

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

July 15, 2020

Present: Nicholas Abrahms, Ivette Arriaga, Dena Bogrow, Christina Cannarella, Leticia Garcia, Sharoll Jackson, Caroline Mitchell, Jeremy Sunderland, and Curtis Wang - Committee Members
Jacqueline Bisquera and Rachel Rambaldi – Guests
Raquel Armendariz and Michelle Heid – Legislative Educators
Orli Almog – Vendor Advisory Committee Representative
Emmanuel Gutierrez, Evan Ingber, Ruth Janka, Jennifer Kaiser, Michele Marra, Cristina Preuss, Kim Rolfes, and Jesse Weller – Staff Members

Absent: Gabriela Herrera

I. Call to Order & Introductions

Ruth Janka called the meeting to order at 6:04 p.m., in absence of a chair, and introductions were made.

II. Public Input

- A. Ivette reminded everyone to participate in the census if they hadn't already done so; people of color and people with disabilities tend to be under-represented. People who do not complete the census online by the August 11th deadline will be visited by a census worker to get the information from them in person.
- B. Sharoll thanked the NLACRC staff for organizing and holding the return to office work groups with service providers.

III. Consent Items

- A. Approval of Agenda
M/S/C (N. Abrahms/C. Wang) To approve the agenda as presented.
- B. Approval of Minutes of the May 20th Meeting
M/S/C (C. Wang/N. Abrahms) To approve the minutes as presented.

IV. Committee Business

A. FY 2020-21 CS/GCR Committee Meeting Schedule

The Consumer Services and Government/Community Relations Committee meet consecutively. The meeting schedule for this fiscal year was included in the meeting packet.

Nelmonika stated that the dates for NLACRC's new African-American parent support group conflict with these meeting dates.

Action: Jesse will work with the Family Focus Resource Center to change the dates of the new African-American parent group meetings so they don't conflict with the board or board committee meetings.

B. Annual Committee Orientation

1. Policies & Procedures
2. Core Values for Policy Development
3. Board Audit Section
4. Approved Critical Calendar

Ruth reviewed these documents with the committee so they could better understand the committee's purpose and their role as a committee member.

C. Volunteer to Serve as Committee Chair

We need a board member to volunteer to chair this committee for this fiscal year; you will be provided with all of the staff support you need. Nelmonika Jones offered to serve as committee chair. Jennifer Koster also expressed her interest in helping.

M/S/C (C. Cannarella/I. Arriaga) To elect Nelmonika to serve a committee chair and Jennifer Koster to serve as her back-up.

Once the in-person meetings resume, Nelmonika and Jennifer will be seated together.

D. 4th Quarter Exceptions/Exemptions Report

Copies of the report were provided to the committee and Jesse reviewed it with them.

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 4th quarter, the center approved 385 requests, 12 were provided with alternate services and 3 were denied.

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, 45 exemptions were approved and none were denied.

E. 4th 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, 2017. Of the 27,162 consumers that the center serves, the diagnosis breakdown is as follows:

1. Intellectual Disability: 8,943 (2.32% increase since July 1, 2017)
2. Autism: 12,357 (**25.46% increase**)
3. Cerebral Palsy: 563 (2.74% increase)
4. Epilepsy: 262 (11.02% increase)
5. Other developmental disability: 1,244 (7.33% increase)
6. Status 0, 1, 2: 3,793 (4.77% **decrease**)

Consumers who have more than 1 disability are put into the category of their primary diagnosis. Several committee members expressed interest in seeing the numbers divided into age groups.

A new consumer diagnosis report (requested by this committee last fiscal year) was presented. The report breaks down the consumer statistics into the following age categories: 3-9; 10-13; 14-17; 18-24; 25-40; 41-64; and 65 and older, for the categories of autism, I/D, Cerebral Palsy, Epilepsy and other developmental disability.

F. 4th Quarter Appeals/Hearings Report – *Deferred*

The numbers were not yet ready for this report to be prepared; it will be presented at next month's committee meeting.

G. Monthly Community Resource Development Plan (CRDP) Report

The monthly report for June 2020 was presented, which showed the placements made during last fiscal year. Eleven consumers were identified for community placement; 3 were placed, 1 was not, and 7 are still pending placement. Jesse plans to modify this report by eliminating the information from previous fiscal years and to making it easier to understand. He will also add a key to spell out any acronyms used.

H. Self-Determination Program (SDP) Update

The center now has a fully staffed SDP department including a supervisor and 3 specialists. We also had 186 consumer applicants, which is now down to 166 who are interested and eligible. Ten of those 166 are actively enrolled in the SDP. Jesse is working with Michelle Heid, the chair of the SDP Advisory Committee to update the SDP orientations and informational meetings. The center received \$109,258 from DDS to help us implement the SDP. One of our priorities for this fiscal year is to recruit and train independent facilitators.

1. DDS Newsletter: Copies of DDS's June 2020 SDP newsletter were provided for the committee's information.

I. Proposed Policy: Older Adult Services & Supports – *Deferred*

This draft policy, which was developed by the Vendor Advisory Committee, needs to be operationalized before being presented to this committee and approved by the board. Once the COVID-19 pandemic is over, staff will have the time to take a closer look at this policy.

V. **Chief of Program Services Report** (Jesse Weller)

- A. Jesse emphasized that although the center is closed to the public, the center is still fully operational. Most staff are working remotely, but eligibility assessments continue to be made, IPPs continue to be held, etc.
- B. The Department of Developmental Services (DDS) has been providing the regional centers with various directives to help them and service providers continue to manage through this health crisis. Each directive is extended for 30 days. We just received a new directive from DDS which extends the current directives past July 31st.

- C. Jesse meets with staff each morning to discuss pending consumer placements. Each case is considered on an individual basis.
- D. The center has been distributing personal protective gear (PPG) to consumers, families, and service providers. An application to apply for PPG is available on the center's website.
- E. The Disparity Committee helped established the center's new African-American parent support group; 22 families have already shown interest in participating.
- F. Maria Bosch, consumer services director, has retired after serving many years at the center. Jesse acknowledged her tenure and wished her will in future endeavors. Jesse is making sure her job duties are covered until a replacement is hired.

VI. Board Meeting Agenda Items

The following items were identified for the committee's section of the August 12th board meeting agenda:

- A. Minutes of the July 15th Meeting
- B. 4th Quarter Exceptions/Exemptions Report
- C. 4th Quarter Consumer Diagnosis Report

VII. Announcements / Information Items / Public Input

- A. Christina asked for information about "tailored services" and "participant directed services" which she understands can provide families with more flexibility, especially during this pandemic. Jesse asked the committee if they would be interested in hearing more about those types of services and they said yes.

Action: Jesse will present information on tailored and self-directed services at next month's Consumer Services Committee meeting.

- B. Nelmonika asked how she could help the Early Start program be included in the Lanterman Act. Jesse explained that the Lanterman Act is a California law and that Early Start is a federal program.

Action: Jesse will consult with some of the center's Early Start staff to provide

Nelmonika with some direction on what steps she could take.

- C. Jacqueline Bisquera, from The Legacy Center, shared the following questions that some of the families at her program had for this committee. Jennifer asked Jacqueline to email her the questions and she would forward them to the directors for a response. Jacqueline did. The questions were:
1. With the move of many services to a virtual platform, does the committee or regional center have a process in place or planned to review the service standard and content of what existing service providers are offering and how effective the content and delivery is for families?
 2. Is there an avenue for new “virtual service providers” to apply for vendorization?
 3. If families have found a virtual program (based on COVID-19 stay at home) they would like to participate in, how can that program be reviewed and considered for funding by the regional center?
 4. If a service provider is an approved as a self-determination program (SDP), can that approval be carried over to individuals who are not part of SDP at this time but want to participate in the same program?
- D. Next Meeting: Wednesday, August 19th, at 6:00 p.m.

VIII. Adjournment

Nelmonika adjourned the meeting at 7:41 p.m.

Submitted by:

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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