

North Los Angeles County Regional Center
Strategic Planning Committee Meeting Minutes

May 31, 2022

Present: Marianne Davis (Chair), Leticia Garcia, Lillian Martinez, Ana Quiles, Alan Darby, Curtis Wang, Ruth Janka, Dr. Jesse Weller – Committee Members

Lizeth Chavez, Clarence Foster, Robert Dhondrup, Vini Montague, Evelyn McOmie, Jazmin Zinnerman – Staff Members

Ami Sullivan – Kinetic Flow, Lucy Paz-Interpreter, Jasmine Barrios-Minutes Services
- Guests

Absent: Dr. Michael Fernandez, Orli Almog

I. Call to Order & Introductions

Marianne Davis called the meeting to order at 6:00 pm.

II. Public Input

No public input.

III. Consent Items

A. Approval of Agenda – (Page 2)

M/S/C (C. Wang/L. Garcia) To approve the Agenda as presented.

B. Approval of Minutes of May 2nd Meeting – (Page 3)

M/S/C (C. Wang/R. Janka) To approve the May 2nd Meeting Minutes as presented

C. Approval of Minutes of May 23rd Meeting – *deferred*

IV. Committee Business

A. Strategic Plan Draft Update – Amy Sullivan (Page 9)

Ami Sullivan reviewed the edits to the draft that were made since the last meeting. Each item in the plan was reviewed and edited to prevent duplication and to align each outcome under the most appropriate focus area. The metrics were also reconfigured, there is not 1 measurement per action item listed as in the matrix, there is 1 measurement per strategy area identified in the draft. This does not imply that the measurements listed in the matrix cannot be accomplished, only that it is not noted

in the Strategic Plan in order to highlight high-impact assessments.

Outcome Measurements pages list goals for each strategy area and scores that were taken from available input, the matrix, POS Expenditure Data and from the Employment and Individual/Family Satisfaction survey which are noted in the Plan where applicable. In addition, all established benchmarks were removed from the draft (Meets Expectations, Exceeds Expectations, etc.) as there are other methods of measurement such as counts, ratings, yes/no, etc., that would be more accurate and trackable.

Ami recommended the Committee make last minute revisions to the draft to ensure that the Plan is reflective of NLACRC and establish a timeline for completion before presentation to the Board in June.

Notable edits from the Committee that were made to the draft as presented in the packet are outlined below:

Page 16 - Revision: Ensure all staff have access to multicultural plan that embraces target audiences, training and supports including bilingual supports to ensure all communications, use the most appropriate language and culturally aligned terms and definitions.

Page 17 – Proposed Outcome Measure Addition: Training: Communication metric

The timeline of the draft was discussed at length. It was acknowledged that each focus area would require a supervisor to oversee items in their respective department. Additional staff needed for this task include a Health and Wellness Specialist (for staff), a Housing Specialist and a Strategic Planner Specialist. The Strategic Planner would manage the dashboard for the Plan and check-in with staff regularly to ensure that the timeline goals are being met. Quarterly updates on the Plan will be given to the Committee throughout the fiscal year.

Leticia Garcia recommended approving the plan but with the addition of a general timeline included for each focus area similarly listed in the matrix. The timeline would be general (Year 1, Year 2, etc.) but would detail tiers and dates for rollouts. It was decided that the timelines would be determined and presented at the next Committee Meeting in August.

M/S/C M. Davis called for a vote to adopt the Strategic Plan Draft as a 4-year plan for presentation to the Board. In favor: L. Garcia, M. Davis, R. Janka, C. Wang, A. Darby, J. Weller. Opposed: A. Quiles, L. Martinez. The motion was passed.

M/S/C M. Davis called for a vote to adopt the Strategic Plan Draft as revised with eventual timelines for focus areas for presentation to the Board. In favor: L. Garcia, M. Davis, R. Janka, C. Wang, A. Darby, J. Weller, A. Quiles, L. Martinez. No oppositions. The motion was passed.

1. Matrix and Metrics Update – Ami stated that she will update this Matrix and

review with Dr. Weller at another time.

B. Strategic Communication Plan – Ami Sullivan (*Page 72*)

The goal of this Communication Plan is to communicate what NLACRC is trying to achieve and list realistic expectations of the process. Also, the Plan helps ensure that the Values, Mission and Values are embedded into the organization.

Ami reviewed the Communication Plan as presented in the packet which is in the beginning draft stages.

Communications regarding the strategic plan should:

Ensure that the Strategic Plan communication mediums are flexible, broad and varying.

Outline the history and process, highlighting stakeholder involvement.

Engage stakeholders in the Plan both conceptually and in relatable examples.

Communications Questions: how to ensure the strategic plan is user-friendly, how it will be transparent and visible to the community and how to embed the Strategic Plan in the work of the Board/Staff.

Sets timelines for Board approval and adoption followed by release to Staff, Providers, Individuals/families, and community. Reinforce communication strategy and regular intervals. Stakeholder outreach platforms for employees, service providers, individual/families, partners, and potential allies.

C. Draft CY2023 Performance Contract Flyer – Robert Dhondrup

Robert Dhondrup presented the draft for the Performance Contract Public Meeting flyer. With approval from the Committee, the flyer will be disseminated, and the meeting will take place on August 23, 2022. The flyer is in a trifold format and is bilingual, presented in both English and Spanish in one flyer. A link to the Performance Contract Survey is being finalized and will also be included in the final draft for dissemination by mail, email blast and social media no later than June 6th.

Marianne recommended a flat or bi-fold flyer as well as using a serif font and using both upper- and lower-case letters for better readability on the flyer.

Suggested revision: “Learn how NLACRC is helping consumers get jobs, services and housing” changed to “We are inviting consumers and families to provide feedback on our services. Help NLACRC set our goals for 2023...” or something similar to better reflect the purpose of the Performance Contract meeting and to help better solicit feedback from the community.

Robert will make the applicable revisions to the flyer and will present the updated draft at the August Committee Meeting.

VI. Board Meeting Agenda Items

The following items were identified for the Committee's section of the June 8th Board Meeting agenda:

- A. Minutes of the May 2nd Meeting
- B. Minutes of the May 23rd Meeting
- C. Draft CY2023 Performance Contract – *deferred*

VII. Announcements / Information Items / Public Input

- A. Next Meeting: TBD in August

Curtis Wang noted that this was his last meeting as a member of the Committee, he thanked everyone for their support. Several members of the Committee thanked Curtis for his service.

Ami Sullivan thanked the Committee for the extensive work done in developing the Strategic Plan. Marianne and Dr. Weller also expressed thanks to Ami as well as the Committee and staff members for all of their hard work on the Strategic Plan.

VIII. Adjournment

Marianne Davis, Committee Chair, adjourned the meeting at 8:12 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.*