

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

August 7, 2023

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

Ruth Janka, Elizabeth Alvarez, Liliana Windover, Vini Montague, Hailey Lauderdale, Cristina Preuss, Evelyn McOmie, Arshalous Garlanian– Staff Members

Ami Sullivan - Kinetic Flow, Jasmine Barrios-Minutes Services - Guests

Absent:

I. Call to Order & Introductions

Ruth Janka called the meeting to order at 6:01 pm.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda

Ruth announced that Committee Business, Item B: Volunteer to serve as Committee Chair will be for the FY2023-24 year, and not FY2022-23 as listed on the agenda.

Leticia Garcia proposed that Committee Business, Item D: Individual and Family Satisfaction Survey be moved to the top of the agenda to be most efficient with the time that we are with Kinetic Flow.

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

B. Approval of Minutes of May 1st, 2023 Meeting

M/S/C (L. Martinez/A. Quiles) To approve the meeting minutes as presented

IV. Committee Business

A. Individual and Family Satisfaction Survey - Ami Sullivan, Kinetic Flow

Ami, from Kinetic Flow reviewed the information as presented in the packet. Ami presented an updated timeline, draft survey and other recommendations. The Committee is being asked for any noted revisions for the draft survey and survey invite.

1. Timeline Update

This was created based on recommendations from the Committee based on noted milestones. The timelines indicates that NLA will mail/email out notifications on August 24th, Online data collection to begin on August 24th and online data collection closes on September 12th. With the end of the online data collection, telephone interviewing and SMS data collection will open on September 12th. All collections are closed by October 23rd and reports will be presented to the Strategic Planning Committee on January 10th, 2024.

2. Draft Survey

This document was reviewed as presented in the packet. Online, SMS and phone interviews are all different ways to collect data, based on what is most convenient for the individual. Phone interviews will meet the needs of consumers and as such, there will be some fluctuation in questions.

The questionnaire is broken down into multiple sections and answers are on a 5-point, unbalanced scale. Scores within the 3-4 range are still positive. The questions notated in green are questions that were on a previous survey, the survey has been expanded from 20 questions to 34 questions. Time frame for completion can vary, but hovers around 12 minutes.

In reference to question 24, Leticia Garcia requested the inclusion of a question regarding how long it took for the consumer to actually receive service. An open-ended response was created to ask “Can you tell us what services or support you were not able to receive or that was substantially delayed and why?”

Other recommendations from Leticia include a follow up to question 28 that asks: “Were you provided information on service providers that offer supported employment, independent living skills, etc.” A review of instances of “etcetera” will be conducted to insert terms.

3. Draft Survey Invitation

Ami reviewed this information as presented in the packet. The invitation will go out both via regular mail and email.

4. Survey Crosswalk

This document was created to ensure that each survey question corresponds with an outcome metric of the Strategic Plan. It outlines the measure and metric and what questions correspond. This will allow the Committee and Board to review the areas in which there is the greatest needs.

5. Recommend January 8, 2024 Meeting to review Satisfaction Survey Report

This item was reviewed under Item B 2. Meeting Schedule. The Committee will review all of the above listed documents and submit their feedback to Ami Sullivan via email by the close of business on Monday, August 14th.

B. NLA Purchase of Services Expenditure Data – Ruth Janka
Ruth reviewed the information as presented in the packet.

1. Committee Policies & Procedures

The duties of the Committee shall be to participate in the development of NLACRC's strategic plan, performance contract and make recommendations to the Board of Trustees on adopting and modifying goals and objectives contained in the performance contract. The committee may advise to the Board of Trustees on developing a long-range resource development plan and participate in the strategic planning of types of services needed. At the direction of the Board, the SPC may be required to develop recommendations for the Board's consideration in other areas, such as pending legislation, housing, or other activities that may require NLACRC to utilize a community forum for input.

2. Review Committee Critical Calendar

Ruth proposed that the Critical Calendar be revised to include the selection of a Committee Chair to the August Meeting. Also, as the performance contract is now due each fiscal year, the current contract is 18-months long, a review draft is not needed in August. As such, it was proposed that the Performance Contract draft be reviewed in February and approved in May for submission to DDS for FY2024-25.

In regards to POS Expenditure Data, the Disparity Committee will review comparative data such as expenditures by diagnosis, location and ethnicity and make recommendations. Based on that information, the Consumer Services Committee will make determinations on actions based on the data. The Strategic Planning Committee determined to eliminate the quarterly Disparity Committee POS Expenditure review from the Committee calendar.

Leticia recommended that the RFPs for surveys be added to the critical calendar to allow for the Committee to plan upcoming surveys with more advanced notice. The Committee agreed and the Employment Survey RFP Opening will be added to the November 2023 agenda.

3. FY 2023-24 Meeting Schedule

Currently, the Committee operates on a quarterly schedule. Ruth would like to add the recommendation to hold a meeting on January 8th to review the report from Kinetic Flow that will outline the Individual Family Satisfaction Survey before it is presented at the February Board Meeting.

M/S/C (L. Garcia/L. Martinez) To approve the addition of a January 8th meeting for review of the Individual Family Satisfaction Survey.

4. Board Policy – Employment First

Ruth reviewed this information as presented in the packet. It was noted that this policy sets the expectation that employment will be actively pursued on behalf of those who are seeking to be competitively employed.

C. Volunteer to serve as FY 2023-24 Committee Chair - Ruth Janka

Ruth called for volunteers to serve as Committee Chair, Leticia Garcia was proposed and she

accepted.

M/S/C (R. Janka/B. Gatus) To approve Leticia Garcia as the Strategic Planning Committee Chair for FY2023-24.

D. NLA POS Expenditure Data - Ruth Janka

1. Report

The Committee determined that this data will no longer be reviewed in future meetings but was reviewed as presented in the packet before the change was made. Ruth reviewed the data points that was originally requested in terms of expenditures that are seeing increases and improvement by location, diagnosis and ethnicity.

2. Review Process

As discussed previously, the review for this data will occur in the Disparity and Consumer Services Committees.

E. Performance Contract Update -Ruth Janka

1. 2023-24 Performance Contract Metric Update

Ruth reviewed the information as presented in the packet. It was noted that there were measures that were considered “out-of-the-box” measures that were submitted to DDS. Ruth will find those measures and email them to the Committee for review. It was also noted that the Employment Specialist Position is still under recruitment but the Workforce Employment Specialist is conducting outreach and will focus on Case Management. Evelyn McOmie will get the details of the outreach and report back to the Committee.

Data on CIE incentives that shows the total number of competitive integrated employment placements will be shared with the Committee as part of the usual CIE/IP data review at the November Committee Meeting.

After discussion, the Committee made the recommendation to increase the goal for 10 CSC new hires per months as opposed to the currently listed 5 new hires per month.

M/S/C (L. Garcia/L. Martinez) To increase the New Hire goals to 10 CSCs per month

F. 2023 Performance Contract June Data - *deferred*

G. Strategic Plan 2026 Metric Updates – Ruth Janka

Ruth reviewed the information as presented in the packet. Highlights include:
Best practices training and assessments for staff are being developed that twill build trust and longstanding relationships with consumers.

Training is being proposed that is being approved by DDS that includes Humility and Respectful Communication to meet social, cultural and ethnic needs. A webpage has also been created that for mental health and well-being as well as housing resources that are listed on the NLA webpage under Resources.

H. 4th Quarter Community Integrated Employment/Paid Internship Program (CIE/PIP) Report
– Evelyn McOmie

Evelyn reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on a semi-annual basis.

- I. 4th Quarter Program Closures Report – Arshalous Garlanian
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on an annual basis.
- J. 4th Quarter New Vendorizations Report - Arshalous Garlanian
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to review this information on a quarterly basis.
- K. 4th Quarter Health and Safety Exemption Report Submitted to DDS - Arshalous Garlanian
Arshalous reviewed the report as presented in the packet. After discussion, the Committee decided to sunset the review of this information.

M/S/C (L. Garcia/A. Quiles) To approve the updated review frequency for each report as determined by the Committee and to sunset the 4th Quarter Health and Safety Exemption report.

V. Review of Meeting Action Items

- A. Send the most recent Performance Contract Measures (RCPM) to Ami to reference in revising the draft survey. (Ruth Janka)
- B. Committee to receive the Survey Documents for review and provide feedback to Ami Sullivan via email by Monday, August 14th. (Board Support/Committee Members)
- C. Revise the Critical Calendar to reflect the elimination of the POS Expenditure Data Review, the addition of Committee Chair Selection in August and the addition of the Employee Satisfaction Survey RFP to November (Board Support)
- D. Send out updated Performance Measures to the Committee (Ruth Janka)
- E. Identify areas of outreach that the Workforce Employment Specialist has been working on and email the information to the Committee (Evelyn McOmie)
- F. To solicit members for Board Recruitment (Board Members)

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. 4th Quarter Report on CIE/PIP Activities
- D. 4th Quarter Report on New Vendorizations
- E. 4th Quarter Health and Safety Exemption Report

VII. Announcements / Information Items / Public Input

- A. Next Meeting: Monday, November 6, 2023, at 6:00 p.m.

B. Committee Attendance

VIII. Adjournment

Leticia Garcia adjourned the meeting at 8:16 p.m.

Submitted by:

(* *Elizabeth Alvarez*

Executive Administrative Assistant

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

DRAFT