

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**

November 16, 2022

**Present:** Andrew Ramirez, George Alvarado, Nicholas Abrahms, Sharmila Brunjes, Cathy Blin, Ana Quiles, Erica Beall – Committee Members

Lizeth Chavez, Evelyn McOmie, Vini Montague, Gabriela Eshrati, Lilliana Windover, Cristina Preuss, Dana Lawrence, Gabriela Eshrati, Malorie Lanthier – Staff Members

Tiffany de la Torre- 24 Hour Home Care, Leticia Garcia- Board Member, Anthony - Coach for George Alvarado, Lori Walker - SDLAC, Jennifer Koster - Board Member, Alex Phuong- ELARC, Noa Goldfill, Jasmine Barrios- Minutes Services, Nancy Gallardo, Interpreter - Guests

**Absent:** Jordan Feinstock, Rocio Sigala

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**I. Call to Order & Introductions**

Andrew Ramirez called the meeting to order at 6:08 pm

**II. Public Input**

Alex Phuong, a self-advocate from East LA Regional Center, shared that he has a book available on Amazon.

**III. Consent Items**

A. Approval of Agenda

Under Section V. Committee Updates, it was decided to add Item H: Process for Accessing attorney services for IHSS Assistance. The current Item H: Board Audit Review, will become Item I.

**M/S/C** (G. Alvarado/ A. Quiles) To approve the agenda as revised

B. Approval of Minutes of October 19<sup>th</sup> Meeting

**M/S/C** (N. Abrahms/G. Alvarado) To approve the October 19<sup>th</sup> Meeting Minutes as presented.

**IV. Committee Action Items (Structure/Parameters/Policy)**

A. Fair Hearing Service Standard Revision – Dana Lawrence

Dana reviewed the revisions to the Fair Hearing Service Standards. Effective March

1, 2023, the Fair Hearing process will change drastically. The document presented in the packet, highlight the revisions in red. The new name for the Fair Hearing Process will become the Appeal Process. There were many changes to the language of the standards and will change and expands how Notices of Actions will be provided to Consumers, based on preference. The timeline for filing an appeal will be extended from 10 days of NOA receipt, to 30 days. There was also additional verbiage added, outlining the requirements on advocacy assistance and right on processes. Dana also noted that unless the claimant has hired a lawyer to represent them for the appeal, NLA will not be able to utilize a lawyer as representation. If a claimant loses the appeal, the claimant will have 15 days to file to request a reconsideration.

**M/S/C** (G. Alvarado/C. Blin) To accept the revised Appeal Process Service Standards as presented for Board Approval.

B. Consumer Services Critical Calendar Update – Evelyn McOmie

Modify to reflect POS Data Review Semi-Annually

Evelyn reviewed the revised Critical Calendar as presented in the packet. The calendar was revised to include POS data being reviewed on a semi-monthly basis beginning in February 2023.

**M/S/C** (N. Abrahams/G. Alvarado) To approve the Critical Calendar as revised.

C. Town Hall 2023 Topics & Schedule – Evelyn McOmie

Evelyn reviewed this document as presented in the packet. The schedule was built out until 2024 for advanced planning purposes. The schedule is shown as a 2-year term, with a total of 8 Town Halls. Advanced planning will allow for more time to assign presenters and to give notice to Consumers in a timelier manner, to facilitate better attendance. The schedule will be shared with the community via News You Can Use, NLA's website, and social media.

**M/S/C** (B. Gatus/C. Blinn) To recommend the Town Hall Topics and Schedule as presented.

D. Consumer Onboarding Policy Steering Committee Update - Evelyn McOmie

The workgroup has commitment from NLA Staff, Board Members, and 2 Community-based organizations. Only 1 more CBO is needed for the group to begin work. Ana Quiles, Suad Bisogno and George Alvarado are the Board Members who have volunteered to serve on the workgroup. Participants from NLA staff are Cristina Preuss, Elisa Hill, Sandy Fisher. Evelyn McOmie will serve as the Project Manager for the group. The workgroup will have 4 meetings in 3 months to have a policy draft ready for Board Review. If work will need to continue beyond the 4 meetings, the members can vote to determine an extension deadline.

It was clarified that as a workgroup, the Steering Policy members operate as a sub-Committee of the Consumer Services Committee. As such, the members do not need

Board approval for meeting frequency or to approve actions items or work conducted. Once the policy has been drafted, it will be sent to the Board for approval.

It was also shared that EVV implementation for Home Health Care services will be implemented in January 2023. The services that have been identified by DDS as being subject to EVV as:

- 460 Participant-Directed in Nursing Services
- 742 Licensed Vocational Nurse
- 744 Registered Nurse
- 361 Skilled Nursing
- 854 Home Health Agency
- 856 Home Health Aide
- 707 Speech Pathology
- 773 Occupational Therapy
- 772 Physical Therapy
- 359 Home Health Aide
- 372 Speech, Hearing and Language
- 375 Occupational Therapy
- 376 Physical Therapy

## V. Committee Updates

### A. Self-Determination Program Report Update - Gabriela Eshrati

There are 158 participants who have fully transitioned to the program, with 33 Spending plans in progress. Plans in progress notate how many participants are coming into SDP. There will be an SDP Resouce Fair on November 19<sup>th</sup>, from 11am - 1:30pm. A large turnout is anticipated, and all are welcome to come.

DDS Directive - As of February 1, 2023, all independent facilitator must be vendored in order to provide transition support of up to 40 hours. SDLAC has provided DDS with a letter, listing concerns in regards to this upcoming change. At the next SDLAC Meeting, Tim Travis from DDS will be a guest to help address concerns.

Trailer Bill - The July 1<sup>st</sup> Trailer Bill reallocated FMS funds to participants' budgets. 137 spending plans required relocation and so far, 39 have been completed. There are no FMS' that are accepting new participants until February 1<sup>st</sup>, due to the holiday season. On December 5<sup>th</sup>, the NLA Board will be presenting information on the open SDP Local Advisory Committee Board Member Liaison position. This role attends both Board and Self-Determination Local Advisory Committee meetings to report out on each.

Requests for Proposal - Implementation funds from DDS are open until December 4<sup>th</sup>. Anyone interested in providing services or training programs in multiple areas, are encouraged to apply.

- B. Monthly Consumer Competitive Employment Report - Vini Montague  
Vini reviewed this report as presented in the packet that compares September to October, in regards to consumers who are competitively employed.

Residence Type- total increase of 30 consumers within all residence types

Ethnicity- increase of 2 Asian consumers, 2 Black/African American consumer, 7 Hispanic consumers and 19 White consumers. Total increase of 30 consumers within all ethnicities.

- C. 4731 Complaint Data Update - Dana Lawrence  
Dana reviewed this report as presented in the packet. This is a quarterly report submitted to DDS in regards to 4731 Complaint responses. There was a total of 12 complaints for the quarter, including 47 allegations investigated. There were 4 rights violations that were substantiated. The average response time for complaints was 20.27 days.

In order to meet the 20-day timeline consistently, the department has shortened the investigatory time, 2 accounts were affected by this change due to not having the information needed to complete the investigation. Currently, NLA has no project management software, and relies on calendar utilization or spreadsheet tracking, however, IT is working on a long-term solution to this issue. Dana also noted that it is not possible to make revisions to this document to add the type of training received, as it is a locked template from DDS.

- D. Intake Data by Location - Evelyn McOmie  
More information is pending in regards to the requested geographic area data before it can be completed. The 1<sup>st</sup> quarter report will be issued by the February Committee Meeting and will cover November 2022- January 2023. NLA will be proposing an AB637 proposal in an attempt to acquire more clinical psychologists to help meet demand for intake assessments.

- E. COVID-19 Authorizations Status Update- Cristina Preuss  
There 700 POS authorizations being reviewed that had been providing COVID service. All have now been reassessed and only 113 need to go through the reassessment process to ensure that services are still needed.

- F. Review of POS Process- Evelyn McOmie  
Evelyn reviewed the 15-day process for POS/IPP Planning. This information will be posted to the NLA website and will be language accessible. The full POS timeline presentation will be included as an attachment to the Minutes once finalized.

POS/IPP Planning may be completed within 24 hours of a service request if the IPP planning team addresses health and safety concerns immediately which includes the implementation of POS/IPP planning documentation to address the

Consumer/Family needs immediately, or within 24 hours.

POS/IPP Planning may be completed within 15 days of a service request if the IPP planning team identifies consumer/family needs and assesses what steps are needed to ensure appropriate service delivery for specific needs.

POS/IPP Planning may be completed beyond 15 days of a service request if the IPP planning team identifies that further follow up or assessment is necessary.

G. SSI Advocacy Assistance Update - Evelyn McOmie

SSI and IHSS have the same processes. This presentation will be added as an attachment to the Minutes once finalized.

In order to request advocacy support, the individual must engage in IPP planning for NLA to refer and fund services provided by a vendor that is able to support the individual/family in navigating the process to attain the generic service. Documentation may be completed within 15 days.

In order to request legal support for appealing IHSS/SSI, the individual must engage in IPP planning for NLA to submit a referral for a law firm to assess the matter. The law firm will then determine and notify the CSC if the case can be represented. If so, CSC is to complete addendum to the IPP and once signed by the family, a POS is completed to find the legal support. Documentation may be completed within 15 days

H. Process for Accessing Attorney Services for IHSS - Evelyn McOmie

This process was reviewed in the previous section Item G: SSI Advocacy Assistance update, and will be included as an attachment to the Minutes once finalized.

I. Board Audit Review - Evelyn McOmie

The Committee is being asked as part of the Board Audit, to review NLA's Mission, Vision and Values statement to determine if NLA is providing adequate guidance in establishing the Consumer Services policy. Evelyn recommended that the Onboarding Policy Workgroup consider the Mission, Vision and Values statements when working to develop the policy.

**VII. Chief Consumer and Community Services Officer Report** - Evelyn McOmie

- A. FMS AB637 (SPD) Status Update - The proposal has been submitted to DDS and is still under review. There have been no response questions submitted to NLA thus far, Evelyn will provide updates as they become available.

**VIII. Meeting Action Item Review**

- A. There were no action items identified.

**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 November 16<sup>th</sup> Meeting

**X. Announcements / Information Items / Public Input**

- A. Committee Attendance Log
- B. Next Meeting: Wednesday, February 15<sup>th</sup>, 2023 at 6:00 p.m.

Leticia Garcia asked for clarification on the process for addressing urgent Committee business under the new bi-monthly format. Lizeth Chavez shared that urgent matters could be diverted to the Executive Committee or as an alternative, the Consumer Services Committee can decide to hold an emergency meeting for urgent business. This item will be added to the agenda for the next Executive Committee Meeting to review this process if it has not already been addressed, Lizeth will confirm this information.

George Alvarado shared that there will be a paint sale at Happy Ace Hardware in Encino during the weekend of November 19<sup>th</sup>-20<sup>th</sup>.

**XI. Adjournment**

Andrew Ramirez adjourned the meeting at 7:18 p.m.

Submitted by:

(\*) *Lizeth Chavez*  
Executive Administrative Assistant

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