

**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 **June 14, 2023**

Trustees Present

Ana Quiles  
David Coe  
Leticia Garcia  
George Alvarado  
Andrew Ramirez  
Jordan Feinstock  
Nicholas Abrahms  
Rocio Sigala  
Sharmila Brunjes  
Cathy Blin  
Lillian Martinez  
Alma Rodriguez

Trustees Absent

Suad Bisogno  
Sylvia Brooks- Griffin  
Brian Gatus

Guests Present

Lia Cervantes Lerma - SCDD  
Richard Dier - SDLAC  
Nancy Gallardo – Interpreter  
Azucena Bustillos - Interpreter  
Jasmine Barrios- Minutes Services  
Jason Fernandez - DDS  
Sandra Rizo  
Bill Abramson -Consumer  
Curtis Wang- Board Nominee  
Vivian Seda- Board Intern Nominee  
Diana Chulak - Family Focus Resource Center  
M. Mitchell  
Mike Costa- Board Nominee  
Anna Coleman Hurst- Board Nominee  
Hugo Ortiz- Parent of Consumer  
Angela Gardner  
Yasmin Herrera  
Jaklen Keshishyan  
Luis Alberto Zavala  
Adriana (No last name given)  
Diane Bedrosian- Consumer Family Member

Staff Present

Ruth Janka  
Vini Montague  
Hailey Lauderdale  
Cristina Preuss  
Chris Whitlock  
Gabriela Eshrati  
Silvia Haro  
Evelyn McOmic  
Malorie Lanthier

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

Ana called the meeting to order at 6:31 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 and agency in the chat.

**C. Annual Forms to be completed**

Ana noted that Conflict of Interest Statements, Confidentiality Statements and MediCal clearance forms for new Board members need to be completed.

**D. Reminder to submit all 22-23 FY Childcare/ Attendant Care Billing by June 30, 2023.**

**3. Board Member Attendance – Hailey Lauderdale, Executive Administrative Assistant**  
Hailey Lauderdale took attendance of Board Members; a quorum was present.

**4. Introductions**

- A. Raphael Munoz, Diversity, Equity and Inclusion Specialist  
This item was deferred

**5. Public Input**

Lia Cervantes-Lerma shared information about trainings held in English and Spanish each Monday at 10:00 am. The flyers are available on the SCDD website along with resources for Self-Advocates.

Rocio Sigala thanked the Board for the Board Dinner recognition and award for AV Seed and Grow. She also shared that the Circle of Support meetings are taking place the 2<sup>nd</sup> Friday of the Month in Spanish and the 4<sup>th</sup> Friday of the month in English, all times are 12p-2p.

In addition, she invited all to attend the AV Seed and Grow art socials for teens with diverse needs and abilities in Lancaster, monthly inclusive play clubs are also available in Lancaster.

Diana Chulak is the program manager at the Family Focus Resource Center. She shared that the last playdate for the school year will take place at Ritchie Valens Park on June 24<sup>th</sup>. The All-Abilities Resource Fair will be taking place at Cal State Northridge on Sunday, October 15<sup>th</sup>. More information and events will be listed on the FFRC website.

Richard Dier, Co-Chair of the Self-Determination Local Advisory Committee, shared that he recently attended that the quarterly meeting for the SDLAC Chairs statewide. He invited the Board to attend the SDLVAC meeting that will take place on Thursday, June 15<sup>th</sup> at 6:30 pm.

Curtis Wang asked for clarification on the Board Retreat. Ana shared that the Retreat will take place from 9a-5p, as opposed to an overnight event.

**6. Consent Items**

A. Approval of Agenda

Ana shared that Section B of the Executive Session: Code of Conduct Complaint Update will be removed. In addition, Section B of the Executive Committee section: Access to Advocacy Assistance has also been removed.

Questions regarding conflicting information on the critical calendars will be addressed in the appropriate agenda item section.

**M/S/C** (J. Feinstock/A. Ramirez) To approve the agenda as revised

B. Approval of May 10<sup>th</sup>, 2023 Board Meeting Minutes

**M/S/C** (J. Feinstock/R. Sigala) To approve the Minutes as presented

**7. Executive Session**

- A. Executive Director Compensation

**M/S/C** (J. Feinstock/G. Alvarado) To enter the Executive Session at 6:46 pm.

**M/S/C** (D. Coe/A. Ramirez) To exit the Executive Session at 6:54 pm.

## 8. Committee Action Items

### A. Nominating Committee

#### 1. Election Results

Lillian Martinez shared the incoming slate of officers for the 23-24 FY Board Officers.

President- Ana Quiles

1<sup>st</sup> VP - David Coe

2<sup>nd</sup> VP - Rocio Sigala

Secretary- Lillian Martinez

Treasurer- Brian Gatus

ARCA Delegate -Leticia Garcia

ARCA Alternate - Andrew Ramirez

ARCA CAC Delegate/CAC Chair - George Alvarado

VAC Chair - Suad Bisogno

### B. Approval of draft FY 23-24 Critical Calendars for Government and Community Relations Committee, Executive Committee and Board of Trustees

Ana reviewed the calendars as presented in the packet. It was noted that all future meetings will have a standard Zoom option. Quarterly, in-person Board meetings will be held in October, January and April. Each quarterly meeting will be held in the various locations.

**M/S/C** (G. Alvarado/A. Ramirez) To approve the critical calendars as revised.

### C. Approval of draft FY23-24 Master Board Calendar – Ana Quiles

Revisions were made to include the quarterly, in-person Board Meetings.

Elizabeth Lyons, former Board President shared that she thinks that in-person Board meetings should be considered for those who are hard of hearing and need to read lips in order to hear the meeting.

**M/S/C** (A. Ramirez/G. Alvarado) To approve the Board Master Calendar as revised.

### D. Administrative Affairs- David Coe

#### 1. Approval of City National Bank Signature Cards - Vini Montague

##### a. Board Resolution for Change in Officers

This Board resolution will change the Board Treasurer information from David Coe to Brian Gatus as an authorized signer.

##### b. Board Resolution for City National Bank's Supersedure Agreement

This Board resolution will change the Board Treasurer information from David Coe to Brian Gatus as an authorized signer.

**M/S/C** (A. Ramirez/N. Abrahms) To approve the Board Master Resolutions as presented.

2. Approval of Contracts

a. Free to Be (PL2189-999)

POS Contract – To provide startup funding to develop 5 Community care-licensed Leve 4 homes

Contract effective: June 1, 2023 through February 28, 2025

Projected total contract amount is \$150,000

b. Brilliant Corners (PL2186-999, PL2187-999, PL2188-999)

POS Contract – Provides 3 CPP Housing Agreements

Contract effective: June 1, 2023 through May 31, 2023

Projected total contract amount is \$2,250,000 (\$750,000 per home)

Projected to serve 4 consumers per month per home

c. HCBS Compliance Services Agreements FY 22-23 Projects

POS Contract – Funding concepts to comply with CMS Final Rules

Contract effective: June 1, 2023 through February 28, 2025

Projected total contract amount is \$694,518.

**M/S/C** (G. Alvarado/A. Ramirez) To approve the 3, above-listed contracts as presented

d. Gibraltar Home Health (PL2147-062)

POS Contract – Provides personal assistance services

Contract effective: June 1, 2023 through May 31, 2028

Projected total contract amount is \$5,706,720

Projected to serve 40 consumers per month

e. Pine Street Home Health Care (PL2165-062)

POS Contract – Provides personal assistance services

Contract effective: June 1, 2023 through May 31, 2028

Projected total contract amount is \$5,722,572.00

Projected to serve 25 consumers per month

f. Diamond Adult and Senior Concierge (HL1043-862)

POS Contract – Provides in-home respite services

Contract effective: June 1, 2023 through May 31, 2028

Projected total contract amount is \$2,976,296.66

Projected to serve 29 consumers per month

g. Gibraltar Home Health (HL1049-862)

POS Contract – Provides in-home respite services  
Contract effective: May 1, 2023- April 30, 2028  
Projected total contract amount is \$2,976,296.66  
Projected to serve 29 consumers per month

- h. Pine Street Healthcare Providers, LLC (HL1031-862)  
POS Contract – Provides in-home respite services  
Contract effective: May 1, 2023- April 30, 2028  
Projected total contract amount is \$2,976,296.66  
Projected to serve 29 consumers per month

**M/S/C** (D. Coe/R. Sigala) To approve the 4, above-listed contracts as presented. The motion passed with abstentions from Lillian Martinez and Rocio Sigala

- i. ETHOS Therapeutics (HL1048-880)  
POS Contract – Provides transportation services  
Contract effective: July 1, 2023 - June 30, 2028  
Projected total contract amount is \$918,540.00  
Projected to serve 29 consumers per month

**M/S/C** (D. Coe/S. Brunjes) To approve the contract as presented.

- E. Government & Community Relations Committee –Jordan Feinstock
1. Approval of Amended Government and Community Relations Committee  
Ana reviewed the Board Recognition Policy as presented in the packet. Applications for Board Recognitions will be accepted from the beginning of the year through March 1<sup>st</sup> and will be reviewed by the Government and Community Relations Committee. Individuals selected by the Board will be recognized at the annual Board Dinner in June.

**M/S/C** (G. Alvarado/Lillian Martinez) To approve the Board Recognition Policy as revised

- E. Executive Committee – Ana Quiles
1. Updated Code of Conduct Policy  
Ana reviewed the policy as presented in the packet, the revisions are notated in red.

**M/S/C** (R. Sigala/G. Alvarado) To approve the updated policy as revised.

2. Code of Conduct Complaint Form  
Ana reviewed the form as presented in the packet. This form will include a mailing address for individuals who would like to submit complaints anonymously. The form will also be available under the Board Governance tab on the NLA website.

**M/S/C** (A. Ramirez/L. Martinez) To approve the Complaint Form as presented.

3. Committee Reports List

Ana reviewed this information as presented in the packet. The document lists all of the Committee reports and is being reviewed by the Board to streamline the meeting process and decrease staff bandwidth. Ana and the NLA leadership team will be reviewing the information to determine which reports are mandated and the frequency of report-out.

9. **Additional Action Items**

A. Committee Assignments for FY23-24– Ana Quiles

Ana reviewed the assignments as presented in the packet. Information will be emailed to all Board Members regarding their assignments.

B. Proposed Primary Activities for FY23-24

Ana reviewed this information as presented in the packet. The Board is being asked to review the proposed priorities and note if they are in agreement or if they have comments/questions regarding these priorities. Comments can be emailed to Board Support and the information will be sent to the Executive Committee to make the recommendation to the Board. Jordan Feinstock made the recommendation that the Self-Determination Committee should be added as a priority. Sharmila Brunjes requested a more specific action listed for Priority 2. Rocio Sigala recommended more elaboration on Priority #6.

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

Ruth reviewed the report as presented in the packet. Highlights include:

Recruitment

May 8, 2023 new hires included 6 Consumer Services Coordinators (4 Bilingual Spanish), 3 Office Assistant II-Bilingual (Spanish), and 2 Accounting Specialists. New hires effective May 22, 2023 included 3 Consumer Services Coordinators (1 Bilingual Armenian), and 1 Health & Safety Waiver Specialist (Bilingual Spanish). 16 new hires for May.

Retention

The Center is engaging in multiple activities to increase staff retention and demonstrate appreciation of staff for their efforts and dedication while we continue to recruit to fill open positions. NLA will provide an employment incentive again this year, this time it will be a “Loyalty Payment”; evaluating the year-end surplus to determine the amount, which will be equitable across positions and calibrated based on years of service, has authorized six (6) 8-hour days of overtime for staff in May and June; staff may work overtime, up to 8 hours per day, on designated flex Fridays and Saturdays. NLA is hosting unit lunches to facilitate team building for units and departments and demonstrate appreciation for the work and dedication of staff across the organization.

Regional Center Performance Measures (RCPM) Program

Equity and Cultural Humility, Service Coordinator Competency in Cultural and Ethnic Diversity. The Center has submitted a training plan to increase Consumer Service Coordinator competency in cultural and ethnic diversity to DDS. While DDS only requires

service coordinators, first line supervisors and intake staff to be trained, NLACRC will provide training to all staff, pursuant to the Center's Inclusion, Equity and Diversity policy. Equity And Cultural Humility, Linguistic Diversity Due to updates needed in the database to meet the performance measure requirement of ensuring four language-related data fields in SANDIS are completed, the deadline has been extended to June 30, 2023.

#### Advocacy Assistance Services

NLA was able to secure the services of an attorney to do advocacy assistance and through vendorization to help individuals and families connect to generic resources or or advocate for consumers and assist in advocating for services that meets the needs of an individual under IHHS. The attorney will provide support advocacy assistance for an individual all the way from the evaluation stage to the appeal stage. NLA will be conducting a Town Hall in July that will review information about this as well as to provide information and resources. A public member noted the need for more expertise experience on the Board, Ana shared that

**11. Self Determination Program (SDP) – Gabriela Eshrati**  
SDP Report

Gabriela reviewed the SDP Report as presented in the packet.

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

Participants have completed Orientation: 645

Total number of budgets that are certified: 281

Total number of budgets that are in the certification process: 7

Total number of spending plans that are approved: 210

Total number of spending plans in progress: 71

Total number of PCP's completed: 225

Total number of participants that have opted out of SDP after enrolled: 2

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: 210

**12. Administrative Affairs Committee -David Coe**

Ana reviewed the information as presented in the packet.

A. Minutes of the April 26, 2023, Meeting

B. Monthly Human Resources April and May Reports

C. Next Meeting Scheduled on July 26, 2023, at 6:00pm

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

A. No ARCA Liaison Report

B. Next Meeting Scheduled on June 15th at 9:30 am

**14. Consumer Advisory Committee**

Ana reviewed the information as presented in the packet.

A. Minutes of the June 7, 2023, Meeting – *deferred*

B. Updated CAC Flyer for FY 23-24

C. Next Meeting Scheduled on August 2, 2023, at 3:00pm

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

Ana reviewed the information as presented in the packet.

A. Minutes of the April 19, 2023, Meeting

B. Next Meeting Scheduled on July 19, 2023, at 6:00pm.

**16. Executive Committee – Ana Quiles**

Ana reviewed the information as presented in the packet.

A. Minutes of the May 31, 2023, Meeting -*deferred*

B. Access to Advocacy Assistance – Ana Quiles & Evelyn McOmie

C. Next meeting scheduled on July 26, 2023, at 7:15pm

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

Ana reviewed the information as presented in the packet.

A. Minutes of the May 17, 2023, Meeting

B. Next Meeting on August 16, 2023, at 6:00 pm.

**18. Nominating Committee - Lillian Martinez**

Ana reviewed the information as presented in the packet.

A. Minutes of the April 17, 2023, Meeting

B. Next Meeting Scheduled on October 5, 2023, at 5:30 pm.

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

Ana reviewed the information as presented in the packet.

A. Minutes of the April 26, 2023, Meeting

B. Next Meeting Scheduled on July 26, 2023, at 5:30 pm

**20. Strategic Planning Committee- Leticia Garcia**

Ana reviewed the information as presented in the packet.

A. Minutes of May 1, 2023, Meeting

B. Next Meeting Scheduled on August 7, 2023, at 6:00pm

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

Ana reviewed the information as presented in the packet.

A. Minutes of the May 4, 2023, Meeting

B. Minutes of the June 1, 2023, Meeting – *deferred*

C. Next Meeting Scheduled August 3, 2023, at 9:30 am.

**22. 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 – emailed separately

**23. Announcements/Information/Public Input**

A. Next Meeting: Wednesday, August 9, 2023, at 6:30pm

B. Public Meeting Attendance

C. Virtual Aprendiendo Entre Nos/Learning Amongst Us, June 15, 2023, at 10:00 am

D. SLS Orientation, June 15, 2023, at 6:30 pm



- E. Self Determination Local Advisory Committee Meeting, June 15, 2023, at 6:30 pm
- F. Virtual Cultivar y Crecer, June 23, 2023, at 6:30pm
- G. Orientaciones de autodeterminación, June 26, 2023, at 9:00 am
- H. " Diferente Maneras de Pensar, Diferente Maneras de Aprender" "Different Thinkers, Different Learners" June 27, 2023, at 10:00 am
- I. Virtual Parents of Adult Consumers Support Group, June 28, 2023, at 6:30 pm
- J. Support Group for Self Determination Program at NLACRC - Grupo de apoyo de NLACRC para el programa de autodeterminación, July 5, 2023, at 4:30 pm
- K. New Board Member Orientation, July 12, 2023, at 6:00 pm
- L. Self-Determination Orientation, July 17, 2023, at 9:00 am
- M. SLS Orientation, July 20, 2023, at 3:00 pm
- N. Filipino Support Group, July 22, 2023, at 11:00 am
- O. "Diferente Maneras de Pensar, Diferente Maneras de Aprender" "Different Thinkers, Different Learners" July 25, 2023, at 10:00 am
- P. Virtual Town Hall - Ayuntamiento Virtual Options to prepare for the future, Transitioning to Adulthood / Opciones para prepararse para el futuro, Transición a la edad adulta, July 27, 2023, at 1:00pm
- Q. Annual Board of Trustees Retreat, Saturday, July 29, 2023, at 9:00 am

Evelyn McOmie shared that NLA will be conducting a stakeholder survey on the main website and is intended for family, consumers, Board Members and all community members take the survey, the survey will be rolling out in July.

Diane Bedrosian is the family member of a consumer in both the San Diego and NLA Regional Centers. She mentioned that she has been waiting 79 days thus far in order to reactivate services for her sister. There has been a back-and-forth in getting services processed and she shared her displeasure with the services at NLA. She would like someone from NLA to reach out to her to further discuss her sister's case.

Rocio Sigala informed the Board of an anonymous message that she was asked to read. The message requested the inclusion of the Service Coordinator department to the Board meetings and activities in order to provide an insight on one of the biggest departments in NLA. They shared that there are 80 CSC positions open and 3500 cases without a CSC in Chatsworth.

Jordan Feinstock commented that he sent correspondence in October regarding his interest in continuing to serve on the Board. He implored NLA to look into this matter and stated that multiple people have asked why he will not be serving on the Board for the 23-24 FY.


#### 24. **Adjournment**

Ana Quiles, Board President, adjourned the meeting at 8:32 p.m.

Submitted by:

*Elizabeth Alvarez*

Executive Administrative Assistant

for:   
Lillian Martínez  
Board Secretary

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

