

North Los Angeles County Regional Center
Executive Committee Meeting Minutes

August 31, 2023

Present: Ana Quiles, Brian Gatus, Lillian Martinez, Rocio Sigala, Leticia Garcia, Andrew Ramirez -
Committee Members

Liliana Windover, Monike Paz, Ruth Janka, Evelyn McOmie, Parita Burmee, Vini
Montague – Staff Members

Angela Gardner- Workforce Development Solutions, Jasmine Barrios -Minutes Services
- Guests

Absent:

I. Call to Order

Ana Quiles called the meeting to order at 6:00 pm.

II. Public Input

No public input

III. Consent Items

A. Approval of Agenda

M/S/C (A. Ramirez/L. Garcia) To approve the agenda as presented.

B. Approval of Minutes of July 25th Meeting

Ana noted a correction on Page 6 of the minutes to state that the SDP data will be reviewed in the Consumer Services Committee Meeting, as opposed to the Administrative Affairs Committee.

M/S/C (L. Martinez/R. Sigala) To approve the Meeting Minutes as revised.

IV. Board Retreat Goals – Angela Gardner

Angela Gardner, from Workforce Development Solutions, shared a presentation with the Committee regarding Board Goals. Angela and her husband hosted the recent Annual Board Retreat and asked the Committee to identify Board Goals based on conversation from the retreat. Highlights include:

- Review of the NLA Mission, Vision and Values statements
- At the retreat, a teambuilding exercises ensued in which NLA's assessment showed areas of improvement being identified as trust and accountability. The teams scored

the highest in Commitment.

- Proposed Board Goals for 2023/2024
 - o Staffing, retention, and recruitment
 - o Consumer/Parent Education
 - Ages and Stages
 - Consumer Social
 - o Legislative Advocacy
 - Resources
 - Employment Partnerships
 - Community awareness about NLA
 - o Board Outreach
 - o Public Relations

After discussion, the Committee identified NLA's top 3 Board Goals as being:

- Staffing, Recruitment and Retention
- Consumer/Parent Education
- Public Relations
 - o Board Outreach
 - o Legislative Advocacy

Angela identified the next steps as being:

- Propose 2023/23 Top 3 Board Goals to Committee (August 31, 2023)
- Board votes to approve Board Goals (September 13, 2023)
- Board Goals Workshop to determine objectives/activities for Committees and Workgroups that will be used to achieve Board Goals (October 11, 2023)

M/S/C (L. Martinez/R. Sigala) To approve the 2023-24 Board Goals as discussed to the Board of Trustees for approval.

V. Executive Session

- A. Legal
- B. Whistleblower Complaints
 - 1. Internal
 - 2. DDS
- C. Personnel

M/S/C (L. Martinez/A. Ramirez) To enter the Executive Session at 6:26 pm

The Committee exited the Executive Session at 7:51 pm.

****Note:** it was not mentioned what Committee members made the motion/seconded the motion to exit the Executive Session

V. Consumer Advisory Committee - Evelyn McOmie

- A. CAC Report
Evelyn stated that at the meeting, a visitor informed the CAC that other Regional Centers

were able to choose the Chairperson for their Committee and as such, the CAC would like to ask the Board if they are able to nominate and vote for their Chair for the next fiscal year.

Leticia Garcia shared that the Bylaws require that the CAC Chairperson be a Board Member and proposed a potential change to the bylaws to reflect that the CAC is able to nominate and vote for their own Chair/Vice-Chair and require a Board Liaison be appointed for continued Board collaboration.

Ana Quiles proposed that the CAC nominate and vote for a Vice-Chair to serve under the current CAC Chair, George Alvarado for the current fiscal year. Later on in the year, considerations can be made to change the bylaws.

The Committee requested that support be provided to George Alvarado to ensure that he can regularly attend and chair the meeting appropriately. Evelyn McOmie will check in with George to determine his capability to serve as Chairperson for the CAC.

Evelyn McOmie proposed that George Alvarado continue to serve as Chair of the CAC and to require and future Chair/Co-Chair be Board Members but selected by the CAC.

After discussion, it was determined that George Alvarado will continue to serve as the Chair of the CAC with applicable support. The consideration is open for the CAC to determine specific support and continued discussion on how the Chair Selection process will work moving forward.

Ana Quiles, as President, would like to schedule a meeting with all of the Committee Chairpersons to extend support and determine needs. Lilita Windover will share the CAC Meeting invite with the Executive Committee. In addition, Lilita will organize a meeting with Ana Quiles and the Committee Chairs.

Leticia Garcia suggested that the Nominating Committee ask candidates who are interviewed if they would be interested in serving as a Committee Chair/Co-Chair to identify potential nominees. Lillian Martinez stated that this question is a part of the interview process.

B. Self-Advocacy Attendance at ARCA/CAC Meetings

Leticia Garcia asked about ARCA Representative Andres to present on Self-Advocacy as requested at the last Committee Meeting. Ruth Janka will reach out to ARCA to get contact information for Andres for further discussion.

VI. Committee Business

A. Liaison Reports

1. ARCA Report – Leticia Garcia

Leticia reviewed the report as presented in the packet. It was also noted that efforts are in place to translate the Lanterman Act into Spanish. In regards to Social Rec Funding Grants of \$12.5 million for individual vendorization with the Boys & Girls Clubs

and YMCAs, Ruth noted that NLA is working with affiliates to identify locations that are listed in NLA's majority catchment area.

2. Self-Determination Local Volunteer Advisory Committee Report – Gabriela Eshрати
This report was included in the packet, but it was noted that this report will no longer be reported to this Committee and instead, will be reviewed at Consumer Services Committee.

B. DRAFT FY 2023-24 Annual Board Training Plan – Ruth Janka

Ruth presented this draft as presented in the packet. After discussion, the Committee determined:

- Legislative Training will be moved to October 18th in lieu of the Government and Community Relations Committee Meeting.
 - Vendor options include Victoria Berrey, Michele Heid and Daniel Savino from ARCA. Ruth Janka will look into other training options per Committee request.
- Whistleblower/COI Training will be moved to November
- Vendorization Training will be scheduled for February
- There will be no Lanterman Training
- SDP Training will be held on September 20th, in lieu of the Consumer Services Committee Meeting
 - Claudia Cares was a consideration for hosting this training. Ruth Janka and Evelyn McOmie will find a trainer for 1-hour training session on September 20th

M/S/C (L. Garcia/L. Martinez) To approve the Board Training Schedule as revised.

C. Conflict of Resolution Plan Status Update - Ruth Janka

Ruth shared with the Committee that the plans were approved by the Board and have been submitted to DDS and State Council. There is another COI Plan that will be coming through as another COI has been identified. The updated COI Plan is being drafted for Committee review at a future Committee Meeting.

D. SMCI Contract – Vini Montague

Operations Contract – Contract extension, original contract was July 1, 2023, through September 30, 2023. Amendment: Additional services coterminous with current contract, effective October 1, 2023, through June 30, 2024.

Original Contract Amount: \$188,079.00

First Amendment: \$564,237.00

Total Contract: \$752,316.00

M/S/C (L. Martinez/D. Coe) To approve the SCMI contract as presented

E. Dimanche Home Care PL2207 Contract

POS Contract – Provides Early Start Specialized Therapeutic Services

5-year contract effective September 1, 2023, through August 31, 2028

Projected total contract amount is \$1,125,375.00.

Projected to serve five consumers per month.

M/S/C (L. Martinez/R. Sigala) To approve the Dimanche Home Care PL2207-076 contract as presented.

- F. Letter of Support for AB 1147- Submitted – Ruth Janka
Ruth announced that Board action was taken, and this letter was submitted.
- G. FY23-24 Annual Board Dinner – Locations, Dates and Cost - Ruth Janka
Proposed venues in Santa Clarita/San Fernando Valleys include the Sheraton, Hyatt, The Stan Canyon Country Club and The Oaks. May 4th or May 11th are possible dates for the Dinner.
- H. FY23-24 Annual Board Retreat – Locations, Dates and Cost - Ruth Janka
Proposed dates for the Board Retreat include July 13th, July 20th, and July 27th.
- I. Succession Plan - Ruth Janka
Ruth shared that in her research, other Regional Centers’ Succession Plans include the Executive Director only. Ruth would like to establish a Succession Plan for all management positions at NLA.
1. Management Staff Professional Development Plan by Position
Every manager should identify individuals who have the skill and interest in advancing in the organization and create/provide opportunities for those individuals to develop and execute some of the duties of their superior.
 2. Leadership Academy
Employees apply to go through a year-long Leadership Academy Training. Ruth is seeking to identify resources to implement a plan like this. It could be possible to recruit a vendor to develop or facilitate this training.
 3. Standard Operating Procedures
This is a recommended component of succession planning; Ruth is in the process of identifying resources to support NLACRC in this area.
- This item will be revisited with the Committee at the next meeting as Ruth receives updated information to share.
- J. Executive Director Evaluation Process Update – Ana Quiles
Ana shared that this process will be revisited with the Board. The goal would be to match the valuation with the job description and that the evaluation matches the Board’s expectations. Ana Quiles, Leticia Garcia and David Coe will be meeting to discuss a recommendation for the Board.
- K. Code of Conduct Policy for Individuals, Families Served and Staff – Ruth Janka
NLA Management suggested the implementation of a Code of Conduct Policy for Individuals and Families. The reason for this request is due to increasing negative conduct from individuals and families. The goal would be to establish conduct guidelines based on the Kaiser policy which other entities have used in a similar fashion.

The general verbiage of the policy would be similar to Kaiser's, which states "we expect all individuals to demonstrate civil and respectful behavior while on our premises, in virtual or home healthcare interactions. We expressly prohibit abusive language, threats and slurs, sexual harassment, physical assault, weapons to maintain a secure, safe, respectful environment for all. We reserve the right to take appropriate measures to address abusive, disruptive, inappropriate and aggressive behavior."

In terms of staff, they are trained to always de-escalate an interaction that becomes abusive. If de-escalation is not successful and the interaction continues to be verbally abusive, the staff member is instructed to inform the individual that they will cease the interaction and reschedule for another time when the meeting can be productive and civil.

Rocio Sigala requested an additional clause that also lists reporting resources for individuals who feel that staff members have violated the Code of Conduct or who have experienced rights violations, service disagreements, etc.

Ruth Janka will find out if Conflict Management Training is available for staff as a refresh and to assist in providing staff with their mental health and wellness as it relates to conflict management. This item will be added to the agenda for the Administrative Affairs Committee.

L. SDP Board Liaison Position - Ana Quiles

Ana asked the Committee to consider a pause on this position until further notice as it has not been the best avenue for serving this role. This can be re-evaluated on an annual basis. Lillian Martinez requested that Board Support send her a link for the SDP Committee Meetings.

M/S/C (L. Martinez/R. Sigala) To approve suspension of the SDP Board Liaison role for this board year.

VII. Center Operations – Ruth Janka

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

Staffing Changes

Executive Administrative Assistants Hailey Lauderdale and Elizabeth Alvarez have both separated from the agency to pursue other employment opportunities. Executive Administrative Assistant Liliana Windover will be retiring this year, with her last day of work being October 12, 2023, and her official retirement date being December 31, 2023. Administrative Assistant Monike Paz joined the Center in August, supporting the Board.

Social Recreation Reimbursement Office Hours

Community Services Department will release September office hours next week. Drop-in office hours provide CSCs with assistance completing Social Recreation Reimbursement forms. Note, consumers/families may attend office hours with their service coordinator and may bring receipts for "on-the-spot" reimbursement submissions for social recreation activities approved in the IPP/IFSP.

NLACRC's FY2023 -24 Fiscal Audit

Pursuant to our contract with the Department of Developmental Services, DDS is conducting a fiscal audit of the Center including, but not limited to, the following areas: Purchase of Service, Part C, Targeted Case Management, Operations, Administrative Cost Cap, Leases, Insurance, Consumer Trust Accounts, Self Determination, Fiscal Assets, Governing Board, Vendor Independent Audits and Payroll. Fieldwork was conducted July 21 through August 24, 2023 and the auditors are continuing to solicit records for review.

VIII. Review of Meeting Action Items

- A. Amend the July 25th Minutes draft to reflect that the Self-Determination data will be reviewed at the Consumer Services Committee Meeting instead of the Administrative Affairs Committee. (Board Support)
- B. Add Board Goals to the agenda for the September 13th Board Meeting (Board Support)
- C. Follow up with Consumer Advisory Committee regarding Chair position, meet with George Alvarado to determine if he needs support in serving as Chair (Evelyn McOmie/Ruth Janka)
- D. Share Consumer Advisory Committee Zoom link with the Executive Committee Members (Liliana Windover)
- E. Schedule Meeting with Board President and Committee Chairs (Liliana Windover)
- F. Communicate with Andres regarding ARCA CAC Meeting, needs for George Alvarado and to discuss presenting at CAC Meeting (Ruth Janka)
- G. Review and determine a trainer for the SDP Training (Evelyn McOmie/Ruth Janka)
- H. Confirm the approved dates and time for SDP training with Consumer Services Committee (Rocio Sigala)
- I. Determine a trainer for the Legislative Advocacy Training (Ruth Janka)
- J. Present next steps and timeline for the Succession Plan (Ruth Janka)
- K. Send Zoom link for next Self-Determination Local Advisory Committee Meeting to Lillian Martinez (Liliana Windover)
- L. Negotiating Committee (Leticia Garcia, David Coe and Ana Quiles) to meet to discuss the Executive Director Evaluation Process.
- M. Propose dates/locations for next Board Retreat (Board Support)
- N. Send Mental Health Component of Succession Plan to Administrative Affairs Committee

Agenda (Liliana Windover)

IX. Board Meeting Agenda Items

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

- A. Minutes of the August 31st Meeting
- B. Proposed Board Goals for 2023-24
- C. Revised Board Training Plan

X. Announcements / Information Items / Public Input

- A. Next Meeting: Thursday, September 28th at 7:30 pm.
- B. Committee Attendance
- C. Support Group for Self Determination, September 6th at 4:30 pm
- D. Armenian Parent circle of Support, September 7th at 6:30 pm
- E. Back to NLACRC Career Day, September 9th at 9 am
- F. Filipino Support Group, September 18th at 6:30 pm
- G. Parent Adult Consumers Support Group, September 20th at 6:30 pm
- H. Cultivar and Crecer, September 22nd at 6:30 pm

XI. Adjournment

Ana Quiles, Committee Chair, adjourned the meeting at 9:53 p.m.

Submitted by:

() Liliana Windover*

Executive Administrative Assistant

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