

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

October 19, 2022

Present: Andrew Ramirez, George Alvarado, Jordan Feinstock, Nicholas Abrahms, Rocio Sigala, Brian Gatus, Sharmila Brunjes, Cathy Blin – Committee Members

Lizeth Chavez, Evelyn McOmie, Vini Montague, Gabriela Eshrati, Lilliana Windover, Erica Beall, Cristina Preuss, Clarence Foster– Staff Members

Ana Quiles- NLACRC Board President, Kimberly Bermudez- 24 Hour Home Care, Leticia Garcia- Board Member, Lillian Martinez - Board Member, Anthony - Coach for George Alvarado, Isabel Romero- Interpreter, Nancy Gallardo- Interpreter, Dolly Sharma- Minutes Services - Guests

Absent: Gabriela Herrera & Sharmila Brunjes

I. Call to Order & Introductions

Andrew Ramirez called the meeting to order at 6:02 pm

II. Public Input

Ana Quiles shared that DDS is transitioning to an app for families to submit a time sheet for electronic visit verification (EVV). This has caused an issue as not everyone is able to navigate the technology, and the app does not allow for edits to be made. If a parent misses a clock-in punch, it cannot be corrected. This requirement will go live in January and families are worried that they will not be paid if they don't use the app correctly. She wanted to express this to the Committee for consideration on how this issue can be addressed.

Ana also asked the Committee to consider a process for dealing with urgent Committee Business, now that the Committee will only be meeting on a bi-monthly basis.

Leticia Garcia shared that the Consumer Services Committee deals with issues that directly affect service access. She feels that bi-monthly meetings are not conducive and could create a disservice for consumers as any action taken by the Committee would be delayed.

Evelyn McOmie shared that the EVV Stakeholder Meeting will take place October 25, 2022 and will be hosted by DDS.

III. Consent Items

A. Approval of Agenda

M/S/C (B. Gatus/ A. Quiles) To approve the agenda as presented.

B. Approval of Minutes of August 17th Meeting

M/S/C (R. Sigala/A. Quiles) To approve the August 17th Meeting Minutes as presented.

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

A. Town Hall 2023 Topics and Schedule – Evelyn McOmie

Evelyn reviewed recommendations for Town Hall Topics to be held in the future, on a quarterly basis. Topics include: LGBTQ+ Discrimination, Transition to Adult Services, Climate: Natural Disaster Preparedness, Resources for Homeless with Disabilities, Transition Services from Teen to Adulthood.

M/S/C (R. Sigala/A. Quiles) To approve the proposed Town Hall topics and Town Hall Quarterly Schedule.

B. Consumer Onboarding Policy Steering Committee – Evelyn McOmie

Before his departure, Dr. Jesse Weller recommended that a workgroup be created to develop the Board's Consumer Onboarding Policy and should consist of 9 members total. 3 Members from each of the following: NLACRC Board, Community Based Organizations, and NLACRC Staff, respectively.

M/S/C (A. Quiles/C. Blin) To approve the recommendation for the creation of the Policy Steering Workgroup . The motion passed with 1 abstention from Rocio Sigala.

Ana Quiles suggested determining a timeframe to identify who the representatives will be recommended from each group. Ana recommended a 1-week turnaround time to identify members and commence the meetings for the workgroup. It was determined to have responses submitted to Board Support by October 26th. Evelyn McOmie will reach out to Ruth Janka to confirm who will be spearheading this workgroup in lieu of Dr. Weller.

Ana stated that Dr. Weller intended for this group to be considered a work group as opposed to an Advisory Committee to be able to move forward with business in a timelier manner, without the process of getting Committee and Board Approval in order to meet and address issues. Leticia Garcia has the understanding that even workgroups have to go through the Board approval process.

Lizeth Chavez will review the Minutes from the previous Consumer Advisory Committee Meeting, Board Meeting, and Bylaws to confirm the requirements for the formation of the workgroup.

- C. Updating Critical Calendar – Evelyn McOmie
Evelyn reviewed this document as presented. The calendar is being revised to support the new bi-monthly meeting format.

Andrew shared that he hopes to work with the Committee Members to ensure that the frequency of the meeting will not interfere with the productivity of the Committee.

Questions and concerns were shared in regards to work being pushed off on other Committees due to the ability of the Consumer Services Committee to address issues in a timely manner due to the meeting schedule.

In the event that a bi-monthly format will not work, the Committee will make an additional amendment to the Critical Calendar for Board approval.

M/S/C (B. Gatus/C. Blinn) To approve the Critical Calendar as revised.

V. Committee Updates

- A. Self-Determination Program Report Update - Gabriela Eshrati
There are 149 participants who have fully transitioned to the program. On October 17th, there was a training in partnership with Disability Voices United in regards to Training Plans. On October 25th, a financial management service (FMS) Panel is scheduled from 4:30 pm to 6pm. There will also be an in-person SDP Resource Fair at the San Fernando Valley office on November 19th. Disability Voices United is hosting a Conference on December 2nd. Information on upcoming events will be posted to the NLACRC website. Effective February 1st, Independent Facilitators are required to become vendored. Request for Vendorization for 099 is now open. Individual Budgets are being reallocated, 32 out of 137 plans have been completed. A request for proposals for 2022-23 will be posted soon for allocation of funds allocated to NLACRC for SDP implementation. 3 Participant Choice Specialist positions have been filled and 3 SDP Specialists positions are currently open. Gabriela will ensure that NLACRC Spending Plan will be added to the workbook and NLACRC website.

SDP Local Advisory Committee Board Member Liaison

This position is currently vacant, the position will attend the monthly SDP Local Advisory Committee and report out at NLACRC Board Meetings. Lillian Martinez recommended an introductory training for SDP be established.

Lori Walker, the current Chair of the SDP Local Advisory Committee, shared that Rocio Sigala was a great addition to the Committee and had been working diligently with the NLACRC Board to help address issues brought up in the Committee. She requested that the Consumer Advisory Committee fill this vacancy as quickly as possible.

M/S/C (R. Sigala/G. Alvarado) To approve the recommendation for the development of an introductory training for Self-Determination as a service offered by NLACRC.

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

Residence Type- total increase of 4 consumers within all residence types

Ethnicity- increase of 1 Black/African American consumer, 7 Hispanic consumers, decrease of 1 Multicultural/Other Race consumer and 3 White consumers. Total increase of 4 consumers within all ethnicities

- C. 4731 Complaint Data Update – *deferred to next Committee Meeting*
- D. POS Expenditure Data Report - Evelyn McOmie
This data will be reviewed on a semi-annual basis, is to be pulled in January and reviewed at the February Strategic Planning Meeting.
- E. Intake Data by Location - Evelyn McOmie
This report was requested to provide data on evaluations broken down by Location. This report is still in progress, more information will be shared by Evelyn at the next Committee Meeting.
- F. Board Audit: Ensure Service Standards are consistent with Mission, Vision, and Values Statement - Evelyn McOmie
This item is still in progress. The current service standards are not consistent with the most recent iteration of NLACRC’s Mission, Vision, and Values statements.

M/S/C (C. Blinn /G. Alvarado) To approve the revision of the current service standards to align with the newest Mission, Vision, and Values statements.

- G. COVID-19 Authorizations Status Update - Cristina Preuss
Extension for continued support services due to COVID-19. Service Coordinators are continuing assessments to determine the need for continuation of services and are not part of traditional service delivery.
- H. Review of Approval Process of Service for Consumers - Evelyn McOmie
Currently, when a service is requested, the IPP process begins. The timeline for IPP completion is 30 days after which, a POS is generated. NLACRC is looking to move away from the POS start dates on the 1st and 16th of the month, to meet the service standards. NLACRC management have instructed staff to initiate services upon the needs of the individuals. If approved, Evelyn will create a draft to be shared at the next Committee Meeting that will be proposed for submission to DDS.

M/S/C (B. Gatus /C. Blinn) to create a draft of revised Service Standards that reflect a timeline that meets the needs of the individuals for submission to DDS.

VI. Committee Business (Bi-Monthly) - Evelyn McOmie

Evelyn reviewed the reports as presented in the packet. This report reviews data for consumers broken down by various categories for Quarter 1, from July 1, 2022 through September 30, 2022.

- A. 1st Quarter Consumer Diagnostic Report - currently 25,874 individuals being served across all 3 locations.
- B. 1st Quarter Consumer Diagnostic Report by Age
 - Ages 3-9: 5,972
 - Ages 10-13: 3,265
 - Ages 14-17: 3,095
 - Ages 18-24: 4,316
 - Ages 25-40: 5,750
 - Ages 41-64: 2,776
 - Ages 65 and above: 700
- C. 1st Quarter Consumer Intake report - 1,973 individuals with intake completed
- D. 1st Quarter Exceptions Report - 85 exceptions approved, 0 denied, 0 alternate
- E. 1st Quarter Appeals/NOA Reports by Ethnicity/Age, etc. - 665 NOAs sent, 20 appeals filed
- F. 1st Quarter 4731 Report - 12 complaints received, 4 were substantiated and 7 Fair Hearings held
- G. 1st Quarter Community Resource Development Plan (CRDP) Report - itemizes the developmental centers where individuals reside or where they can potentially be housed. The Fairview, Lanterman and Sonoma locations have all been closed as of 2019. The plan lists facilities that are currently being developed, along with status updates.

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

- A. Staff Liaison role for the Committee and role within CM - Evelyn will be the staff liaison for the Committee. She will work closely to support Andrew Ramirez; she will also oversee the Case Management department. Evelyn will identify the person who will be heading up the Best Practices Subcommittee for the SDP Local Advisory Committee.
- B. FMS AB637 (SPD) Status Update - The proposal has been submitted to DDS. Evelyn will be meeting with the Department soon and will present any status updates to the Committee.
- C. Consumer Services Staffing Call Center update for AV/SCV - The new phone system will go live on November 10th, 2022. This will streamline all calls to be answered by an operator to best triage incoming calls.

VIII. Meeting Action Item Review

- A. Reference previous Minutes, Bylaws, and Lanterman Act to determine the Policy Steering Workgroup status and requirements - Lizeth Chavez
- B. Present 4731 Quarterly Data for committee review at the next meeting— Dana Lawrence
- C. Obtain POS Expenditure Data Reports for 7/1-12/31/2022 for committee review in February – Liz Chavez
- D. Create Intake Data by Location Report for committee review at the next committee meeting (November) – Carlo DeAntonio
- E. Create a draft of revised Service Standards that reflect a timeline that meets the needs of the individuals for submission to DDS – Evelyn McOmie

F.

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 October 19th Meeting
- B. 1st Quarter Consumer Diagnostic Report
- C. 1st Quarter Consumer Diagnostic Report by Age
- D. 1st Quarter Consumer Intake Report
- E. 1st Quarter Exceptions Report
- F. 1st Quarter Appeals/NOA Reports by Ethnicity/Age, etc.
- G. 1st Quarter 4731 Report
- H. 1st Quarter Community Resource Development Plan (CRDP) Report

X. Announcements / Information Items / Public Input

- A. Committee Attendance
- B. Next Meeting: Wednesday, November 16, 2022 at 6:00 p.m.

Richard Dier, Co-Chair for the SDP Local Advisory Committee, shared that he would like to speak with Andrew regarding the possibility of reporting out SDLVAC information at the Committee or Board meetings in the future.

George Alvarado shared that it is his birthday, the Committee wished George a great birthday.

XI. Adjournment

Andrew Ramirez adjourned the meeting at 7:42 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.*