



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

MEMORANDUM

Date: March 18, 2026

To: **Community Relations Committee**
Jeremy Sunderland, Cathy Blin, Nicholas Abrahms, Jennifer Koster, George Alvarado, Blanca Chavez, Jacquie Colton, Lety Garcia, Juan Hernandez, Laura Monge, Jason Taketa, Curtis Wang, Sharon Weinberg, Jodie Agnew-Navarro

From: Lindsay Granger
Executive Administrative Assistant

Re: Information and materials for Consumer Services Committee meeting on **Wednesday, March 18, 2026, at 5:00 p.m. (via Zoom)**

Enclosed is the packet for the next Community Relations Committee meeting. Please review this information in preparation for the meeting.

Date/Time: Wednesday, March 18, 2026, at 5:00 p.m.

Please **click the link** below to join the Zoom webinar as an attendee.

To join the Zoom Meeting:

<https://us06web.zoom.us/j/81910920910?pwd=tXVq3nKrQeBhD3Pn2IFTFD4w26F0U4.1>

The information below is only needed if you are joining the meeting by phone or if you are using phone audio.

Webinar ID: 819 1092 0910

Passcode: 375546

Dial by your location

- +1 669 900 6833 US (San Jose)
- +1 408 638 0968 US

If you have any questions, please email boardsupport@nlacrc.org.

Thank you!

Enclosures

c: Angela Pao-Johnson, Evelyn McOmie, Vini Montague, Donna Rentsch, Silvia Renteria-Haro, Dana Lawrence, Dr. Carlo DeAntonio, Sarah Yap, Chris Whitlock, John Van de Riet, Belinda Abatesi – Staff

Community Relations Committee

March 18, 2026

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North Los Angeles County Regional Center **COMMUNITY RELATIONS COMMITTEE** – *Via Zoom*

Wednesday, March 18, 2026

5:00 p.m.

~ **AGENDA** ~

- I. **Call to Order** (1 min.)
- II. **Committee Member Attendance/Quorum** (1 min)
- III. **Agenda** (1 min)
 - A. Approval of Agenda
- IV. **Public Input - Agenda Items:** (3 minutes per person, limit 3 comments)
- V. **Consent Items** (1 min.)
 - A. Approval of Minutes from the Community Relations January 21, 2026, Meeting
- VI. **Committee Business**
 - A. Update on 2026 Jynny Retzinger Community Service Award Nominations – (Chris) (3 min.)
 - B. Discuss Self-Determination Program Report at Community Relations Committee Meeting and Board – (Evelyn) (3 min.)
- VII. **Action Items**
- VIII. **Report Outs –**
 - A. Legislative Update – (Belinda) (2 min.)
 - B. Social Media Update – (John) (2 min.)
 - C. Self-Determination Program Report – (Silvia) (2 min.)
 - D. 3rd Quarter Disparity Committee Report Out (Jan.-March 2026) – (Sarah) (2 min.)
 - E. Semi-annual Expenditure Data Report – (Evelyn) (3 min.)
 - F. Semi-annual 4731 Report – (Dana) (2 min.)
 - G. 3rd Quarter Intake Data by Location Report (Jan.-March 2026) – (Evelyn) (2 min.)
- IX. **Board Meeting Agenda Items** (1 min.)
- X. **Announcements / Public Input** (3 minutes per person) / **Information Items**
 - A. Next Meeting: May 20, 2026
 - B. Committee Attendance (1 min.)
- XI. **Review of Committee Action Items** (2 min.)
- XII. **Adjournment**

North Los Angeles County Regional Center
Community Relations Committee Meeting Minutes
January 21, 2026

Present: Jeremy Sunderland, Cathy Blin, Nicholas Abrahms, Laura Monge, Jennifer Koster, Jacquie Colton, Lety Garcia, Sharon Weinberg, Juan Hernandez, Sharon Weinberg – Committee Members

Executive Director Angela Pao-Johnson, Deputy Director Evelyn McOmie, Executive Administrative Assistant Lindsay Granger, Silvia Renteria-Haro, Chris Whitlock, John Van De Riet, Belinda Abatesi, Sarah Yap – Staff Members

Guests:

Absent: Jason Taketa, George Alvarado, Curtis Wang, Jennifer Koster

1. CALL TO ORDER

There being a quorum present Jeremy Sunderland called the meeting to order at 5:13 p.m. Jeremy Sunderland reminded members to identify themselves prior to making a motion and reviewed the NLACRC Board of Trustees Civility Code.

2. COMMITTEE MEMBER ATTENDANCE

3. AGENDA

Absent objection the agenda was approved as presented. Motion carried.

4. PUBLIC INPUT – AGENDA ITEMS

There was no public input regarding the agenda.

5. CONSENT ITEMS

A. Approval of Minutes of the November 19, 2025, Community Relations Committee Meeting

M/S/C (Sharon Weinberg/Nicholas Abrahms) On a motion made by Sharon Weinberg, seconded by Nicholas Abrahms, it was resolved to approve the November 19, 2025 meeting minutes. Motion carried.

6. COMMITTEE BUSINESS

6.1 Discuss Legislative Breakfast Workgroup 2026

Following approval of consent business, Jeremy Sunderland, committee co-chair, introduced committee business item A. Chris Whitlock, public information manager, provided an overview of plans for the 2026

Legislative Breakfast. A workgroup will be formed, and an interest form will be distributed by Board Support to identify participants, with a limited number of members able to join.

The Legislative Breakfast is anticipated to take place during the California Legislative Summer Recess, tentatively between July 3 and August 3, 2026. The workgroup will determine the specific date and time within that window.

Topics for the Legislative Breakfast will be developed by the workgroup in collaboration with the Consumer Advisory Committee (CAC), similar to the successful approach used for the prior town hall.

Jeremy Sunderland noted that because the event will occur after July 1, it will fall in the next committee year, and membership continuity should be considered when forming the workgroup. Chris Whitlock acknowledged this consideration and confirmed it will be addressed.

No action was required at this time.

6.2 Update on Jynny Retzinger Community Service Award 2026

Chris Whitlock provided an update on the Jynny Retzinger Community Service Award. Nominations are currently open, with a submission deadline of March 1. The nomination link has been shared through the NLACRC website, social media platforms, and the “News You Can Use” communications to encourage broad participation.

Chris noted that following the March 1 deadline, the committee will review the nominations and determine which to advance to the Board for consideration. In response to a question from Cathy Blin regarding the number of submissions received to date, Chris indicated that a small number of nominations may already be underway and that an update on submission numbers will be shared at a future meeting.

ACTION: Chris Whitlock to report the number of Jynny Retzinger Community Service Award nominations received at the next committee meeting.

6.3 List of NLACRC Community Events (Options for Community Engagement for the Board of Trustees)

Deputy Director Evelyn McOmie presented a list of upcoming community outreach and support group events scheduled from February through May, offering engagement opportunities for members of the Board of Trustees. The calendar includes a mix of in-person, virtual, and hybrid events and was color-coded to reflect the format of each group.

Evelyn McOmie noted that it would be beneficial for approximately two to three board members to attend each event, though participation by fewer or additional members is acceptable. To streamline coordination, Board Support will distribute the event list to board members via email, allowing individuals to indicate which events they would like to attend outside of the meeting. Participation levels may be reported at a future meeting.

Jeremy Sunderland clarified that these outreach opportunities are intended for the full Board of Trustees, not only committee members, and agreed that the information should be shared with the entire board. The item was presented as informational and aligned with prior board discussions regarding community outreach. No formal action or vote was required.

In response to questions, Evelyn McOmie provided additional details regarding event locations, formats, dates, and times for specific support groups. Evelyn McOmie indicated that the version shared with the full board will include event times and Zoom links where applicable. Evelyn McOmie also confirmed that

virtual meetings are moderated by staff and facilitators, and that board members may coordinate in advance if they wish to participate in presentations, Q&A, or smaller group discussions during events.

The outreach calendar will continue to be updated and expanded as additional community engagement opportunities arise.

ACTION: Board Support to email the community outreach event list to all members of the Board of Trustees.

ACTION: Committee members to review the list and indicate which events they are interested in attending.

ACTION: Staff to coordinate with support groups in advance if board members plan to attend, present, or participate in discussions.

ACTION: Staff to continue updating and expanding the outreach calendar as additional opportunities arise.

7. ACTION ITEMS

There were no action items.

8. REPORT OUTS

8.1 Legislative Update

Belinda Abatesi, Public Information Legislative Specialist, provided a high-level legislative update, beginning with an overview of the Governor's proposed 2026–27 State Budget released on January 9. The proposed budget includes \$348.9 billion in total spending, supported by higher-than-projected revenues. For the Department of Developmental Services (DDS), the proposal includes \$21.1 billion in funding to serve an estimated 527,000 individuals.

Belinda Abatesi highlighted key funding and policy updates, including a net \$2.4 billion increase in Medi-Cal funding due to federal cost shifts, with anticipated enrollment reductions over time as eligibility and work requirements change. CalFresh funding is proposed to increase by \$383 million, and IHSS funding totals \$33.4 billion to support more than 875,000 recipients statewide, with potential access impacts beginning in FY 2027–28. An additional \$560 million is redirected to affordable housing programs.

Belinda Abatesi reviewed the state budget timeline, noting the May Revision as the next major milestone, followed by legislative approval by June 15 and gubernatorial signature by June 30, with possible delays.

Belinda Abatesi also reported on recent and upcoming policy changes, including the ABLE Age Adjustment Act, which expands ABLE account eligibility from age 26 to 46, increases annual contribution limits to \$20,000, and allows additional earnings for eligible working individuals. An eligibility quiz is available and may be shared.

Updates were provided on the Department of Rehabilitation's implementation of an Order of Selection beginning February 1, prioritizing services based on disability severity due to increased demand and limited resources.

Additional updates included a 2.8% increase in SSI payments, upcoming CalFresh and Medi-Cal work requirement timelines, and changes to Medi-Cal asset limits and enrollment policies. A newly introduced bipartisan bill aimed at improving interactions between law enforcement and individuals with disabilities through the use of a visual "blue envelope" was also noted.

Belinda Abatesi reminded members that all previously tracked legislative bills took effect on January 1 unless otherwise specified and clarified that bills not signed by the Governor may still become law. Upcoming legislative events, advocacy opportunities, and key state calendar dates were reviewed, including bill deadlines and community advocacy tools such as ARCA's Voter Voice campaign.

ACTION: Lindsay Granger and Belinda Abatesi will send requested materials to committee members.

8.2 **Social Media Update**

John Van de Riet, Public Information Supervisor, provided a social media performance update, reporting follower growth across all platforms between October and December. Growth was noted on Facebook, Instagram, LinkedIn, X (Twitter), Threads, and YouTube. John Van de Riet explained that engagement metrics typically decline in December due to seasonal trends and described a strategic shift toward fewer, higher-quality posts to increase engagement rather than focusing on volume.

John Van de Riet reviewed engagement data for Facebook and Instagram, including post views, interactions, and posting frequency, noting a reduction in flyer-based posts and an increased focus on more engaging content.

Jeremy Sunderland raised the idea of exploring incentives or giveaways to encourage greater engagement. John Van de Riet indicated that similar strategies have been used successfully in past roles and noted that feasibility within Regional Center guidelines would need to be reviewed.

Angela Pao-Johnson discussed the ongoing shift in social media strategy toward more engaging formats, including video content, podcast clips, testimonials, and interactive posts that invite audience responses. Angela Pao-Johnson emphasized increasing awareness of existing content such as podcasts and consumer stories and reducing reliance on text-heavy flyers.

John Van de Riet shared ideas for increasing engagement, including posting short video clips, asking questions to encourage interaction, and highlighting human-centered stories. John Van de Riet confirmed that YouTube content exists and could be leveraged more broadly across platforms, subject to appropriate permissions.

Laura Monge asked about the use of Instagram Reels and suggested that short, video-based content may be more engaging for younger audiences. John Van de Riet responded that Reels are planned for increased use in 2026 and noted coordination with the DEIB department to capture community-based content.

Jeremy Sunderland suggested featuring short interviews or testimonials from board members and advisory committee members to add a more personal and relatable element to social media content. John Van de Riet agreed and indicated that this approach aligns with planned strategies.

At the request of Angela Pao-Johnson, John Van de Riet agreed to prepare a future report analyzing which types of posts and topics generate the highest engagement.

ACTION: John Van de Riet to prepare and present a future report analyzing social media engagement trends, including which types of posts and topics generate the most interaction.

ACTION: Staff to continue shifting social media strategy toward more engaging, human-centered content, including video, podcast clips, testimonials, and interactive posts.

ACTION: John Van de Riet to explore the feasibility of engagement incentives or giveaways, consistent with Regional Center guidelines.

ACTION: Staff to increase use of short-form video content, including Instagram Reels, in 2026.

ACTION: Staff to coordinate with the DEIB department to capture community-based photos and videos for social media use.

ACTION: Board and advisory committee members may be contacted to participate in short interviews or testimonials for social media content, subject to interest and permissions.

8.3 Self-Determination Program Report

Silvia Renteria-Haro, Consumer Services Director, provided a brief update on the Self-Determination Program. As of January 1, there are 686 participants enrolled in the program. Silvia Renteria-Haro noted that the information mirrors the report previously presented to the Board of Trustees and did not repeat detailed data.

Silvia Renteria-Haro reported that new 2026 Self-Determination Program implementation contracts are in place. These contracts support individuals interested in transitioning into the program through several services, including individualized coaching, group coaching, and community trainings.

Individualized coaching is the most frequently used service and supports participants who do not have an independent facilitator. Contracts are in place with Accolates for Achievement, Claudia Cares, and Help Grow. Group coaching services are provided through the Autism Society of Los Angeles. Community trainings will be offered in partnership with Disability Voices United and the Self-Determination Institute.

Silvia Renteria-Haro also noted that an SDP support group meets on the first Wednesday of each month from 4:30 to 6:00 p.m. and is facilitated by the Self-Determination Institute. Additional information, including contracted service providers, is available on the NLACRC website.

8.4 2nd Quarter Disparity Committee Report Out

Sarah Yap, Consumer Services Director, provided highlights from the Disparity Committee for the second quarter covering October through December 2025. The committee welcomed two new organizational members: Creative Minds, a

North Los Angeles County Regional Center vendor, and Multivium, a nonprofit organization that develops accessible and inclusive creative arts programming for children with disabilities in the Santa Clarita Valley.

The committee met in October and November and did not meet in December. During the quarter, discussion focused on developing measurable outcomes and metrics to track the impact of the committee's efforts to reduce disparities. Priority areas of interest included Self-Determination Program outreach and access to social recreation opportunities across all valleys.

The next Disparity Committee meeting is scheduled for Thursday, February 12, from 9:00 to 11:00 a.m. via Zoom.

8.5 Semi-annual Consumer Diagnostic Report

Evelyn McOmie, Deputy Director, presented the Semi-Annual Consumer Diagnostic Report, located on the final page of the meeting packet. The report reflects continued quarter-to-quarter growth across all three NLACRC offices.

The data is broken down by developmental disability, office totals, and overall growth. Evelyn McOmie noted that the regional center continues to experience steady growth, consistent with long-term trends.

As of the end of December, the total number of individuals served was 43,232, representing Status 1 and Status 2 individuals over the age of three.

8.6 2nd Quarter Intake Data by Location Report

Evelyn McOmie presented the Second Quarter Intake Data by Location Report, which summarizes intake assessments exceeding 120 days and 142 days. Evelyn McOmie reported that for five consecutive months, beginning in August, there have been no intake assessments exceeding 142 days, representing continued improvement in intake processing timelines.

The report also reflects a reduction in assessments exceeding 120 days. Evelyn McOmie attributed this progress to targeted hiring efforts to increase assessment capacity, as well as improved scheduling, noting that some delays are related to family availability or cancellations.

The data illustrates intake volume trends by month and by office. San Fernando Valley and Santa Clarita Valley intake assessments are combined, as all assessments for those regions are conducted through the San Fernando office. Antelope Valley totals are shown separately.

No questions were raised.

8.7 Semi-annual Consumer Competitive Employment Report

Evelyn McOmie presented the Semi-Annual Consumer Competitive Employment Report, which shows a continued upward trend in the number of individuals participating in competitive employment and earning wages at or above minimum wage. Evelyn McOmie noted that progress has been steady and reflects sustained efforts rather than short-term fluctuations.

Evelyn McOmie explained that the increase is supported by targeted outreach, consistent information sharing, and an emphasis on employment conversations with individuals of working age. The report includes detailed breakdowns by office location, employment placement type, residence type, ethnicity, and age group, providing additional context on employment access and outcomes.

No questions were raised.

8.8 Semi-annual Social Recreation, Camp & Non-Medical Therapies Services Report

Evelyn McOmie presented the Semi-Annual Social Recreation, Camp, and Non-Medical Therapies Services Report. The report provides a comparison of utilization and expenditures across multiple fiscal years, including fiscal years 2023–24, 2024–25, and early data for 2025–26.

Evelyn McOmie explained that the data reflects claims submitted and paid through various monthly state claim periods and noted that claims may continue to be submitted retroactively, which can result in ongoing adjustments to reported totals. Differences across monthly claim periods reflect cumulative billing activity through each reporting month.

For fiscal year 2024–25, total expenditures for social recreation services were reported at approximately \$10.49 million as of the November state claim. Evelyn McOmie noted that this amount may increase as additional claims are processed.

The report indicates continued utilization of social recreation and related services by the community, with year-over-year increases in payments over the past two and a half fiscal years.

No questions were raised.

9. BOARD MEETING AGENDA ITEMS/ACTION ITEMS

- At the next board meeting, the committee report out will include opportunities for board members to participate on the outreach events discussed earlier in the meeting.

10. ANNOUNCEMENTS / PUBLIC INPUT / INFORMATION ITEMS

There was no public comment.

11. NEXT MEETING

The next meeting of the Executive Finance Committee will be March 18, 2026 at 5:00 p.m.

12. ADJOURNMENT

On a motion made by Nicholas Abrahms, seconded by Cathy Blin, it was agreed that there was no further business to transact; the meeting adjourned at 5:58 p.m.

DISCLAIMER

The above minutes 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.



Submitted by:
Lindsay Granger
Executive Administrative Assistant – Board Relations Liaison

SLOS ANGELES COUNTY REGIONAL CENTER
Board Member Reporting Out Form

Name: Juan Hernandez/Silvia Haro

Meeting: SDLVAC

Date of Meeting: February 19, 2026

1.	Number of Attendees	33
2.	Public Input:	• Lori shared: NLA SDP Email: selfdetermination@nlacrc.org NLACRC website: www.nlacrc.org NLACRC SDLAC Email: nlacrcsdac@gmail.com SDP DVU Connect Self-Determination Disability Voices United NLACRC Support Group- 1st Wednesday of the month. IF Round Table- 2nd Thurs of the month. She also shared the Feb 17 town hall meeting scheduled to discuss the renewal of the SDP waiver. • Kristianna encouraged everyone to review SDP waiver renewal as DDS is taking public feedback. • Jordan shared a resource fair occurring in Thousand Oaks. • Jon talked about a new bill aimed at helping families plan for the future, in light of immigration concerns.
3.	Points of Discussion:	• The committee reviewed the letter addressed to Senator Mengivar and Assemblymember Jackson regarding the preservation of SDP Implementation Funds.
4.	Reported out to Committee/Meeting:	• SDP Orientations will be transferred from regional centers to State Council. The purpose is to have consistency across the state. • San Diego Regional Center has a process where they do not lose SDP Implementation Funds. Lori asked SDP team to reach out to SDRC to discuss their process. • NLACRC recently sent out a survey created by Michael (committee member); however, participation was low. Michael encouraged the committee to send the survey to individuals that they know. • The committee discussed their plan to increase meaningful committee member participation and engagement. They agreed to share a list of relevant meetings and require two members to report back at each SDP committee meeting with updates and insights. • The committee needs to decide how they want to spend the SDP Implementation Funds that were recently posted. The goal is to come to an agreement by the next SDLAC meeting so that the RFP can be posted in April and we can implement services January 2027. • Rate Reform presentation.
5.	Area of Concerns:	• The committee is concerned with losing the SDP Implementation Funds that are intended to help individuals transition into the program.
6.	Action Items:	• The committee to work with State Council to fill the vacant position. • NLACRC to continue the Rate Reform discussion as there was confusion about the 90% vs 100% rates. • NLACRC to contact SDRC to collaborate on SDP Implementation Funds contracts.
7.	Questions for the Board:	
8.	Miscellaneous	



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Self Determination Program Report - Implementation Updates

March 1, 2026

North Los Angeles County Regional Center Statistics

Participants have completed Orientation from 2019-Present: **1,368** (increased by 60)

Total number of budgets that are certified: **805** (increased by 22)

Total number of spending plans that are approved: **730**

Total number of spending plans in progress: **47**

Total number of PCP's completed: **677** (increased by 21)

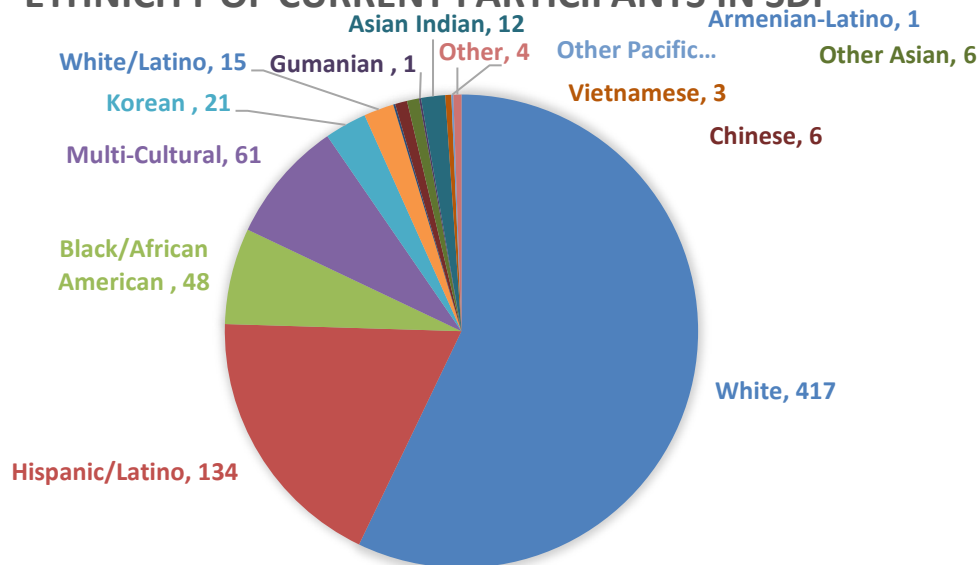
Total number of participants that did not continue after receiving budget: **3**

Total number of participants that have opted out of SDP: **17** (increased by 1)

Total number of Inter-Regional Center Transfers (out): **9**

Participants that have fully transitioned into SDP with approved spending plans and active SDP IPPs: **730** (22 Transitions)

ETHNICITY OF CURRENT PARTICIPANTS IN SDP



Transitions based on ethnicity:

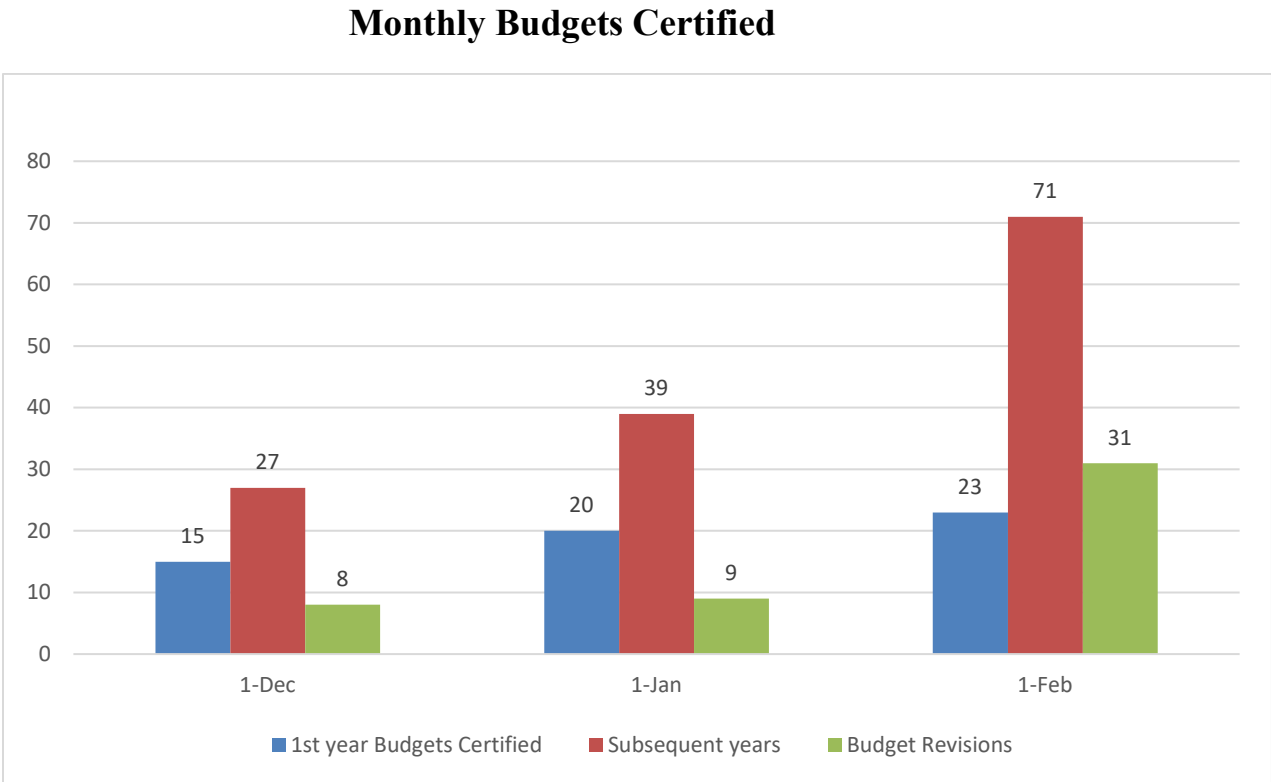
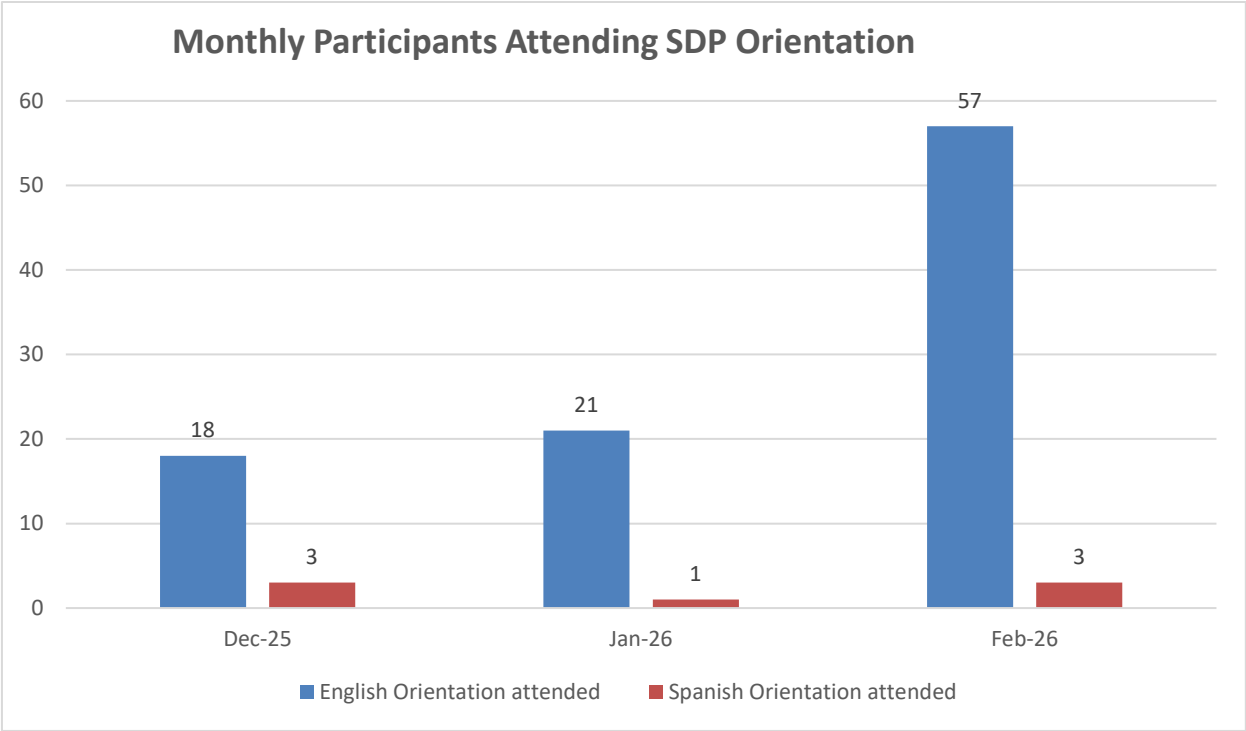
White: 11

Latino/Hispanic: 3

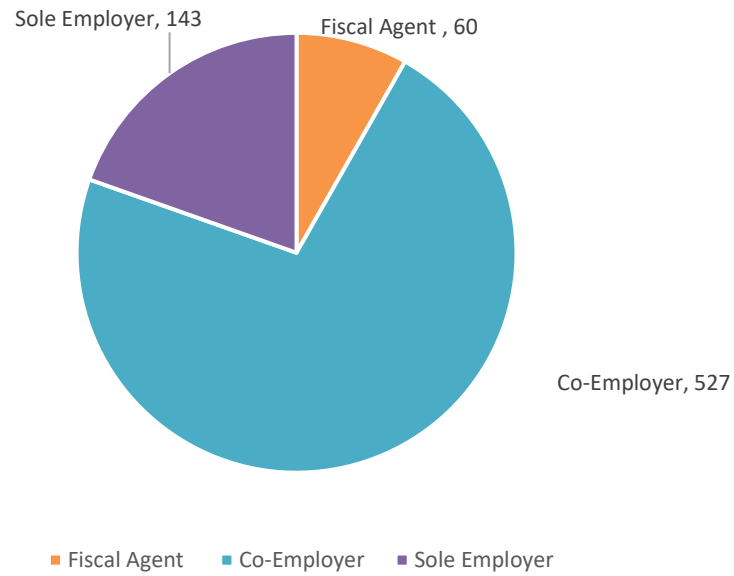
African American: 6

Korean: 1

Filipino: 1



SDP Participants By FMS Model



Transitions this month:

Bill Payer: 1

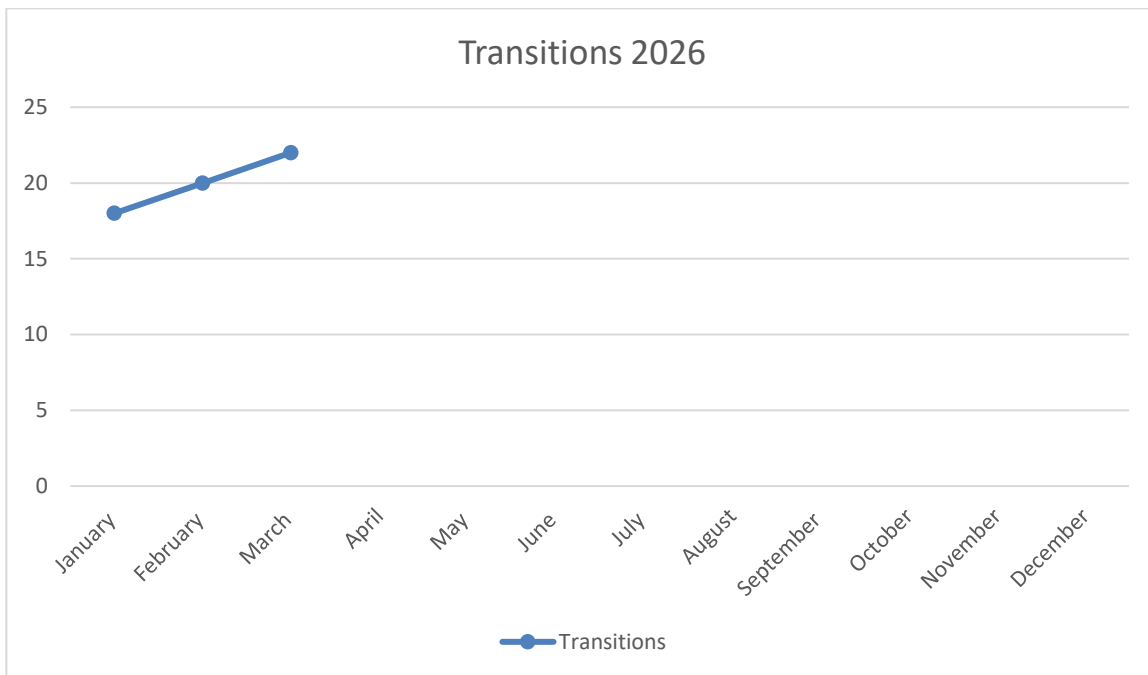
Co-Employer: 19

Sole Employer: 2

Transitions 2025



Total transitions in 2025: 197



Total 2026 Transitions: 60

SDP Cases by Office:

Office	Office
San Fernando Valley	450
Antelope Valley	102
Santa Clarita Valley	178

SDP cases by Age:

Age	Age
3-12 Years old	217
13-22 Years old	268
23+ Years old	245

NLACRC Implementation Updates/ information:

- SDP Orientation is available:
 1. Through State Council <https://scdd.ca.gov/sdp-orientation/>
 2. Virtual through NLACRC on the 1st Monday of the month in English and 3rd Monday of the month in Spanish (unless there is a holiday, day may change).
RSVP: selfdetermination@nlacrc.org
- Next Virtual Orientation meetings:
 - Monday April 6 (English) from 9AM-12:00PM
 - Monday April 20 (Spanish) from 9AM-12:00PM
- Self Determination Support Group – April 1, 2026, at 4:30pm via Zoom.
- SDP Local Volunteer Advisory Committee- Thursday, March 19, 2026 from 6:30PM-8:30PM
 - The meeting will be held virtually. The Zoom link can be found on NLACRC's calendar
Everyone is welcomed to attend meetings!
- Support for participants and families: NLACRC has coaches available to support with SDP transition process or if you are in the program and need assistance. Ask your CSC for a referral.
 - AACcolades

- Claudia Cares Consulting
- HelpGrow Freedom
- Autism Society of Los Angeles
- NLACRC & SDP Local Volunteer Advisory Committee Best Practices Subcommittee
 - The Best Practices Subcommittee is reviewing workflows and processes related to NLACRC's implementation of Self Determination. The committee meets monthly.

Resources:

- Disability Voices United – SDP Connect Meetings (Every other Wednesday at 4:30- 6pm)
[Upcoming Events | Disability Voices United](#)
- Self Determination Program Service Definitions:
https://www.dds.ca.gov/wp-content/uploads/2019/05/SDP_Service_Definitions.pdf

FMS Agencies	Model	Language Spoken:	Accepting participants?	Employee Burden Cost	Budget Limits	Contact Info
Accura	Bill Payer, Co-Employer, Sole Employer	English	Yes	19.90% Co-employer 15.68% Sole Employer	\$125,000	Subash Rajavel subash@accurafms.com 408-768-2334
Ace	Bill Payer, Co-Employer, Sole Employer	English & Farsi	Yes, Free consultation available to prospective clients.	24.86% Co-employer 15.68% Sole Employer	Max budget: \$120,000	Phone: 833-4-ACE FMS (833-422-3367), Option 1 Info@acefms.com Web: Http://AceFMS.com
Action	Bill Payer, Co-Employer, Sole Employer	English & Spanish	Yes, new clients call and leave message or fill out a <u>contact us</u> request on the website.	25%-Co-employer 17% Sole Employer	No budget limits	Main office: (310) 867-8882 Website: actionfms.com Email: contact@actionfms.com
Acumen	Bill Payer, Sole Employer	English & Spanish But have translators for other languages.	Yes. Consult required and it may take up to 2 months to transition.	21.25%	\$200,000	Yvette Torres (424) 210-8810 yvettet@acumen2.net
Arch	Bill Payer, Co-Employer, Sole Employer	English		Co-Employer is 19.86% Sole Employer 14.27%	\$150,000 Possible exceptions	Contact Phone Number 619-330-7097 Email Contact support@archfms.com www.archfms.com

Aveanna	Bill Payer and Co-Employer (with nursing through home health agency only)	English, Spanish, Vietnamese, Cantonese, Mandarin and Trieu Chau	Consult required. Date to be given my FMS agency.	17.37%	Anything above \$150,000 requires additional review. They have a “hard limit” of \$200,00.000 annually.	(866) 979-1182 fmsinfo@aveanna.com
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Balance	Bill Payer, Co-Employer, Sole Employer		Consultation and intake form	19.55% Co-employer 13.65% Sole Employer	\$120,000	Main Line: (888) 368-3710 Teri Ercoli Phone: (424)228-9854 E-mail: info@balancefms.com
Cambrian	Bill Payer, Co- Employer	English, Spanish, Vietnamese, Tagalog, Farsi	Yes	22.20%	Budgets over \$120,000 require review.	David Ellis (562) 498-1800 Ext. 2231 davide@cfmsl.com
Casa Fiscal/Essential Pay	Bill Payer, Co-employer	English, Spanish, Mandarin	No	19.15%	None	(510) 336-2900 (833) 268-8530 contact@essentialpay.com
Dromen	Bill Payer, Co-Employer, Sole Employer	English, Spanish				Contact Phone Number John Feringa: (909) 821-7598
FACT	Bill Payer, Co-Employer, Sole Employer	English	Waiting list	20%	Unknown	(310) 475-9629 FMS@factfamily.org
FMS Pay LLC	Bill Payer	English Spanish Translation available for other languages	Yes	N/A	No budget limit	Phone: (858) 281-5910 Website: www.myfmsspay.com connect@fmsspay.com
GT Independence	Bill Payer, Sole Employer, Co-Employer	All Languages are supported to assist Individuals in the language of their choice	Require a certified budget & spending plan draft to start onboarding process.	Co-employer 24% Sole Employer- 18% All FMS models- Non-payroll burden 1%	None	Elva Chavez (877) 659-4500 tjones@gtindependence.com

Mains'l	Bill Payer, Sole Employer, and Co- employer	English & Spanish	Require certified budget & spending plan draft to start onboarding process.	17.23% for Sole Employer 17.13% for Co- employer	None	Jason Bergquist (866) 767-4296 jmbergquist@mainsl.com
Public Partnerships LLC (PPL)	Sole Employer-		Yes	18.47% for Sole Employer		Customer Service Hours: 8 am – 5 pm PST 844-902-6665 Email: pplcalifornia@pplfirst.com Web: CA SDP PPL First
Ritz	Bill Payer,	English, Spanish &	New clients-	18.90%	\$120,000	Website: Ritzfms.com



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311

| www.nlacrc.org

	Co-Employer	Mandarín	visit website to fill out an inquiry form. Waitlist-June 2024			Kitleng Pui kpui@ritzvocational.com (626)-600-4703
Sentinel Four	Bill Payer, Co-Employer, Sole Employer		Consultation	18.07% Co-employer 13.37% Sole Employer-	None	https://sentinelfour.com/contact-us/
SequoiaSD, Inc.	Bill Payer, Co-Employer, Sole Employer	English, Spanish, Translation available for other languages	Yes, but have certified budget.	20.64%	\$250,000	Info@sequoiasd.com Website: sequoiasd.com sequoiaenrollment@sequoiasd.com 949-301-9950
Sisk	Bill Payer, Co-Employer, Sole Employer	English, Spanish				Contact Phone Number Apriely L. Sisk (209) 910-9100 Email Contact SISKFSI@gmail.com https://siskfinancial.com/

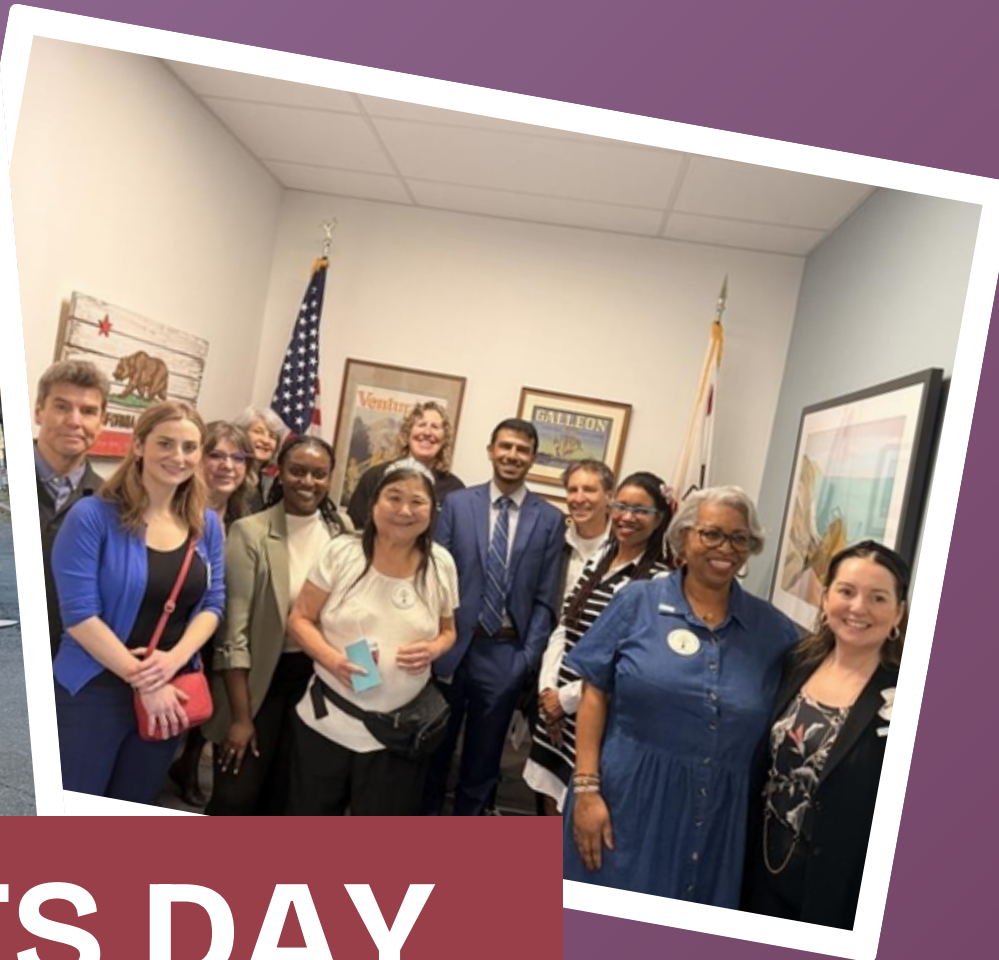
NLACRC

March 2026



Legislative Report





ARCA GRASSROOTS DAY



NLACRC DELEGATION TEAM 2026





Grassroots Priorities

AB 2324 (Gonzalez)

Vocational education:
Youth Caregivers Career
Pathway

AB 1670 (Arambula)

Oral Health Services:
Behavior Management

Stabilizing Regional Center Funding

Updating the outdated
funding formula

Concurrent Resolution

60th Anniversary of
the Two Pilot Regional
Centers (GGRC and
FDLRC)



Additional Bills Impacting Our Community

SB 1052 (Gonzalez) – Stronger Support for Future Planning:

Allows SCDD to designate backup authorized representatives so individuals with IDD keep uninterrupted services if a primary caregiver is detained or deported.

AB 1900 (Kalra) – CalCare:

Creates a single-payer universal health care system covering medical, dental, vision, prescriptions, and long-term supports for all Californians regardless of status, while eliminating premiums, deductibles, and co-pays.



H.R. 1: CalFresh Eligibility (Effective April 1, 2026)

- H.R. 1 (signed July 4, 2025) changes SNAP/CalFresh, including new non-citizen eligibility rules effective April 1, 2026.
- Many non-citizen categories (e.g., asylees, refugees, parolees, trafficking victims, and others) may lose CalFresh eligibility.
- Current benefits continue until renewal if otherwise eligible; at renewal, individuals should report any status change (e.g., to LPR) and provide verification.



[Changes to Non-Citizen Policy Frequently Asked Questions](#)

[State Utility Assistance Subsidy \(SUAS\) Frequently Asked Questions](#)



Keeping California's Promise

Join The Lanterman Coalition for “**Keeping California's Promise,**” a nonpartisan candidate interview series focused on disability rights, the **Lanterman Act**, and California's long-term commitment to the disability community. Each candidate is asked the same questions on how they will protect and strengthen the Lanterman promise for Californians with intellectual and developmental disabilities.

The next scheduled interview will be on Wednesday, March 25, 2026, at 11:30 am. [Register here](#) to join the conversation with candidate Tom Steyer.



Upcoming Events & Meetings

DDS

World Autism Day Celebration:
Panel Discussion

Details:
Thursday, April 2, 2026
12:00 pm - 1:00 pm
Via Zoom

VICA
VALLEY INDUSTRY & COMMERCE ASSOCIATION

**State
Officeholders
Dinner**

**Q&A
FORMAT**

This event provides a rare opportunity for Valley business leaders to connect with state lawmakers and participate in an informal event, allowing for fun, candid, and interactive conversation.

PRESENTED BY

ASSEMBLY MEMBER
Jacqui Irwin
ASSEMBLY DISTRICT 42

**CONEJO VALLEY
DISABILITIES FAIR**

MARCH 21st, 2026
11:00 AM - 3:00 PM

THE OAKS MALL
350 W. Hillcrest Dr.
Thousand Oaks

- FREE FOOD!
- VENDORS
- MUSIC
- INTERACTIVE ACTIVITIES
- FREE ENTRY FOR ALL AGES!

IN PARTNERSHIP WITH
The Oaks

**Tacos
& TAXES**

Never file taxes on an empty stomach. ¡Primero, tacos!

PILAR SCHIAVO
Assemblywoman, District 40

**GOLDEN STATE
OPPORTUNITY**

Time
Saturday, March 28
Multiple times available

Location
College of the Canyons
26455 Rockwell Canyon Rd
Hasley Hall Room 233
Santa Clarita, CA 91355

Celeste Rodriguez
ASSEMBLYWOMAN
DISTRICT 43

**César E. Chavez March for Justice
and Resource Fair**

Sunday, Mar 22, 2026

10 a.m. – Pacoima Charter Elementary School
11016 Norris Ave.
Pacoima, CA 91331

11a.m. - March begins down Van Nuys Blvd.

ASSEMBLY MEMBER
Juan Carrillo
ASSEMBLY DISTRICT 39

**Free Senior Scam Stopper
Seminar**

Date: April 18
Time: 10 – 11 a.m.
Location: Legacy Commons
930 East Ave Q-9
Palmdale, CA 93550

ASSEMBLY MEMBER
Jesse Gabriel
DISTRICT 46

DAY OF SERVICE 2026

Sunday, April 19

**HOPE
THE MISSION**

VCC

**LA FAMILY
HOUSING**

Register at www.bit.ly/VDS2026

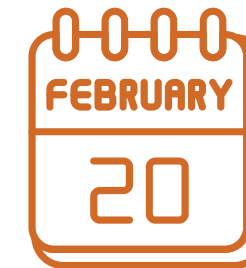
DisCo
AT THE CAPITOL

**2026 California
Disability
Community
Advocacy
Conference**
May 18 -19, 2026

All event links can be accessed by clicking on the images

State Calendar

March 2026



Last day for bills to be introduced



Last day for policy committees to hear and report to fiscal committees fiscal bills introduced in their house



Last day for policy committees to hear and report to the Floor nonfiscal bills introduced in their house



Last day for fiscal committees to hear and report to the Floor bills introduced in their house



Visit Legislative
Deadlines Page



VENDORS IN ACTION!

ARCA’S Voter Voice Campaign



Enter Your Info

Your Information

First Name *

Last Name *

Email *

☐ Yes, sign me up to receive text alerts

By providing your mobile number, you agree to receive periodic call to action text messages from Association of Regional Center Agencies. Message and data rates may apply. Reply HELP for help. Reply STOP to unsubscribe. Message frequency varies. [Privacy Policy](#).

Mobile Number

Pick all that apply. I am *

If you selected other above, please specify.

Other

Home Information

Street Address *

ZIP Code *

Enter Zip for **City** and **State**

Business Information

Your Title

Company

Street Address

ZIP Code

Enter Zip for **City** and **State**

☒ Yes, sign me up to receive email updates and action alerts from Association of Regional Center Agencies

☒ Remember me

Save

Lanterman Coalition



Become a disability rights advocate!

Stay informed and involved—sign up for action alerts and updates from The Lanterman Coalition!

First name

Last name

* Email

By submitting this form, you are consenting to receive marketing emails from The Arc of California. You can revoke your consent to receive emails at any time by using the Safe Unsubscribe® link, found at the bottom of every email.

Sign Up

Everyday Advocacy Actions



Connect with Your Representatives (find your rep.)



Champion NLACRC’s Advocacy Efforts



Be Present in the Community



Elevate Family Voices



Foster Collaborative Relationships



Stay Informed

Resources to Stay Informed

California Department of Developmental Services

<https://www.dds.ca.gov>
State policies, DDS directives, budget updates, and program guidance.

Association of Regional Center Agencies (ARCA)

<https://www.arcanet.org>
Statewide advocacy priorities, budget analysis, and regional center system updates.

The Arc of California

<https://thearcca.org>
California-specific advocacy, budget updates, and community education.

Disability Rights California

<https://www.disabilityrightscalifornia.org>
Rights-based information, investigations, publications, and self-advocacy resources.

Office of Disability Employment Policy (ODEP)

<https://www.dol.gov/agencies/odep>
Federal employment initiatives, best practices, and disability workforce policy.

Note: Click the headings for additional information.

SOCIAL MEDIA ANALYSIS REPORT

Period: December 2025 - February 2026



Facebook

December 2025

8,198

Total Followers
+27 since Nov
2025

38

Posts (Times
we've posted)

687

Total
Interactions
(likes, shares,
comments)

22,276

Page Reach
(how many
people saw at
least one post)

January 2026

8,231

Total Followers
+33 since Dec
2025

24

Posts (Times
we've posted)

984

Total
Interactions
(likes, shares,
comments)

26,061

Page Reach
(how many
people saw at
least one post)

February 2026

8,260

Total Followers
+29 since Jan
2026

20

Posts (Times
we've posted)

623

Total
Interactions
(likes, shares,
comments)

12,993

Page Reach
(how many
people saw at
least one post)

SOCIAL MEDIA ANALYSIS REPORT

Period: December 2025 - February 2026



Instagram

December 2025

1,981

Total Followers
+36 since Nov
2025

42

Posts (Times
we've posted)

312

Total
Interactions
(likes, shares,
comments)

16,464

Page Reach
(how many
people saw at
least one post)

January 2026

2,014

Total Followers
+33 since Dec
2025

26

Posts (Times
we've posted)

288

Total
Interactions
(likes, shares,
comments)

12,291

Page Reach
(how many
people saw at
least one post)

February 2026

2,049

Total Followers
+35 since Jan
2026

25

Posts (Times
we've posted)

230

Total
Interactions
(likes, shares,
comments)

10,907

Page Reach
(how many
people saw at
least one post)

SOCIAL MEDIA ANALYSIS REPORT

Period: December 2025 - February 2026



LinkedIn

December 2025

4,245

Total Followers
+36 since Nov
2025

January 2026

4,301

Total Followers
+56 since Dec
2025

February 2026

4,336

Total Followers
+35 since Jan
2026

YouTube

December 2025

208

Total Followers
+2 since Nov
2025

January 2026

210

Total Followers
+2 since Dec
2025

February 2026

221

Total Followers
+11 since Jan
2026

**NORTH LOS ANGELES COUNTY REGIONAL CENTER
(Committee) Report**

Name: Santos Rodriguez

Meeting: Disparity Committee

Quarter: 3rd (January/February/March) 2026

1.	Public Input:	During this quarter, ICC presented data on their pilot project, Project Expressway, and their initiatives to streamline the transition process into Self-Determination. The data presented discussed the project's approach and progress with families at Valley Mountain Regional Center. FFRC shared efforts made in the Black & African American Support Group. FFRC spoke about the success of their most recent in-person gathering and expressed desire to continue creating opportunities for families to gather in person at each valley. FFRC also presented on the role of FFRC and their Community Navigator Program. FFRC reported that they have supported over 852 families in the program since 2024. Dr. Olga Solomon shared details about the efforts of her SAE grants and spoke to the importance of creating a space where organizations can learn from regional centers and the community.
3.	Points of Discussion:	The committee met during the months of January, February, and March with an intention to define the focus of the group and develop measurable outcomes. Points of discussion included: • Reviewing available annual purchase of service data to recognize the communities most underserved. • Discussing each attending organization's community impact, the communities they focus on, and the best way to disseminate information to their communities. • Identifying metrics and one goal for the committee to develop and execute, as well as identifying commonalities where NLACRC can support CBOs in creating awareness. • Discussed the volume of information available to the community to support access to services and discussed ideas of how to simplify information available to support families and staff. • Shared efforts made by NLACRC's DEIB team in outreach in all three valleys and in schools through Regional Center on Wheels and Campus Connect. • The committee agreed on future action items to further discuss the possibility of developing a virtual learning symposium for local regional centers and CBOs. This

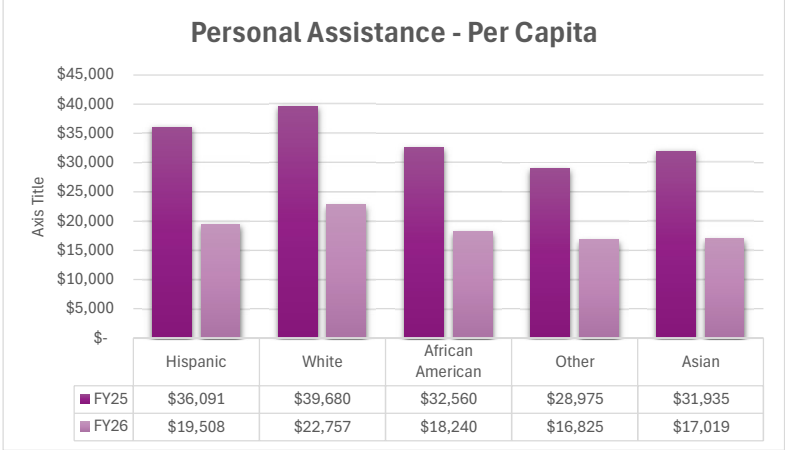
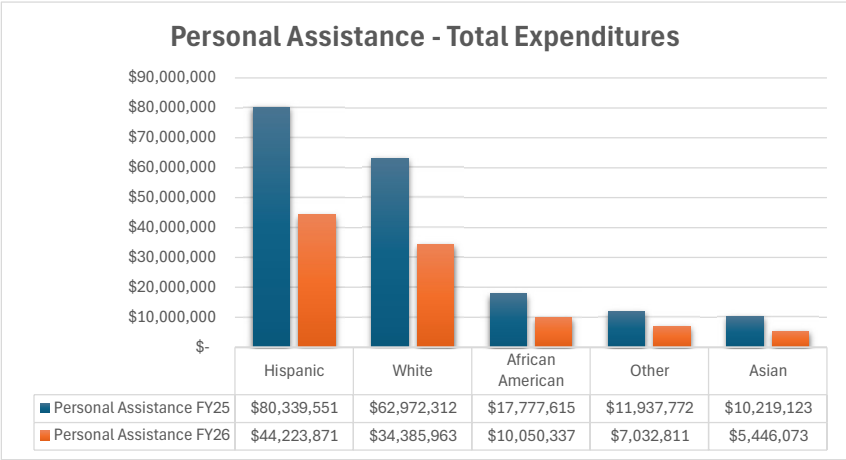
		symposium could serve as a listening session to gather input from the community, but also an opportunity to educate the community on services.
4.	Reported to Committee/Meeting:	NLACRC shared a brief presentation on the outreach done by DEIB from the months of July to December 2025. Information shared included total number of community events, presentations, and total number of attendees to the support groups hosted by DEIB. The DEIB team also shared resources and information to upcoming events being hosted like the Nowruz Picnic (Persian New Year), the Inclusion in Action Workshop in April, and details about the upcoming Generic Resource Fairs for staff in May. Details were shared about the ongoing success of Regional Center on Wheels, including hosting an On Wheels event at Kaiser Permanente. Additional reporting out included flyers to upcoming trainings from the Emergency Management Specialist, Employment Specialists, and NLACRC's Dental Consultant. Flyers and links to the upcoming Annual POS Public Meeting 3/24/26 were shared with the committee.

Semi-annual Expenditure Data Report

Personal Assistance

Ethnicity	FY25	FY26
Hispanic	\$ 80,339,551	\$ 44,223,871
White	\$ 62,972,312	\$ 34,385,963
African American	\$ 17,777,615	\$ 10,050,337
Other	\$ 11,937,772	\$ 7,032,811
Asian	\$ 10,219,123	\$ 5,446,073

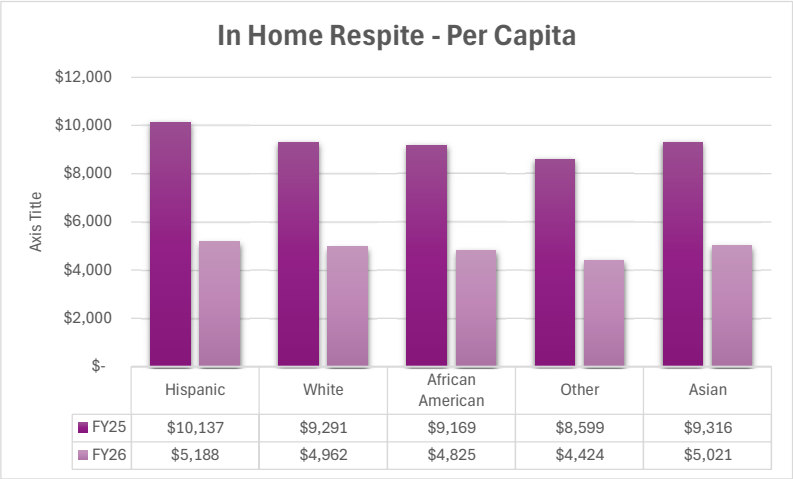
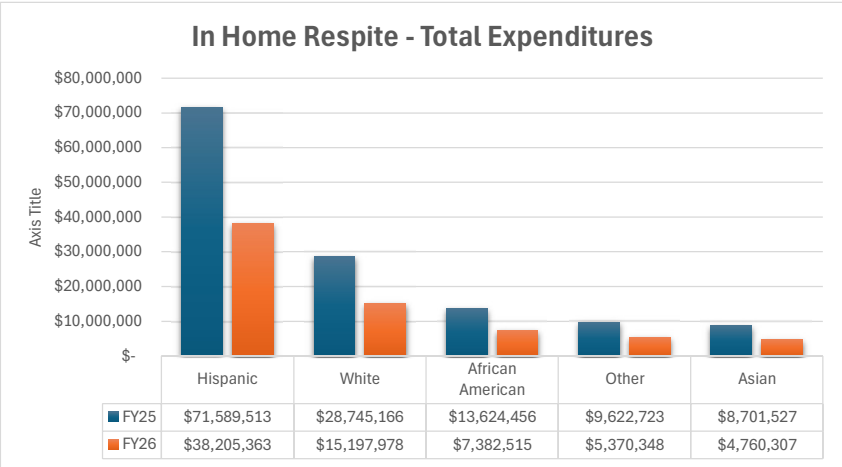
Ethnicity	FY25	FY26
Hispanic	\$ 36,091	\$ 19,508
White	\$ 39,680	\$ 22,757
African American	\$ 32,560	\$ 18,240
Other	\$ 28,975	\$ 16,825
Asian	\$ 31,935	\$ 17,019



In-Home Respite

Ethnicity	FY25	FY26
Hispanic	\$ 71,589,513	\$ 38,205,363
White	\$ 28,745,166	\$ 15,197,978
African American	\$ 13,624,456	\$ 7,382,515
Other	\$ 9,622,723	\$ 5,370,348
Asian	\$ 8,701,527	\$ 4,760,307

Ethnicity	FY25	FY26
Hispanic	\$ 10,137	\$ 5,188
White	\$ 9,291	\$ 4,962
African American	\$ 9,169	\$ 4,825
Other	\$ 8,599	\$ 4,424
Asian	\$ 9,316	\$ 5,021

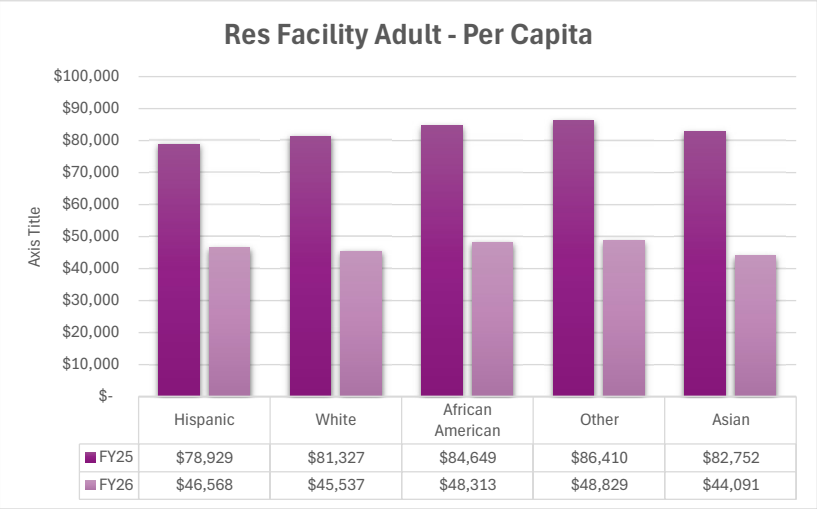
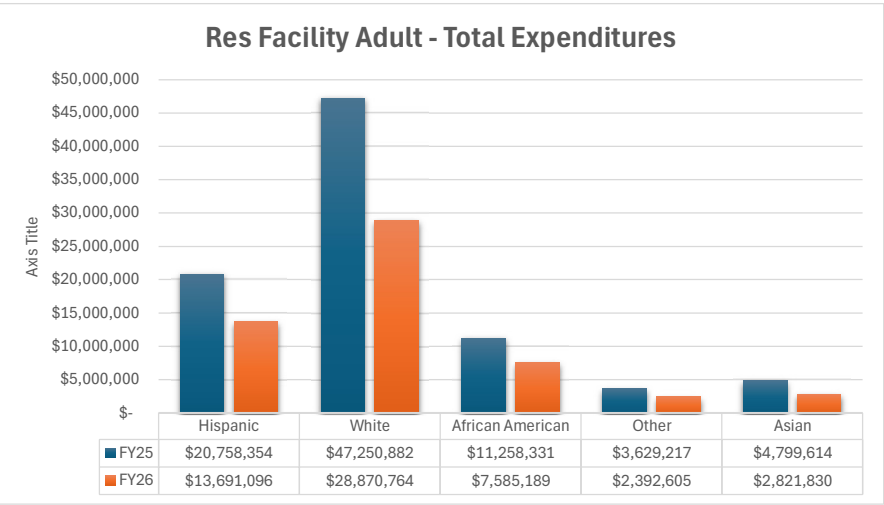


Semi-annual Expenditure Data Report

Res Facility Adult

Ethnicity	FY25	FY26
Hispanic	\$ 20,758,354	\$ 13,691,096
White	\$ 47,250,882	\$ 28,870,764
African American	\$ 11,258,331	\$ 7,585,189
Other	\$ 3,629,217	\$ 2,392,605
Asian	\$ 4,799,614	\$ 2,821,830

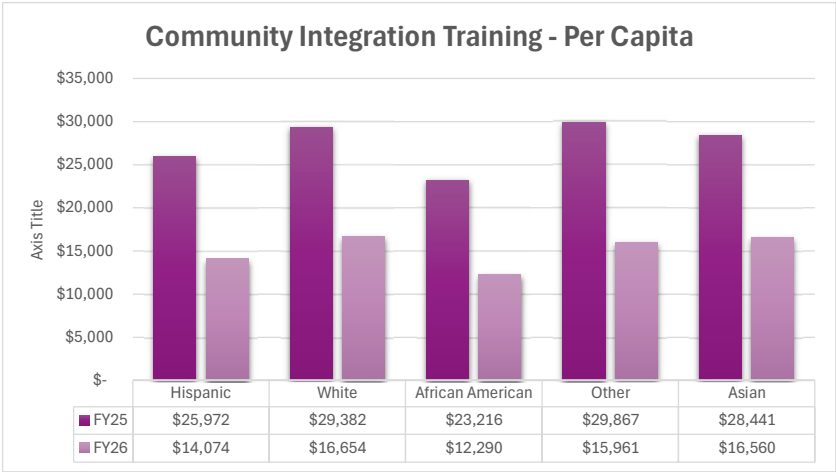
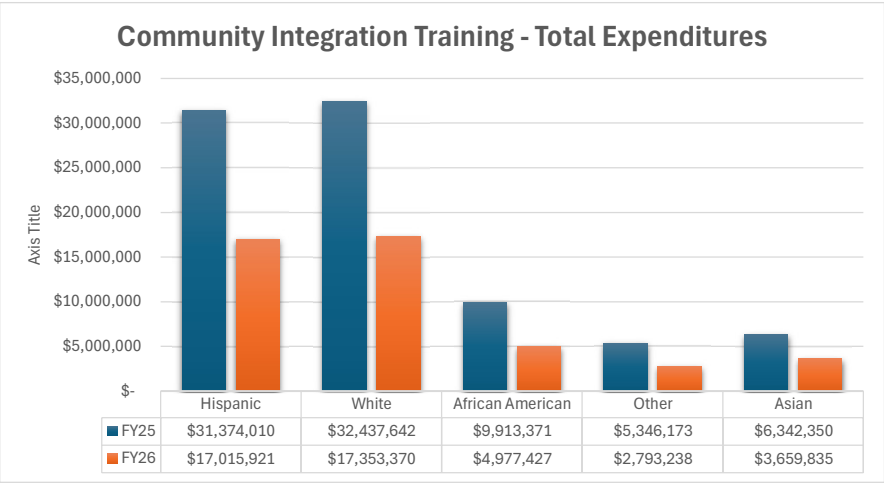
Ethnicity	FY25	FY26
Hispanic	\$ 78,929	\$ 46,568
White	\$ 81,327	\$ 45,537
African American	\$ 84,649	\$ 48,313
Other	\$ 86,410	\$ 48,829
Asian	\$ 82,752	\$ 44,091



Community Integration Training

Ethnicity	FY25	FY26
Hispanic	\$ 31,374,010	\$ 17,015,921
White	\$ 32,437,642	\$ 17,353,370
African American	\$ 9,913,371	\$ 4,977,427
Other	\$ 5,346,173	\$ 2,793,238
Asian	\$ 6,342,350	\$ 3,659,835

Ethnicity	FY25	FY26
Hispanic	\$ 25,972	\$ 14,074
White	\$ 29,382	\$ 16,654
African American	\$ 23,216	\$ 12,290
Other	\$ 29,867	\$ 15,961
Asian	\$ 28,441	\$ 16,560



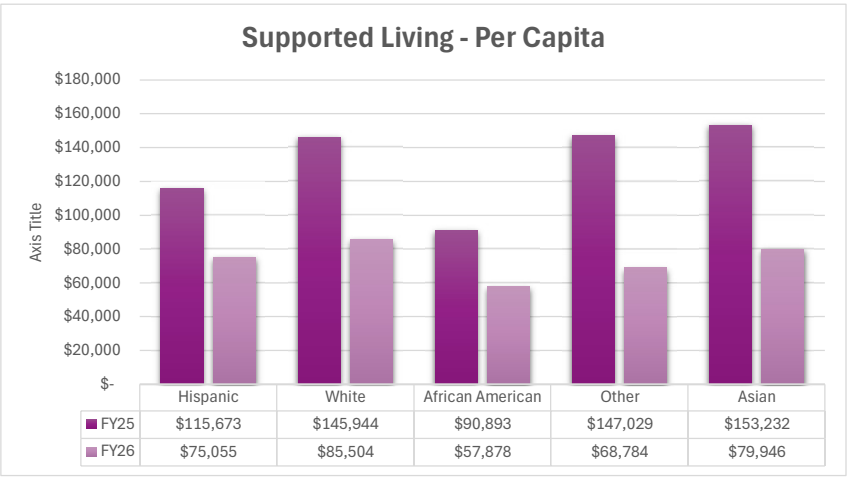
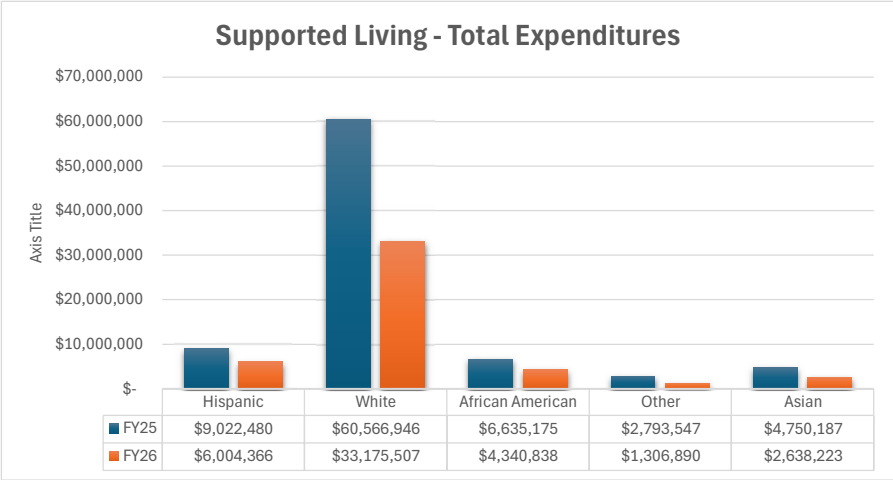
Semi-annual Expenditure Data Report

Supported Living

Ethnicity	FY25	FY26
Hispanic	\$ 9,022,480	\$ 6,004,366
White	\$ 60,566,946	\$ 33,175,507
African American	\$ 6,635,175	\$ 4,340,838
Other	\$ 2,793,547	\$ 1,306,890
Asian	\$ 4,750,187	\$ 2,638,223

Ethnicity	FY25	FY26
Hispanic	\$ 115,673	\$ 75,055
White	\$ 145,944	\$ 85,504
African American	\$ 90,893	\$ 57,878
Other	\$ 147,029	\$ 68,784
Asian	\$ 153,232	\$ 79,946

Data as of 2/5/2026



Welfare and Institutions Code Section 4731 Individuals' Rights Complaints Survey
Fiscal Year 2025-2026

The purpose of this survey is to obtain information on Welfare and Institutions (W&I) Code section 4731 individuals' rights complaints. This information is used to meet the requirements of W&I Code section 4519.2(c), which requires the Department of Developmental Services (Department) to update the Legislature annually with the number of complaints filed at each regional center, to include the following information:

1. The subject matter of complaints filed (see subject matter codes and descriptions).
 2. How complaints were resolved (see resolution codes and descriptions).
 3. The timeframe within which resolutions to those complaints were provided by the regional center.
 4. Demographic information, as identified by the Department, about consumers on whose behalf the complaint was filed.
- Note: Demographic information is not required to complete the survey.**

Record information for all W&I Code section 4731 complaints filed with the regional center during the reporting quarter. Please refer to the Instructions tab prior to completing the survey.

Regional Center						Date							
Contact Person		Email Address				Phone Number							
Individual UCI	Individual Initials	Information Not Required				Date Complaint Received by Regional Center	Date Proposed Resolution Sent to Individual	Subject Matter of Complaint (List each issue identified in the complaint) To add more rows, click the (+) icon located in the left margin	Subject Code	How Complaint was Resolved (List how each issue in "Subject Matter of Complaint" was resolved)	Resolution Code	Root Cause of Complaint (Provide a brief description of each subject matter)	
		Date of Birth	Age at the Time Complaint Received by Regional Center (Age will auto-populate when columns C and G are entered)	Ethnicity	Primary Language of Consumer								
					8.29.2025	10.01.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC failed to provide reimbursement.		
							2. Service Coordination	5	No violation identified	7	Alleged NLACRC did not inform consumer that funding for social recreational activities was available.		
							3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not provide response to request for service.		
							4.						
							5.						
							6.						
							7.						
							8.						
							9.						
							10.						
							11.						
							12.						
							13.						
							14.						
							15.						
					9.2.2025	10.3.2025	1. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC did not properly assess for eligibility.		
							2.						
							3.						
							4.						
							5.						
							6.						
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							10.						
							11.						
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							13.						
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							15.						
					9.3.2025	10.9.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC has failed to reimburse		
							2.						
							3.						
							4.						
							5.						
							6.						
							7.						
							8.						
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							10.						
							11.						
							12.						
							13.						
							14.						
							15.						
					9.3.2025	10.2.2025	1. Vendor Requirements	9	No violation identified	7	Alleged vendor did not provide appropriate attention, care and support for consumer's needs.		
							2.						
							3.						
							4.						
							5.						
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							1. Vendor Requirements	9	No violation identified	7	Alleged vendor did not provide a safe and health environment.		
							2. Vendor Requirements	9	No violation identified	7	Alleged vendor restricted visitation to Face Time.		
							3. Service Related	8	No violation identified	7	Alleged NLACRC violated consumer's rights as PA staff failed to provide regular exercise.		
							4. Vendor Requirements	9	Complaint was out-of-scope of W&I §4731	9	Alleged vendor failed to communicate and respond to complaints.		
							5.						

				9.8.2025	10.7.2025	6.							
						7.							
						8.							
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						10.							
						11.							
						12.							
						13.							
						14.							
						15.							
				9.12.2025	10.9.2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC failed to respond to request for assistance.			
						2. Service Coordination	5	No violation identified	7	Alleged NLACRC ignored email and telephone calls.			
						3. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC partially denied services.			
						4.							
						5.							
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					10.								
					11.								
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					15.								
			9.17.2025	10.16.2025	1. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not hold IPP meeting.				
					2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not recover.				
					3.								
					4.								
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					10.								
					11.								
					12.								
					13.								
					14.								
					15.								
			9.12.2025	10.16.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC did not assign CSC.				
					2. WIC 4502	6	Training was provided to regional center and/or vendor staff	4	Alleged consumer's right to privacy was violated.				
					3.								
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					10.								
					11.								
					12.								
					13.								
					14.								
					15.								
			9.17.2025	10.16.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC did not assign CSC.				
					2. WIC 4502	6	No violation identified	7	Alleged NLACRC violated consumer's right to privacy.				
					3.								
					4.								
					5.								
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					12.								
					13.								
					14.								
					15.								
			9.17.2025	10.16.2025	1. IPP Development/Implementation	1	No violation identified	7	Alleged delay in approving service restricted consumer's independence.				
					2. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not respond to request to revise spending plan.				
					3.								
					4.								
					5.								
					6.								
					7.								

				9.18.2025	10.17.2025	8.					
						9.					
						10.					
						11.					
						12.					
						13.					
						14.					
						15.					
						1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not respond to or approve requested services.	
						2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not hold IPP meeting.	
						3.					
						4.					
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				9.18.2025	10.21.2025	1. Service Coordination	5	No violation identified	7	Alleged that person believed to be associated with NLACRC made inaccurate and false statements about consumer and their friend.	
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				9.24.2025	10.23.2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC failed to respond to request for social recreational services.	
						2. IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC failed to respond to request for adaptive skills assessment.	
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				9.29.2025	10.23.2025	1. IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC did not respond to request for social recreation reimbursement and transition to SDP.	
						2. Service Coordination	5	No violation identified	7	Alleged NLACRC did not respond to calls or emails.	
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				9.29.2025	10.27.2025	1. IPP Development/Implementation	1	No violation identified	7	Alleged failure to implement an IPP.	
						2. IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC completed an IPP without consumer's involvement.	
						3. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC failed to fund requested services and provide reimbursement.	
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						1.	Service Related	8	Complaint was out-of-scope of W&J §4731	9	Alleged NLACRC did not fund service.
						2.	Service Coordination	5	No violation identified	7	Alleged NLACRC violated Sections 488.22(a)(1) and (2) as NLACRC did not reimburse.
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				9.30.2025	10.29.2025	1.	Service Related	8	Complaint was out-of-scope of W&J §4731	9	Alleged NLACRC did not fund service.
						2.	Service Coordination	5	No violation identified	7	Alleged NLACRC violated Sections 488.22(a)(1) and (2) as NLACRC did not reimburse.
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				9.30.2025	10.30.2025	1.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor does not provide services.
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				10.2.2025	10.31.2025	1.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC has not held an IPP meeting despite request.
						2.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although it was not alleged, it was determined that NLACRC did not provide a timely NDA.
						3.	IPP Development/Implementation	1	No violation identified	7	Alleged that NLACRC required private information and prevented consumer from having an IPP meeting.
						4.	Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Alleged service coordination has not been provided.
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				10.2.2025	10.30.2025	1.	Service Related	8	Complaint was out-of-scope of W&J §4731	9	Alleged that NLACRC failed to approve funding.
						2.	Service Related	8	Complaint was out-of-scope of W&J §4731	9	Alleged failure to approve and implement service.
						3.	IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC failed to implement services in consumer's IPP.
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				10.2.2025	10.30.2025	1.	Service Coordination	5	No violation identified	7	Alleged NLACRC delayed oversight verification.
						2.	Service Related	8	No violation identified	7	Alleged NLACRC refused to transfer case.
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					10.2.2025	10.30.2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC has failed to respond to service requests.
							2. Service Coordination	5	No violation identified	7	Alleged CSIC has not responded to emails.
							3. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged parent has been self funding respite as service was not approved.
							4. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Although not alleged it was determined that NLACRC failed to hold an IPP meeting.
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					10.2.2025	10.28.25	1. Service Coordination	5	No violation identified	7	Alleged NLACRC did not assign CSIC.
							2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not conduct IPP meeting.
							3. Service Coordination	5	No violation identified	7	Alleged NLACRC did not provide meaningful support.
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					10.8.2025	11.6.2025	1. Provision of Records	4	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not provide timely informal decision letter.
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					10.22.2025	11.10.2025	1. Service Coordination	5		7	Alleged NLACRC is discriminatory in provision of services.
							2. IPP Development/Implementation	1	No violation identified	7	Alleged parent was not able to participate in IPP planning.
							3. Service Coordination	5	No violation identified		Alleged NLACRC has not facilitated transition to SDP.
							4. Notice of Proposed Action	2	No violation identified	7	Alleged NLACRC did not provide NOA when requested.
							5. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC Hearing Representative committed procedural violations, is biased and misrepresented communications.
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					10.16.2025	11.14.2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not respond to request for service/support.
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						1.	IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC failed to implement IPP.	
						2.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC did not fund service.	
						3.	IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC did not provide copies of IPP.	
						4.	IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC did not develop an IPP.	
						5.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged it was determined that NLACRC did not provide NDA in a timely manner.	
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						1.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged NLACRC did not fund service.	
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						1.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Alleged that NLACRC erred in terminating services.	
						2.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC failed to provide timely NDA.	
						3.	Service Coordination	5	No violation identified	7	Alleged NLACRC did not provide timely communication.	
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						1.	Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Alleged CSC lacked professionalism and was rude to potential landlord.	
						2.	Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Alleged CSC interfered with landlord's business.	
						3.	Service Coordination	5	No violation identified	7	Alleged that CSC's actions did not benefit consumer.	
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						1.	Vendor Requirements	9	No violation identified	7	Alleged vendor violated right to privacy, dignity and harassment concerns. NLACRC substantiated violation to right of privacy. DOS determined no further action warranted.	
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				11.12.2025	12.12.2025	1. Vendor Requirements	9	No violation identified	7	Alleged vendor did not provide information of why residential facility was placed.
						2. IPP Development/Implementation	1	No violation identified	7	Alleged consumer's relocation process was rushed.
						3. Vendor Requirements	9	No violation identified	7	Alleged vendor did not allow consumer's staff to continue providing service.
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				11.18.2025	12.18.2025	1. IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC placed consumer without father's approval.
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				11.20.2025	12.19.2025	1. Vendor Requirements	9	No violation identified	7	Alleged vendor did not pay consumer's service provider.
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				11.26.2025	12.29.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC has not reimbursed.
						2. Provision of Records	4	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not provide copies of IPP.
						3. Provision of Records	4	No violation identified	7	Alleged NLACRC did not provide copy of Medi-Cal waiver.
						4. Service Coordination	5	Complaint was out-of-scope of W&J §4731	9	Alleged NLACRC did not transfer consumer's case to Transition Unit.
						5. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged it was determined that NLACRC did not provide NOA.
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				12.2.2025	12.29.2025	1. Service Coordination	5	No violation identified	7	Alleged NLACRC did not extend consumer's SGP budget.
						2. Service Coordination	5	No violation identified	7	Alleged NLACRC did not complete budget in a timely manner.
						3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged it was determined that NLACRC did not provide NOA.
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						1. Vendor Requirements	9	Complaint was out-of-scope of W&J §4731	9	Alleged vendor has not been able to provide competent LWA.
						2. Vendor Requirements	9	No violation identified	7	Alleged vendor failed to report for shift.

					12.2.2025	12.29.2025	3. Vendor Requirements	9	Complaint was out-of-scope of W&J §4731	9	Alleged vendor did not provide coverage on school breaks and holidays.
							4. Service Related	8	Complaint was out-of-scope of W&J §4731	9	Alleged NLACRC reduced service hours without justification.
							5. Service Related	8	Complaint was out-of-scope of W&J §4731	9	Consumer requested increase in service hours.
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					12.5.2025	12.22.2025	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC has not provided services/supports.
							2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleged NLACRC did not provide copy of IPP.
							3. Service Coordination	5	No violation identified	7	Alleged NLACRC delayed transfer to Kern RC.
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					12.1.25	12.29.25	1. IPP Development/Implementation	1	No violation identified	7	Alleged NLACRC CSC used unauthorized form to gather information during IPP meeting.
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Welfare and Institutions Code Section 4731 Individuals' Rights Complaints Survey

Fiscal Year 2025-2026

The purpose of this survey is to obtain information on Welfare and Institutions (W&I) Code section 4731 individuals' rights complaints. This information is used to meet the requirements of W&I Code section 4519.2(c), which requires the Department of Developmental Services (Department) to update the Legislature annually with the number of complaints filed at each regional center, to include the following information:

1. The subject matter of complaints filed (see subject matter codes and descriptions).
 2. How complaints were resolved (see resolution codes and descriptions).
 3. The timeframe within which resolutions to those complaints were provided by the regional center.
 4. Demographic information, as identified by the Department, about consumers on whose behalf the complaint was filed.
- Note: Demographic information is not required to complete the survey.**

Record information for all W&I Code section 4731 complaints filed with the regional center during the reporting quarter. Please refer to the Instructions tab prior to completing the survey.

Regional Center		NLACRC					Date		3/9/2026					
Contact Person		Dana Lawrence		Email Address		Lawrence@nlacrc.org		Phone Number		818-756-6384				
Individual UCI	Individual Initials	Date of Birth	Age at the Time Complaint Received by Regional Center (Use only when possible, when columns C and D are entered)	Ethnicity	Primary Language of Consumer	Date Complaint Received by Regional Center	Date Proposed Resolution Sent to Individual	Subject Matter of Complaint (List each issue identified in the complaint) To add more rows, click the (+) icon located in the left margin	Subject Code	How Complaint was Resolved (List how each issue in "Subject Matter of Complaint" was resolved)	Resolution Code	Root Cause of Complaint (Provide a brief description of each subject matter)		
						6.2.25	7.7.25	1. WIC 4502	6	No violation identified	7	Parent alleged consumer is being discriminated and neglected.		
								2. Service Coordination	5	No violation identified	7	Parent alleged CSC led when they said they were the assigned CSC		
								3. Service Coordination	5	No violation identified	7	Parent alleged they received a letter which falsely stated that NLACRC has attempted to contact for program planning.		
								4. Service Coordination	5	No violation identified	7	Parent alleged CSC Poster pushed to hold an IPP meeting instead of assigned CSC		
								5. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC required IPP meeting to be held at NLACRC's office		
								6. WIC 4502	6	No violation identified	7	Parent alleged CSC led about the family to others.		
								7. Service Coordination	5	Change in service coordinator occurred	2	Parent requested new CSC and received no response.		
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						6.2.25	7.1.25	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged there have been significant delays and lack of responsiveness following requests for services.		
								2. Service Coordination	5	Change in service coordinator occurred	2	Parent alleged consumer has been without an assigned CSC for an extended time.		
								3. Service Coordination	5	No violation identified	7	Parent alleged that attempts to escalate case management issues have gone unanswered by case management leadership.		
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						6.9.25	7.2.25	1. Confidentiality	7	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC accepted court records without verifying legal authority		
								2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC finalized program planning without her input and not provide her a list of agreed upon services.		
								3. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not provide her a copy of the IPP.		
								4. IPP Development/Implementation	1	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC did not respond to request for corrections to the IPP.		
								5. Service Coordination	5	No violation identified	7	Parent alleged NLACRC did not include her in a psychological evaluation of the consumer.		
								6. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC did not respond to requests for corrections to the psychological evaluation report.		
								7. Provision of Records	4	No violation identified	7	Parent alleged NLACRC failed to respond to a record request in a timely manner.		
								8. Provision of Records	4	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not provide all records upon request.		
								9. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not provide a copy of the annual progress report.		
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						6.10.25	7.10.25	1. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC has not implemented services.		
								2. Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation NLACRC determined the right to service coordination was violated.		
								3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation NLACRC determined the right to adequate notice was violated.		
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								1. IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC have not provided copy of IPP		
								2. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC does not respond to calls/mails in a timely manner.		
								3. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation it was determined that NLACRC did not recover as required by statute.		
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						2. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC did not approve requested services or provide copy of IPP in a timely manner.
						3. Service Coordination	5	No violation identified	7	Parent alleged NACRC did not reimburse in a timely manner causing a lapse in services.
						4. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC did not include her in program planning.
						5. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC did not provide equitable treatment and access to services.
						6. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC did not respond to requests for information in a timely manner.
						7. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation NACRC determined the right to adequate notice was violated.
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				6.18.25	7.18.25	1. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC has failed to respond to calls in a timely manner.
						2. WIC 4502	6	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC discriminated against her.
						3. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC is requiring additional documentation to assess a service.
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				6.20.25	7.17.25	1. Vendor Requirements	9	No violation identified	7	Conservator alleged vendor has stopped transporting consumer.
						2. Vendor Requirements	9	No violation identified	7	Conservator alleged vendor has stopped providing community outings for consumer.
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				7.1.25	7.28.25	1. Vendor Requirements	9	Complaint was out-of-scope of W&I §4731	9	Consumer's staff alleged FMS has not completed payment for services.
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						1. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged CSC does not respond in a timely manner.
						2. Service Coordination	5	Change in service coordinator occurred	2	Parent requested new CSC.
						3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC has not responded to request for services/support in a timely manner.
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				7.1.25	7.30.25	1. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC has not completed IPP report.	
						2. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC has not provided services.	
						3. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC has not provided adequate notice.	
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				7.8.25	8.5.25	1. Service Coordination	5	No violation identified	7	Parent alleged NACRC has not transitioned consumer to SDP.	
						2. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC has failed to provide prompt responses to emails and inquiries.	
						3. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC has not implemented services in a timely manner.	
						4. IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC violated the right to effective person centered planning.	
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				7.10.25	8.6.25	1. WIC 4502	6	Complaint was out-of-scope of W&I §4731	9	Consumer alleged he was not included in decision by conservator to terminate services.	
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				7.10.25	8.7.25	1. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC failed to comply with statutory timelines.	
						2. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC failed to issue NDA in timely manner.	
						3. Service Coordination	5	No violation identified	7	Parent alleged NACRC failed to resolve Medi-Cal enrollment issues.	
						4. WIC 4502	6	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC mischaracterized family's cooperation in planning process.	
						5. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NACRC delayed services.	
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						1. Vendor Requirements	9	No violation identified	7	Parent alleged FMS failed to complete payments for social/recreational activities.	
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				7.14.25	8.11.25	1. Vendor Requirements	9	No violation identified	7	Parent alleged FMS failed to complete payments for social/recreational activities.		
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				7.23.25	8.21.25	1. Service Coordination	5	No violation identified	7	Consumer alleged NLACRC failed to assign new CSC in a timely manner.		
						2. Vendor Requirements	9	No violation identified	7	Consumer alleged FMS wrongfully terminated services and didn't provide access to SIR reports.		
						3. Service Coordination	5	No violation identified	7	Consumer alleged NLACRC did not provide meaningful support.		
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				7.30.25	8.11.25	1. Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent requested ES services continue.		
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				8.1.25	8.21.25	1. Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC has not reimbursed for social rec activities in a timely manner.		
						2. Service Coordination	5	No violation identified	7	Parent alleged CSC does not answer questions.		
						3. Service Coordination	5	Change in service coordinator occurred	2	Parent requested new CSC.		
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						1. Service Coordination	5	No violation identified	7	Parent alleged NLACRC has not reimbursed for social rec activities in a timely manner.		
						2. IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC delayed implementation of services.		
						3. Service Coordination	5	Change in service coordinator occurred	2	Parent requested new CSC.		
						4. Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation NLACRC determined the right to adequate notice was violated.		
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						1.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC failed to provide adequate notice.
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				8.4.25	9.2.25	1.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC failed to provide adequate notice.
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				8.6.25	9.4.25	1.	IPP Development/Implementation	1	No violation identified	7	Parent alleged NLACRC has not held annual IPP.
						2.	Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC failed to suggest services.
						3.	Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC did not follow up regarding request for service.
						4.	Service Coordination	5	No violation identified	7	Parent alleged NLACRC has not provided reimbursement for social recreational activities.
						5.	Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC does not respond to calls/emails in a timely manner.
						6.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation it was determined that an IPP meeting was not held within 30 days of request.
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				8.11.25	9.12.25	1.	Vendor Requirements	9	Complaint was out-of-scope of W&I §4731	9	Consumer alleged inappropriate behavior by staff/therapist.
						2.	WIC 4502	6	Vendor Plan of Correction was required	5	Consumer alleged staff urinated in bathroom while he was in the shower.
						3.	Vendor Requirements	9	Complaint was out-of-scope of W&I §4731	9	Consumer alleged injured staff were required to train new staff.
						4.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor interfered with IHSS services.
						5.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor terminated transportation.
						6.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor submitted a false SIR.
						7.	Vendor Requirements	9	Vendor Plan of Correction was required	5	Consumer alleged unsafe living conditions.
						8.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor used unsafe lifts.
						9.	Vendor Requirements	9	No violation identified	7	Consumer alleged vendor issued 30 day notice in violation.
						10.	Vendor Requirements	9	Vendor Plan of Correction was required	5	Consumer alleged vendor was negligent in staff scheduling.
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						1.	Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to transition consumer to SDP.
						2.	Service Coordination	5	No violation identified	7	Parent alleged NLACRC failed to provide assistance in timely manner.
						3.	Service Coordination	5	Training was provided to regional center and/or vendor staff	4	Parent alleged NLACRC failed to respond to provide information following requests for information.
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				8.12.25	9.17.25	1.	Service Coordination	5	No violation identified	7	Parent alleged NLACRC delayed transfer to new HC.
						2.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied Disruptive Fitness.
						3.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied life skills class.
						4.	Service Coordination	5	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC does not respond to calls/emails in a timely manner.
						5.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged NLACRC denied PA during school hours.
						6.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation it was determined that NLACRC failed to provide adequate notice.
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						1.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4
						2.				Advocate alleged NLACRC failed to host IPP meeting within 30 days of request.
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				8.14.25	9.9.25	1.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4
						2.				Advocate alleged NLACRC failed to host IPP meeting within 30 days of request.
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				8.15.25	9.17.25	1.	Service Coordination	5	No violation identified	7
						2.				Parent alleged NLACRC has failed to reimburse for social recreational activity.
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				8.15.25	9.17.25	1.	Service Coordination	5	No violation identified	7
						2.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4
						3.				Complainant alleged NLACRC did not provide appropriate service coordination.
						4.				Complainant alleged NLACRC did not provide notice of action.
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				8.18.25	9.18.25	1.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4
						2.	IPP Development/Implementation	1	No violation identified	7
						3.	Service Coordination	5	No violation identified	7
						4.				Parent alleged NLACRC failed to provide adequate notice.
						5.				Parent alleged NLACRC did not fund for activity during appeal (Adt Paid Pending)
						6.				Parent alleged NLACRC did not respond to requests for information in a timely manner.
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				8.18.25	9.18.25	1.	Notice of Proposed Action	2	Training was provided to regional center and/or vendor staff	4
						2.	IPP Development/Implementation	1	No violation identified	7
						3.				Parent alleged NLACRC failed to provide adequate notice.
						4.				Parent alleged NLACRC failed to assess in a timely manner.
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					8.20.25	9.22.25	1.	IPP Development/Implementation	1	No violation identified	7	Parent alleged NACRC failed to secure vendor with suitable staff	
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					8.21.25	9.22.25	1.	Service Coordination	5	No violation identified	7	Parent alleged NACRC did not offer competent services for consumer	
							2.	Vendor Requirements	9	Complaint was out-of-scope of W&I §4731	9	Parent alleged vendor failed to provide adequate staff	
							3.	Confidentiality	7	No violation identified	7	Parent alleged vendor violated HIPAA and CIPA.	
							4.	Vendor Requirements	9	No violation identified	7	Parent alleged vendor abandoned consumer when vendor terminated services.	
							5.	Vendor Requirements	9	No violation identified	7	Parent alleged vendor miscommunicated service offering.	
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					8.21.25	9.17.25	1.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Parent alleged social recreation provider demanded payment on the day of service.	
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					8.22.25	9.22.25	1.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC did not hold IPP within statutory timeframe.	
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					8.25.25	9.29.25	1.	Service Coordination	5	No violation identified	7	Parent alleged NACRC failed to reimburse for social/recreational activities.	
							2.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Parent alleged NACRC failed to secure services.	
							3.	Service Coordination	5	Change in service coordinator occurred	2	Parent requested new CSC.	
							4.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Although not alleged, during the course of investigation it was determined that NACRC failed to reimburse.	
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								1.	IPP Development/Implementation	1	Training was provided to regional center and/or vendor staff	4	Alleviate alleged NACRC failed to host IPP meeting
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								1.	Service Related	8	Complaint was out-of-scope of W&I §4731	9	Prevent alleged NACRC denied services
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								1.	IPP Development/Implementation	1	No violation identified	7	Prevent alleged NACRC has failed to identify service providers
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**North Los Angeles County Regional Center
Intake Data by Location Report 2025**

2nd Quarter (October -December)

Month	Intake cases (total)	Over 120 days	over 120 days	Over 142 days	over 142 days
October	916	2	0.22%	0	0.00%
November	779	0	0.00%	0	0.00%
December	734	1	0.14%	0	0.00%

By Office Summary

Month	SFV/SCV total	Over 120	% Over	Over 142	% Over	AV total	Over 120	% Over	Over 142	% Over
October	586	1	0.17%	0	0.00%	330	1	0.30%	0	0.00%
November	489	0	0.00%	0	0.00%	290	0	0.00%	0	0.00%
December	456	1	0.22%	0	0.00%	278	0	0.00%	0	0.00%

NLACRC has been able to increase psychological assessment scheduling to meet the record demand. In Q2, NLA scheduled an average of 530 assessments/month. NLA has also been able to increase the number of psychologist performing assessments, with approximately 36 assessment/ psychologists as of January 2025 . NLACRC expects to continue to develop more appointment capacity in 2026.

Committee Attendance

FY 2025-26	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Total Absences	Total Hours
Community Relations Committee	Dark		Dark	Dark		Dark		Dark		Dark		Dark		
Nicholas Abrahms		P			P		P						0	4.25
George Alvarado		P			P		Ab						1	3.25
Cathy Blin		P			P		P						0	4.25
Sharmila Brunjes		P			Ab		Ab						2	2.00
Jacquie Colton		P			P		P						0	4.25
Lety Garcia		P			Ab		P						1	3.00
Juan Hernandez		P			P		Ab						1	3.25
Jennifer Koster		P			P		Ab						1	3.25
Laura Monge		P			P		P						0	4.25
Jeremy Sunderland		P			Ab		P						1	3.00
Jason Taketa		P			P		Ab						1	3.25
Curtis Wang		P			P		Ab						1	4.25
Jodie Agnew-Navarro (VAC Rep)		P			P								0	3.25
Sharon Weinberg (VAC Rep)		P			P		P						0	4.25

Meeting Time

2.00

1.25

1.00

4.25

P = Present

Ab = Absent

Attendance Policy: In the event a Trustee shall be absent from three (3) consecutive regularly-scheduled Board meetings or from three (3) consecutive meetings of any one or more committees on which he or she may be serving, or shall be absent from five (5) regularly-scheduled Board meetings or from five (5) meetings of any one or more Committees on which he or she may be serving during any twelve (12) month period, then the Trustee shall, without any notice or further action required of the Board, be automatically deemed to have resigned from the Board effective immediately. The secretary of the Board shall mail notice of each Trustee's absences during the preceding twelve (12) month period to each Board member following each regularly-scheduled Board meeting. (policy adopted 2-10-99)