

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

November 6, 2023

Present: Leticia Garcia, Ana Quiles, Brian Gatus, Lillian Martinez, Ruth Janka, Evelyn McOmie, Cristina Preuss, Daniel Ortiz- Committee Members

Kimberly Visokey, Vini Montague, Malorie Lanthier, Gabriela Eshrati, Megan Mitchell, Arshalous Garlanian – Staff Members

Ami Sullivan - Kinetic Flow, Minutes Services - Guests

Absent: Curtis Wang, Vivian Seda- Committee Members

I. Call to Order & Introductions

Leticia Garcia called the meeting to order at 6:01 pm.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda

Leticia Garcia added an item to the end of the Committee Business, Item H: Approval of Critical Calendar. Ruth Janka noted that Megan Mitchell will be presenting Committee Business Item B: Employee Satisfaction Survey.

M/S/C (C. Wang/B. Gatus) To approve the agenda as revised.

B. Approval of Minutes of August 7, 2023 Meeting

M/S/C (R. Janka/D. Ortiz) To approve the meeting minutes as presented.

IV. Committee Business

A. Individual and Family Satisfaction Survey SP Project Update – Ami Sullivan

Ami Sullivan from Kinetic Flow reviewed the updated items as presented in the packet. Ami created a timeline that notates activities that have been completed and those that are still pending. Revisions to the timeline are indicated in red. As of October 19th, the data collection has been completed, and reports are being written to be delivered to NLA on December 18th and the report to be presented to the Strategic Planning Committee at the January 8th meeting.

It was also noted that in order to meet research best practices across all three service type categories over the three locations, Kinetic Flow increased the total number of completes necessary from 1,901 to 2,491.

The survey was sent via various methods to 12,842 people/families served. At the close of collection, 3,295 people/families responded to the effort. Antelope Valley's Early

Start Program and Santa Clarita's Early Start and Provisional Services categories were under-represented. When presented, the full report will include the Survey Narrative, Results By Question, Responses to Open-Ended Questions, Summary Tables/Charts, and Questionnaire.

Leticia Garcia asked how the demographic information collected in the survey compares with the NLA consumer profile demographics. Ruth Janka stated that once all of the information becomes available, NLA will be able to make those comparisons.

Ana Quiles recommended consideration of a possible time shift in the survey collection period. She received feedback that indicated that, being the start of the school year, families may not feel they have time to complete the survey with their busy schedules. Ami stated that this would be possible if considerations were made with NLA's reporting requirements.

B. Employee Satisfaction Survey RFP – Megan Mitchell

1. Request for Proposal Packet

2. Request for Proposal Policy

Megan reviewed the proposal as presented in the packet. The RFP is scheduled to be posted on January 1, 2024, with a closing date of February 1, 2024. Interviews will be conducted in February, with a contract awarded by April 1st, with a report out by September 30, 2024.

The Committee is being asked to approve the packet for posting and is soliciting four volunteers to be part of the scoring selection process that helps determine the chosen proposal; this will be known as the Selection Committee. Volunteers for the Selection Committee include: Brian Gatus, Evelyn McOmie, Ana Quiles and Daniel Ortiz.

Ana Quiles recommended that the RFP be launched on December 1st and to hold the opening until February 1st. Having the RFP open for 60 days and before the end of the year will allow more responses to be proposed. Megan will amend the timeline to open the RFP on December 1st.

M/S/C (B. Gatus/A. Quiles) To approve the discussed changes to the Employee Satisfaction RFP Proposal packet and to approve Brian Gatus, Evelyn McOmie, Ana Quiles and Daniel Ortiz to the RFP Selection Committee.

C. Performance Contract Update – Ruth Janka

1. 2023-24 Performance Contract Metric Update

Ruth shared the information as presented in the packet. It was noted that Outcomes 4-8 are missing from the contract, and Ruth is working to update that

information and will send a revised iteration to the Committee at her soonest possibility.

Ana Quiles raised concerns regarding previous action items that were not revised in the document based on the approved Minutes. She made the recommendation that NLA consider standardizing operating procedures to ensure that action items from the Board and Committees are being put through the process. Ruth explained that the Performance Contract will be assigned to the Deputy Director once that position is filled.

Ana pointed out that there is a required prerequisite listed for New Hires before they are able to do the Service Standards Training and asked what that prerequisite is. Ruth will work with Evan Ingber to look into this prerequisite and will report back to the Committee.

Evelyn McOmie reported on Question 4 of the Performance Contract, sharing that during the proposal period, there were 3 PAs, 4 Supported Living and 4 Respite applications. Nine of those are currently being vendored. All updates that Evelyn gave will be included in the updated contract to be sent to the Committee.

- D. 2023 DDS Performance Contract July 2023 Data – Ruth Janka
Ruth reviewed the information as presented in the packet. The Committee raised no questions.
- E. Strategic Plan 2026 Metric Updates – Ruth Janka
Ruth reviewed the information as presented in the packet. As it pertains to section 1B2, Ruth proposed that the verbiage be changed as it pertains to staff orientations to align the metric with the strategy. Revisions are noted in red. The Committee agreed, and Ruth will make the pertinent revisions.
- F. Strategic Plan Annual Update for FY 22-23 – Ruth Janka
Ruth reviewed the information as presented in the packet. The Committee raised no questions.
- G. 1st Quarter New Vendorizations Report - Arshalous Garlanian
Arshalous reviewed the information as presented in the packet.
- H. Approval of Critical Calendar - Ruth Janka
Ruth reviewed the information. Revisions were made to include a review of the Family Satisfaction Survey for January. In addition, in November, the Employee Satisfaction Survey RFP was added as well.

M/S/C (C. Wang/B. Gatus) To approve the critical calendar as revised.

V. Review of Meeting Action Items

- A. Use demographic data collected in the survey to compare with the NLA consumer demographics on file. (Ruth Janka)
- B. Update the RFP to open for proposals on December 1, 2023, and to remain open for 60 days. (Megan Mitchell)
- C. Send contact points to the Committee in regard to who is receiving RFP announcements and coordinate a pre-conference meeting. (Megan Mitchell)
- D. Update the Performance Contract to include Outcomes 4-8 to the document as discussed. (Ruth Janka)
- E. Work with Evan Ingber to find out more information on the prerequisite required for New Hires to do the Performance Standards Training. (Ruth Janka)

VI. Board Meeting Agenda Items

The following items were identified for the Committee's section for the next Board Meeting agenda:

- A. Minutes of the August 7, 2023 Meeting
- B. Strategic Plan
- C. 1st Quarter Report on New Vendorizations

VII. Announcements / Information Items / Public Input

- A. Next Meeting: Monday, January 8, 2024, at 6:00 p.m.
- B. Committee Attendance

VIII. Adjournment

Leticia Garcia adjourned the meeting at 8:02 p.m.

Submitted by:

() Kimberly Visokey*

Executive Administrative Assistant

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