she~~ they has yes been subjected to, witnessed or otherwise learned of conduct prohibited under this policy must immediately report the conduct to one of the following:
  - Their direct supervisor, or that supervisor’s direct supervisor in the event the employee’s direct supervisor is responsible for such prohibited conduct
  - HR Director
  - HR Manager
  - HR Supervisor
  - HR Generalist
4. Any supervisor or manager who has witnessed or who has knowledge of conduct prohibited under this policy must report this information to one of the following:
  - ~~Their direct supervisor, or that supervisor’s direct supervisor in the event the employee’s direct supervisor is responsible for such prohibited conduct~~
  - HR Director
  - HR Manager
  - HR Supervisor

• ~~Unlawful Harassment & Retaliation Policy (cont'd)~~

• HR Generalist

5. Reports regarding harassment, discrimination, and/or retaliation may be oral or in writing, but in either form should provide as much detail as possible about the conduct being reported. Regardless of the format in which the complaint is received, all directors, managers, and supervisors are required to report the complaint to HR as detailed above. There will be no action taken against anyone who makes a good faith report of harassment, discrimination, and/or retaliation or who participates in any investigation of such a report.
6. Individuals who are offended by the action of another may opt to make the offending party aware that such action is or was offensive and may request that the person avoid taking such action in the future. Individuals may, but are not required to, take this step before utilizing the above Reporting Procedure. In addition, where the perpetrator of the harassment has implicitly or explicitly conditioned an individual's job on acceptance of the harassing behavior, that individual should not confront the perpetrator but instead report the harassment through any of the means available under the Reporting Procedure. Upon receiving a report of alleged harassment, discrimination, or retaliation, NLACRC will promptly investigate the matter. If the report is made to NLACRC management, that management individual shall immediately contact the HR Director, HR Supervisor, or an HR Generalist.
7. NLACRC will investigate all reported complaints of unlawful harassment, discrimination, and retaliation in a fair, impartial, thorough, and prompt manner. Involved employees will be given an opportunity to respond as reasonably practicable. The investigative process will be customized depending on the nature and circumstances of the complaint. NLACRC will document its progress during the investigation. NLACRC will reach a reasonable conclusion based on the evidence collected and close the investigation in a timely manner.
8. The investigators will treat the investigation with discretion, keeping the investigation confidential to the extent possible~~During the investigation, confidentiality will be preserved to the fullest extent possible,~~ without compromising NLACRC's ability to conduct a good faith and thorough investigation.
9. Individuals contacted in the course of an investigation will be treated with respect and consideration.
10. Individuals who provide intentionally false information in the course of an investigation may be subject to discipline, up to and including termination of employment.

Unlawful Harassment & Retaliation Policy (cont'd)

11. ~~11.~~ Anyone found to have engaged in sexual or other form of inappropriate or unlawful harassment, discrimination, or retaliation in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment. NLACRC reserves the right to enforce this policy more strictly than the law requires.

No Retaliation

NLACRC is committed to prohibiting retaliation against those who, in good faith, report, oppose, or participate in an investigation of alleged wrongdoing in the workplace. By way of example only, participating in an investigation of alleged wrongdoing in the workplace, includes, but is not limited to:

- Participating in an internal investigation
- Filing a complaint with a federal or state enforcement or administrative agency
- Participating in or cooperating with a federal or state enforcement agency that is conducting an investigation of the company regarding alleged unlawful activity
- Testifying as a party, witness, or accused regarding alleged unlawful activity
- Associating with another employee who is engaged in any of these activities
- Making or filing an internal complaint with the company regarding alleged unlawful activity
- Providing informal notice to the company regarding alleged unlawful activity

NLACRC prohibits any adverse action/retaliation against an employee for participating in an investigation of any alleged wrongdoing in the workplace. Any employee who feels that ~~he or she~~ they ~~has~~ have been retaliated against should immediately contact:

- Their direct supervisor, or that supervisor's direct supervisor in the event the employee's direct supervisor is responsible for the retaliation
- HR Director
- HR Manager
- HR Supervisor
- HR Generalist

In addition, any employee who observes retaliation by another employee, director, supervisor, manager, or non-employee should report the incident immediately to any of the same individuals.

Any employee determined to be responsible for violating this policy will be subject to appropriate disciplinary action, up to and including termination. Moreover, any employee, supervisor, or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

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#### Unlawful Harassment & Retaliation Policy (cont'd)

#### Complaints

In California, employees may address their harassment, discrimination, or retaliation complaints to the federal Equal Employment Opportunity Commission (“EEOC”) or the ~~state~~ California Civil Rights Department (“CRD”), which have the authority to conduct investigation of the facts. ~~The deadline for filing complaints with the CRD is one year from the date of the alleged unlawful conduct.~~ If the CRD believes that a complaint is valid and settlement efforts fail, the CRD may pursue legal remedies on the Complainant’s behalf. The telephone numbers for the nearest CRD or EEOC office can be found in the local telephone directory or at 800-884-1684 or for the CRD or 800-669-4000 for the EEOC or online at ([www.Calcivilrights.ca.gov](http://www.Calcivilrights.ca.gov) or [www.eeoc.gov](http://www.eeoc.gov)). The law protects employees against retaliation for filing a complaint with either the CRD or EEOC or otherwise participating in an investigation, proceeding, or hearing conducted by either agency.

The procedures stated above are intended for use under normal operating circumstances. Other circumstances may arise in which the Executive Administration finds it necessary to use other procedures not specifically designated here. NLACRC reserves the right to do so at the Executive Administration’s discretion and will notify employees of any such change.

#### **Accountability**

Any employee at any level found to have engaged in harassment, discrimination, retaliation or other unlawful conduct under this policy will be subject to appropriate discipline, up to and including termination of employment. NLACRC reserves the right to take other action, as appropriate, against others who violate this policy, even if the conduct does not rise to the level of unlawful conduct.

#### Training

All Employees are required to undergo harassment prevention training as required by applicable law. Newly hired supervisors or employees promoted into a supervisory position will receive training within six months of assuming supervisory responsibilities. For more information about this training requirement, visit <https://calcivilrights.ca.gov/shpt/>.

## Abusive Conduct

Abusive conduct means malicious conduct in the workplace that a reasonable person would find hostile or offensive and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe.

NLACRC ~~The Company~~ considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report abusive conduct in the same manner specified above ~~to a manager or supervisor~~. Directors, ~~M~~managers, and ~~S~~supervisors are responsible for ensuring that employees are not subjected to abusive conduct. All reports will be treated seriously and investigated when appropriate. Employees who are found to have engaged in abusive conduct will be subject to discipline, up to and potentially including termination of employment. Retaliation against an employee who reports abusive conduct or verifies that it took place is strictly prohibited.

	<h2>UNLAWFUL HARASSMENT &amp; RETALIATION POLICY</h2>		
	Effective Date: August 29, 2019	Version. 3	Revision Date: 03/10/2025

### Purpose

NLACRC is committed to providing a workplace that is free from unlawful harassment, discrimination, retaliation, or intimidation. The purpose of this policy is to set expectations of behaviors that are aligned with NLACRC’s values and support positive working relationships and a professional work environment.

NLACRC’s position against harassment, discrimination, and retaliation is communicated to all employees at all levels and other appropriate parties through the dissemination of this policy.

### Scope

This policy applies to all NLACRC employees, at any level, and other persons with whom NLACRC employees interact in the course of conducting business. All such individuals are expected to conduct themselves with respect and consideration for others.

### Responsibility

All NLACRC management (including but not limited to directors, supervisors, and managers) is responsible for:

- Implementing and enforcing the NLACRC policy, which includes but is not limited to, sexual and other forms of unlawful harassment or discrimination and retaliation
- Ensuring that all employees they supervise are aware of and understand the policy
- Assisting, when necessary, in the Reporting Unlawful Harassment, Discrimination and Retaliation Procedure (see below)
- Always reporting complaints under this policy to Human Resources
- Taking and/or assisting in prompt and appropriate discipline when necessary to ensure compliance with the policy
- Conducting themselves in a manner consistent with the policy

## Policy

It is NLACRC's policy that everyone should work in an environment that is free from unlawful harassment, discrimination, or retaliation in which all employees are treated with respect. Approval of, participation in, acceptance of, or failing to address conduct that constitutes unlawful harassment, discrimination or retaliation will be considered a violation of this policy. NLACRC will take reasonable steps to prevent unlawful harassment of employees by employees, contingent workers, independent contractors, vendors, clients, board members, advocates, consumers or family members, or other persons with whom a NLACRC employee interacts in the course of conducting business. NLACRC is committed to preventing and addressing unlawful harassment by employees and third parties and those who work with them or whom employees come into contact within the course of their work with NLACRC.

Unlawful harassment and discrimination in the NLACRC work environment, including but not limited to, harassment and discrimination based on any protected characteristic listed below or any other category protected by federal, state, or local law, is unlawful, improper, and will not be tolerated. This policy prohibits conduct that violates the letter or spirit of anti-harassment/discrimination laws as well as conduct not aligned to NLACRC's internal policies, practices, and behavioral expectations. The policy covers conduct in any work-related setting, whether it occurs on NLACRC premises, online including but not limited to on social media, during work time or including activities outside the workplace such as business-related social events and travel.

### Protected Categories:

- Race (including traits historically or culturally associated with race, such as hair texture and protective hairstyles)
- Color
- Religion/religious creed (including religious dress and religious grooming)
- Marital or domestic partner status
- Age (40 and over)
- National origin (including language use restrictions and possession of a driver's license issued under section 12801.9 of the California Vehicle Code)
- Ancestry
- Physical or mental disability (also includes HIV/AIDS, cancer, and genetic characteristics)
- Medical condition (as defined under California law, includes genetic characteristics, cancer or a record or history of cancer)



- Genetic information
- Military or veteran status
- Military caregiver status
- Sexual orientation
- Sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding and related medical conditions)
- Gender
- Gender identity
- Gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify)
- Reproductive health decision-making
- Taking or requesting statutorily protected leave
- Taking time off to serve as required by law on an inquest jury or trial jury
- Taking time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding
- For an employee who is a victim or whose family member is a victim, taking time off work for the reasons stated in California Government Code section 12945.8
- Domestic violence victim status
- Political affiliation

#### Sexual Harassment is Prohibited

While this policy is intended to address all forms of unlawful harassment, sexual harassment deserves special mention. Sexual harassment does not require physical contact but can be any type of unwelcome conduct that is sexual in nature or that is based on the person's gender. It includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature when submission to the conduct is made a term or condition of an individual's employment (either explicitly or implicitly), when submission to or rejection of the conduct is used as the basis for employment decisions affecting the individual, or when the conduct is sufficiently severe, persistent, or pervasive to interfere with an individual's work performance or to create an intimidating, hostile, or offensive working environment.

Following are examples of conduct that may constitute sexual harassment:

- A superior using their authority to hire, fire, promote, or discipline an individual in order to gain sexual favors
- Jokes or comments of a sexual nature or that demean someone in relation to gender
- Emails, text messages, videos, cards, calendars, or other materials that are sexual or that demean someone in relation to gender
- Unwelcome, inappropriate touching
- Non-verbal, non-touching conduct that is sexual or demeaning, such as leering, whistling, or catcalling

The legal definition of sexual harassment is broad, and in addition to the above examples, other sexually oriented conduct or inappropriate conduct based upon sex, whether it is intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to individuals of any gender may also constitute sexual harassment.

NLACRC prohibits sexual harassment whether it is carried out by employees, contingent workers, independent contractors, vendors, clients, board members, advocates, consumers or family members, or other persons with whom an NLACRC employee interacts in the course of conducting business. The victim's gender does not matter; nor does, the harasser's gender or whether the parties involved are of the same gender. Such conduct is prohibited anywhere in the NLACRC work environment, whether on NLACRC's premises or at off-site, work-related activities or events or online including but not limited to on social media.

#### Other Forms of Unlawful Harassment are Prohibited

Other unlawful harassment may consist of verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an employee because of his or her age, ancestry, national origin, citizenship, race, color, physical or mental disability, protected medical condition, genetic information, marital status, domestic partnership status, pregnancy (including childbirth or related medical conditions, and breastfeeding), religion, sex, gender (including gender identity and gender expression), sexual orientation, military status, veteran status, reproductive health decision-making, taking or requesting statutorily protected leave, taking time off to serve as required by law on an inquest jury or trial jury, taking time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding, because an employee is a victim or whose family member is a victim, taking time off work for the reasons stated in California Government Code section 12945.8, unless the Company is otherwise permitted by law, domestic violence victim status, or any other legally-protected characteristic, or that of employee's relatives, friends, or acquaintances, that has the purpose or effect of creating an intimidating, hostile, or offensive work environment, has the purpose or effect of interfering

unreasonably with an employee's work, or otherwise adversely affects an employee's employment opportunities.

Following are examples of conduct that may constitute other forms of unlawful harassment under this policy:

- Racial or ethnic jokes, cards, or comments
- Using slang based on race, age, ethnicity, sexual orientation, or other protected characteristics
- Negative comments about someone's religious beliefs or religious practices
- Bullying behavior, including but not limited to threats, intimidation, coercion, ridicule,
- Insults, or belittling
- Spreading false, vicious, or malicious rumors
- Other behavior that creates a work environment where an employee reasonably feels threatened, humiliated, or intimidated

## Procedure

### Reporting Unlawful Harassment, Discrimination, and Retaliation Procedure ("Reporting Procedure")

1. NLACRC's Reporting Procedure, described below, is available to all NLACRC employees, and contingent workers who believe they have been subjected to, or have knowledge of, unlawful harassment or discrimination of any kind and/or retaliation in the work environment.
2. NLACRC is committed to investigating and eradicating harassment, discrimination, and retaliation prohibited by this Policy. To further that end, NLACRC has adopted the following procedure for making reports about prohibited conduct.
3. Anyone who believes that they have been subjected to, witnessed or otherwise learned of conduct prohibited under this policy must immediately report the conduct to one of the following:
  - Their direct supervisor, or that supervisor's direct supervisor in the event the employee's direct supervisor is responsible for such prohibited conduct
  - HR Director
  - HR Manager

- HR Supervisor
  - HR Generalist
4. Any supervisor or manager who has witnessed or who has knowledge of conduct prohibited under this policy must report this information to one of the following:
    - HR Director
    - HR Manager
    - HR Supervisor
    - HR Generalist
  5. Reports regarding harassment, discrimination, and/or retaliation may be oral or in writing, but in either form should provide as much detail as possible about the conduct being reported. Regardless of the format in which the complaint is received, all directors, managers, and supervisors are required to report the complaint to HR as detailed above. There will be no action taken against anyone who makes a good faith report of harassment, discrimination, and/or retaliation or who participates in any investigation of such a report.
  6. Individuals who are offended by the action of another may opt to make the offending party aware that such action is or was offensive and may request that the person avoid taking such action in the future. Individuals may, but are not required to, take this step before utilizing the above Reporting Procedure. In addition, where the perpetrator of the harassment has implicitly or explicitly conditioned an individual's job on acceptance of the harassing behavior, that individual should not confront the perpetrator but instead report the harassment through any of the means available under the Reporting Procedure. Upon receiving a report of alleged harassment, discrimination, or retaliation, NLACRC will promptly investigate the matter. If the report is made to NLACRC management, that management individual shall immediately contact the HR Director, HR Supervisor, or an HR Generalist.
  7. NLACRC will investigate all reported complaints of unlawful harassment, discrimination, and retaliation in a fair, impartial, thorough, and prompt manner. Involved employees will be given an opportunity to respond as reasonably practicable. The investigative process will be customized depending on the nature and circumstances of the complaint. NLACRC will document its progress during the investigation. NLACRC will reach a reasonable conclusion based on the evidence collected and close the investigation in a timely manner.
  8. The investigators will treat the investigation with discretion, keeping the investigation confidential to the extent possible, without compromising NLACRC's ability to conduct a good faith and thorough investigation.

9. Individuals contacted in the course of an investigation will be treated with respect and consideration.
10. Individuals who provide intentionally false information in the course of an investigation may be subject to discipline, up to and including termination of employment.
11. Anyone found to have engaged in sexual or other form of inappropriate or unlawful harassment, discrimination, or retaliation in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment. NLACRC reserves the right to enforce this policy more strictly than the law requires.

#### No Retaliation

NLACRC is committed to prohibiting retaliation against those who, in good faith, report, oppose, or participate in an investigation of alleged wrongdoing in the workplace. By way of example only, participating in an investigation of alleged wrongdoing in the workplace, includes, but is not limited to:

- Participating in an internal investigation
- Filing a complaint with a federal or state enforcement or administrative agency
- Participating in or cooperating with a federal or state enforcement agency that is conducting an investigation of the company regarding alleged unlawful activity
- Testifying as a party, witness, or accused regarding alleged unlawful activity
- Associating with another employee who is engaged in any of these activities
- Making or filing an internal complaint with the company regarding alleged unlawful activity
- Providing informal notice to the company regarding alleged unlawful activity

NLACRC prohibits any adverse action/retaliation against an employee for participating in an investigation of any alleged wrongdoing in the workplace. Any employee who feels that they have been retaliated against should immediately contact:

- Their direct supervisor, or that supervisor's direct supervisor in the event the employee's direct supervisor is responsible for the retaliation
- HR Director
- HR Manager
- HR Supervisor

- HR Generalist

In addition, any employee who observes retaliation by another employee, director, supervisor, manager, or non-employee should report the incident immediately to any of the same individuals.

Any employee determined to be responsible for violating this policy will be subject to appropriate disciplinary action, up to and including termination. Moreover, any employee, supervisor, or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

### Complaints

In California, employees may address their harassment, discrimination, or retaliation complaints to the federal Equal Employment Opportunity Commission (“EEOC”) or the California Civil Rights Department (“CRD”), which have the authority to conduct investigation of the facts. If the CRD believes that a complaint is valid and settlement efforts fail, the CRD may pursue legal remedies on the Complainant’s behalf. The telephone numbers for the nearest CRD or EEOC office can be found in the local telephone directory or at 800-884-1684 or for the CRD or 800-669-4000 for the EEOC or online at ([www.Calcivilrights.ca.gov](http://www.Calcivilrights.ca.gov) or [www.eeoc.gov](http://www.eeoc.gov)). The law protects employees against retaliation for filing a complaint with either the CRD or EEOC or otherwise participating in an investigation, proceeding, or hearing conducted by either agency.

The procedures stated above are intended for use under normal operating circumstances. Other circumstances may arise in which the Executive Administration finds it necessary to use other procedures not specifically designated here. NLACRC reserves the right to do so at the Executive Administration’s discretion and will notify employees of any such change.

### **Accountability**

Any employee at any level found to have engaged in harassment, discrimination, retaliation or other unlawful conduct under this policy will be subject to appropriate discipline, up to and including termination of employment. NLACRC reserves the right to take other action, as appropriate, against others who violate this policy, even if the conduct does not rise to the level of unlawful conduct.

### Training

All Employees are required to undergo harassment prevention training as required by applicable law. Newly hired supervisors or employees promoted into a supervisory position will receive training within six months of assuming supervisory responsibilities. For more information about this training requirement, visit <https://calcivilrights.ca.gov/shpt/>.

## Abusive Conduct

Abusive conduct means malicious conduct in the workplace that a reasonable person would find hostile or offensive and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe.

NLACRC considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report abusive conduct in the same manner specified above. Directors, managers, and supervisors are responsible for ensuring that employees are not subjected to abusive conduct. All reports will be treated seriously and investigated when appropriate. Employees who are found to have engaged in abusive conduct will be subject to discipline, up to and potentially including termination of employment. Retaliation against an employee who reports abusive conduct or verifies that it took place is strictly prohibited.



Time Period: 2/15/2025 - 3/15/2025

Date Complaint Received	Complainant Type	Investigation Case No.	Date Acknowledgment Sent to Complainant	Nature of Complaint	Investigation Details	Investigation Results	Corrective Action Taken (if applicable)	Date Complaint Closed	Submitted/Logged by
11/19/2024	NLACRC Employee	24-102803 and 24-110101	11/19/2024	Multiple breaches of conflict of interest involving hiring processes and security concerns by a member of Management.  Complaint tendered directly to DDS; date at left is the date complaint was referred to NLACRC from DDS OCO.	1a. Management employee inappropriately influenced the hiring process for a family friend with zero prior relevant functional experience. 1b. Management employee's hiring decision resulted in gender discrimination in hiring. 2. Management employee circumvented a fair, transparent hiring process. 3. Management employee disregards security standards.  NLACRC engaged Ogletree Deakins law firm to independently investigate allegations and report results and recommended corrective actions.	Based on the independent investigation conducted by Ogletree Deakins:  1a. Management employee inappropriately influenced the hiring process for a family friend with zero prior relevant functional experience. - <i>referred to NLACRC's prior investigation of claim raised in summer 2024.</i> 1b. Management employee's hiring decision resulted in gender discrimination in hiring. - <i>Unsubstantiated</i> 2. Management employee circumvented a fair, transparent hiring process. - <i>Insufficient to substantiate</i> 3. Management employee disregards security standards. - <i>Insufficient to substantiate</i>	- NLACRC addressed and documented correction with management employee as result of a similar internal claim raised in summer of 2024.	2/24/2025	Betsy Monahan, HR Director
12/12/2024	Community Member	2024-SPWB-013	12/12/2024	Vendors have not been paid through FMS vendor; Conflict of interest ; SDP Funds not being managed appropriately.	1. Vendors have not been paid through FMS vendor, rather funding is transferred to a vendored company owned by the Independent Facilitator (IF) who is paying for services provided to client. 2. Conflict of interest as Independent Facilitator owns the vendored business serving family. 3. Payments are being withheld during Winter break by IF. Parent has not authorized gap in services. 4. IF is diverting SDP funds to their vendored account causing budgeting discrepancies and missing funds.	1. Vendors have not been paid through FMS vendor, rather funding is transferred to a vendored company owned by the Independent Facilitator (IF) who is paying for services provided to client. 2. Conflict of interest as Independent Facilitator owns the vendored business serving family. 3. Payments are being withheld during Winter break by IF. Parent has not authorized gap in services. 4. IF is diverting SDP funds to their vendored account causing budgeting discrepancies and missing funds.  <i>Referred to SDP Ombudsmen; CM meeting with DDS to further review</i>	Open		Arshalous Garlanian, Community Services Director
3/6/2025	Family Member	2024-SPWB-014	3/10/2025	Report of concerns regarding: Client Safety and Well-being Endangerment; Retaliatory Actions and False Allegations; Financial Misconduct and Refusal of Payments	1. Vendor is allowing illegal drug and alcohol use on the premises, posing a risk to consumers. 2. A vendor representative and two employees have presented false claims in retaliation against a consumer's family member. 3. Vendor is creating a false record of non-payment to justify a specific retaliatory action against a consumer.	Open and pending	Open		Betsy Monahan, HR Director
3/12/2025	DDS: Community Member	2025-SPWB-01	3/12/2025	Concerns with Vendor's Sick policy/practice for staff and participants; Lack of staff professionalism; Failure to adhere to Title 17 54327 reporting requirements.	1. The program does not allow clients to go home when they are sick (throwing up, diarrhea, chest pain, showing signs of flu or COVID). Staff are verbally informed by management to make the client(s) stay in the program for the day, despite health concerns. 2. Management requires staff to come in when they are sick, potentially spreading illness to individuals at the day program. 3. Management uses profanity when speaking to staff in front of individuals served. 4. Management tells staff not to report car accidents that client(s) are involved in while at the program to their family or residential home. Client(s) may be nonverbal.	Open	Open		Arshalous Garlanian, Community Services Director
3/12/2025	DDS: Community Member	2025-SPWB-02	3/12/2025	Failure to adhere to Title 17 54327 reporting requirements.	1. Vendor Management does not allow staff to file mandated reports when there is suspected abuse and/or neglect concerning clients receiving adaptive skills training services.	Open	Open		Arshalous Garlanian, Community Services Director
3/13/2025	DDS: Community Member	2025-SPWB-03	3/13/2025	Failure to provide vendored services; Billing for services not provided; Client's Rights Violation; Staff are not trained and lack professionalism.	1. The program does not provide the type of services they are vendored to provide. Client goals are not addressed or developed. Clients are left to sit at the mall or library all day. Staff do not interact with clients. Staff are not allowed to support or engage clients in activities, such as bowling on Fridays. Clients who want to leave the program are not provided the assistance to do so. The provider is billing for services that are not being provided. Staff bully/harass clients, talk badly about clients, and make inappropriate comments about how clients are dressed.  2. Staff was named as a staff person of concern. Staff allegedly called client disgusting; did not return a bag belonging to client "client"; and made comments about a client (name unknown) smelling like urine. Staff had clients watch an inappropriate movie (Mickey 17) on March 7, 2025. Staff are not trained and are unaware of how to do their jobs. Staff may be documenting activities that are not occurring.  3. The reporting party also shared other allegations about individuals served by this provider: Client 1, or Client 2 is making racial slurs and behaving inappropriately toward other clients and staff. Some clients served by this day program may not be getting adequate food at their residential home(s), and day program staff are not allowed to provide food to these individuals (3 clients named). Client is being exploited/selling their body for sexual activity outside of the day program.	Open	Open		Arshalous Garlanian, Community Services Director



## BOARD & BOARD COMMITTEE LIST

FY 2024-2025

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CAC Alt

**Sharmila Brunjes**—First V.P., Board  
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**Curtis Wang**—Second V.P.

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**George Alvarado** –ARCA CAC Rep

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Sharmila Brunjes

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Alex Kopilevich

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Vini Montague

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Anna Hurst

### Recruitment

**Betsy Monahan**, Staff

**Lindsay Granger**, Admin

**Juan Hernandez**, Chair

Lety Garcia

Committee Meeting	Time	Meeting Frequency	Upcoming Meeting Dates
Administrative Affairs Committee (Virtual)	6:00 pm – 7:30 pm	3 <sup>rd</sup> Thursday in September, November, February, and April	Thursday, April 17, 2025
Consumer Services Committee (Virtual)	6:00 pm – 7:30 pm	3 <sup>rd</sup> Wednesday every 2 months	Wednesday, April 16, 2025
Government & Community Relations Committee (Virtual)	6:00 pm – 7:30 pm	3 <sup>rd</sup> Wednesday every other month	Wednesday, May 21, 2025
Nominating Committee (Virtual)	5:30 pm – 7: 00 pm	1 <sup>st</sup> Wednesday every month	Wednesday, April 2, 2025
Vendor Advisory Committee (Hybrid) (AD HOC)	9:30 am – 11:30 am	2 <sup>nd</sup> Thursday every month	Thursday, April 10, 2025 Thursday, May 8, 2025
Consumer Advisory Committee (Virtual) (AD HOC)	3:00 pm – 4:30 pm	1 <sup>st</sup> Wednesday every month	Wednesday, April 2, 2025 Wednesday, May 7, 2025



**North Los Angeles County Regional Center**  
**Director's Report**  
March 2025

**1. NLACRC Spotlight:**

- A. Organizational Insights Forum:** Executive Leadership completed the second Organizational Insights Forum for NLACRC staff. These quarterly in-person sessions are hosted at each office and open to all staff, providing updates on employee-driven initiatives, legislative changes that may impact service delivery, and organizational news.
- I. Positive Feedback: On a Likert scale of 1 (very unsatisfactory) to 5 (very satisfactory), participants rated the forums an average of 4.29, indicating a strong appreciation for transparency and the relevance of the topics discussed.
- B. Employee Recognition Platform:** NLACRC has launched a new Employee Recognition website modeled after familiar platforms like Facebook and LinkedIn, increasing adoptability and ease of use.
- I. Meaningful Acknowledgement: Staff can recognize colleagues for exceptional work, while managers have access to dashboards highlighting recognition trends and identifying team members, who may benefit from additional support.
  - II. Incentives: Employees can redeem accumulated points for experiences such as an ice cream social or lunch with a member of Executive Leadership.
- C. Plain Language Initiative:** NLACRC has hired a Plain Language Specialist to review all external documents and ensure materials are accessible to the individuals we serve, their families, and the broader community.
- D. Legislative Engagement:** Assemblywoman Pilar Schiavo and Assemblyman Tom Lackey will be visiting the NLACRC offices to meet with staff and community delegates.
- I. Advocacy in Action: Staff and community representatives will highlight key legislative bills that directly impact services and require support.
  - II. Legislative Podcast: During their visit, the Assemblymembers will also join the Executive Director in recording a legislative podcast episode to further engage the broader community in policy discussions.
- E. Record-Breaking Recruiting Month:** NLACRC welcomed 15 new hires during its second orientation this month, bringing the total to 29 new hires—our highest number of monthly new hires sourced exclusively through internal recruiting.
- I. Internal Recruitment Milestone: This marks a record-breaking achievement for our internal recruiting team, showcasing the growing effectiveness of our in-house hiring strategies.

- II. Performance Comparison: : When compared to last year’s six-month average, NLACRC’s recruitment efforts show a 69% increase, reflecting significant progress in expanding our workforce to meet service needs.

2. **Department Developmental Center (DDS) Updates:**

**A. Health & Safety Waivers:** DDS emphasized that health and safety waivers must be based on individual needs and should not be used as rate patches.

- I. Assembly Bill (AB) 637 remains the appropriate mechanism for rate adjustments.
- II. DDS will conduct an analysis to identify instances where health and safety waivers were used as a mechanism for rate adjustments, noting that the need for such waivers has declined with full rate model implementation.
- III. Moving forward, referrals for rate adjustments should follow the AB 637 process, and regional centers are encouraged to consult with their DDS liaisons before initiating requests.

**B. Rate Reform:** The deadline for provider agreement form submission has been extended to May 30, 2025.

**C. Lived Experience Advisory Group:** DDS is actively recruiting approximately 40 new self-advocate participants to form a new Lived Experience Advisory Group, which will replace the current Consumer Advisory Committee (CAC).

- I. DDS will notify ARCA and regional centers of any support needed during the recruitment process.

**D. Budget Outlook and Federal Updates:** Current projections and expert analysis suggest that achieving the full \$880 billion in cuts is unlikely without affecting entitlement programs such as Medicaid and Medicare.

- I. Federal Funds at Risk: If cuts are implemented, this could affect the 37% in federal funds allocated for our programs next fiscal year.

3. **Master Plan Workgroup Updates:** The final Master Plan Committee meeting was held on Wednesday, March 19<sup>th</sup>, with a focus on the 11 remaining recommendations.

**A.** Due to time constraints, only a portion of the recommendations were fully discussed during the six-hour session.

- I. Finalization of Recommendations: The Co-Chairs reconvened on Friday, March 21<sup>st</sup> to complete deliberations and finalize all outstanding recommendations.
- II. Upcoming Proposal Release: A final Master Plan proposal is scheduled to be released on Friday, March 28<sup>th</sup>.

- III. Long-Term Implementation: The plan is anticipated to span a 10-year implementation timeline, reflecting the long-term systemic reforms outlined in the recommendations.
- IV. Ongoing Oversight: The Master Plan Committee, originally established for one year, will extend its operations through the 10-year implementation period, meeting biannually to review progress and course-correct as needed.
- V. Legislative Reporting Requirement: A formal progress report on the Master Plan's implementation will be submitted to the State Legislature every March for the duration of the plan.

**4. Center Updates:**

**A. Recruitment:**

- I. Total # positions filled: 827
  - a. Total # of authorized: 1008
- II. February New Hires
  - a. 1<sup>st</sup> cycle (3/10/2025): 14 (confirmed total)
  - b. 2<sup>nd</sup> cycle (3/24/2025): 9 (confirmed total)

**B. Outreach:**

- I. Outreach Event: NLACRC on Wheels – Olive View UCLA Women's & Children's Center (San Fernando Valley) – 3/12/2025
  - a. NLACRC launched its "Regional Center on Wheels" initiative in the San Fernando Valley, bringing services directly to the community. Public Information Specialist Supervisor Maria de Jesus Rodriguez and Spanish Outreach Language Specialist Telma Diaz hosted office hours at Olive View UCLA's Women's & Children's Center.
- II. Outreach Event: Nowrooz Picnic in the Park – Persian New Year Celebration (San Fernando Valley) – 3/15/2025
  - a. In celebration of the Persian New Year, NLACRC's Farsi Support Group and Armenian Parent Circle of Support co-hosted the first cultural celebration event for Farsi-speaking families at Lake Balboa Park. Attendees participated in cultural traditions, shared traditional food, and learned about the history and customs of Nowrooz. NLACRC staff provided an orientation on regional center services and distributed information about Home and Community-Based Services (HCBS) compliance.
  - b. The event was held in collaboration with Family Focus Resource Center, PARS Equality Center, and the LAUSD

Refugee Educational Support Program, all of whom provided additional resources and presentations to families.

- III. Outreach Event: Spring into Action Community Resource Fair (Antelope Valley) – 3/20/2025
  - a. As part of its ongoing community engagement in the Antelope Valley, NLACRC participated in the Spring into Action Community Resource Fair. The event focused on increasing awareness of resources for children, families, and adults.
  - b. NLACRC’s Diversity, Equity, Inclusion, and Belonging (DEIB) team provided information on available services and networked with agencies offering prevention and support programs, including the Department of Mental Health, All for Kids, the Salvation Army, and Antelope Valley Partners for Health.
  - c. The event was well attended, and NLACRC staff shared materials with community-based organizations to support continued outreach throughout the region.

**C. Consumer Statistics:**

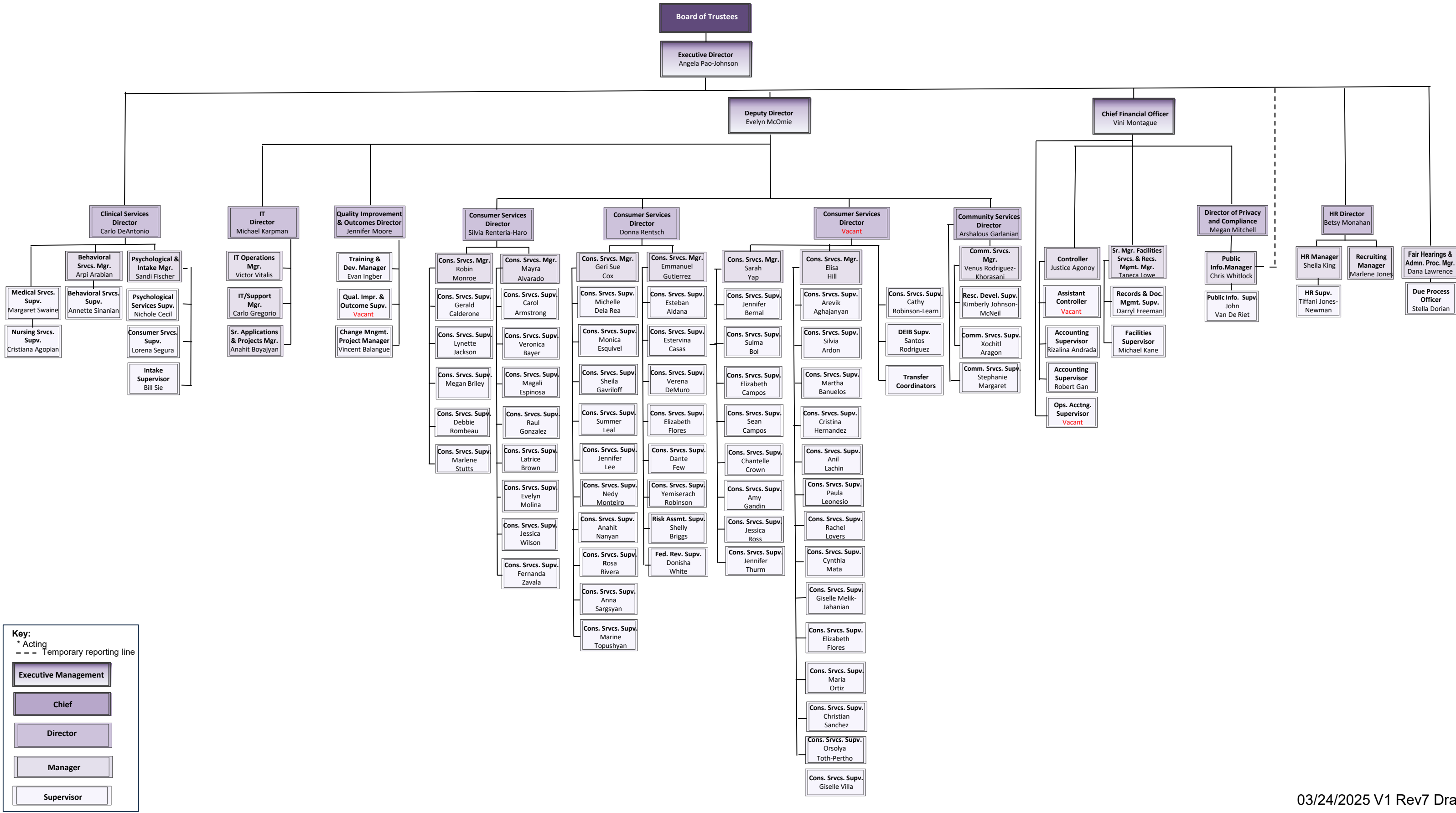
- I. Total served: 38, 678
  - a. Early Start 5,069
  - b. Lanterman 30,999
- II. Breakdown of all three valleys:
  - a. AV 9,113 (Early Start & Lanterman)
  - b. SCV 4,231 (Early Start & Lanterman)
  - c. SFV 22,724 (Early Start & Lanterman)
- III. All other categories not captured in Early Start, Lanterman, and Intake, such as Provisional, Enhanced, Specialized, and other which total: 1,222

5. **Upcoming Disability Organization Events/Activities:**

- A. State Council on Developmental Disabilities next council meeting – May 20, 2025
- B. Disability Rights California’s next board meeting – June 20, 2025



# NORTH LOS ANGELES COUNTY REGIONAL CENTER MANAGEMENT ORGANIZATIONAL OVERVIEW



**Key:**  
 \* Acting  
 - - - Temporary reporting line

Executive Management
Chief
Director
Manager
Supervisor

FY 2024-25	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Total Absences	Total Hours
Executive Committee														
Meeting Length	Dark					Dark						Dark		
Juan Hernandez							P							2.00
Sharmila Brunjes		P	P	P	P			P					0	6.00
Anna Hurst								P					0	2.00
Curtis Wang								P					0	2.00
Leticia Garcia		P	P	P	P			P					0	6.00

Meeting Time 1.25 1.00 1.00 0.75 2.00  
P = Present Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)