

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**

April 17, 2019

**Present:** Angelina Martinez, Anna Hamilton, Sharoll Jackson, Melissa Ferman, and Caroline Mitchell, Jeremy Sunderland – Committee Members  
Maria Bosch, Sheila Calove, Evan Ingber, Ruth Janka, Liliana Windover, Michele Marra, George Stevens and Jesse Weller – Staff Members

**Absent:** Marianne Davis

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**I. Call to Order & Introductions**

Anna Hamilton, chair, called the meeting to order at 6:02 p.m. and introductions were made.

**II. Public Input** – There was no public input.

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (C. Mitchell/A. Martinez) To approve the agenda as presented.

B. Approval of Minutes from the February 20<sup>th</sup> Meeting

**M/S/C** (A. Martinez/M. Ferman) To approve the minutes as presented.

C. Approval of Notes from the March 19<sup>th</sup> Meeting

**M/S/C** (C. Mitchell/M. Ferman) To approve the minutes as presented

**IV. Committee Business**

A. 3<sup>rd</sup> Quarter Exceptions/Exemptions Report

The **exceptions** report lists requests from consumers and families for services that are outside of the center's service standards and whether those services were approved or denied. During the past quarter, the center approved 269 requests, 3 were alternate and 4 were denied. The highest number of exceptions fall into the following categories:

1. Day Program (29 granted)
2. 1:1 Residential (36 granted)
3. In Lieu of Day Program (14 granted)
4. Individualized Day Program (48 granted)
5. Co-Pay Behavioral Health Treatment (14 granted)

An Environmental Modification category was added under exceptions.

The **exemptions** report lists requests made for services that have been suspended or reduced as a result of the trailer bill language. The report showed that during the past quarter, 1 exemptions was approved and none were denied. Both exemptions were for educational services.

B. 3<sup>rd</sup> Quarter Consumer Diagnosis Report

Copies of the report were provided to the committee for their review. The report showed diagnostic information about the center's consumers each quarter since July 1, 2016. Of the 26,531 consumers that the center serves, the diagnosis breakdown is as follows:

1. Intellectual Disability: 8,836
2. Autism: 11,243
3. Cerebral Palsy: 563
4. Epilepsy: 250
5. Other developmental disability: 1,219
6. Status 0, 1, 2: 4,420

Status 0 are clients in intake, Status 1 are clients in Early Start (at risk), and Status 2 clients are children over 3 that have been found eligible for regional center services. Although most of the consumer diagnoses are fairly stable, consumers with autism have increased nearly 25% since July 1, 2016. More individuals are being recognize as a result of the DSM-5 release in 2013.

C. 3<sup>rd</sup> Quarter Appeals/Hearings Report

Copies of the report were provided and reviewed. During the 3<sup>rd</sup> quarter:

1. Eligibility: 651 Notices of Action were sent and 11 were returned (appealed).
2. Service: 224 Notices of Action were sent and 11 were returned.

3. Hearings: 7 fair hearings were held:
  - 3 eligibility hearings (dismissed)
  - 4 service hearings (1 denied, 2 dismissed and 1 pending)

In addition, 10 eligibility hearings and 6 services were returned from prior quarters.

Ruth also reported that part of the increase on the number of Notice of Proposed Actions (NOAs) is because we are sending NOAs to the families that frequently do not show to evaluations or do not return phone calls to schedule an evaluation, thus we cannot determine eligibility and the family has the right to file a fair hearing. In the past, only a letter was send to the family indicating the case will be reopened when we are contacted.

D. Monthly Community Placement Plan (CPP) Report

Maria Bosch reported that the center's goal for this fiscal year is to place 1 consumer out of Fairview Development Center (FDC). In addition, the center is projecting placing 1 consumer out of Acute Crisis at Southern Star (FDC), 1 consumer out of Porterville Developmental Center (PDC) and 4 consumers out of Canyon Springs. Maria also reported that our CPP for this fiscal year was submitted to the Department on 08/30/18 and the center received approval for Start-up on 01/16/19. Final approval has been received for 2 Enhanced Behavioral Support. One of these to be developed in collaboration with the Southern California Integrated Health and Living Project.

E. Self-Determination Program Update (SDP):

The center is actively preparing to launch this program.

1. A staff training is currently being scheduled in all three offices during the 1st and 2<sup>nd</sup> week of May 2019.
2. We continue to recruit for three positions: SDP Resource Develop Specialist, SDP Specialist and SDP Supervisor.
3. Orientations for Participants: A survey monkey was sent to participants in order to get their feedback about their preferences in terms of days and times to schedule the orientations. We plan to offer orientations during the morning, evening and Saturdays. Two of our local advisory committee members will be participating in the orientations. Materials are being review and they will be user friendly.

4. The goal for each service coordinator is to carry no more than 2 SDP cases.
5. We continue to hold monthly informational meetings. The dates for these meeting are posted in our website.
6. The policy and procedure for the SDP is being drafted and review by our Policy and Procedures Manager.
7. We are still waiting to receive the PCP services parameters from the department.

## V. Board Meeting Agenda Items

The following items were identified for the committee's section of the February 13<sup>th</sup> board meeting agenda:

- A. Minutes of the April 17<sup>th</sup> Meeting
- B. 3<sup>rd</sup> Quarter Exceptions/Exemptions Report
- C. 3<sup>rd</sup> Quarter Appeals/Hearings Report
- D. 3<sup>rd</sup> Quarter Consumer Diagnosis Report
- E. Self-Determination Program Update

## VI. Announcements / Information Items / Public Input

### A. Complete Meeting Evaluations

Anna asked the committee members to please complete evaluation forms after the meeting and submit them to her with any comments.

### B. Next Meeting: Wednesday, May 15<sup>th</sup>

- C. Ruth announced that she sent an email to our committee members regarding our upcoming board retreat and training provided by the Center for Nonprofit Management (CNM). In anticipation for the retreat CNM will be conducting a survey which will assist them in developing the training curriculum. Committee members will receive an email with a link to the online survey.

## VII. Adjournment

Anna Hamilton adjourned the meeting at 6:54 p.m.

Submitted by:

*Liliana Windover*

Liliana Windover  
Executive Administrative Assistant

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