

**NORTH LOS ANGELES COUNTY REGIONAL CENTER (NLACRC)
9200 OAKDALE AVENUE, SUITE 100
CHATSWORTH, CA 91311**

**MINUTES OF THE BOARD OF TRUSTEES MEETING
HYBRID MEETING – NLACRC SANTA CLARITA VALLEY OFFICE/ZOOM
NOVEMBER 12, 2025 6:00 P.M.**

BOARD OF TRUSTEES:

Sharmila Brunjes (President), Juan Hernandez (Vice President), Curtis Wang (Secretary), Anna Hurst (Treasurer), Leticia Garcia (ARCA Rep), Alex Kopilevich (VAC Chair), George Alvarado, Cathy Blin, Nicholas Abrahms, Jason Taketa, Jeremy Sunderland, Laura Monge, Jennifer Koster

ABSENT:

Jason Taketa, Jacquie Colton, Blanca Chavez

STAFF:

Angela Pao-Johnson - Executive Director, Evelyn McOmie – Deputy Director, Vini Montague – Chief Financial Officer, Silvia Renteria-Haro, Donna Rensch, Sarah Yap, Arezo Abedi, Lindsay Granger

GUESTS:

Xochitl Gonzalez – DDS, Brian Winfield – DDS, Marianita, Richard Dier

1. INTRODUCTIONS AND CALL TO ORDER

There being a quorum present, and adequate and proper notice of the meeting having been given, the meeting was called to order at 6:00 p.m.

The Sharmila Brunjes, Board of Trustees President, shared the mission and vision of the NLACRC and reminded attendees of the Board of Trustees Civility Code.

2. IMPACT STORY FROM INDIVIDUAL SERVED

Angela Pao-Johnson shared a video from the Empower Expo at CSUN on October 12th.

3. BOARD MEMBER ATTENDANCE/QUORUM

Board members were confirmed in attendance either in person or on Zoom.

4. AGENDA – APPROVAL

A correction was made to the agenda, changing the length of time for item H to be 10 minutes not 3 minutes.

Absent objection, it was resolved to approve the agenda as amended. Motion carried.

The agenda was amended to address a motion regarding speaking time during discussion and debate.

Juan Hernandez made a motion to reduce speaking time from 10 minutes per speaker to 3 minutes per speaker for the duration of the meeting. Laura Monge seconded the motion. All other provisions of Robert's Rules of Order would remain in effect.

During discussion, Alex Kopilevich asked how situations would be handled if someone needed more time. It was clarified that speakers may speak twice on a motion and may request extended time through a separate motion. It was also noted that this change is temporary for this meeting only; making it permanent would require placing the item on a future agenda and approving it by board vote.

With no further discussion, the motion passed with no noted abstentions.

On a motion made by Juan Hernandez, seconded by Laura Monge, it was resolved to change speaking time from 10 minutes to 3 minutes per person during debate or discussion. Motion carried.

5. PUBLIC INPUT & COMMENTS—RESERVED FOR AGENDA ITEMS

Jon Francis, who provided comments related to the Self-Determination Program (agenda item 12). Mr. Francis expressed appreciation for recent DDS directives and highlighted the strong efforts of participants, families, and advocates to support and strengthen the program. He noted that the majority of individuals in Self-Determination are acting in good faith, are highly engaged, and are committed to collaboration, despite isolated instances of misuse. He encouraged the board to continue working with the community to guide and improve the program within NLACRC.

6. CONSENT ITEMS

Sharmila Brunjes explained that all consent items are typically approved in one motion unless a board member or member of the public requests separate discussion or action.

M/S/C With no objections raised, the board approved Consent Items A, B, and C as presented. Motion carried.

7. ACTION ITEMS

7.1 New Recruitment Marketing Documents to Include Board Composition Requirements

Sharmila Brunjes presented the nominating committee's recommendation regarding updates to new board recruitment materials. Sharmila Brunjes explained that the board previously approved the full FY 2025–26 recruitment marketing plan in May; therefore, the proposed update applies only to new recruitment materials developed moving forward.

Sharmila Brunjes stated that the nominating committee has set a goal to expand the board from 15 to 18 members by the 2026–27 fiscal year. To support compliance with the Lanterman Act (WIC §4622) and the Department of Developmental Services' board composition requirements, the committee recommends including current board composition needs in all new recruitment materials. At this time, the board needs two Latino members and one additional member of any ethnicity to meet DDS's ethnic-racial formula as the board moves toward the 18-member target.

Sharmila Brunjes emphasized that NLACRC is committed to equitable, non-discriminatory recruitment that reflects the diversity of the community served, while also meeting statutory requirements. With seven positions remaining to be filled, the nominating committee will re-evaluate composition needs once the board reaches 18 members.

During discussion, a question was raised regarding the purpose of including composition requirements in recruitment materials. Sharmila Brunjes clarified that the intent is to communicate compliance needs transparently and encourage qualified applicants to apply.

M/S/C (Jennifer Koster/Curtis Wang) On a motion made by Jennifer Koster, seconded by Curtis Wang, it was resolved to approve the Nominating Committee's recommendation to include composition requirements in all new board member recruitment marketing materials. Motion carried.

7.2 Approval to Update Document Titles and Classifications to Reflect Appropriate Designation as Procedures or Guidelines

Sharmila Brunjes introduced Action Item B and turned the presentation over to Angela Pao-Johnson.

Angela Pao-Johnson explained that the recommendation came from the board attorney, who noted that any document labeled as a *policy* must be formally approved by the Board of Trustees and posted on the NLACRC website for transparency. Upon review, NLACRC identified over 100 documents mislabeled as policies. Many of these documents should instead be classified as procedures, guidelines, or practices.

NLACRC will update document titles and classifications accordingly. Only documents that meet the criteria for formal policies will continue to be presented to the board for approval and posted publicly. All reclassification efforts will take effect immediately.

A brief question was raised about the implementation timeline, and it was confirmed that changes would begin immediately.

M/S/C (George Alvarado/Jennifer Koster) On a motion made by George Alvarado seconded by Jennifer Koster, it was resolved to approve updating document titles and classifications to reflect appropriate designation as procedures or guidelines. Motion carried.

7.3 Approval to Authorize Officer to Secure Worker's Compensation for Calendar Year 2026

Vini Montague, Chief Financial Officer, presented Action Item C.

Vinnie Montague explained that NLACRC's workers' compensation insurance operates on a calendar-year cycle, unlike other insurance policies that follow the fiscal year. The current workers' compensation policy expires on December 31, 2025. NLACRC's insurance broker is actively seeking quotes for the 2026 policy year.

This item originated from the Executive Finance Committee (EFC), which previously reviewed and recommended forwarding it to the full board for approval. The requested action was for the Board of Trustees to authorize an officer to secure workers' compensation insurance for calendar year 2026 once an appropriate policy is identified.

M/S/C On a motion made by George Alvarado, it was resolved to approve and authorize an officer to secure worker's compensation for calendar year 2026. Motion carried. As the recommendation originated from the committee, no second was required.

7.4 Approval of POS CPP Startup Contract

a. Brilliant Corners – Wyse, PL1864, Contract Amendment

Chief Financial Officer Vini Montague presented the first CPP Purchase of Services contract amendment. This item had been reviewed and recommended by the Executive Finance Committee (EFC) in September.

The amendment is the Fifth Amendment to a CPP housing agreement from FY 2024 and increases the funding amount from \$1,072,103 to \$1,090,603. The Department of Developmental Services (DDS) has already approved the increased funding.

M/S/C As the recommendation came from the Executive Finance Committee, only a motion was required. On a motion made by Jennifer Koster, it was resolved to approve the Brilliant Corners – Wyse, PL1864, Contract Amendment. Motion carried.

b. Brilliant Corners – Avenue N4, PL2187, Contract Amendment

Vini Montague presented a second CPP Purchase of Services contract amendment that had been deferred and not reviewed at EFC.

This amendment increases the maximum funding amount by \$311,635, bringing the updated total to \$788,588. The funding shift moves the contract from FY 2023 funds to FY 2025 funds, both of which have been approved by DDS.

M/S/C (Curtis Wang/George Alvarado) On a motion made by Curtis Wang, seconded by George Alvarado, it was resolved to approve the Brilliant Corners – Avenue N4, PL2187, Contract Amendment. Motion carried.

7.5 FRC FY2025-2027 Contract Amendment

The board reviewed Action Item E, a contract amendment for the Family Resource Center (FRC), which operates under contract with California State University, Northridge (CSUN). This item had not previously been presented at a committee.

Chief Financial Officer Vini Montague explained that this is the First Amendment to the FRC's existing three-year operations contract for the term July 1, 2024 – June 30, 2027, consistent with DDS's requirement that FRC contracts span three fiscal years.

The Department of Developmental Services (DDS) approved an increase in the annual funding allocation for the FRC from \$207,187 to \$227,357 per fiscal year. This adjustment increases the total contract value from \$621,561 to \$682,071. DDS has already approved the funding increase and instructed NLACRC to amend the contract; the board's approval serves to confirm that change.

Questions were raised during typical contract duration (three years per DDS guidelines) and future renewals after 2027 (expected to continue in three-year cycles if DDS maintains funding).

M/S/C (Jennifer Koster/George Alvarado) On a motion made by Jennifer Koster, seconded by George Alvarado, it was resolved to approve the FRC FY2025-2027 Contract Amendment. Motion carried.

7.6 Approval of Report on Personnel Classifications

a. Report on Personnel Classifications, Effective June 21, 2021

The board reviewed an updated Report on Personnel Classifications following additional corrections required by CalPERS after its recent audit. Although the board previously approved an earlier version in May, CalPERS requested further updates—including formatting corrections—and required the revised report to be re-approved.

Chief Financial Officer Vini Montague outlined the updates to the report effective June 21, 2021, which included:

- Correcting the effective date from July 1, 2021 to June 21, 2021, per CalPERS findings.
- Updating the header to read “Minimum to Maximum Salary Range” instead of “Salary Range.”
- Adding a previously omitted position—Public Information and Training Supervisor—to page 9.
- Updating the board adoption date.

M/S/C (Jeremy Sunderland/Cathy Blin) On a motion made by Jeremy Sunderland, seconded by Cathy Blin, it was resolved to approve the Report on Personnel Classifications, Effective June 21, 2021. Motion carried.

b. Report on Personnel Classifications, Effective July 1, 2022

The board reviewed the updated Report on Personnel Classifications effective July 1, 2022. Chief Financial Officer Vini Montague noted that CalPERS requested cosmetic updates only. The changes included:

- Updating the header from “Salary Range” to “Minimum to Maximum Salary Range.”
- Updating the board adoption date.
- No other changes were made to this report.

M/S/C (Nicholas Abrahms/Curtis Wang) On a motion made by Nicholas Abrahms, seconded by Curtis Wang, it was resolved to approve the Report on Personnel Classifications, effective July 1, 2022. Motion carried.

c. Report on Personnel Classifications, Effective February 17, 2023

The board reviewed the Personnel Classification Report effective February 17, 2023, which required cosmetic and formatting updates requested by CalPERS, along with corrections to several identified errors. Chief Financial Officer Vini Montague outlined the changes, which included:

- Updating the header to “Minimum to Maximum Salary Range.”
- Correcting three salary amount errors, including minor rounding issues and a misprinted rate.
 - Each incorrect amount was crossed out and replaced with the accurate figure.

M/S/C (George Alvarado/Alex Kopilevich) On a motion made by George Alvarado, seconded by Alex Kopilevich, it was resolved to approve the Report on Personnel Classifications, Effective February 17, 2023. Motion carried.

d. **Report on Personnel Classifications, Effective February 26, 2024**

The board reviewed the Personnel Classification Report effective February 26, 2024, which required formatting updates requested by CalPERS. Chief Financial Officer Vini Montague noted the following changes:

- Updating the header to “Minimum to Maximum Salary Range.”
- Updating the revision and board adoption dates at the bottom of the report.
- No additional changes were made.

M/S/C (Curtis Wang/George Alvarado) On a motion made by Curtis Wang, seconded by George Alvarado, it was resolved to approve the Report on Personnel Classifications, Effective February 26, 2024. Motion carried.

e. **Report on Personnel Classifications, Effective January 13, 2025 (Deferred)**

Chief Financial Officer Vini Montague advised that issues were identified in this report and recommended deferring it.

M/S/C (Jennifer Koster/Nicholas Abrahms) On a motion made by Jennifer Koster, seconded by Nicholas Abrahms, it was resolved to defer the Report on Personnel Classifications, Effective January 13, 2025. Motion carried.

f. **Report on Personnel Classifications, Effective February 24, 2025**

The board reviewed the updated Personnel Classification Report effective February 24, 2025. Updates included:

- Formatting changes, including updating the header to “Minimum to Maximum Salary Range.”
- Removal of positions that have been sunset (shown as crossed out).
- Addition of new positions, highlighted in green in the report, including:
 - IT Supervisor
 - PRA Specialist
 - Service Coordinator Specialist – Enhanced Caseload
 - Senior Psychological Services Specialist
 - Training and Development Manager
 - Training Specialist
 - Case Management Training Facilitator
 - Training Specialist – Instructional Designer

M/S/C (Jennifer Koster/George Alvarado) On a motion made by Jennifer Koster, seconded by George Alvarado, it was resolved to approve the Report on Personnel Classifications, Effective February 24, 2025. Motion carried.

7.7 Approval of Report on Personnel Classifications effective March 10, 2025 – (Deferred)

Staff requested that Action Item G, the Personnel Classification Report effective March 10, 2025, be deferred.

M/S/C (George Alvarado/Jennifer Koster) On a motion made by George Alvarado, seconded by Jennifer Koster, it was resolved to defer this action item. Motion carried.

7.8 Approval of Executive Director's Year 2 Goals

Executive Director, Angela Pao-Johnson presented the second-year goals, previously shared at the Board Retreat, to ensure transparency for both the Board and the community.

Goal 1: Improve Service Delivery & Coordination

- Launch a new strategic plan with updated mission, vision, and values.
- Standardize staff training and case management across campuses to ensure consistency among staff with varying tenure.
- Strengthen technology systems, including:
 - Hiring an IT Director (completed).
 - Improving intranet accessibility and staff self-service tools.
 - Enhancing the vendor portal.
 - Exploring a *closed AI system* to streamline administrative tasks and support more qualitative family engagement.
 - Increasing intranet usability and employee adoption.
 - Meet statutory caseload ratio requirements and DDS IPP survey mandates outlined in Special Contract Language.

Angela Pao-Johnson shared that the Center will launch a new strategic plan featuring updated mission, vision, and values to guide organizational efforts. The need to standardize staff training and case management across all campuses was discussed, noting that staff have been onboarded over many years and at varying levels of experience. Ensuring that both long-tenured and newly hired employees receive consistent training is a priority.

Several technology improvements were highlighted, including the recent hire of an IT Director, enhancing intranet accessibility, expanding staff self-service tools, updating the vendor portal, and exploring the development of a closed AI system to streamline administrative tasks. This would allow staff to focus more time on qualitative work and relationship-building with families. Plans to improve usability and adoption of the employee intranet were noted. Additionally, NLACRC is committed to meeting statutory caseload ratio requirements and fulfilling DDS IPP survey expectations as outlined in Special Contract Language.

Goal 2: Legislative Advocacy

- Continue to build strong relationships with legislators.
- Aim for measurable outcomes in 4 of every 10 meetings, such as town hall participation, policy support, or advancement of NLACRC priorities.

Angela Pao-Johnson described NLACRC's efforts to strengthen legislative relationships and emphasized the importance of ensuring these interactions produce measurable outcomes. The goal established by Angela Pao-Johnson is for at least four out of every ten legislative meetings to result in tangible partnership or support, including participation in legislative events, adoption of policy priorities, or other collaborative outcomes.

Goal 3: Consumer & Family Engagement

- Maintain outreach at two LAUSD transition programs (Miller and Leachman) and add a third site.
- Track engagement to determine if outreach leads families to seek services.
- Support year-round community engagement opportunities.
- Resume Board involvement in community/vendor visits to identify issues and develop solutions.

Angela Pao-Johnson outlined ongoing outreach at two LAUSD transition programs (Miller and Leachman) and stated the intention to add a third site. Angela Pao-Johnson noted

that NLACRC will track engagement to determine whether outreach efforts lead families to seek services. Angela Pao-Johnson emphasized the importance of year-round community engagement and expressed enthusiasm for resuming Board participation in community and vendor site visits to help identify issues and develop responsive solutions

Goal 4: Transparent Board-Executive Relationship

- Implement the three-year ARCA-developed board onboarding plan, ensuring:
- Tiered learning tracks based on member experience and comfort level.
- Strong collaboration with the Board in developing and refining the plan.
- Annual Board participation in at least one NLACRC event.
- Quarterly and semi-annual progress reporting.
 - Focus on onboarding that is manageable and tailored for Board members with different time constraints and levels of background knowledge.

Angela Pao-Johnson discussed the implementation of the three-year ARCA-developed board onboarding plan. This includes creating tiered learning tracks based on board members' varying levels of background knowledge and comfort. Angela Pao-Johnson emphasized that this plan will be developed collaboratively with the Board, with a draft to be brought forward for input. The plan also includes annual Board participation at an NLACRC event and ongoing quarterly and semi-annual progress reporting. Angela Pao-Johnson noted the importance of designing an onboarding approach that is manageable and adaptable for board members who may have different schedules and responsibilities.

Goal 5: Healthy Financial Stewardship

- Partner with Vini to provide clear, accessible quarterly financial training.
- Assess baseline Board knowledge to tailor training content.
- Provide transparent fiscal reports to support effective Board governance.

Angela Pao-Johnson shared will closely with Vini to provide clear and accessible quarterly financial training for board members. NLACRC will begin by assessing the Board's current financial knowledge to determine which topics require further focus. The importance of delivering financial information in a transparent and understandable way to support effective governance was stressed.

Board members asked whether SELPA programs in the Antelope Valley or Santa Clarita could be included in future outreach efforts. Angela Pao-Johnson agreed to explore that possibility. Questions were also raised regarding how the redesigned onboarding plan ties to transparency, and Angela Pao-Johnson explained that the plan aligns with ARCA's model to strengthen governance readiness and clarity. She emphasized that the onboarding process will be collaborative and tailored, with meaningful Board input at every stage.

Members from the Antelope Valley expressed the need for increased focus in their region, and Angela Pao-Johnson affirmed that the Antelope Valley remains a priority. Additional comments expressed appreciation for her thoughtful integration of Board feedback and her balanced approach to designing goals that reflect organizational needs, Board priorities, and community input. One member noted the importance of tailoring training so that board members can focus on the topics most relevant to them given their time constraints and life circumstances.

M/S/C (George Alvarado/ Juan Hernandez) On a motion made by George Alvarado, seconded by Juan Hernandez, it was resolved to approve the second-year goals. Motion carried.

7.9 Approval of Vendor to Conduct Executive Director Evaluation

Anna Hurst presented an update on the workgroup tasked with revising the Executive Director evaluation process. Anna Hurst explained that the workgroup explored ways to improve the evaluation approach to better support the Executive Director's professional growth. The workgroup conducted outreach, gathered recommendations, and identified a potential vendor. Operations and NLACRC leadership also assisted in vetting additional candidates.

Anna Hurst reported that, through this collaborative process, Kinetic Flow emerged as the strongest candidate. Megan Mitchell developed a contract that was financially responsible and aligned with the Board's needs. Kinetic Flow received excellent recommendations and successfully completed NLACRC's internal vetting process.

Anna Hurst recommended that the Board approve the contract with Kinetic Flow to serve as the vendor for the Executive Director evaluation process. A motion was made by Anna Hurst and seconded by George Alvarado.

During discussion, a question was raised regarding the anticipated start date. Megan Mitchell confirmed that work could begin as early as December 1, pending completion of signatures.

Board members thanked the workgroup and staff for their time, thoughtfulness, and commitment to improving Board and organizational processes.

M/S/C (Anna Hurst/George Alvarado) On a motion made by Anna Hurst, seconded by George Alvarado, it was resolved that Kinetic Flow will serve as the vendor for the Executive Director evaluation process moving forward. Motion carried.

7.10 Approval of Board Leadership & Coaching Consultant

A board and staff interview team, including two board members, recently completed the process of reviewing and interviewing contractors to support NLACRC's new strategic plan. During this process, the team met with two strong organizations: KH Consulting and Leading Resources. KH Consulting was ultimately selected to develop the strategic plan and is already engaged with NLACRC on several projects.

The team also considered both organizations for board coaching services. Leading Resources remained a strong option due to its extensive experience working with regional center boards statewide, including training executive directors on board relations and governance practices. Leading Resources' proposal highlighted its expertise in helping boards define roles, strengthen governance systems, improve performance, and conduct assessments, workshops, and leadership coaching. Members of the senior staff and the board interview team expressed a preference for Leading Resources based on their qualifications and alignment with board development needs.

KH Consulting was presented as an alternative option for coaching. KH Consulting already works closely with NLACRC departments and will be completing the strategic plan. Their proposed coaching model includes interviews with the Board President and the Executive Director to refine and tailor the work plan, as well as document review, training, and workflow evaluation.

Anna Hurst asked how Leading Resources would remain aligned with the strategic plan if the firm does not have the same level of background information as KH Consulting. It was clarified that strategic planning has not yet been completed, and coaching will occur concurrently. As a result, Leading Resources will be able to contribute to shaping board perspectives during strategic planning rather than reacting to a completed plan.

Board member Jeremy Sunderland added that selecting Leading Resources would complement, rather than replace, existing consultation from KH Consulting, offering an additional perspective. Because the coaching work will begin at the same time as the strategic planning process, Leading Resources could also help shape board perspectives as the plan develops.

M/S/C (Lety Garcia/Alex Kopilevich) On a motion made by Lety Garcia, seconded by Alex Kopilevich, it was resolved to approve Leading Resources for the Board training and coaching. Motion carried.

7.11 Approval of Operations Contract – KH Consulting Group 519-568

Vini Montague presented the KH Consulting contract amendment for Board approval. Two contract versions had been prepared depending on the outcome of the Board's earlier decision regarding the coaching vendor. Because Leading Resources was approved for board coaching, only one contract amendment is required for KH Consulting. Vini Montague summarized that NLACRC currently has two existing agreements with KH Consulting, one for human resources consulting in the amount of \$158,940 for the period of July 1, 2025 through December 31, 2025, and one for public information outreach in the amount of \$42,000 for the period of August 19, 2025 through June 30, 2026. The Board is being asked to approve a third contract for strategic plan development in the amount of \$199,230, selected by the Strategic Plan Selection Committee. The total contract value across all three agreements is \$400,170, which exceeds the \$250,000 threshold requiring Board approval under Welfare and Institutions Code Section 4625.5. Vini Montague reviewed the statutory requirements for presenting large contracts to the Board, including disclosure of the vendor name, contract purpose and term, total amount, payment structure, and the process used to establish the rate.

During discussion, Board Member Lety Garcia asked about the outreach contract and confirmed it relates to public information outreach. Lety Garcia also asked how long the strategic planning engagement would last and whether the contract covers multiple years. Vini Montague explained that the proposal is for a one-year period focused on the development and initial implementation of the strategic plan, not a multi-year engagement, and noted the strategic plan contract will begin once approved. Lety Garcia asked where this contract sits within the operations budget, and Vini Montague stated it is one of the larger vendor expenditures after salaries and legal costs but would verify the exact ranking.

A motion to approve the KH Consulting contract was made by Curtis and seconded by George Alvarado. The Board voted in favor of the contract, with no opposition and one abstention. The motion passed, and the KH Consulting strategic plan agreement was approved.

M/S/C (Curtis Wang/George Alvarado) On a motion made by Curtis Wang, seconded by George Alvarado, it was resolved to approve the operations contract. Lety Garcia abstained.

7.12 Approval of Update to Service Standards to Be Sent to DDS 569-634

Sharmila Brunjes introduced Action Item L regarding approval of updates to NLACRC's Service Standards to be submitted to the Department of Developmental Services (DDS). Deputy Director Evelyn McOmie presented the proposed updates.

Evelyn McOmie explained that the Service Standards document exceeds 96 pages and that only the sections reflecting proposed changes were included in the Board packet. The updates focus on Early Start and Clinical Services, with Early Start changes highlighted in red and

Clinical changes highlighted in yellow. Evelyn McOmie also presented a new standalone policy for American Sign Language (ASL) Training and Service Support.

For Early Start, Evelyn McOmie reviewed multiple redactions removing all references to family cost participation, in alignment with state law effective July 2, 2024, which prohibits regional centers from assessing or charging family cost participation fees. These redactions ensure NLACRC's Service Standards are consistent with current law. Additional Early Start updates include revised eligibility language, lowering the qualifying developmental delay threshold from 33% to 25% and expanding qualifying areas from five to six domains. Several sections related to cost participation and exemption procedures were fully removed to maintain legal compliance.

For Clinical Services, Evelyn McOmie described updates clarifying that if a health plan has not authorized or funded a service within 60 days, and the service is disability-related, the regional center may fund the service. Additional revisions clarify that behavioral services decisions are based on the individual's behavior plan, with the regional center planning team and staffing committee determining the duration, frequency, and method of services. Language was also updated to ensure that behavioral services will not be denied or delayed if a parent or family member does not actively participate, with services instead coordinated between the provider and the planning team to meet the individual's needs.

Evelyn McOmie stated that, upon Board approval, the updated Service Standards will be submitted to DDS for review and approval. Any feedback received from DDS will be addressed and returned to the Board if further action is required. She also noted that NLACRC plans to retitle the document in the future to more clearly reflect that it is a Board-approved policy governing service provision. Additional improvements will be made to enhance usability, including color-coding by age group and improved navigation for families and the community.

M/S/C (George Alvarado/Curtis Wang) On a motion made by George Alvarado, seconded by Curtis Wang, it was resolved to approve the updated Service Standards for submission to DDS. Motion carried.

Evelyn McOmie then presented the standalone American Sign Language Training and Service Support Policy, which is based on a DDS-provided template and does not require DDS approval if approved by the Board. The policy establishes parameters for ASL training services, defines provider qualifications based on ASL proficiency standards, and clarifies that the service is intended to support culturally and linguistically appropriate communication without replacing interpretation services. The policy includes NLACRC's standard exception procedures to allow flexibility based on individual needs. If approved, the policy would take effect immediately and be posted to the NLACRC website.

M/S/C (George Alvarado/Curtis Wang) On a motion made by George Alvarado, seconded by Curtis Wang, it was resolved to approve the ASL Training and Service Support Policy. Motion carried.

7.13 Approval of Board Training Plan and Report to Submit to DDS

Sharmila Brunjes introduced the item regarding the Board Training Report and the mandatory Board Training Plan required by the Department of Developmental Services (DDS) and asked Angela Pao-Johnson to provide an overview. Angela Pao-Johnson clarified that the item presented reflects only the mandatory trainings required by DDS and not the full Board training calendar, which is still under development and will be presented at a later time.

Angela Pao-Johnson explained that DDS requires a total of six mandatory training topics for Regional Center Board members. The tentative topics and dates included in the plan were

developed using a DDS-provided template and reflect compliance with current DDS requirements. Angela Pao-Johnson noted that additional Board trainings are forthcoming but were intentionally excluded at this time to avoid limiting future flexibility. This approach allows for alignment with the upcoming Board coaching engagement and the development of a comprehensive Board onboarding program.

Angela Pao-Johnson stated that the proposed plan represents a preliminary framework for mandatory trainings only and that refinements may occur once input is received from the selected Board coaching consultant.

During discussion, Sharmila Brunjes asked whether certain required trainings, including Whistleblower training and the role in implementing Whistleblower policies, could be combined and whether the full two-hour duration was required. Lindsay Granger indicated that the mandatory training topics and durations were provided by DDS and that staff would confirm with DDS whether the trainings could be combined or shortened. No further discussion was raised.

M/S/C (Juan Hernandez/Laura Monge) On a motion made by Juan Hernandez, seconded by Laura Monge, it was resolved to approve the Board Training Report and Plan for submission to DDS. Motion carried.

8. BOARD BUSINESS

8.1 NCI-IDD Presentation – In-Person Survey FY2022-23

Evelyn McOmie presented the 2022–2023 National Core Indicators (NCI) In-Person Survey results for individuals with intellectual and developmental disabilities served by NLACRC. Evelyn McOmie explained that NCI is a standardized survey used to measure satisfaction and outcomes and is administered every other year. NLACRC received the results approximately two and a half months prior and posted the report in advance for community review. The 2022–2023 in-person survey included 427 individuals in NLACRC's catchment area and is benchmarked against statewide and national results. It was noted that the data reflects a lagging indicator from the period following the pandemic.

Evelyn McOmie reported that NLACRC's results were generally comparable to state and national averages, with some measures exceeding benchmarks and others slightly below. Evelyn McOmie highlighted strong outcomes in choice and decision-making and community participation, and noted that ongoing person-centered planning efforts, including service coordinator training initiated in 2022 and continued training for new staff, support these outcomes. Evelyn McOmie described how NLACRC uses NCI data to inform staff training priorities, outreach strategies, and funding proposals. Examples of related initiatives included HCBS education and materials for families, continued development of Parent University microlearning content, ACERS training to support vendor workforce development, ASL training opportunities for individuals and stakeholders, and community education efforts such as Lunch and Learn sessions related to employment and micro-enterprises.

Evelyn McOmie identified self-advocacy participation as an area needing improvement and noted that NLACRC is increasing recruitment for support groups and training opportunities through outreach at programs and partnerships with organizations focused on client rights and other topics. Evelyn McOmie also reviewed service coordination-related results, including strong outcomes related to IPP participation and individual choice about who attends IPP meetings, and emphasized continued training to strengthen service coordinator preparation and person-centered communication. Evelyn McOmie addressed survey findings related to technology access and utilization, and described a proposed initiative to provide hands-on

technology training for individuals and families through NLACRC's computer lab, including navigation of the NLACRC website and use of translation tools.

During Board discussion, Jennifer Koster asked where the website language translation icon is located and whether it appears as an icon (e.g., an "i"). Evelyn McOmie indicated the feature is available on the NLACRC website through Google Translate and stated that Publications staff would follow up to show Jennifer Koster where it is located. Juan Hernandez asked whether NLACRC knows if the individuals who reported wanting to live somewhere else were living at home. Evelyn McOmie stated that the survey population reflects adults served in the community and that respondents may be living independently, in a group home, or with a roommate, but the survey does not specify individual living arrangements. Sharmila Brunjes asked for clarification on Parent University, including whether it is available on the NLACRC website, the length of each class, and how many microlearning videos are currently available, as well as the planned expansion. Evelyn McOmie clarified that Parent University courses are microlearning videos approximately one and a half to three minutes in length, with approximately 19–20 currently available, and noted plans to develop additional videos based on available minutes and additional funding requests; Lindsay Granger was asked to share the Parent University link with Board members. Lety Garcia asked how Parent University is being promoted. Evelyn McOmie stated that Parent University was promoted at the Expos and through News You Can Use, with a broader campaign planned for 2026 aligned with release and distribution of the HCBS calendar materials.

Board members also discussed potential promotion through short-form social media formats and emphasized the importance of offering printed materials for families who prefer non-digital formats. Evelyn McOmie confirmed NLACRC provides printed resources in addition to digital tools and noted recommendations to make the website translation feature more visible and easier to use.

8.2 Update on Board Emails

Sharmila Brunjes introduced the agenda item regarding an update on Board email accounts and invited Mustafa Sarwari, Head of IT, to provide an overview. Mustafa Sarwari reported that all Board email accounts have been created and are active. Login information has been provided to Lindsay Granger, who will distribute credentials to Board members. Board members were advised to log in promptly and change their passwords to ensure security. Each account includes approximately 50 GB of storage.

Mustafa Sarwari explained that the accounts were set up using a role-based access approach, providing Board members with email access only. This limited access is intentional to maintain security and to keep Board email accounts separate from operational systems and internal networks, including systems such as SANDIS.

During discussion, Sharmila Brunjes asked for clarification on what "least amount of access" meant. Mustafa Sarwari clarified that Board members have Active Directory accounts limited solely to email functionality and do not have access to internal operational systems.

Jennifer Koster asked whether Board members would still be able to download attachments such as PDFs and whether existing access to SharePoint would continue. Mustafa Sarwari confirmed that Board members can continue to receive and download email attachments and that current SharePoint access will remain in place. It was noted that if NLACRC transitions to a different document-sharing platform in the future, the Board would be notified and provided access to a new system as appropriate.

No further questions were raised.

8.3 Update on OnBoard Platform

Following the discussion on Board email accounts, Sharmila Brunjes introduced Megan Mitchell to present the next agenda item regarding the new Board onboarding platform. Megan Mitchell reported that NLACRC has executed a contract with OnBoard, which will replace SharePoint as the primary platform for Board materials. Board members will continue to have access to SharePoint for a limited transition period. The OnBoard implementation team is scheduled to meet with staff the following week to begin the rollout. Once Board members receive their new NLACRC email addresses, they will be provided with access links and brief tutorial videos. OnBoard will serve as the centralized platform for Board agendas, materials, and document sharing moving forward.

During discussion, George Alvarado asked whether Board members should update or receive business cards reflecting the new Board email addresses. It was noted that NLACRC previously provided business cards to Board members, but this practice had been discontinued, particularly following the pandemic and reduced in-person outreach. Anna Hurst suggested exploring virtual business cards as a modern alternative to printed cards. Board members also discussed interim options such as updating existing cards or using temporary stickers. Sharmila Brunjes suggested that the topic of business cards be placed on a future agenda for further discussion.

Megan Mitchell offered that, if needed, OnBoard representatives could provide a hands-on tutorial for Board members in the new year. Board members expressed appreciation for the new email accounts and onboarding platform and looked forward to using the new system.

8.4 Board of Trustees Holiday Potluck

During the Board of Trustees Hot Block, Sharmila Brunjes shared an idea to host a Board-only holiday potluck to mark the close of the year. Sharmila Brunjes and Lindsay Granger will coordinate the gathering, which is intended as a social and networking opportunity exclusively for Board members.

The proposed timing for the event is early December, with potential dates of December 4 or December 11, to allow Board members to plan around family and holiday commitments. Possible vendor locations are being explored, and Board members were invited to share ideas or preferences with Lindsay Granger or Sharmila Brunjes.

Board members were informed that a brief survey would be sent to gauge interest in holding a White Elephant gift exchange, with gifts capped at \$15 in accordance with Regional Center policy. The gathering is still in the planning phase, with details such as location and final format to be determined. The event is expected to be held on a weekday evening and is intended solely for Board members.

Sharmila Brunjes noted that the gathering is meant to provide an informal opportunity for Board members to connect outside of regular meetings and to close out the year together.

8.5 Discussion Time Limits from Robert's Rules

Sharmila Brunjes revisited a request originally raised by Juan Hernandez in September to limit Board member speaking time during debate. After further research, it was clarified that the Board may adopt a shorter speaking limit by formal vote without amending the bylaws.

It was proposed that debate time be limited to three minutes per speaker, rather than the ten minutes referenced in Robert's Rules, while maintaining all other parliamentary rules, including

allowing each member to speak twice per motion. The change may be rescinded at any time by future Board action.

Sharmila Brunjes emphasized that the change is intended to support efficient meetings and does not limit Board members' rights to participate in discussion, noting that debate limits may be adjusted as needed in the future.

M/S/C (Jennifer Koster/George Alvarado) On a motion made by Jennifer Koster, seconded by George Alvarado, it was resolved to adopt the three-minute speaking limit. Motion carried.

9. EXECUTIVE DIRECTOR'S REPORT

Sharmila Brunjes opened the Executive Director's Report and introduced Executive Director Angela Pao-Johnson, noting the last Board meeting was in September.

Angela Pao-Johnson reported that NLACRC rolled out Self-Determination Program training across most departments (excluding Early Start). The training was well received, with roughly one-third of staff completing a survey; 97% reported the materials will help them better support families. Angela Pao-Johnson also shared intake performance updates, noting 4,590 intakes processed year-to-date with only 0.22% of cases exceeding the 120-day timeline.

Angela Pao-Johnson provided results from the October annual employee survey, reporting year-over-year increases across all areas. DEI favorability increased from approximately 72% to 76%, and senior leadership favorability increased to 53%. Compensation remained the lowest indicator, though it also improved. A Board member asked whether the gains reflected satisfaction or participation; it was clarified the results reflect staff satisfaction/input.

Angela Pao-Johnson introduced Mustafa Sarwari (new head of IT, start date November 3) and noted he is helping address ongoing SANDIS outages. Jennifer Koster requested that Mustafa Sarwari be introduced at the upcoming Board potluck and also asked if Javier could attend; staff agreed to explore a meet-and-greet opportunity and noted Javier's role includes IT/security leadership.

Angela Pao-Johnson shared DDS updates, including development of a respite assessment tool, which is now expected to launch as a pilot at one regional center rather than statewide on January 1, and will include exceptions. Angela Pao-Johnson also reported concerns regarding new Respiratory Care Board regulations that could limit tasks LVNs can perform for certain consumers; DDS is reviewing RN rate models and system impacts. Enforcement has been temporarily suspended pending amendments. Jennifer Koster asked how long the suspension will last; staff advised no timeline was available yet, and DDS is working to ensure continuity of care and pursue exemptions. Dr. DeAntonio added that the state is accelerating exemptions so community-based services for consumers would not be impacted.

Angela Pao-Johnson provided legislative/program updates, noting potential CalFresh changes and other benefit impacts pending further guidance, and that enhanced premium tax credits may expire at year end, potentially increasing health insurance costs. Jennifer Koster asked whether this would eliminate the Affordable Care Act; it was clarified that the change discussed relates to the ending of a federal subsidy, not repeal of the full ACA.

Angela Pao-Johnson gave SANDIS systems updates, explaining outages have increased since late June/early July, with multiple partners engaged (including IBM and other teams) and the center currently in a discovery phase to identify root cause. Angela Pao-Johnson noted DDS is developing a future replacement platform (Life Outcomes Information System/LOIS) intended to replace SANDIS and the financial system.

Angela Pao-Johnson provided special contract updates, including IPP survey results: 92 responses (approximately 1.97% response rate) with a goal to reach 15%. Most satisfaction areas scored 85% or higher, while self-direction was lowest at 71%; Angela Pao-Johnson tied this to recent staff self-determination training to improve support and outcomes. Angela Pao-Johnson noted progress toward reducing caseload ratios continues, though NLACRC has not yet reached the statewide average.

Regarding social recreation reimbursements, Lety Garcia asked about progress on addressing the backlog and how families are notified of errors. Angela Pao-Johnson and Evelyn McOmie reported reimbursements are currently processed in about three weeks when documentation is complete, that the prior backlog has been addressed and the system is now current, and that families/service coordinators are contacted when errors occur (depending on whether the issue is billing or documentation). Anna Hurst emphasized the importance of highlighting this improvement in future updates. Sharmila Brunjes thanked staff for the update and asked that Angela Pao-Johnson complete the remaining slides due to time.

Angela Pao-Johnson concluded with brief operational highlights, including recruitment/onboarding activity, the number of individuals served, quality assurance residential visits and corrective action plans, and recent outreach efforts (including participation in a community event at Bert Corona Charter School), along with upcoming events.

Before moving on, Sharmila Brunjes noted the value of Board questions during the report and stated the Board should formalize time for interaction/Q&A during the Executive Director's presentation in future meetings while balancing the agenda timeline.

10. PUBLIC INPUT & COMMENTS

Sharmila Brunjes opened the Public Comment period, apologized for the late timing, and reminded attendees that public comments were limited to three minutes per speaker, with up to three speakers.

Jon Francis provided public comment. Jon Francis thanked the Board leadership and staff for their work, commended the Board's communication and collaboration, and expressed appreciation for the progress being made to improve Regional Center systems. He referenced the importance of self-determination and civic engagement, emphasized support for individuals whose voices may not always be the loudest, and shared positive reflections on the Board's continued growth and evolution.

No additional public comments were offered. The Public Comment period concluded on a positive note, with appreciation expressed for the remarks shared.

11. CLOSED SESSION

On a motion made by George Alvarado, seconded by Anna Hurst, closed session was entered at 8:57 p.m. Motion carried.

Closed session was entered to discuss real estate negotiations and personnel. No votes were taken.

The board returned from closed session at 9:49 p.m.

During closed session:

- **A motion regarding real estate negotiations.**
- **A motion regarding personnel matters.**

On a motion made by Alex Kopilevich, seconded by Cathy Blin, the Board of Trustees exited closed session at 9:49 p.m. Motion carried.

12. SELF-DETERMINATION PROGRAM (SDP) REPORT

Juan Hernandez provided a brief update on the Self-Determination Program. The SDP has introduced a new plain-language progress report intended to simplify and improve understanding of participant progress. The program is also working on tools to better support IPP planning timelines.

As of November 1, there are 646 participants enrolled in the Self-Determination Program, including 22 new transitions into the program. Additional details are available in the written report.

The next Self-Determination Local Advisory Committee meeting is scheduled for Thursday, November 20 at 6:30 p.m.

13. ITEMS 14-20

The Board received the following committee reports for information:

- Association of Regional Center Agencies presented by Lety Garcia.

Lety Garcia noted that the ARCA report was included in the meeting materials and did not add additional updates. The next ARCA meetings will be held January 15–16, 2026, and ARCA Academy will take place this Friday in Sacramento, with several Board members expected to attend.

- Consumer Advisory Committee presented by Juan Hernandez

Juan Hernandez provided a brief update on the Consumer Advisory Committee. The committee continues to focus on discussion-based forums, including identifying topic ideas for future conversations with staff, such as Chris, to support meaningful and productive dialogue. Safety remains an ongoing area of focus for the committee.

A Consumer Advisory Committee holiday gathering is being planned for Thursday, December 4. Board members were invited to attend and are welcome to stop by and greet participants.

- Executive Finance Committee presented by Sharmila Brunjes and Anna Hurst.

Sharmila Brunjes provided the Executive Finance Committee (EFC) update. Many items discussed at the EFC meeting were already covered during the Board meeting.

The annual audit is currently underway at North Los Angeles County Regional Center. Some CalPERS audit findings were identified and are in the process of being resolved. Additional details are available in the EFC meeting minutes, including finance, budget, and audit report updates.

Angela Pao-Johnson also provided an update on whistleblower complaints during the EFC meeting.

The EFC minutes will be approved at the next EFC meeting in two weeks and are expected to be posted on the website shortly thereafter. No questions were raised.

- Community Relations Committee presented by Jeremy Sunderland.

Jeremy Sunderland reported that the Community Relations Committee has not met since the September Board of Trustees meeting. The next committee meeting is scheduled for Wednesday, November 19th and Cathy Blin will preside over the meeting.

The next Community Relations Committee meeting will be held on November 19, 2025.

- Nominating Committee presented by Curtis Wang.

Curtis Wang reported that the Nominating Committee has not met since the September Board of Trustees meeting. Interviews have been held for potential board members, and these interviews will be discussed at the January Nominating Committee meeting.

The next Nominating Committee meeting will be held on Wednesday, January 7, 2026 at 5:30 p.m.

- Post-Retirement Medical Trust Committee presented by Sharmila Brunjes.

Sharmila Brunjes reported that the committee has not met since the last Board of Trustees meeting.

The next PRMT Committee meeting is scheduled for November 20, 2025, at 5:00 p.m.

- Vendor Advisory Committee presented by Alex Kopilevich.

Alex Kopilevich reported that the Vendor Advisory Committee did not meet in October, following the same schedule as the Board of Trustees.

The next meeting will be Thursday, November 13th at 9:30 a.m.

As reports were presented, no observations or comments were noted.

14. OLD BUSINESS/NEW BUSINESS

Sharmila Brunjes reminded Board members to review the Board and committee meeting attendance sheets and time reports included toward the end of the meeting packet and to verify that all attendance records are accurate. An updated acronyms list was also included in the packet.

It was noted that the meeting evaluation survey is no longer required. Board members were encouraged to share feedback directly if they had comments or concerns.

15. ANNOUNCEMENTS / INFORMATION

No additional internal announcements or upcoming items were raised. Reference materials, including the meeting calendar and Board of Trustees community list, were noted as available in the packet.

16. NEXT MEETING

The next Board of Trustees meeting is scheduled for Wednesday, January 14, 2026, at 6:00 p.m., to be held via Zoom.

17. ADJOURNMENT

A motion to adjourn was made by Jennifer Koster, seconded, and approved unanimously.

Sharmila Brunjes adjourned the meeting at 9:59 p.m.

DISCLAIMER

The above document should be used as a summary of the motions passed and issues discussed at the meeting. This document shall not be considered a verbatim copy of every word spoken at the meeting.