

**Minutes of Regular Meeting  
of  
North Los Angeles County Regional Center  
Board of Trustees**

The Board of Trustees of North Los Angeles County Regional Center, Inc., a nonprofit corporation, held their regular board meeting via Zoom on **February 8, 2023**

Trustees Present

Ana Quiles  
Brian Gatus  
David Coe  
Leticia Garcia  
George Alvarado  
Andrew Ramirez  
Jordan Feinstock  
Nicholas Abrahms  
Rocio Sigala  
Sharmila Brunjes  
Suad Bisogno  
Cathy Blin  
Sylvia Brooks- Griffin  
Alma Rodriguez  
Lillian Martinez  
Jennifer Koster

Guests Present

Fernando Gomez- ICC  
Jason Francisco- DDS  
Nancy Gallardo – Interpreter  
Isabel Romero - Interpreter  
Jasmine Barrios- Minutes Services  
Suzanne Paggi  
Lori Walker - SDLAC  
Lia Cervantes Lerma  
Anthony Rodriguez - Father to George Alvarado  
Over 100 Service Coordinators

Staff Present

Ruth Janka  
Vini Montague  
Liz Chavez  
Lilliana Windover  
Gabriella Eshrati  
Dr.Michael  
Fernandez  
Lilliana Windover  
Arshalous Garlanian  
Cristina Preuss  
Evelyn McOmie  
Chris Whitlock  
Robert Dhondrup

Trustees Absent

**1. Call to Order & Welcome – Ana Quiles, Board President**

Ana Quiles called the meeting to order at 6:30 p.m.

**2. Housekeeping**

**A. Spanish Interpretation Available**

Ana informed attendees that instructions for Spanish Interpretation in are located the chat.

**B. Public Attendance**

Ana asked public attendants are to notate their name in the chat.

**C. Board Support Updates**

To follow up on a previous request, Ana shared that all fillable PDF's will be sent to the Board via email in addition to being included in the packet. Also, Board Meeting Evaluations templates can be used multiple times. The Board was asked to respond to Board invitations in a timely manner.

**3. Board Member Attendance – Liz Chavez, Executive Administrative Assistant**

Liz Chavez took attendance of Board Members; a quorum was present.

#### 4. **Introductions**

##### A. Nicholas Abrahms, Board Member

Nicholas introduced himself as a client of NLA who has served in on the Board for the past 3 years. For the last 16 years, he has worked for a company that provides medical supplies for premature babies. His employer is very supportive of the special needs community, and the President of the company is a basketball coach for the Special Olympics. Nicholas enjoys listening to music, particularly the song, Everyday People, that shares a message of tolerance and non-judgement.

##### B. Silvia Renteria- Haro, Consumer Services Manager

Silvia is the Consumer Services Manager for the Santa Clarita office and provides oversight for the Self-Determination Program. Silvia's interest in this field began as a college student, when she worked as a behavioral respite companion. She has worked for NLA for the past 15 years. In her spare time, Silvia enjoys glamping in her RV, reading and is a passionate soccer and baseball mom.

#### 5. **Public Input**

Victoria Berrey, from Family Focus Resource Center shared information on upcoming Workshops regarding Conservatorship and alternatives to Conservatorship that will be available on their website. An in-person workshop is being planned in conjunction with Cynthia Sanchez at the Lancaster office on February 22<sup>nd</sup> that will touch on how to identify Social Recreation opportunities.

Richard Dier introduced himself as the co-Chair for the Self-Determination Local Advisory Committee. He is joining the meeting to get an update on the Board-level operations regarding SDP.

Curtis Wang introduced himself as a former Board Member who said hello to the group.

#### 6. **Consent Items**

##### A. Approval of Agenda

**M/S/C** (G. Alvarado/D. Coe) To approve the agenda as presented.

##### B. Approval of January 11, 2023 Board Meeting Minutes

**M/S/C** (C. Blinn/G. Alvarado) To approve the Minutes as presented

#### 7. **Self Determination Program and Local Advisory Committee Presentation - Silvia Renteria-Haro**

Silvia shared information regarding the Self-Determination Local Volunteer Advisory Committee and the current Board Liaison vacancy. Silvia referenced the PowerPoint presentation that was included in the packet. Highlights include:

The Self-Determination Law provides for community oversight by establishing local and statewide advisory committees for the Self-Determination Program. This group is also

referred to as LVAC and SDAC. Each Regional Center's LVAC provides oversight and identifies a regional center liaison to the Committee. SCDD appoints one half of the membership, NLA appoints the other half; the majority of the Committee are consumers or family members of consumers and reflects a diverse profile of the catchment area.

The role of the LVAC is an advisory role only, to review the development and progress of the SDP including:

1. Whether the program advances the principles of Self-Determination, which are freedom, authority, support, responsibility and confirmation.
2. If the program is operating in a way that is consistent with the law such as complying with DDS Directives, FAQs and understand Self-Determination law.
3. Make ongoing recommendations for improvement to the Regional Center and the department by gathering information, ensure the voice of self-advocates, meet with DDS, SCDD, and NLA staff in addition to the Ombudsperson.

The SDLVAC currently falls under a DDS directive from July 22, 2022 known as the Bagley-Keene requirement. Under this directive, virtual meetings are permitted and quorum requirements are suspended through July 1, 2023. The committee is still required to give at least 10 days' notice of the time and date of meetings, including agenda items and description of discussion points, must offer instructions on opportunities for public comments and must address how to obtain a disability related accommodation and or interpreter/facilitator.

There is a vacancy for the SDLVAC Board Liaison, who will attend Committee Meetings and collect pertinent information to share at Board Meetings and who will work with NLA staff to facilitate changes and updates to concerns and suggestions. Anyone who is interested in serving is encouraged to contact Liz via the Board Support email.

## 8. Committee Action Items

### A. Administrative Affairs Committee – David Coe

#### 1. Approval of Contracts

##### a. 24 Hour Homecare PL2137-102

POS Contract – Provides Individual or Family Training services

2-year contract effective February 1, 2023 through January 31, 2025

Projected total contract amount is \$621,072,00

Projected to serve 38 consumers per month.

**M/S/C** (A. Ramirez/G. Alvarado) to approve the 24-Hour Homecare PL2137-102 contract as presented. The motion passed with 3 abstentions from L. Martinez, R. Sigala and A. Quiles

##### b. Lieberman-Bert, Lucia PL0496-625

POS Contract – Provides counseling services

5-year contract effective February 1, 2023 through January 31, 2028

Projected total contract amount is \$360,000

Projected to serve 8 consumers per month.

c. Ultra Jiu Jitsu PL2144-008

POS Contract – Provides sports club services  
5-year contract effective February 1, 2023 through January 31, 2028  
Projected total contract amount is \$201,750.00  
Projected to serve 21 consumers per month.

**M/S/C** (A. Ramirez/D. Coe) to approve the Liberman-Bert, Lucia PL0496-625 and Ultra Jiu Jitsu PL2144-008 contracts as presented.

d. Keolis Transit Services, LLC HL0810-875 & PL1667-882

POS Contract – Provides transportation services  
2-year contract effective March 1, 2023 through February 28, 2025  
Projected total contract amount is \$24,289,981.86  
Projected to serve 1,193 consumers per month.

Vini shared that this contract is being presented to the Board for approval and bypassing the Administrative Affairs Committee due to the urgency of the situation, as 1,100 consumers would be impacted. This contract is with Keolis, who NLA currently uses for transportation services. This options for this contract will be a 2-, 3- or 5-year contract, seeking a usual and customary rate to allow Keolis to hire staff at a more competitive rate. It was clarified that the cost for services is per service hour, not individual ride. The number of consumers that can be accommodated per service hour is dependent on a number of factors and all vehicles are equipped to serve individuals in wheelchairs. Much discussion followed, including the suggestion to approve a shorter contract with Keolis, to alleviate the issue but to continue to look for other options, such as a transportation broker, to meet the long-term need.

**M/S/C** (L. Garcia /A. Ramirez) to approve the 2-year option for the Keolis Transit Services, LLC HL0810-875 & PL1667-882 contract as presented. The motion passed with 3 oppositions from J. Feinstock, B. Gatus and R. Sigala.

2. Approval of Revised Critical Calendar

Ana reviewed the revised calendar as presented in the packet.

**M/S/C** (D. Coe /C. Blin) to approve the revised standards as presented.

B. Executive Committee - Ana Quiles

1. Approval of SDP Liaison Responsibilities Board of Trustees Policy Statement

Ana reviewed this document as presented in the packet, that outlines the different areas of responsibilities for the SDLVAC Board Liaison.

**M/S/C** (L. Martinez /G. Alvarado) to approve the policy statement as presented

2. Approval of Revised NLACRC 2023-2024 Performance Contract  
Ruth reviewed this document as presented in the packet. A standard compliance measure was added to this contract as it was inadvertently left out in the last contract as pointed out by DDS.

**M/S/C** (C. Blinn /G. Alvarado) to approve the Performance Contract as presented

3. Approval of Revised Code of Conduct Board Policy  
Ana reviewed this document as presented in the packet.

**M/S/C** (G. Alvarado/A. Ramirez) to approve the Code of Conduct Board Policy as presented

4. Approval of Commencing Board and Committee Hybrid Meetings  
The Board was asked to determine if the Board and each individual Committee can vote independently on the commencement of hybrid meetings or to maintain virtual options for continuation. Hybrid meetings would consist of both in-person and virtual options to participate in the meeting. Virtual only, would be a continuation of NLA's current Board and Committee Meetings being on Zoom only.

**M/S/C** (J. Feinstock/G. Alvarado) to authorize the Board and each Committee to discuss and determine their method of meeting attendance for future meetings. The motion passed with 1 opposition from B. Gatus and 1 abstention from D. Coe.

The Board was then tasked to determine the attendance method for Board Meetings. During discussion, it was noted that hybrid meetings would allow Board Members to attend in-person or via Zoom, but would require at least some Members to attend in-person as more staffing resources from NLA would be required.

**M/S/C** (J. Feinstock/G. Alvarado) to move towards a hybrid method of meeting attendance for future Board meetings. The motion did not pass, with a majority opposition vote from B. Gatus, A. Ramirez, S. Brunjes, A. Quiles, L. Garcia, A. Rodriguez and C. Blinn. Board Meetings will remain virtual only at this time.

5. ARCA Draft Strategic Plan Review for feedback due by March Board Meeting

Ana reviewed this document as presented in the packet. ARCA is asking the Board for any feedback they may have regarding their Strategic Plan. Feedback is requested by the March Committee meeting, and can be submitted to Ana Quiles, Board Support and ARCA Liaison, Leticia Garcia.

6. Executive Director Evaluation Form – Clarence Foster

All Board Members who have served for more than 3 months, is required to complete the Executive Director Evaluation Form. All Board Members were reminded to complete this evaluation before the next Board Meeting. Non-compliance will be considered a resignation from Board Service. Any Board Member who needs help to complete this task can contact Board Support for guidance. This document was provided to Committee Members in October, but will be sent again, via email, to Members for completion.

C. Government & Community Relations Committee – Jordan Feinstock

1. Approval of Annual Spring Legislative Events Critical Calendar

The Board is being asked to approve the spring Legislative events as presented in the packet.

**M/S/C** (G. Alvarado/J. Feinstock) To approve Legislative Events calendar as presented. The motion passed with 1 opposition from L. Martinez, and 1 abstention from D. Coe.

**9. Executive Director’s Report - Ruth Janka**

Ruth shared that negotiations with the Union reached an agreement and were finalized. She also summarized the contents of the report as presented in the packet; highlights are outlined below.

**Recruitment and Retention**

“Fall in Love with North LA” Career Day/Job Fair was held February 8<sup>th</sup> and was a success. There were 15 viable candidates identified. The next fair will be held February 11<sup>th</sup> from 9:00 AM to 1:00 PM at the San Fernando Valley office where onsite pre-interviews will be conducted as well as a raffle. So far, there have been 52 RSVPs. A similar 107 Page 2 Career Day will be held in the Center’s Antelope Valley office.

NLA has also reduced the minimum education requirement for the Consumer Services Supervisor and Community Services Supervisor positions from Master’s to Bachelor’s degree, resulting in two recent promotions. New hires for December and January include 15 Consumer Services Coordinators (8 Bilingual Spanish), Deaf Specialist, Public Information Manager, Public Information Supervisor, Human Resources Information System Analyst, Human Resources Specialist I, Office Assistant II – DEIB, and Executive Assistant – IT.

Efforts toward retention include the provision of a “Hero Bonus Payment” of \$1,000

per employee (except the Executive Director) at the conclusion of the last fiscal year, the creation of Lead Consumer Service Coordinator positions, and an analysis of compensation for all positions. The Lead CSC positions will be non-case carrying positions and will be dedicated to training and support of new service coordinators. The compensation analysis was conducted by a consultant for all positions to assist in the establishment of fair market salary ranges and economic proposals for negotiations.

#### Public Information Supervisor

Christopher Whitlock, a returning employee, has joined the Center as the new Public Information Supervisor. Chris' prior professional experience as Director of Media and Marketing will serve the Center well as he supports management and dissemination of the Center's public facing information. Additionally, Chris will provide technical assistance to direct service professionals who participate in the department's Direct Service Professional Training Stipend and Incentives Program Chris reports to the Public Information Manager Robert Dhondrup.

#### Staff Training

Lanterman Act and System Reform training is being conducted in January, February and March for all Consumer Services staff (service coordinators, supervisors, managers, and directors); the training is open to additional staff from other areas of operation. The Lanterman Act portion of the training will focus on service coordination and program planning.

#### DDS Direct Service Professional Training Stipend and Incentive Program Pilot

NLA will be conducting a pilot of the department's DSP Training Stipend and Incentive Program and will be providing technical assistance to DSPs to ensure they are able to access the online trainings. The program will provide DSPs with up to two (2) \$500 stipends for participating in the program. DSPs employed by regional center vendors or who provide services to Self Determination Program participants and spend at least 50% of their time providing direct services to consumers are eligible to participate.

#### DDS Guidance/Directives

Department Directive 01-122022: Extension of Waivers, Modifications, and Directives due to COVID-19 The most recent directive issued by department extends the provisions of several former directives into late January and mid-February of 2023. Governor Newsom has announced the State of Emergency will end February 28, 2023 which will end the extension of waivers and modifications due to COVID-19.

#### Regional Center Performance Measures (RCPM) Program

The RCPM program is voluntary and has six focus areas: Early Start, Employment, Equity and Cultural Competency, Individual and Family Experience and Satisfaction, Person-Centered Services Planning, and Service Coordination and Regional Center Operations. Each focus area has one or more performance measures tied to specific desired outcomes, with corresponding performance targets and incentives.

DDS issued guidance in December for the following focus areas:

### Early Start Desired Outcome

- Children who are eligible for Early Start are identified and enrolled in a timely manner.
  - Measure 1 Child Find Plan identifying how a regional center intends to address and target underserved populations identified in federal regulations: unhoused children and families, children in foster care, and Native American children and families who reside on tribal lands; due April 1, 2023.
  - Measure 2 Number of children ages birth through age one and birth through age two determined eligible for Early Start services and have an Individualized Family Service Plan (IFSP).
- Year 1 is baseline information and subsequent years will result in recognition of performance posted on DDS' website. Details of incentive types for subsequent phases of this measure will be provided in future directives from DDS.
- Desired Outcome: Children and families have timely access to Early Start services to minimize the impact of developmental delays. Measure Rate of IFSPs completed within 45-day timeframe from receipt of referral.
- Incentive Baseline data – no incentive
- Person Centerer Services Planning Desired Outcome: Regional Center Service Coordinators demonstrate person centered planning skills.
  - Measure: Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training. One certified Person-Centered Planning Trainer for every 10,000 people served in FY22/23.
- Incentive: \$70,000 for submission of evidence of one certified Person-Centered Plan Facilitation Trainer for every 10,000 people; an additional incentive of \$15,000 per each additional certified trainer up to \$30,000 in additional incentive payments. NLACRC is currently in the process of securing an agency to certify 7 staff in Person Centered Planning by June 1, 2023 to qualify for the incentives.

NOTE: After Ruth's report, it was stated that there was an Essential Pay Board Resolution that was missed previously as an added contract for Board approval. The contract was already approved in the amount of \$500,000, but an increase to \$600,000 is being requested.

### Keolis Transit Services, LLC HL0810-875 & PL1667-882

POS Contract – First Amendment to Service Development Agreement to allow for Contractor to pay outstanding balances for FMS services.

Original 6-month contract effective October 1, 2022 through March 31, 2023. Term date will be extended by 1 month, to April 30, 2023.

**M/S/C** (L. Martinez/C. Blin) to approve the amendment to the contract as presented in the packet.



**10. Self Determination Program (SDP) – Gabriela Eshrati**

A. SDP Report

Gabriela Eshrati reviewed the SDP Report as presented in the packet.

As of February 1<sup>st</sup>

Participants have completed Orientation: 580

Total number of budgets that are certified: 202

Total number of budgets that are in the certification process: 2

Total number of spending plans in progress: 3

Total number of PCP's completed: 197

Total number of participants that have opted out of SDP after enrolled: 1

Total number of Inter-Regional Center Transfers (out):2

Total number of participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: 168

On December 30, 2022; the Department of Developmental Services (DDS) provided an update regarding the continuation of services when a budget year has ended and there is no new budget or spending plan. The directive states that Regional Centers are to continue funding for services either by extending budget year (if they have unused funds) or continuing the same budget.

**SDP Orientation**

Available State Council <https://scdd.ca.gov/sdp-orientation/> or live through NLACRC on the 1st Monday of the month in English and 3rd Monday of the month in Spanish  
RSVPs can be sent to: [selfdetermination@nlacrc.org](mailto:selfdetermination@nlacrc.org)

Also, Orientation is virtually available at any time (24/7) through NLACRC website

NLACRC has the following allocations to support the implementation of SDP:

o FY 2021/22: 149,331.00 (RFP process in progress)

o FY 2022/23: 127,699.00 (RFP process in progress)

Contracts are currently being established with: Claudia Cares for recruitment and training for Independent Facilitators. Disability Voices United for joint training on SDP principles & program logistics. Claudia Cares and The Legacy Center for small group and individualized coaching. Disability Voices United for SDP Orientation Supports/Workgroups/Resource Fair. Disability Voices United for translation & interpretation services.

Gabriela also reported that NLA has recently transitioned 11 individuals in January, noting that some FMS providers are now accepting new clients. She will send a list of the names of the FMS providers to the Board and a n update on the process.

**Administrative Affairs Committee – David Coe**

David reviewed the information as presented in the packet.

B. Minutes of the January 25<sup>th</sup> Meeting

- C. FY2022-2023 Financial Report - Vini Montague  
Vini reviewed this information as presented in the packet.  
D1 Allocation: \$882,180,063  
Expenditures for Month: \$4,454,346  
YTD Expenses: \$29,241,808  
Projected annual expenditure: \$80,290,040  
Expected POS Surplus: \$61,075,203 (6.92%)  
Total Expenses Administrative vs Direct Allocation is at 14.7%, NLA has met the goal of 15%.
- D. Quarterly Human Resources Report - Ruth Janka  
Ruth clarified this report from what was presented in the packet.  
Q1  
Positions on Hold: 16  
New Hires: 36  
Promotions: 10  
Separations: 39  
Turnover Rate: 6.4%  
Q2  
Positions on Hold: 12  
New Hires: 39  
Promotions: 9  
Separations: 29  
Turnover Rate: 4.7%
- E. Change in In- Home Respite Worker Rates and Mileage Reimbursement Rates effective January 1, 2023

**11. Association of Regional Center Agencies - Leticia Garcia**

A. ARCA Liaison Report

Leticia reviewed the report as presented in the packet

**12. Consumer Advisory Committee – Dr. Michael Fernandez for Jennifer Koster**

Dr. Fernandez reviewed the information as presented in the packet.

A. Minutes of the February 1, 2023 Meeting (Page 145)

**13. Consumer Services Committee – Andrew Ramirez**

Andrew reviewed the information as presented in the packet.

A. Next Meeting Scheduled on February 15, 2023 at 6:00pm

**14. Executive Committee – Ana Quiles**

Ana reviewed the information as presented in the packet.

A. Minutes of the January 25, 2023 Meeting

B. FY2022-23 Board vs Expenditures

C. National Core Indicators (NCI) – Evelyn McOmie

1. 2019-2020 NCI Family Guardian Survey

2. 2019-2020 NCI Adult Family Survey

Evelyn shared that this data will be presented on March 8<sup>th</sup>. The information was posted to NLA's website and the invitation is included in the posting.

15. **Government & Community Relations** – Jordan Feinstock

Jordan reviewed the information as presented in the packet.

A. Minutes of the January 18, 2023 Meeting

B. Next Meeting on March 15, 2023 at 6:00pm

16. **Nominating Committee** - Lillian Martinez

Lillian reviewed the information as presented in the packet.

A. Status of Board and VAC Recruitment

There are currently 30 applications, deadline for applications is February 15<sup>th</sup>. The board needs to meet composition criteria for ethnicity (African-American) and individual served.

B. Interest and Recommendations in Serving as a Board Officer, ARCA Delegate, ARCA Alternate, CAC Chair or CAC Vice-Chair in FY2023-24

17. **Post-Retirement Medical Trust Committee** – Ana Quiles

Ana reviewed the information as presented in the packet.

A. Minutes of the January 25, 2023 Meeting

B. Statement of Current PRMT Trust Value (Page 197)

C. Statement of Current CalPERS UAL Trust Value (Page 201)

18. **Strategic Planning Committee**- Ana Quiles for Leticia Garcia

Leticia reviewed the information as presented in the packet.

A. Minutes of the February 6, 2023 Meeting – *defer*

B. Next Meeting Scheduled on May 1, 2023 at 6:00pm, however an additional meeting will be scheduled in April, along with an e-mail update in March from NLA regarding the RFP for the Strategic Plan survey.

In an effort to streamline focus areas, Committee Chairs were asked to review the Strategic Plan, and to identify key elements within the focus areas that can be designated to their specific Committee. Liz Chavez and Ana Quiles will send more information to Committee Chairs on how to facilitate.

**M/S/C** (L. Martinez/A. Ramirez) to approve the evaluation of the Strategic Plan by Committees to identify elements that can be designated to the Committee for continued oversight.

19. **Vendor Advisory Committee** – Suad Bisogno

Suad reviewed the information as presented in the packet.

A. Minutes of the January 5, 2023 Meeting

B. Minutes of the February 2, 2023 Meeting - *defer*

**20. Old Business/New Business**

Ana reviewed the information as presented in the packet.

- A. Board and Committee Meeting Attendance Sheets
- B. Board and Committee Meetings Time Report
- C. Updated Acronyms Listing
- D. Meeting Evaluation Form - fillable

**21. Announcements/Information/Public Input**

- A. Next Meeting: Wednesday, March 8, 2023 at 6:30pm
- B. Public Meeting Attendance (Page 233)
- C. Virtual Cafecito Entre Nos, February 9th at 11:00 am
- D. Virtual Alianza de Hombres, February 14th at 7:00 pm
- E. FFRC Advanced IEP Workshop, February 14th & 15th at 11:00 am
- F. Virtual Aprendiendo Entre Nos, February 16th at 10:00 am
- G. Different Thinkers, Different Learners, February 28th at 10:00 am

Public Input

No public input

**22. Adjournment**

Ana Quiles, Board President, adjourned the meeting at 9:44 p.m.

Submitted by:



Lizeth Chavez

Executive Administrative Assistant

for:



Lillian Martinez

Board Secretary

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