

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

October 20, 2021

**Present:** Gabriela Herrera, Nicholas Abrahms, Cathy Blin, David Coe, Jennifer Koster, Alma Rodriguez, Rocio Sigala, Silvia Brooks Griffin – Committee Members.

Sharoll Jackson – Vendor Advisory Committee Representative

Jeremy Sunderland, Leticia Garcia, Angelina Martinez, Ana Quiles, Suad Bisogno, Lilian Martinez, Alexander Farkas, Tal Grinblat - Guests

Isabel Romero, Nancy Gallardo- Interpreters

Evan Ingber, Ruth Janka, Michele Marra, Ana Maria Parthenis-Rivas, Cristina Preuss, Kim Rolfes, Dr. Jesse Weller, Jennifer Williamson, Jazmin Zinnerman, Dr. Michael Fernandez, Gabriela Eshrati, Alan Darby, Marlene Vargas, Victor Vitalis, Sandra Rizo – Staff Members

**Absent:** Christina Cannarella, Jennifer Siguenza, Deshawn Turner

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**I. Call to Order & Introductions**

At 6:03 p.m., Gabriela Herrera, committee chair called the meeting to order.

**II. Public Input**

No public input

**III. Consent Items**

A. Approval of Agenda

M/S/C (D. Coe/N. Abrahms) To approve the agenda as presented.

B. Approval of Minutes of August 18<sup>th</sup> Meeting

M/S/C (D. Coe/C. Blin) To approve the August 18, 2021 minutes as presented.

#### **IV. Committee Business**

A. Committee FY2021-22 Priorities – Updated with Employment Priority

Committee reviewed the updated Employment Priorities for FY 2021-2022 that included the addition to support individuals in obtaining and maintaining competitive employment opportunities and/or internships.

**M/S/C (R. Sigala/C. Blin)** To approve the Committee FY2021-22 Priorities as amended.

B. 1<sup>st</sup> Quarter Consumer Diagnostic Reports

The First Quarter Consumer Diagnostic reports have been revised to streamline data, and a new graph for age group by diagnosis was added, based on recommendations from previous meeting. Reports were included in meeting packet on pages eight and nine for members to review.

C. 1<sup>st</sup> Quarter Consumer Intake Report

The Consumer Intake Report is a new report. In the first quarter of 2021/22 we had 803 individuals ages 3 and up. Total number of individuals in this first quarter was 1527 that came into our system. Graphs were included in meeting packet on page ten.

D. 1<sup>st</sup> Quarter Exceptions Report

Exemptions were removed from this report as they no longer apply to these service types now that regional centers are authorized to purchase camp, social recreational services, educational services and alternative nonmedical therapies.

A definition for exceptions was added to this report at the bottom, based on recommendations from previous meeting. Personal and behavioral assistance were removed from this report, thus reflecting now true exceptions for the quarter. Reports were included in meeting packet on pages eleven and twelve for member to review.

E. 1<sup>st</sup> Quarter Appeals/Notice of Actions/Hearings Reports

The data on these reports was updated to reflect the past three fiscal years. There was a total of 20 appeals filed in current quarter out of 622 notice of

actions that were sent.

The Notice of Actions line graph was updated to reflect number of appeals filed vs returned. The number of appeals received graph shows trends from previous quarters. The fair hearings chart show that we held six fair hearing of which, three were denied and three were dismissed. The Notice of Proposed Actions Reports by Ethnicity and Services for FY 2021-22 on page 18 had a clerical error which was corrected for Hispanic/Latino/Latina from 70 to 73 as the total.

We take various steps before a case is inactivated, and we want to add an additional strategy/step: Create a check list for parent mentors of all activities that occurred in attempts to contact a family. This is in addition to phone calls, letters, etc. A suggestion was made to use/build upon this new strategy for the parent's due process rights.

A new report that shows the breakdown by age, ethnicity and valley was added to the notice of action reports on page 19 of the meeting packet.

F. Quarterly 4731 Report

The Quarterly 4731 Report is required by DDS and is used to meet requirements for Welfare and Institutions code 4731 consumers' rights complaints. DDS uses the date on this report from all regional centers to report to legislators. This report was included in the meeting packet on page 20-21.

G. Quarterly Community Resource Development Plan (CRDP) Report

The Resource Development Plan Report used to be presented monthly and will now be presented on a quarterly basis per committee's request. This report has been updated for four vendors and was included as part of the meeting packet on pages 22-23.

H. Self-Determination Program Report

The Center has 62 participants that have transitioned into SDP. The Chief of Program Services reviewed the statewide implementation updates in the 2021 May Revise.

SDP Workbooks are now available at NLACRC in English/Spanish. NLACRC has openings for SDP Local Volunteer Advisory Committee and applications are being accepted through Oct. 31<sup>st</sup>. Please note that the start

time for this committee has changed to 6:30 p.m. effective this month. The Center has received a new allocation to support the implementation of SDP. DDS has appointed Katie Hornberger as the Acting Ombudsperson. Katie will be attending the November SDP local advisory committee.

A list of available FMS services, model and language was also provided as part of the meeting packet on pages 25-26 for member to review.

I. Monthly Consumer Competitive Employment Report

The Consumer Competitive Employment Report is sorted by Residence Type and by ethnicity for age range 18-77-year-old and working age consumers with no employment ages 18-59.

The Consumer Competitive Employment Report as of the end of September 2021 shows every individual that is competitively employed. This report will be generated monthly.

J. Restoration of Camping, Social Recreation, and Other Services

DDS issued a memo directing regional Centers to restore camping, social recreation and other services.

In memo DDS requests that regional centers provide information to service coordinators and outreach to consumers, families, etc. about these available services.

Each regional center is to submit an outreach plan to DDS by December 15, 2021. As such, we are revising our service standards to ensure they incorporate the restoration of these services. Once they are revised, the service standards and the proposed outreach plan will be brought to this committee (likely in November), then to the Board meeting, before it is submitted to the department.

K. Crisis Intervention Services

The Center has a vendor by the name of CBEM which is available 24 hours/day, 7 days/week. CBEM provides crisis intervention support regarding safety concerns, behaviors, etc. They currently have a mobile crisis team serving all three valleys, and they will be full face-to-face in November 2021. Our staff liaison to this provider is Megan Mitchell, Consumer Services Supervisor.

This service can be requested by anyone, but it still needs to be authorized and included in the individual program plan (IPP).

The committee inquired regarding how families are informed of this service. ACTION: Dr. Weller will assess with the case management team and report back to this committee in November.

A suggestion was made to have CBEM included as part of the IPP checklist annual meeting.

L. Aging Adult Specialist – Staff Introduction

We are very excited to welcome Marlene Vargas as our Aging Adult Specialist. Welcome Marlene!

M. Program Closures & Service Coordination

Dr. Weller reviewed the actions and steps that NLACRC takes in the event of a program closure.

N. Board Audit: Ensure the service standards are consistent with the center's mission, vision, and values statement

It was confirmed that the Center's service standards are consistent with our mission, vision, and values statements. We will see more of this via our inclusion initiative.

**V. Chief of Program Services Report (Jesse Weller)**

Chief of Program Services gave his report which touched on NLACRC's Diversity, Equity, and Inclusion Initiative, Proposed Action for Regulations on Participant Directed Services, the DDS Service Access & Equity Grants, the Pfizer Vaccine Booster Dose, upcoming topics for Town Hall meetings (Disaster Preparedness & Safety Planning during Emergencies – October 21, 2021 1:30-2:30 p.m.), the Roundtable with Stanford University (November 17, 2021 3-4 p.m.), Different Thinkers, Different Learners training series upcoming dates (October 26<sup>th</sup> & November 23<sup>rd</sup> 10-11:30 a.m.), Festival Educacional (November 6, 2021 8:30am-1:30pm), and the monthly groups (Alianza de Hombres – Oct. 12th, Cafecito Entre Nos – Oct. 14th, Aprendiendo Entre Nos – Oct. 21<sup>st</sup>, FFRC Support Groups).

A suggestion was made to add the times to the monthly groups for next meeting Chief of Program Services report.

## **VI. Board Meeting Agenda Items**

The following items were identified for the committee's section of the November 10, 2021 board meeting agenda:

- A. Minutes of the October 20th Meeting
- B. 1st Quarter Consumer Diagnostic Reports
- C. 1st Quarter Consumer Intake Report
- D. 1st Quarter Exceptions Report
- E. 1st Quarter Appeals/Notice of Actions/Hearings Reports
- F. Quarterly 4731 Quarterly Report
- G. Approval of Committee's Priorities for FY 2021-22

## **VII. Announcements / Information Items / Public Input**

- A. Next Meeting: Wednesday, November 17<sup>th</sup> at 6:00 p.m. (via Zoom).

No public Input

## **VIII. Adjournment**

Gabriela, committee chair adjourned the meeting at 7:33 p.m.

Submitted by:

*Sandra Pizzo*

Executive Admin. Assistant

