

North Los Angeles County Regional Center
Consumer Services Committee Meeting Minutes

September 18, 2024

Present: Rocio Sigala, George Alvarado, Cathy Blin, Anna Hurst, Kelley Coleman, Jennifer Koster, Laura Monge, Alma Rodriguez, Vivien Seda, Rocio Sigala, Sharon Weinberg–

Committee Members

Evelyn McOmie, Vini Montague, Cristina Preuss, Silvia Renteria-Haro, Dana Lawrence, Kimberly Visokey, – **Staff Members**

Ana Quiles, Mark Wolfe – DDS Tech Advisor, Nicholas Mendoza - Guests

Absent: James Henry

I. Call to Order & Introductions

Evelyn McOmie called the meeting to order at 6:01 pm.

II. Public Input

There was Public Input to let the committee know of difficulties that were had with the link to the meeting

Richard Dier raised his concerns about the committee's role and its inability to speak at board meetings or committee meetings about its assigned topic. Richard emphasized the committee's vital connection to senior management and the board, as well as its mandated role established by North La pursuant to the Lanterman Act.

IV. Consent Items

B. Approval of Minutes of April 17th Meeting

M/S/C (N. Abrahms/J. Kosta) To approve the meeting minutes as presented.

V. Committee Business - Evelyn McOmie

A. Annual Committee Orientation– Evelyn McOmie

Evelyn led the Committee Orientation, where she outlined the roles and responsibilities of the Consumer Services Committee. She emphasized the importance of reviewing and recommending standards and policies consistent with the needs of regional centers and consumers. Evelyn also discussed the committee's duties, including reviewing service standards, analyzing planning in consumer services, and considering data reporting for consumer management and clinical services. She mentioned that the committee meets bi-monthly and the agenda is prepared by the chairperson and Deputy Director. Evelyn also reviewed the bylaws and the Board Audit section, which includes questions about the mission statement, service standards, and community placement plan goals. She concluded the orientation portion of the meeting and moved on to the volunteer selection for the committee chair.

- D. Volunteer to Serve as Committee Chair – Evelyn McOmie
Evelyn led a discussion about finding a volunteer to chair. After volunteers were identified and an anonymous vote was held. With four individuals potentially taking on the chair position and two for the position of Co-chair, Rosie Sigala was chosen as the chairperson and Vivian Seda as the co-chair.

- B. Review and Finalize the Committee Priorities for FY 2024-25
The Committee reviewed the Committee Priorities, FY 2024-25

M/S/C (V. Seda/G. Alvarado) To approve the Committee Priorities, FY 2024-25 as presented.

- C. Review and Approve the Committee Critical Calendar for FY 2024-25
Evelyn led a discussion on a revision to the critical calendar. The Social Recreational Camp and Non-Medical Therapies report needs to be added. This report was being presented at Administrative Affairs committee meeting but it was decided that this report needed to be presented here at Consumer Services Committee. The committee discussed whether this report should be presented bi-monthly, quarterly, or semi-annually, and the committee agreed on quarterly.

M/S/C (Vivian Seda/Cathy Blin) Motion to approve the Committee Critical Calendar with the addition of the Social Rec Report quarterly from the Administrative Affairs Committee.

VI. Committee Action Items

- A. Ensure CSCs disseminate accurate information re: DDS directive on Social Recreation Update - Evelyn McOmie

Evelyn shared with the committee that this information is to ensure CSC's are disseminating accurate information regarding DDS directives on Social Rec updates.

The latest information came from DDS on September 10th. This allows for FMS's to pay parents through POS, service code. O24. What this means for the families is that they can be reimbursed directly through the FMS, not Regional Center, through an O24. We are going to build this into our process, with updates to our instructions for Service Coordinators, trainings, development of a Learning Management System, and several other tools.

- B. SDLAC Role within Committee Discussion– Rosie Sigala– **Deferred**

C. Review Revisions to Service Standards E.S. Eligibility - Case Finding & Public Info Section
– Evelyn McOmie

Evelyn presented the Service Standards, dated January 11, 2023 that were submitted to Department September 19th, 2023. She also informed the committee that these service standards were previously approved and submitted to the department. We are now notifying the committee that they did come back with feedback. The committee reviewed the service standards with revisions recommended by DDS.

D. Purchase of Services (POS) Expenditure Survey Response Summary Report – Evelyn McOmie

The Purchase of Service POS Annual Report and semi-annual purchase survey were presented. Evelyn informed the committee that this was the survey that was gathered from the community when the purchase of service presentation was done back in March of 2024.

VII. Committee Report Updates

A. Purchase of Service (POS) Annual Report to DDS for FY 2022-23– Evelyn McOmie

Evelyn informed the committee that this is . This was the survey that was gathered from the community when the purchase of service presentation was done back in March of 2024.

She also clarified that Purchase of Service (POS) Annual Report to DDS for FY 2022-23, which is included in the packet, is the entire report that goes to the department. The survey that was requested to be presented is embedded in the POS report. This is also the report that goes to DDS with all our information.

Evelyn opened for questions / discussion. There was none.

B. Semi-Annual Purchase of Service (POS) Expenditure Data Report – Cristina Preuss

Cristina explained to the committee the purpose of this report, explaining that the Semi-Annual Purchase of Service (POS) Expenditure Data Report provides the committee with an idea of so far, within the fiscal year 2323-24, what the expenditures are, according to the different service codes.

The information provided in this report includes respite on personal assistant, the demographics by age, group, etc.

Cristina opened for questions / discussion. There was none.

C. Self-Determination Program Report - Silvia Renteria-Haro

Silvia presented the implementation report and reviewed the number of consumers that we have in the program:

Participants have completed Orientation from 2019-Present: **913** (increased by 22)

Total number of budgets that are certified: **483** (increased by 21)

Total number of spending plans that are approved: **414**

Total number of spending plans in progress: **68**

Total number of PCP's completed: **446** (increased by 19)

Total number of participants that did not continue after receiving budget: **3**

Total number of participants that have opted out of SDP: **7** (increased by 1)

Total number of Inter-Regional Center Transfers (out): **5** (increased by 1)

Participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: **414** (21 transitions)

1. SDLVAC Board Liaison Report

Silvia presented the growing self-determination program, transition data, budgets, and plans for expanded coaching. She advised that the SDLVAC will be reallocating funds to coaching, seeing that there is now a great need for this. She continued by explaining that the new coaching plan will cover several different areas, including individual and group coaching, and support groups with translation.

Silvia also talked about the open position available on the SDLVAC Committee. She invited anyone that is interested to please submit their application to her.

D. Semi-Annual Consumer Competitive Employment Report – Vini Montague

Vini presented the competitive employment report. She explained that this report compares the consumers employment data. This report is now going semi-annual rather than monthly, as previously done. The report is comparing January versus June with competitive employment data. There is a report by residence type, and then the second that compares the same data by ethnicity.

Vini opened for questions / discussion. There was a brief discussion on what goals or improvements can be seen when reading the reports. Vini addressed this and agreed that in future report outs she would highlight areas of improvement. It was also requested that Vini gather information on employment initiatives and programs for the next meeting.

E. Semi-Annual Consumer Diagnostic Report – Evelyn McOmie – **Deferred**

F. Semi-Annual NOAs by Ethnicity/Location/Services & Age Range Report– Evelyn McOmie – **Deferred**

G. Semi-Annual 4731 Report – Dana Lawrence

Dana discussed the annual complaint report, with IPP planning and timely notice identified as areas needing improvement.

Dana also discussed various complaints and violations against vendors, including a mandated reporting issue, an improper hold on a consumer, and a staff member causing an injury to a consumer. The committee agreed to redact the names of the vendors and individuals involved in future reports for privacy and liability reasons. Anna Hurst, Board asked about tracking multiple complaints against individual employees, to which Evelyn explained the process of removing potential threats, conducting investigations, and reporting to the committee. Evelyn also clarified that the Regional Center does not

terminate every vendor, but only those with substantiated violations. The committee agreed to maintain confidentiality in all investigations.

H. 4th Quarter Intake Data by Location Report – Evelyn McOmie

Evelyn explained that the report that is in the packet is the intake data by location report. She pointed out that one of the action items from our last committee meeting was to include a footnote for clarification on the information that's being presented. That footnote is now there and shows the reason for the fluctuation in percentage.

Evelyn opened for questions / discussion. There was none.

I. 4th Quarter NOAs/Appeals Report (April/June) – Evelyn McOmie – **Deferred**

J. 4th Quarter Disparity Committee Report – Cristina Preuss

Cristina reviewed the information as presented in the packet, noting that this is for quarter 4, which included the months of April, May, and June.

The committee is looking at creating committee subgroups and the focus areas that they have chosen that are very important for our families and the individuals that we serve is to really focus on emergency preparedness, on competitive employment opportunities and on healthcare access. As they continue to meet on a monthly basis with, they will be providing input updates on what work they have done in the community.

In this quarter we also provided information of anything that is happening in our community as part of the outreach that can happen as well as determining what are some of the challenges that they see to getting our individuals to be employed, trained, and ready to be accepted by employers.

VIII. Meeting Action Item Review

1. Board Support to confirm and check the website link for future meetings to ensure proper access.
2. Board Support to update Administrative Affairs and Consumer Services critical calendars to move the Social Rec report from Administrative Affairs to Consumer Services.
3. Committee Staff to add the deferred SDLAC role discussion item to the next meeting agenda.
4. Vini to gather information on employment initiatives and programs for the next meeting.
5. Dana Lawrence to redact complainant and vendor names from future 4731 reports used in public forums and meetings.
6. Dana to review and potentially revise the process for presenting 4731 complaint data in committee meetings.
7. Committee Staff to add deferred reports, VII.E, VII.F and VII.I, to the next meeting agenda.
8. Board Support to update the committee attendance list to include Sharon as the VAC representative.

IX. Board Meeting Agenda Items

1. Purchase of Service (POS) Annual Report to DDS for FY 2022-23
2. Semi-Annual Purchase of Service (POS) Expenditure Data Reports
3. Committee Priorities for Next FY 2024-25
4. Service Standards Revisions – E.S. Eligibility – Case Finding & Public Info Section

X. Announcements / Information Items / Public Input

- A. Committee Attendance
- B. Next Meeting: November 20, 2024, at 6:00 p.m.

XI. Adjournment

Vivian Seda adjourned the meeting at 7:20 p.m.

Submitted by:

Kimberly Visokey

Executive Administrative Assistant

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

