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: November 12, 2026

To: Tal Segalovitch, Chair, Jaklen Keshishyan, Alt. Chair, Jodie Agnew-Navarro, Octavia Watkins, Masood Babaeian, Paul Borda, Andrea Devers, Ricki Macken-Chilvers, Vahe Mkrtchian, Jen Pippard, Sharon Weinberg, Jason Gillis, Desiree Misrachi, Alona Yorkshire, Lea Munoz

From: Lindsay Granger
Executive Administrative Assistant

Re: Information and materials for the next Vendor Advisory Committee meeting on **Thursday, Nv 13, 2026 at 9:30 a.m.**

Attached is information for the next committee meeting. Please review this information prior to the meeting.

The meeting is a Hybrid Meeting and will be remotely accessible by Zoom. We will send you the Zoom access information via email. The in-person meeting location will be at the NLACRC Chatsworth Office.

If you have any questions, or if you are unable to attend the meeting, please send us an email to boardsupport@nlacrc.org. Thank you!

Attachments

c: Angela Pao-Johnson, NLACRC Executive Director,
Evelyn McOmie, Deputy Director

Vendor Advisory Committee Meeting

November 12, 2026

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VENDOR ADVISORY COMMITTEE
Thursday, November 12, 2026
9:30 am ***(Hybrid)***
Zoom/NLARC Antelope Valley Office
~AGENDA ~

I. Call to Order & Welcome – Tal Segalovitch, Chair *(5 min.)*

II. Committee Member Attendance/Quorum *(1 min.)*

III. Empower Expo 2026 *(5 min.)*

IV. Public Input - Agenda Items only *(3 min. per person, 3-person limit)*

V. Consent Items
A. Approval of Minutes from the September 10, 2026, Meeting *(1 min.)*
B. Approval of the Agenda *(1 min.)*

VI. Action Items

VII. Committee Business
A. Introduction of New Aging Specialist – Aminta Dixon-Lorenzo *(5 min.)*
B. Call for New VAC Members – Tal Segalovitch *(2 min.)*
C. VAC Applicant Interview Panel – Tal Segalovitch *(2 min.)*
D. Update on Term Renewals – Tal Segalovitch *(1 min.)*
E. Self-Determination Update – Silvia Renteria-Haro *(2 min.)*

VIII. Report Outs
A. **Deputy Director Officer's Report** – Evelyn McOmie *(5 min.)*
B. **Chief Financial Officer's Report** – Vini Montague *(10 min.)*
    1. Customer Service Report Out – Accounting
C. **Community Services Director's Report** – Arshalous Garlanian *(15 min.)*
D. **Legislative Report** – Belinda Abatesi *(5 min.)*
    1. Legislative Town Hall
E. **Executive Director's Report** – Angela Pao-Johnson *(20 min.)*
    1. Service Provider Portal – Hady Khorasani
    2. Customer Responsivity Contact Us Form – Vipin Gautam

IX. Open Topics for Discussion – Tal Segalovitch *(30 min.)*

A. Discussion of New Transitional Workgroup
B. Development of Biannual Transition Department Workgroup Meetings
C. Expectations of Day Program Communication with Residential Providers
D. Social Security Report Packet Completion
E. FHA On Call Follow Through

X. Committee Work Group Information/Committee Work Group Final Reports:

A. **Early Start Services** (Jodie Agnew-Navarro) *(3 min.)*
For meeting schedule and information
Contact: Jodie Agnew-Navarro - jodie.agnew-navarro@chimeinstitute.net
Next workgroup meeting: Thursday, November 19, 2026, at 9:00am (via Zoom).
i. Early Start Services

B. **School Age Services** (Jaklen Kehishyan) *(3 min.)*
For meeting schedule and information
Contact:
Next workgroup meeting: Tuesday, January 12, 2026, at 10:00am (via Zoom).
i. School Age Services

C. **Adult Services** (Octavia Watkins and Jen Pippard) *(3 min.)*
For meeting schedule and information
Contact: Octavia Watkins - excellencecrp@gmail.com
Next workgroup meeting: Monday, November 16, 2026, at 11:00am (via Zoom).
i. Adult Services

XI. Board Committee Reports

A. Executive Finance Committee – Tal Segalovitch *(1 min.)*

XII. Board Meeting Agenda Items

XIII. Announcements/Public Input/Information Items *(3 min. per person)*

A. Next Meeting: Thursday, January 14, 2027, at 9:30 a.m. Hybrid – In-person location Chatsworth Office
B. Committee Attendance

XIV. Adjournment

XV. Review of Meeting Action Items (Item Owner and Due Date)

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

MINUTES OF THE VENDOR ADVISORY COMMITTEE MEETING
HYBRID –SANTA CLARITA VALLEY OFFICE / ZOOM
September 10, 2026, 9:30 A.M.

MEMBERS:

Tal Segalovitch, Jodie Agnew-Navarro, Andrea Devers, Jason Gillis, Jaklen Keshishyan, Ricki Macken-Chilvers, Vahe Mkrtchian, Desiree Misrachi, Lea Munoz, Jen Pippard, Sharon Weinberg, Alona Yorkshire

STAFF:
Angela Pao-Johnson, Executive Director, Evelyn McOmie, Deputy Director, Vini Montague, Chief Financial Officer, Arshalous Garlanian, Community Services Director, Justice Agonoy, Controller, Robin Monroe SDP Manager, Lindsay Granger, Executive Administrative Assistant, Belinda Abatesi, Legislative Analyst

GUESTS: Alex Kopilevich, Yolanda Bosch

ABSENT: Paul Borda, Vahe Mkrtchian

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1. CALL TO ORDER

There being a quorum present, and adequate and proper notice of the meeting having been given, VAC Chair Tal Segalovitch called the meeting to order at 9:30 a.m. read the NLACRC Civility Code.

2. COMMITTEE MEMBER ATTENDANCE

Members were asked to identify themselves when speaking or making a motion.

3. RECOGNITION AND REMEMBRANCE OF SHELLY BRIGGS

Emmanuel Gutierrez paid tribute to Shelly Briggs, recognizing Shelly Briggs' significant contributions to NLACRC, including achieving near 100% compliance with required turnaround times, implementing team processes and protocols, and preparing the agency for new Title 17 guidelines. Emmanuel Gutierrez highlighted Shelly Briggs' compassionate leadership, kindness, and dedication to supporting others. Colleagues remembered Shelly Briggs as a supportive leader who valued family and faith. Emmanuel Gutierrez emphasized honoring Shelly Briggs' legacy by continuing to build upon the foundation established at NLACRC.

4. PUBLIC INPUT

Tal Segalovitch opened public input for agenda items.

There was no public input.

5. CONSENT ITEMS

On a motion made by Sharon Weinberg, seconded by Jaklen Keshishyan, it was resolved to approve the minutes of the Vendor Advisory Committee special meeting held on August 12, 2026, as presented. Motion carried.

On a motion made by Sharon Weinberg, seconded by Jaklen Keshishyan, it was resolved to approve the minutes of the Vendor Advisory Committee meeting held on August 12, 2026, as presented. Motion carried.

On a motion made by Alona Yorkshire, seconded by Ricki Macken-Chilvers, it was resolved to approve the agenda. Motion carried.

6. ACTION ITEMS

There were no action items.

7. COMMITTEE BUSINESS

7.1 Self-Determination Update

Robin Monroe, SDP Manager, provided an update on the program's continued growth. As of September 1, 2026, 958 budgets had been certified, 896 spending plans approved, and 896 participants fully transitioned, with only 19 participants opting out since the program's inception. August activity included 31 first-year transitions, 29 subsequent transitions, and 16 budget revisions. The co-employer model remains the most utilized, with 676 participants. Robin Monroe also highlighted ongoing SDP support groups, orientations, and Local Advisory Committee meetings. An updated SDP manual is in the final stages of completion and translation and will be available on NLACRC's website.

No questions were raised by the committee.

8. REPORT OUTS

8.1 Deputy Director Officer's Report

Evelyn McOmie provided updates on SIPP surveys, caseloads, Purchase of Services (POS) processing, IPP signature requirements, employment services, and upcoming events.

Evelyn McOmie reported that NLACRC continues to meet and exceed statewide benchmarks for SIPP survey participation and encouraged service providers to continue promoting survey completion among individuals served and families, including during meetings with case management staff.

Regarding caseloads, Evelyn McOmie reported continued progress in reducing caseload sizes through ongoing recruitment and hiring. Adult and transition units generally range from the mid-60s to 80s, while school-age units continue to experience higher caseloads in the 90s and low 100s. NLACRC has experienced significant growth, particularly during the summer, and plans to hire staff for two additional school-age units to address increasing service demands.

Evelyn McOmie provided an update on POS processing, reporting that more than 7,400 authorizations were approved in August. NLACRC continues to evaluate existing procedures,

provide additional staff support, and leverage technology to improve efficiency and reduce delays. Increased staffing, reduced caseloads, and improved staff training were identified as contributing factors to higher POS processing volumes. Evelyn McOmie encouraged service providers experiencing delays or outstanding authorizations to submit detailed lists directly to NLACRC to help identify barriers, address backlogs, and improve processes.

Regarding IPP signature requirements, Evelyn McOmie clarified that signed IPP acknowledgement forms are mandatory before services can be implemented. This requirement was recently confirmed by case management leadership across all 21 regional centers and is consistent with DDS's standardized IPP signature process. Evelyn McOmie emphasized the importance of maintaining proper documentation to ensure regulatory compliance, avoid audit findings, and protect service providers from potential repayment obligations.

Evelyn McOmie provided an update on the Department of Rehabilitation (DOR) Order of Selection, which places eligible applicants on a waiting list for employment services. Regional centers will assume responsibility for funding appropriate employment services when DOR funding is unavailable; however, individuals must still be referred to DOR and complete the required eligibility process. Evelyn McOmie clarified that job development services remain limited to 120 hours per calendar year, with eligibility for additional hours in subsequent years based on individual needs. Supported employment services do not have an overall hour cap but cannot exceed the individual's hours worked and are intended to decrease over time. Anticipated vendor fees include $360 for intake, $720 for placement, and $720 for 90-day retention. Additional DDS guidance regarding funding responsibilities, service codes, reimbursement, and implementation procedures is forthcoming.

Evelyn McOmie reminded service providers to complete the Language-Based Vendor Directory survey by September 30, identifying languages currently supported within their existing services. The information will be used to develop an updated directory on NLACRC's website. Evelyn McOmie also highlighted the upcoming Santa Clarita Family Expo on September 12 and an Antelope Valley event scheduled for October.

Sharon Weinberg expressed concerns regarding the scheduling of the Family Expo during Rosh Hashanah and an adult breakout session during Yom Kippur, emphasizing the importance of recognizing Jewish religious and cultural observances when planning community events. Evelyn McOmie acknowledged the concerns and apologized for the scheduling conflicts, explaining that limited venue availability, space requirements, upcoming elections, and HCBS funding deadlines restricted scheduling options. Rescheduling could result in postponement until the following year or cancellation of the event.

Alona Yorkshire asked whether implementation of the planned one-door employment services process could be accelerated in response to DOR's Order of Selection. Evelyn McOmie clarified that referrals to DOR remain mandatory under current guidance and that NLACRC is awaiting further direction from DDS. Alona Yorkshire emphasized concerns that delays in authorizing employment supports could result in individuals losing employment opportunities. Evelyn McOmie reiterated that the goal is to prevent interruptions in access to services.

Jason Gillis requested clarification regarding responsibility for employment service fees under the new funding arrangement. Evelyn McOmie confirmed that regional centers would assume these costs, including applicable employment supports, and explained that additional DDS guidance is needed to establish the appropriate service codes, billing procedures, and reimbursement processes.

Ricki Macken-Chilvers expressed concerns regarding the timeline for implementing new service codes and the potential impact on individuals requiring immediate employment

services. Evelyn McOmie explained that an implementation timeline could not yet be established because DDS had not released the necessary guidance. Ricki Macken-Chilvers and Alona Yorkshire emphasized the need for consistent direction to service coordinators and expedited authorizations to prevent service delays. Evelyn McOmie indicated that NLACRC is exploring streamlined procedures, including standardized IPP addendums, to assist service coordinators in processing authorizations more efficiently while maintaining required documentation.

Lea Munoz asked whether regional centers would receive additional funding to accommodate the expanded employment service responsibilities previously supported by DOR. Evelyn McOmie explained that DDS had not yet clarified the funding impact on regional center allocations and that additional information was forthcoming.

No additional questions were asked by the committee.

8.2 Chief Financial Officer's Report

Vini Montague presented financial updates for FY 2025–2026 and FY 2026–2027. As of June 2026, NLACRC's FY 2025–2026 B5 allocation was approximately $1.4 billion, with monthly Purchase of Services (POS) expenditures averaging $115 million and a projected POS deficit of $11.5 million. For FY 2026–2027, the initial C1 allocation was approximately $1.3 billion. POS expenditures had not yet been processed for the new fiscal year.

Vini Montague also provided an update on a new ticketing system being piloted to centralize vendor inquiries, POS authorization issues, and payment concerns. The system will generate and track tickets, identify staff responsible for resolving issues, and categorize inquiries to improve response times and efficiency. The system is currently undergoing an internal soft launch while NLACRC evaluates staffing needs and establishes appropriate tracking categories before broader implementation.

Vini Montague reviewed the Outstanding Authorization Issues Report, which is presented monthly to the Executive Finance Committee. As of July 31, 2026, the report reflected seven outstanding vendor inquiries involving 89 authorizations. Vini Montague explained that the report currently tracks escalated issues but will expand to include all authorization inquiries as the ticketing system is implemented. Although reported issues are expected to increase, the expanded tracking will provide greater visibility, improve accountability, and help management identify recurring concerns and monitor resolutions. Updated reports and additional metrics will be shared with the Vendor Advisory Committee as the system develops.

Sharon Weinberg expressed appreciation for the new ticketing system, sharing a positive experience in which an inquiry was resolved within two days. Sharon Weinberg highlighted the system's transparency in identifying assigned staff and facilitating timely follow-up. Vini Montague acknowledged the feedback and emphasized that the pilot will help determine appropriate staffing levels and support continued improvements in responsiveness to service providers.

No further questions were raised.

8.3 Community Services Director's Report

Arshalous Garlanian, Community ServicesDirector, provided updates on upcoming trainings, community events, vendor fairs, and day service subcode implementation.

Arshalous Garlanian announced the return of the Dementia and Disability Escape Training, scheduled for later in September and early October. The training provides participants with an

experiential understanding of the challenges faced by individuals with dementia and promotes greater awareness and compassionate care. Registration information was included in the meeting packet.

Arshalous Garlanian reminded service providers of the upcoming Antelope Valley Family Expo on October 24, noting that registration remains open to providers from all NLACRC service areas. The North LA Vendor Fair, intended to connect service providers with service coordinators, was also discussed. The October 14–15 event is being rescheduled, with updated information forthcoming. The Antelope Valley Vendor Fair remains scheduled for November 3–4, with registration open.

Regarding the implementation of new day service subcodes, Arshalous Garlanian explained that NLACRC is reviewing program designs and will contact day service providers to discuss the transition. Alona Yorkshire requested clarification on whether providers should continue using existing subcodes for authorization requests until implementation. Arshalous Garlanian confirmed that existing subcodes should continue to be used during the transition. The new subcodes will reflect program duration, including four-, five-, and six-hour programs, with options for Tailored Day Services (TDS). Jason Gillis asked whether programs currently using hourly rates would transition to daily rates. Arshalous Garlanian clarified that hourly rates would apply to programs operating four hours or less, while programs exceeding four hours would transition to daily rates. Implementation is expected by the end of 2026.

Jen Pippard expressed appreciation for the continued availability of the dementia training, noting that the initiative originated through Activities, Recreation, and Care. Jen Pippard recognized Kimberly Johnson-McNeil's efforts in helping introduce the training to NLACRC and emphasized the growing need for dementia-related resources and support for individuals served and families. Arshalous Garlanian acknowledged the organization's contributions and encouraged service providers to share additional training opportunities and resources with NLACRC for broader community distribution.

No further questions were raised.

8.4 <u>Legislative Report</u>

Belinda Abatesi, Legislative Analyst, provided updates on legislative developments, advocacy efforts, upcoming elections, and community engagement opportunities.

Belinda Abatesi announced NLACRC’s virtual Legislative Town Hall scheduled for November 17, from 6:00–7:30 p.m., focusing on Medi-Cal, In-Home Supportive Services (IHSS), and housing. Participants were encouraged to register and submit questions in advance to help guide discussions with legislators.

Belinda Abatesi highlighted ongoing advocacy efforts related to the Olmstead decision and community integration. Disability organizations are urging California’s Governor and Attorney General to reaffirm the state’s commitment to community-based services following a June 18 federal legal opinion challenging the longstanding interpretation of the ADA and Section 504 integration mandate. NLACRC will continue monitoring developments affecting housing, employment, and community-based supports.

Regarding Medi-Cal, Belinda Abatesi reviewed upcoming changes affecting coverage eligibility, retroactive benefits, work and community engagement requirements, and renewal periods. Changes are scheduled to begin in October 2026, with additional provisions taking effect in January and March 2027, subject to federal guidance and legal challenges. Belinda Abatesi also reported that DDS identified individuals receiving regional center services as exempt from new CalFresh work and community engagement requirements. Individuals

receiving notices requesting proof of work were advised to contact their county social worker to clarify their exemption.

Belinda Abatesi reviewed the November 3 general election, highlighting State Senate Districts 20 and 24 and Assembly Districts 34, 39, 40, 42, 43, 44, and 46 within NLACRC's catchment area. Senate District 24 and Assembly District 42 will have new representation. Voting resources, including the Office of Clients' Rights Advocacy (OCRA) Voting Rights Guide and Disability Voting Rights Week, September 14–18, were also highlighted.

Belinda Abatesi provided an update on tracked legislation following the August 31 legislative deadline. Bills were categorized by status, including those awaiting gubernatorial action, held bills, and enacted legislation. The Governor has until September 30 to sign or veto legislation presented for consideration. Belinda Abatesi also highlighted the City of Los Angeles ADA public hearing on September 17, where community members can provide feedback on accessibility barriers and priorities for the City's ADA Transition Plan.

Alona Yorkshire highlighted AB 2414, sponsored by the California Disability Services Association (CDSA), which would establish a statutory definition for Direct Support Professionals (DSPs). Alona Yorkshire emphasized the importance of the legislation in supporting workforce recognition, compensation, and provider reimbursement rates. Advocacy resources, including template letters and talking points in English and Spanish, were shared to encourage support for the bill.

Ricki Macken-Chilvers explained that establishing a statutory definition for DSPs would also support future advocacy for a dedicated workforce classification and workers' compensation code. Ricki Macken-Chilvers noted that DSPs are currently classified under varying industries, which can affect insurance rates and workforce protections. Ricki Macken-Chilvers also clarified that AB 2414 does not impose additional fees or taxes and encouraged members to identify the bill specifically when submitting comments to the Governor's office.

Lea Munoz requested clarification regarding CDSA's role. Ricki Macken-Chilvers explained that CDSA is a statewide service provider association that advocates on behalf of disability service organizations and works closely with DDS. Alona Yorkshire highlighted CDSA's contributions to rate reform and preservation of daily reimbursement structures, while Ricki Macken-Chilvers emphasized the association's role in obtaining clarification on DDS directives. Members encouraged service providers to participate in CDSA's advocacy efforts.

No questions were raised following the report.

8.5 Executive Director's Report

Angela Pao-Johnson provided updates on community outreach, operational improvements, caseload reductions, legislative developments, staffing, compliance activities, and upcoming events.

Angela Pao-Johnson recognized Javier Zepeda, NLACRC's Outreach Language and LGBTQ Specialist, for receiving recognition from the Association of Regional Center Agencies (ARCA) for efforts supporting and engaging diverse communities. Javier Zepeda facilitates NLACRC's LGBTQ support group, which is open to individuals both within and outside the regional center's catchment area. Angela Pao-Johnson encouraged participation and highlighted the importance of expanding access to community resources. Angela Pao-Johnson also reported that the Self-Determination Program manual is undergoing Spanish translation, with both English and Spanish versions anticipated for release within six to eight weeks. The manual will provide individuals served and families with information and guidance on navigating the Self-Determination Program.

Angela Pao-Johnson announced NLACRC's participation in the LANES Health Information Exchange, a secure system that allows participating healthcare organizations to share and access patient medical information. The system is expected to improve coordination with healthcare providers, reduce delays in obtaining necessary medical records, and streamline regional center processes, particularly intake and eligibility determinations.

Regarding caseload reductions, Angela Pao-Johnson reported significant progress in adult and transition units. The Santa Clarita office currently averages caseloads in the mid-60s, approaching statutory requirements. Adult and transition caseloads in the Antelope Valley and San Fernando Valley offices generally remain in the mid-70s, with some transition units continuing in the 80s. Angela Pao-Johnson acknowledged the recruitment team's continued efforts to fill vacancies and reduce caseloads across all offices.

Angela Pao-Johnson provided an overview of Senate Bill 163, which would require regional center governing boards to appoint an advisory group consisting of individuals with lived experience with intellectual and developmental disabilities by January 1, 2028. The advisory group would select two representatives to serve on the Board, including a family member or legal guardian, with at least one representative serving as a voting member of the committee responsible for recruiting, screening, and recommending Board applicants.

Angela Pao-Johnson discussed concerns raised by ARCA delegates and regional center executive directors regarding the proposed structure, particularly the potential for Board influence over advisory group membership and, ultimately, the selection of Board representatives. Additional concerns included preserving independent representation for individuals served and whether requiring a family member or legal guardian could undermine the ability of individuals served to represent their own interests. Angela Pao-Johnson noted that regional center boards already have statutory composition requirements, including 25% representation by individuals served and 50% by family members. NLACRC's Consumer Advisory Committee (CAC) currently maintains an open membership structure, allowing individuals to become members after attending five meetings. CAC members have expressed a desire to preserve this process to ensure participation remains accessible and independent of Board appointments. Angela Pao-Johnson emphasized avoiding unnecessary changes to the existing committee structure while ARCA continues advocacy efforts ahead of the January 2028 implementation deadline.

Angela Pao-Johnson reported that NLACRC currently has 989 filled positions and serves 43,371 individuals. Eight new employees recently joined NLACRC, with five additional hires confirmed for September 21 and recruitment continuing. During August, NLACRC opened 573 Early Start intake cases and 554 intake cases for individuals over age three, in addition to processing cases opened in previous months.

Regarding compliance activities, Angela Pao-Johnson reported 132 residential visits, including 36 unannounced in-person visits. Three corrective action plans were issued, with no plans of improvement issued for non-licensed service providers.

Angela Pao-Johnson highlighted a Vietnamese family gathering organized in response to feedback from a family focus group requesting additional opportunities to connect and celebrate Vietnamese culture. Approximately 12 families participated in the potluck-style gathering, which provided opportunities for cultural engagement, community connection, and information sharing about NLACRC services and other available community resources. Angela Pao-Johnson emphasized the importance of responding to community feedback and developing outreach opportunities that address the needs of underserved populations.

Upcoming events included the Self-Determination Local Advisory Committee meeting on September 17, Disability Rights California Board meeting on September 19, and State Council on Developmental Disabilities meeting on September 29. Angela Pao-Johnson also encouraged service providers to promote participation in NLACRC's Consumer Advisory Committee, noting that membership has declined. Angela Pao-Johnson emphasized the importance of strengthening participation to ensure individuals served have opportunities to share their experiences, express concerns, and contribute diverse perspectives to regional center discussions.

9. OPEN DISCUSSION TOPICS

Tal Segalovitch opened discussion regarding challenges obtaining annual physical documentation for Medi-Cal Providers.

Sharon Weinberg raised concerns regarding difficulties residential service providers face in obtaining required medical documentation from Medi-Cal providers, particularly in the Antelope Valley. Sharon Weinberg explained that some physicians charge for documentation, delay completing forms until laboratory testing is finished, or schedule appointments months in advance, creating challenges with meeting NLACRC Quality Assurance (QA) requirements. Sharon Weinberg asked other residential providers to share strategies for obtaining documentation and maintaining compliance when delays are beyond their control.

Alona Yorkshire and Ricki Macken-Chilvers discussed similar challenges and potential solutions. Members suggested maintaining detailed records of appointment requests, follow-up communications, cancellations, and other barriers to obtaining medical documentation. Ricki Macken-Chilvers shared information about StationMD, a virtual healthcare provider specializing in services for individuals with disabilities, as a potential resource. The recently announced LANES Health Information Exchange was also discussed as another possible avenue for accessing medical records.

Jen Pippard shared experiences involving individuals who are unable or unwilling to attend medical appointments, resulting in repeated cancellations and delays despite providers' efforts to coordinate care. Members discussed the importance of recognizing documented attempts to obtain medical services when evaluating compliance, particularly when circumstances are outside the residential provider's control.

Alona Yorkshire asked whether Community Care Licensing (CCL) or NLACRC was identifying the compliance deficiencies. Sharon Weinberg clarified that the concerns arose during an NLACRC QA review. Sharon Weinberg acknowledged that QA staff recognized the organization's documentation of efforts to obtain medical care but emphasized that providers may still face compliance issues when required annual examinations remain incomplete.

Members discussed the possibility of working with NLACRC to establish greater consideration of documented provider efforts and barriers beyond their control. Sharon Weinberg thanked members for the suggestions and indicated that the resources would be explored, with an update to be provided at a future meeting.

10. COMMITTEE WORK GROUP INFORMATION

10.1 Early Start Services

Jodie Agnew-Navarro provided an update from the July Early Start Services Committee meeting. The committee began by honoring the memory of Georgina de la Cruz, a longtime Early Start Service Coordinator who recently passed away. Jodie Agnew-Navarro recognized Georgina de la Cruz's dedication and contributions to service providers and NLACRC.

Jodie Agnew-Navarro reported that the committee discussed rate reform and the Quality Incentive Program (QIP). NLACRC, in collaboration with service providers, is developing a standardized “Gold Standard” report to improve the consistency and quality of information submitted to the regional center. A small group of providers is currently piloting the reporting format to evaluate its effectiveness.

The next committee meeting is scheduled for September 17 at 9:00 a.m.

10.2 School Age Services

Jaklen Keshishyan provided an update from the September 8 School Age Services Committee meeting. The committee reviewed previously established goals and discussed the transition from traditional billing to Service Code Provider (SCP) billing, including implementation timelines and provider education. Additional topics included timely communication and authorizations from NLACRC, challenges faced by crisis intervention providers, legislative advocacy, service extensions, authorization gaps, and opportunities to improve cross-departmental collaboration.

Jaklen Keshishyan emphasized the committee’s goal of establishing a collaborative forum where service providers and NLACRC staff can openly discuss challenges, share information, and identify practical solutions. Jaklen Keshishyan thanked Jessica Ross, NLACRC Supervisor, for assisting with the meeting and encouraged additional providers to participate.

Members discussed whether high school transition services should fall under the School Age or Adult Services Committee, noting gaps in coordination between school districts and regional center services as individuals transition into adulthood. It was suggested that transition-related issues involving minors be addressed through the School Age Services Committee, while allowing opportunities for discussion within other relevant committees. Members agreed to continue discussing the appropriate placement of transition services at a future VAC meeting.

The next School Age Services Committee meeting is scheduled for October 13 at 10:00 a.m.

10.3 Adult Services

Octavia Watkins reported that the Adult Services Committee meeting was originally scheduled for September 21 at 11:00 a.m. However, in consideration of a scheduling conflict involving a religious observance, Octavia Watkins proposed rescheduling the meeting to Wednesday or Thursday of the same week to accommodate Sharon Weinberg’s participation.

Committee members suggested distributing an email to determine availability, with the meeting date to be selected based on the majority’s preference. Octavia Watkins agreed to coordinate the rescheduling.

Octavia Watkins also reported that the July committee meeting was not held due to scheduling availability. An update on the next meeting will be provided at a future VAC meeting, along with co-facilitator Jen Pippard.

11. BOARD COMMITTEE REPORTS

11.1 Community Relations Committee

Sharon Weinberg reported that the committee has been renamed the Community and Government Relations Committee to reflect updated terminology. Jeremy Sunderland was re-elected as Committee Chair. The committee reviewed social media and legislative updates, the community planning calendar, and complaints received by NLACRC.

The next committee meeting is scheduled for November 18, from 5:00–6:30 p.m.

11.2 Executive Finance Committee

Tal Segalovitch reported that the Executive Finance Committee reviewed financial and operational matters previously presented by Vini Montague during the CFO Report. The committee also participated in an orientation covering its responsibilities and operations.

The next committee meeting date was announced during the meeting.

11.3 Nominating Committee

Jaklen Keshishyan provided an update from the September 2 Nominating Committee meeting, which included an orientation and review of the committee's bylaws, guidelines, procedures, community planning calendar, and meeting schedules for the current fiscal year. Chris Whitlock also provided updates on Board marketing and recruitment notices.

The committee will remain dark until its next scheduled meeting on January 6, 2027.

12. BOARD MEETING AGENDA ITEMS

No items were identified to forward to the Board of Trustees.

13. ANNOUNCEMENTS/PUBLIC INPUT

Yolanda Bosch, consultant for HealthCallMD, shared information about the organization's in-home medical services for individuals with disabilities. Yolanda Bosch explained that HealthCallMD provides medical care and documentation directly in residential settings, potentially reducing unnecessary emergency room and urgent care visits. Yolanda Bosch offered to share additional information with providers experiencing challenges obtaining medical care and documentation.

Members announced an upcoming DDS Quality Incentive Program (QIP) meeting scheduled for Monday, from 2:00–4:00 p.m. The meeting will review requirements for providers to receive 100% of their reimbursement rates for the upcoming fiscal year, including new requirements and anticipated changes for FY 2027–2028.

Alex Kopilevich of K&L C.A.R.E. Inc. requested that the upcoming Vendor Fair be added to NLACRC's website calendar to improve visibility and support provider registration. Alex Kopilevich also raised concerns regarding families experiencing difficulties electronically signing agreements through the Scrive system and suggested providing clarification if downloading an application is required.

Sharon Weinberg noted that the vendor directory on NLACRC's website appeared not to have been updated since February 2026, despite indicating quarterly updates, and requested that the information be updated.

14. NEXT MEETING

The next Vendor Advisory Committee meeting is scheduled for Thursday, November 12, 2026, at 9:30 a.m. The meeting will be held in a hybrid format at the Antelope Valley office and via Zoom.

15. ADJOURNMENT

It was agreed that there was no further business to transact; Tal Segalovitch adjourned the meeting at 11:00 a.m.

North Los Angeles County Regional Center
Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

Thanks so much for your interest in joining NLACRC's Vendor Advisory Committee

To provide the Nominating Committee with additional information regarding you and your current interest in joining NLACRC's Vendor Advisory Committee (VAC), please complete the enclosed application and return via email or mailing to the address listed below **by January 15, 2027**.

North Los Angeles County Regional Center
Attention: Board Support
9200 Oakdale Avenue, Suite 100
Chatsworth, CA 91311

Email: **Boardsupport@nlacrc.org**

Also attached is a copy of the Committee's Policies & Procedures and VAC's meeting schedule for your reference. Please note that all VAC meetings are currently being held via Zoom and may resume to in-person in the near future, additional information will be provided.

VAC meetings are generally held on the first Thursday of each month at 9:30 am. The meetings are open to the public and you are more than welcome to attend as a guest. If you wish to be added to our VAC e-mailing list, please let us know by sending an email to Boardsupport@nlacrc.org.

Should you have any questions, please send us an email to Boardsupport@nlacrc.org. Thank you again for your interest in serving NLACRC's VAC. We look forward to receiving the information requested!

Sincerely,

NLACRC Board Support

Enclosures (3)

North Los Angeles County Regional Center
APPLICATION: **VENDOR ADVISORY COMMITTEE**

Name: _____ Address: _____
City: _____CA_ Zip:_____
Home Phone: (____) _____

Employer/Vendor Affiliation: _____
Occupation: _____ Address: _____
Job Responsibilities: _____ City: _____CA_ Zip: _____
_____ Work Phone: (____)_____
_____ Cell Number: (____) _____
E-mail: _____

I am a member of the following developmental disability, health or other community organizations:
1. _____ 3. _____
2. _____ 4. _____

Role: Individual ☐ Agency Staff Member ☐ Agency Board Member ☐

Categories of Service (please check all that apply):

Living Arrangements:
Community Care Facility ☐ Health Licensed Facility ☐ Other: _____

Skill Development Program:
Infant/Early Intervention ☐ Adult Day Training ☐ Supported Employment ☐
Supported/Independent Living ☐ Habilitation ☐ Other: _____

Support Services:
Respite/Home Health ☐ Behavior Consultation ☐ Transportation ☐
Day Care/After-School/Saturday Program ☐ Mobility Training ☐
Other: _____

Service Delivery Location(s):
San Fernando Valley ☐ Santa Clarita Valley ☐ Antelope Valley ☐

How were you referred to the Vendor Advisory Committee? _____

I am hereby applying to serve on the VENDOR ADVISORY COMMITTEE of North Los Angeles County Regional Center. I agree to keep the Board of Trustees advised, in writing, if there is any change in provider status, my board status with a provider and/or my employment with a provider. If selected, I agree to meet the conflict of interest requirements as outlined in the Welfare and Institution Code, Section 4622 and 4626 and the Government Code, Section 87103.

Signature: _____ **Date:** _____

****
Please attach a personal resume or summary of

your professional background and experiences.
****

Please mail this application to:
North Los Angeles County Regional Center
Attention: Board Support
9200 Oakdale Avenue, Suite 100
Chatsworth, CA 91311

or e-mail it to: **Boardsupport@nlacrc.org**

[NC.104.VAC]

North Los Angeles County Regional Center
Vendor Advisory Committee
Procedures and Guidelines

Bylaws

The Vendor Advisory Committee is established as a standing committee in Article VII, Section 9, of the bylaws of the Board of Trustees of the NLACRC pursuant to Welfare and Institutions Code Sections 4622 and 4626. The Vendor Advisory Committee is responsible for designating a committee member.

(a) Composition. The membership of the Vendor Advisory Committee shall consist of not more than eighteen (18) members who are either current vendors in good standing of the Corporation or are employed by vendors in good standing of the Corporation.

(b) It shall be composed of persons representing a wide variety of the various categories of providers from which the Regional Center purchases consumer services. The Vendor Advisory Committee shall designate one (1) of its members to serve as a member of the Board (i.e., the Vendor Trustee). The Vendor Trustee shall serve as chairperson. The Vendor Trustee's term shall be one (1) year. A quorum shall consist of a majority of the members of the Vendor Advisory Committee.

(c) Appointment and Term of Members. The members of the Vendor Advisory Committee shall be appointed by the Board from a slate of candidates provided by Vendor Advisory Committee, and shall each serve a term of three (3) years unless an earlier vacancy occurs as provided in the Bylaws. Each member of the Vendor Advisory Committee shall each serve a term of three (3) years unless the member is elected to fill a vacancy in which case the "replacement" member serves the remainder of the term of the member vacating their seat. Such term shall commence on July 1 of the year in which a member is elected unless the member has been elected to fill a vacancy as provided for herein. In the event a member has been elected to fill such vacancy, the term shall commence upon election and shall continue for the balance of the regular term subject to such vacancy. No member shall serve on the Vendor Advisory Committee for more than six (6) consecutive years. An individual who has served six (6) consecutive years shall not be eligible to again serve as a member of the Vendor Advisory Committee for a period of twelve (12) months. If an individual who resigns from the Vendor Advisory Committee prior to the expiration of his or her term is re-appointed to the Vendor Advisory Committee in less than twelve (12) months, his or her prior months/years served on the Vendor Advisory Committee shall be considered part of the person's term.

(d) Duties. The duties of the Vendor Advisory Committee shall be to provide advice, guidance, recommendations, and technical assistance to the Board to assist the Board in carrying out its mandated duties.

Appointment of Vendor Advisory Committee

The Vendor Advisory Committee is responsible for assuring that qualified and interested persons are nominated for membership on the committee.

Membership

In order to be a Vendor Advisory Committee member in good standing, a person must be a vendor, or a board member or employee of a NLACRC vendored program. A change in board membership, employment status or vendor status may affect the person's eligibility or representation. Any such change must be reported in writing immediately to the Board of Trustees for its consideration. If a member misses three consecutive meetings, or five meetings in a one-year period, he/she shall be considered to have resigned from the Vendor Advisory Committee.

Meeting Frequency

The Vendor Advisory Committee shall meet monthly, except for dark months. The meetings shall be scheduled for a full year following seating of the members each year. A copy of the scheduled meetings will be provided to the Vendor Advisory Committee and Board of Trustees. Other meetings may be scheduled and called by the chairperson of the committee.

Relationship to the Board of Trustees

- Selection of chairperson/designee to the Board of Trustees:

  The committee shall follow the written procedure by the committee for selection of the chairperson/designee to the Board of Trustees. The person should be a member in good standing. The committee shall determine the financial interest of each member considered for selection prior to the final selection to assure compliance with Government Code Section 87103. The financial information is to be submitted to the Board of Trustees for its review and final determination prior to the seating of the designee on the Board.

  The designee shall be selected for a one-year term.

  The designee shall not serve as a voting member of the Community Relations Committee of the Board of Trustees.

- Submission of Advice:

  The Vendor Advisory Committee, as a standing committee of the Board of Trustees, shall submit advice through reports submitted by its chairperson/designee to the board.

- Training:

  The Vendor Advisory Committee shall schedule a background and training session for its members annually after new members are seated.

- Staff Support:

  Staff support shall be provided through the Executive Director of the regional center.

Voting by the Designee Member

As per Welfare and Institutions Code Section 4622 (9), the designee member of the Board of Trustees shall not do any of the following:

- Serve as an officer of the Board of Trustees.

- Vote on any fiscal matter affecting the purchase of services from any regional center provider.

- Vote on any issue other than as described in subparagraph (B), in which the member has a financial interest, as defined in Section 87103 of the Government Code, and determined by the regional center board. The member shall provide a list of his or her financial interests, as defined in Section 87103, to the regional center board.

Procedures for Selection of VAC Members

The Vendor Advisory Committee is responsible for assuring that qualified and interested persons are nominated for membership. The following timetable has been developed to assure timely action by the committee and the board:

- An email is to be sent out during the annual recruitment period to all providers serving consumers in the NLACRC catchment area to solicit applications for committee membership.

- In addition, board and staff recommendations may be made for persons to serve on the committee.

- A description of the VAC and application will be sent upon request.

- The board liaison tracks and follows-up on applications sent to prospective VAC members. This includes contacting the prospective VAC member to ascertain if assistance is needed to complete the application or if there is a desire to speak with a current VAC member. The board liaison will submit all completed applications to the committee, arrange required interviews with the committee, as well as record any

action on the application the committee takes.

- All applicants seeking consideration for appointment to the Vendor Advisory Committee must submit a completed application, a current resume, and a personal letter of interest by the established deadline. Only applicants who have submitted all required materials by the deadline will be eligible for review and consideration by the Committee at its scheduled meeting.

- In November of each year, an application to Serve an Additional Term on the VAC is sent with a cover letter by the board liaison to each member of the VAC whose term of office expires in June of the next year and who is eligible to serve another term. The application should be signed and returned to the Vendor Advisory Committee by December 15th.

Persons serving on the committee serve as individuals and not as representatives of their agencies. They are selected for their own expertise based upon their individual credentials. Members of the committee may be individual providers or employees of provider agencies serving NLACRC consumers. In order to provide wide representation on the VAC, attempts should be made to avoid more than one member from an agency; in no instance may there be more than two members elected from one agency.

The Vendor Advisory Committee and Board of Trustees should assure a wide range of representation on the VAC.

Examples of categories to be represented:

- Living Arrangements - Large and small (agency and individual) providers of various community living (residential) services, including: community care licensed residences (owner operated and staff operated); health licensed facilities (ICF/DD-H, ICF/DD-N); and alternative living services (such as supported living services, adult family home agencies, foster home agencies for children, etc.).

- Skill Development - Infant and early intervention programs, adult day training programs, independent living programs, etc.

- Support Services - Respite and home health agencies, behavior consultation, day care and after school programs, Saturday programs, transportation, mobility training, supported employment, etc.



Approved on:

North Los Angeles County Regional Center
Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

Vendor Advisory Committee Meeting Schedule

FY 2026-27

~ No meeting in July 2027 ~

Thursday, August 13, 2026
Hybrid – Chatsworth NLACRC
9:30 a.m.

Thursday, September 10, 2026
Hybrid – Santa Clarita NLACRC
9:30 a.m.

~ No meeting in October 2026 ~

Thursday, November 12, 2026
Hybrid – Antelope Valley NLACRC
9:30 a.m.

~ No meeting in December 2026 ~

Thursday, January 14, 2027
Hybrid – Chatsworth NLACRC
9:30 a.m.

Thursday, February 11, 2027
Hybrid – Santa Clarita NLACRC
9:30 a.m.

Thursday, March 11, 2027
Hybrid – Antelope Valley NLACRC
9:30 a.m.

Thursday, April 8, 2027
Hybrid – Chatsworth NLACRC
9:30 a.m.

Thursday, May 13, 2027
Hybrid – Santa Clarita NLACRC
9:30 a.m.

Thursday, June 10, 2027
Hybrid – Antelope Valley NLACRC
9:30 a.m.

North Los Angeles County Regional Center
Vendor Advisory Committee

Members & Terms

FY 2026-27

	VAC Member	Date Elected	Term Expires	Date Re-Elected	Term Expires	Date Re-Elected	Term Expires	Date Re-Elected	End of 6 years
1.	Jodie Agnew-Navarro	6-21	6-23	7-23	6-26	7-26	7-29		6-2027
2.	Masood Babaeian	7-23	6-26	7-26	7-29				6-2029
3.	Paul Borda	6-24	6-25	7-26	7-29				6-2030
4.	Andrea Devers	7-22	6-25	7-26	7-29				6-2028
5.	Jason Gillis	6-25	6-26	7-26	7-29				6-2031
6.	Jaklen Keshishyan	7-23	6-26	7-26	7-29				6-2029
7.	Ricki Macken Chilvers	6-24	6-25	7-26	7-29				6-2030
8.	Desiree Misrachi	6-25	6-26	7-26	7-29				6-2031
9.	Vahe Mkrtchian	7-23	6-26	7-26	7-29				6-2029
10.	Lea Munoz	7-26	6-27						6-2032
11.	Jen Pippard	6-24	6-25	7-26	7-29				6-2030
12.	Tal Segalovitch	6-25	6-26	7-26	7-29				6-2031
13.	Octavia Watkins	7-23	6-26	7-26	7-29				6-2029
14.	Sharon Weinberg	7-23	6-26	7-26	7-29				6-2029
15.	Alona Yorkshire	7-26	6-27						6-2032

[NC.113.VAC.FY2026-27]

Vendor Advisory Committee: November 12, 2026
Community Services Department: Director's Report

General Updates:

- **Mandated Reporter Training Now Available in DSPU**
  https://www.dds.ca.gov/initiatives/workforce-initiatives-4/dsp-university/
  Email cce-dds-support@csus.edu

- **DSP Internship Program:**
  - **Highlights:** paid three-month training and internship program provides standardized, new direct care workforce entry-level training and practical work experience for those interested in entering the workforce
  - **Submit interest directly through DDS online portal** Qualtrics Survey | Qualtrics Experience Management
  - https://www.dds.ca.gov/initiatives/workforce-initiatives/
  - https://www.dds.ca.gov/wp-content/uploads/2025/09/D-2025-Workforce-001.pdf

- **DSP Training Records Access Change Effective 8/1/2026**
  - Beginning August 1, 2026, Direct Support Professional Training (DSPT) 1 & 2 training records will be accessible only to the DSP. DSPs may choose to share their training records with their employers or other third parties when needed.
    - Questions or need more information, please contact ccfdsp@dds.ca.gov.

- **Quality Incentive Program (QIP) FY2027-2028 Surveys are due by 2/26/2027**
  - All service providers are encouraged to confirm their Primary Email Contact in the Directory by 11/13/2026
    - Get Ready for QIP: Update Your Primary Email Contact/Prepárese para el QIP: actualice su correo electrónico de contacto principal
  - **Surveys will be sent 11/15/2026 to the email on record in Provider Directory**
  - https://www.dds.ca.gov/rc/vendor-provider/quality-incentive-program/
    - Training for All Providers for QIP Provider Capacity survey
      - Session 2 Monday, 1/11/2027 1 pm
        - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_-S1yYNVdRlSkWbHM5bxR4w#/
    - Residential and SLS Providers:
      - Session 1 Tuesday, 11/10/2026 10 am
        - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_TWwllxurRTGapsVYqSU67A#/
      - Session 2 Wednesday, 12/16/2026 1 pm
        - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_GaJS4IXcTICFfHC2VJrOyg#/registration
    - Employment Providers:
      - Session 1 Monday, 11/09/2026 1 pm
        - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_uBODInYCRQmhmwyIB9f_7A#/registration
      - Session 2 Friday, 1/08/2027 1 pm

        - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_7fCaC-yRSbGMpIGwT5qurg#/
    - New Providers:
        - Session 1 Friday, 12/4/2026 1 pm
            - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_kK9cpA7OQYOPwraBONsA0A#/registration
        - Session 2 Friday, 1/22/2027 1 pm
            - Zoom link: https://cal-dds.zoom.us/webinar/register/WN_CA1eFrqqTXG1vXiX9qEQrg

❖ **CFS Coordinated Family Support Pilot** Incentive payments in progress.

HCBS:

❖ **IntellectAbility**
- The Fatal Five Webinar – **Tuesday, December 1, 2026,** from **10:00 AM – 12:00 PM PT (Virtual)**
  Link to Register HRS Training Registration

❖ **Beyond Compliance**
- Quality Assurance and HCBS Training - **Tuesday, November 17, 2026,** from **10:00 AM – 1:00 PM PST (Virtual)**
  Beyond Compliance | assistance with HCBS waiver compliance | USA
  Scan to RSVP

DHH:

❖ **FREE ASL Classes: Register for Remote or Self-Paced classes**:
NLACRC for DeafPlus | Linktree
- For more information, contact Ted Horton-Billard, Deaf Services Specialist THortonBillard@nlacrc.org

Compliance Corner:

❖ **Rate Reform / Provider Directory follow-up**:
- RatesQuestions@nlacrc.org or ProviderDirectory@nlacrc.org
- All July 1, 2026 rate adjustments related to change in IRS mileage are in process of being updated. No action is required for service providers.

❖ **Bi-annual DS 1891 forms due now. NLACRC DS 1891 forms submitted prior to 1/1/2026 are expired. All service providers should visit the OIG Compliance Now website to submit an update**
https://sanctionscreeningnow.com/OIGComplianceVendor/Customer.aspx/Login
- If there is no change in data, reviewing the form (per vendor number) and clicking "Save Changes" will generate a new submission for 2026 to confirm compliance.

- Community Services staff are contacting all vendors who have expired forms.

❖ **Vendor Update Reminders:**
- Submit insurance renewals to ProviderInsurance@nlacrc.org – auto-forwards to Gallagher inbox. Gallagher Verify (833) 862-8432
  - FAQ: https://www.nlacrc.org/wp-content/uploads/2026/04/service-provider-insurance-requirements-faq.pdf
- Updates submitted through the Provider Directory do not automatically update Regional Center systems:
  - Submit license renewals and organizational charts to Contract&Compliance@nlacrc.org
  - Submit notice of changes (address, entity, name, tax ID) to ResourceDevelopment@nlacrc.org

Employment Services:

❖ **Please submit your CIE incentive requests to** CIE&PIP@nlacrc.org

❖ **FREE 1:1 Benefits Counseling Sessions** for individuals served by NLACRC. Free Benefits Counseling with Integrated Resources Institute

❖ **FREE Website Portfolio and Content Creation Trainings for Service Providers** IRI | PEC

Resource Development:

❖ **Effective March 1, 2026,** NLACRC will begin using the Provider Directory for **all** new vendorizations. For more information visit https://www.nlacrc.org/service-providers/how-to-become-a-service-provider/

❖ **Electronic Visit Verification (EVV)** - DDS host office hours. For more information, please visit DDS website https://www.dds.ca.gov/services/evv/ .

Quality Assurance:

❖ **Support Living Services:** SLS monitoring has begun and is being scheduled 30 days in advance. A Community Services Specialist will be contacting you to schedule.

❖ **Community Care Licensed Sites** please ensure you are signed up to receive information regarding training and provider information notices for your licensed service. Subscribe here: CCLD Subscriptions

DDS
PETE CERVINKA
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF DEVELOPMENTAL SERVICES
1215 O Street, Sacramento, CA 95814 • www.dds.ca.gov

GAVIN NEWSOM
GOVERNOR

September 21, 2026 D-2026-Employment-003

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: EMPLOYMENT SERVICES FOR INDIVIDUALS AFFECTED BY DEPARTMENT OF REHABILITATION ORDER OF SELECTION

Purpose

The Department of Rehabilitation (DOR) has implemented an order of selection for new vocational rehabilitation applicants as of August 31, 2026. The obligations for the provision of employment services have shifted to regional centers per California Welfare and Institutions Code section 4855, which states:

> *"When an individual who is eligible for habilitation services under this chapter is referred to the Department of Rehabilitation for vocational rehabilitation services, including supported employment services, and is placed on a Department of Rehabilitation waiting list for vocational rehabilitation as a result of the Department of Rehabilitation's order of selection regulations, the regional center shall authorize appropriate services for the individual pursuant to this chapter as needed until services can be provided by the vocational rehabilitation program."*

California Code of Regulations Title 17, section 58842 requires regional centers, "as directed by the Department", to provide services on behalf of individuals denied services under order of selection.

This directive outlines: (1) regional centers' responsibilities during order of selection, including authorizing regional center employment services immediately upon DOR referral, and (2) the fees regional centers must authorize and pay providers while order of selection is in effect.

What Is Changing

Regional centers must continue referring individuals to DOR. DOR will determine eligibility and assign each applicant to one of three priority categories. As of the date of this letter, all three priority categories are closed, meaning all applicants are placed on a waiting list before DOR vocational rehabilitation services can begin. DOR may update the status of these categories over time, and individuals may be served by DOR as resources become available. During this waiting period, regional centers are responsible for funding employment services for individuals they serve until the person's Individualized Plan for Employment is signed with DOR.

Who Is Affected
This directive applies to individuals who have been referred to DOR and are awaiting approval for new vocational rehabilitation services. It also applies to anyone who will be referred to DOR while the order of selection is in effect.

Who Is Not Affected
This directive does not apply to individuals who have a signed Individualized Plan for Employment with DOR. The order of selection does not apply to those receiving or eligible for DOR student services or to individuals interested in employment-related services not funded by DOR, such as the Paid Internship Program, Tailored Day Services, or Supported Employment – Group.

Regional Center Responsibilities
Effective the date of this directive and until DOR lifts the order of selection, regional centers shall authorize employment services as stated in California Welfare and Institutions Code section 4855 and California Code of Regulations Title 17, section 58842. Regional centers may authorize employment services immediately using documentation that shows a DOR referral was submitted. No additional waiting period or verification is required to authorize supported employment during order of selection.

Regional center services shall include, but not be limited to:

- Supported Employment – Individual Placement (Service Code 952)
  - Job Development (Subcode 1D0)
  - Job Coaching (Subcode 1J0)

Vendor Fee Schedule (Paid by Regional Centers)
Regional centers are required under California Welfare and Institutions Code section 4860(c) to pay three new provider fees for employment services provided to individuals who have been placed on a DOR waiting list due to order of selection. These new fees will be included in the provider's rate table. These new fees do not prevent providers from claiming other existing Supported Employment – Individual Placement regional center service subcodes, nor from receiving Competitive Integrated Employment incentive payments. For individuals in the Self-Determination Program, these fees shall be paid outside of the individual budget.

Regional centers must verify fee eligibility before issuing payments. Verification of fee eligibility requires documentation from DOR showing that the individual has been assigned a category impacted by order of selection and placed on a waiting list. Providers also must submit documentation to the regional center confirming that each milestone has been met before claiming fees.

1. Intake Fee: $360
   - Paid to the supported employment provider upon intake
   - Not payable if the individual completed a supported employment intake with the same supported employment provider within the previous 12 months
   - Billed using Service Code 952, Subcode VR1

2. Placement Fee: $720
   - Paid upon placement of the individual into competitive integrated employment
   - No fee shall be paid if the individual is placed with another individual or individuals assigned to the same job coach during the same hours of employment
   - Billed using Service Code 952, Subcode VR2

3. 90-Day Retention Fee: $720
   - Paid after the individual maintains competitive integrated employment placement for 90 days
   - No fee shall be paid if the individual is placed with another individual or individuals assigned to the same job coach during the same hours of employment
   - Billed using Service Code 952, Subcode VR3

For more information, visit the Department of Rehabilitation's website on order of selection.

For questions about order of selection, email OOSQuestions@dor.ca.gov.

For questions about regional center responsibilities, email WorkServices@dds.ca.gov.

Sincerely,

Original Signed by:

SONYA FOX, Branch Chief
Employment Services
Department of Developmental Services

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies

September 21, 2026

Important notice from the Department of Developmental Services about:

EMPLOYMENT SERVICES FOR INDIVIDUALS AFFECTED BY DEPARTMENT OF REHABILITATION ORDER OF SELECTION

D-2026-Employment-003

What to Know

Starting August 31, 2026, the Department of Rehabilitation (DOR) entered an Order of Selection (OOS). This means DOR must place some individuals on a waiting list for services. This directive explains what regional centers must do during the OOS.

What's Changing

Nothing changes for individuals who already have a signed Individualized Plan for Employment (IPE) with DOR. Also, DOR's student services are not affected.

During OOS, regional centers must fund job development and job coaching services for individuals referred to DOR. Individuals do not have to wait to start receiving employment services from the regional center.

There are three new fees for supported employment vendors working with individuals on the DOR waitlist. These fees are in addition to service rates and incentive payments. Vendors must submit documentation to their regional center that milestones were met to claim these fees.

Questions?

Questions about OOS should be emailed to OOSQuestions@dor.ca.gov.

Regional centers can email questions to WorkServices@dds.ca.gov.

Learn More

Review the DOR order of selection website at Order of Selection (https://www.dor.ca.gov/Home/OrderofSelection).

Quality Incentive Program (QIP)

What is the Quality Incentive Program (QIP)?

The QIP is designed to improve individual outcomes, service provider performance, and the quality of services. Service providers who participate in QIP are eligible for incentive payments when their performance meets or exceeds quality measures developed by DDS with input from stakeholders.

How do service providers qualify?

For service codes included in rate reform, providers who are in compliance with Electronic Visit Verification (EVV), Home and Community-Based Services (HCBS), and independent audit requirements can earn a QIP rate component, up to 10 percent of their applicable rate model, for 7/1/27 – 6/30/28 (FY27-28) by participating in surveys:

- Provider Capacity – all service codes within rate reform
- Preventative Health and Wellness: service codes 113, 896, 904, 905, 910, 915, 920, 925, 930, 935
- Employment: service codes 950 and 952
- Initial Provider Survey: new vendors vendored on or after 7/1/2026 or any vendor that did not participate in QIP previously

To learn more, attend upcoming DDS trainings before the survey deadline 2/27/2027!

QIP TRAINING SESSIONS:

<table>
<tr><td colspan="3">QIP Training – <u>All Providers Capacity Survey</u>
(Session 2)

Date & Time: 01/11/2027 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_-S1yYNVdRlSkWbHM5bxR4w#/</td></tr>
<tr><td>QIP Training – <u>Residential and SLS Providers</u>
(Session 1)

Date & Time: 11/10/2026 at 10:00 AM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_TWwllxurRTGapsVYqSU67A#/</td><td>QIP Training – <u>Employment Providers</u>
(Session 1)

Date & Time: 11/09/2026 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_uBODInYCRQmhmwyIB9f_7A#/registration</td><td>QIP Training – <u>New Providers</u>
(Session 1)

Date & Time: 12/04/2026 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_kK9cpA7OQYOPwraBONsA0A#/registration</td></tr>
<tr><td>QIP Training – <u>Residential and SLS Providers</u>
(Session 2)

Date & Time: 12/16/2026 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_GaJS4IXcTICFfHC2VJrOyg#/registration</td><td>QIP Training – <u>Employment Providers</u>
(Session 2)

Date & Time: 01/08/2027 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_7fCaC-yRSbGMpIGwT5qurg#/</td><td>QIP Training – <u>New Providers</u>
(Session 2)

Date & Time: 01/22/2027 at 1:00 PM

Zoom link: https://cal-dds.zoom.us/webinar/register/WN_CA1eFrqqTXG1vXiX9qEQrg</td></tr>
</table>



Asesoria Gratuita sobre Beneficios

Tiene preguntas o desea obtener mas informacion sobre sus beneficios del seguro social?

Los beneficiarios de la Administracion del Seguro Social pueden reunirse con un Especialista en Beneficios e Incentivos Laborales para informarse sobre como sus ingresos pueden afectar sus beneficios, explorer sus opciones y recibir orientacion.

¡Cupo Limitado!

Integrated Resources Institute tiene la capacidad de brindar apoyo a diez (10) personas a las que se les brindan servicios. La participacion se ofrecera por orden de inscripcion.

Lo que puede esperar:

- Reunion inicial de 1-hora
- Reunion de seguimiento de 1-hora para conversar sobre los resultados obtenidos
- Reuniones virtuales (opcion de reunion en persona a solicitud)

¡Registrese Aqui!

INTEGRATED RESOURCES INSTITUTE

Contactenos

949-815-1271

https://www.irioc.org/

leah@irioc.org



FREE Benefits Counseling

Curious or have questions about your social security benefits?

Social Security Administration beneficiaries can meet with a Work Incentives Benefits Practitioner to learn how earnings may affects benefits, explore options, and receive advice.

Limited Space!

Integrated Resources Insitute is able to support ten (10) people served. First come, first served.

What to expect:

- Initial 1-hour meeting
- Follow-up 1-hour meeting to discuss findings
- Virtual meetings
  - (in-person by request)

Register Here!

INTEGRATED RESOURCES INSTITUTE

Contact Us

949-815-1271

https://www.irioc.org/

leah@irioc.org

Academy
IDD SUPPORTER EDUCATION

LIVE Webinar

FATAL FIVE PLUS
AND THE MEDICATIONS THAT AFFECT THEM

Learn how to reduce the risk of morbidity and mortality in people with IDD.

PRESENTERS



Dr. Craig Escudé
FAAFP, FAADM, FAAIDD



Daleigh Tallent
MSN, RN, CDDN

Tuesday
December 1st
10:00 AM - 12:00 PM PT

Register

About the Live Webinar

Join us for a live, updated discussion about the most common preventable causes of illness and death in people with IDD and the medications that can both positively and negatively affect them.

Participants Will Be Able To:

- Describe the conditions most likely to lead to morbidity and mortality in people with IDD, known as the Fatal Five+
- Describe the medications used to treat the Fatal Five+ conditions
- Describe the medications that could exacerbate the Fatal Five+ conditions, enabling them to identify and mitigate risks associated with these medications

This training is recommended for anyone supporting people with intellectual and/or developmental disabilities (IDD), including:

- Regional Center staff (service coordinators, clinicians, managers)
- Direct Support Professionals (DSPs)
- Residential and day program staff
- SLS and ILS staff
- Quality assurance and risk management staff
- Family members, supporters, and advocates

North Los Angeles County Regional Center

Made possible by DDS HCBS Funding.

IntellectAbility®
REPLACING RISK WITH HEALTH AND WELLNESS

Quality Assurance and HCBS Training

For NLACRC providers and their employees. Hosted and Presented by Beyond Compliance

CEUs available

DATE

Tuesday, November 17, 2026

TIME

10:00 AM – 1:00 PM PST

WHERE

Virtual

What you will learn

Check HCBS compliance

How to check if your program meets HCBS rules.

Track quality

Simple ways to track the quality of your services.

Stay person-centered

How to keep services person-centered, every day.

Take tools home

Practical tools and resources to take back to your team.

Save your spot

RSVP at **beyondcompliancesupports.com** (Events page).

Scan to RSVP

INTEGRATED RESOURCES INSTITUTE

Free Entry!

For Service Providers of:

North Los Angeles Regional Center
Inland Regional Center
Alta Regional Center



Website Portfolio and Content Creation Workshop

How to use digital tools to support jobseekers ready to showcase their unique skills, personal brand, and creative projects directly to prospective employers.

Learn How to:

- Use simple platforms to easily create professional website portfolios
- Create quality digital content with smartphones , cameras, and other tools
- Framing a story to represent a job seeker by using a portfolio

3 Available Online Workshops!

Thursday 12/3/2026

or

Thursday 12/10/2026

or

Thursday 12/17/2026

10am-12pm PM For each Workshop

Workshops conducted via Zoom

Cost is FREE!

Provided through HCBS Funding

More Information

www.iri-pec.org

To Register: CLICK HERE **or Scan**

November 2026

NLACRC Legislative Report

Public Charge: What Families Should Know

Federal rule effective September 18, 2026

What is it?

An immigration assessment used in some green card and visa decisions.

What changed?

Immigration officials may consider more types of means-tested public benefits, including health, food, and housing assistance.

Who may be affected?

Certain immigration applicants. U.S. citizens and many humanitarian immigration categories are exempt.

Community impact

May raise concerns for individuals using Medi-Cal-funded supports and mixed-status families. Public charge does not determine eligibility for Medi-Cal or regional center services.

KEY TAKEAWAY

Before changing or stopping benefits, seek advice from a qualified immigration legal services provider.

RESOURCES:

- CHHS: Public Charge Information
- CDSS Public Charge Contact List

Section 504 Regulations

Recent federal court agreement

What happened?

A recent federal court agreement removed community integration language from HHS's 2024 Section 504 regulations.

Why is this concerning?

Disability advocates are concerned because this language helped reinforce access to services in community-based settings.

What does this not do?

The agreement does not overturn Olmstead, the Americans with Disabilities Act (ADA), or Section 504.

What remains in place?

Existing protections against unnecessary institutionalization and the right to receive services in the most integrated setting remain in place.

LEARN MORE

Section 504 Court Agreement — What Advocates Need to Know >

Medi-Cal Policy Updates

Medi-Cal Fee-for-Service (FFS) Transition

Begins January 1, 2027

Who is affected?	Some Medi-Cal members, including certain undocumented members (e.g., children, U.S. green card holders under 5 years, and some other immigrant members).
What is changing?	Members will transition to Medi-Cal Fee-for-Service (FFS) for certain services.
What stays the same?	You are **not losing Medi-Cal**, and you **will not have to pay** for the transition.
Services that will continue.	Medi-Cal, mental health, vision, pharmacy, CBAS, and dental coverage (through June 30, 2027).
Services that will no longer be available through FFS.	Enhanced Care Management (ECM) and Community Supports.

Learn More: DHCS: Medi-Cal Fee-for-Service Transition Webinar (Sept. 30, 2026) >

Medi-Cal Work Requirements: Federal Court Update

October 29, 2026 – *Massachusetts v. Oz*

A federal court removed an additional barrier for people seeking a "medically frail" exemption from Medi-Cal work requirements.

- Individuals with a qualifying disability or health condition no longer need to separately show that their condition prevents them from meeting work requirements.
- Many people with intellectual and developmental disabilities are already not subject to Medi-Cal work requirements, including those who qualify for Medi-Cal based on a disability (e.g., SSI recipients).
- Work requirements still apply to people who are subject to them and do not qualify for an exemption.
- The ruling could still be appealed, and implementation rules are not yet fully settled.

Learn More: DHCS: Medical Frailty Court Decision Statement (Nov. 2, 2026) >

2026 California General Election Results

NLACRC Catchment Area

GOVERNOR

D	Xavier Becerra	Governor of California

CALIFORNIA U.S. HOUSE REPRESENTATIVES

CA-23	vs. R Jay Obernolte / D Tessa Hodge		Not Called
CA-26	D	Jacqui Irwin	Newly Elected
CA-27	D	George Whitesides	Re-elected
CA-29	D	Luz Rivas	Re-elected
CA-30	D	Laura Friedman	Re-elected
CA-32	D	Brad Sherman	Re-elected

CALIFORNIA STATE SENATE

SD 20	D	Caroline Menjivar	Re-elected
SD 24	D	Brian Goldsmith	Newly Elected

CALIFORNIA STATE ASSEMBLY

AD 34	vs. R Charles Hughes / D Randall Putz		Not Called
AD 39	D	Juan Carrillo	Re-elected
AD 40	D	Pilar Schiavo	Re-elected
AD 42	vs. D Deborah Klein Lopez / R Ted Nordblum		Not Called
AD 43	D	Celeste Rodriguez	Re-elected
AD 44	D	Nick Schultz	Re-elected
AD 46	D	Jesse Gabriel	Re-elected

CITY OF LOS ANGELES

Mayor	Nithya Raman	Newly Elected
LA City Council, District 3	Timothy Gaspar vs. Barri Worth Girvan	Not Called

CITY OF SANTA CLARITA

District 2	Brett Haddoak vs. Denise Lite	Not Called
District 4	Laurene Weste	Re-elected
District 5	Kelvin Driscoll	Newly Elected

CITY OF PALMDALE

District 3	Laura Bettencourt	Re-elected
District 4	Eric Ohlsen	Re-elected
District 5	Cynthia Garcia vs. V. Jesse Smith	Not Called

2026 Chaptered Legislation

AB 375
(Nguyen)

Qualified Autism Service Paraprofessionals

Expands the definition of health care providers under the Medical Practice Act to include qualified autism service paraprofessionals.

Chaptered September 27, 2026
(Chapter 501)

AB 1575
(Arambula)

Lanterman Developmental Disabilities Services Act

Updates terminology throughout the Lanterman Act, replacing "consumer" with "person eligible for regional center services" and removing gender-specific language.

Chaptered September 27, 2026
(Chapter 525)

AB 2161
(Bonta)

Medi-Cal Work and Community Engagement Requirements

Updates eligibility and verification procedures for Medi-Cal work requirements, including safeguards related to notices, conflicting information, and continued coverage during verification.

Chaptered September 14, 2026
(Chapter 209)

AB 2233
(Ta)

Behavioral Health Treatment Plans

Prohibits health plans and insurers from restricting when authorized behavioral treatment hours may be used within a six-month treatment authorization period, subject to treatment-plan requirements.

Chaptered September 27, 2026
(Chapter 591)

AB 2324
(Gonzalez)

Vocational Education: Youth Caregivers

Requires consideration of youth caregiving in career technical education standards and provides guidance on caregiving skills and work-experience credit opportunities.

Chaptered July 16, 2026
(Chapter 95)

AB 2414
(Nguyen)

Direct Support Professionals

Replaces the term "direct service professionals" with "direct support professionals" and establishes a definition for workers providing direct support through regional center-funded providers.

Chaptered September 27, 2026
(Chapter 603)

SB 163
(Senate Budget and Fiscal Review Committee)

Developmental Services

Makes changes to Early Start, regional center board governance, LOIS, person-centered grievances, rate reform, and employment access.

Chaptered July 13, 2026
(Chapter 80)

[Legislation | Association of Regional Center Agencies]

[California State Legislature—Calendar Schedule]

Upcoming Events & Meetings

DDS

ICC Meeting
Tuesday, September 15
12:00 PM – 1:00 PM **RSVP**

Direct Support Professional University (DPSU) / Edge Town Hall
Monday, September 21
2:00 PM – 3:00 PM **RSVP**



Pilar Schiavo

Holiday Party & Legislative Update

Thursday, December 3, 2026
5:00 PM

North Valley Family YMCA
11336 Corbin Avenue
Porter Ranch, CA 91326





Note: Click the images for additional information.

State Calendar

November 2026

NOVEMBER 03 — General election

NOVEMBER 30 — Adjournment sine at midnight

JANUARY 01 — Statutes take effect (Art. IV, Sec. 8(c)).

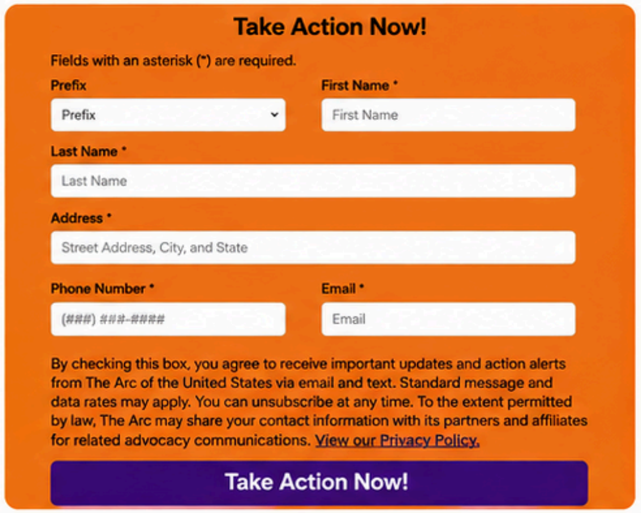
JANUARY 10 — Jan 10, 2027 – Governor must submit the budget (Art. IV, Sec. 12(a)).

Visit Legislative Deadlines Page

Advocacy Tools

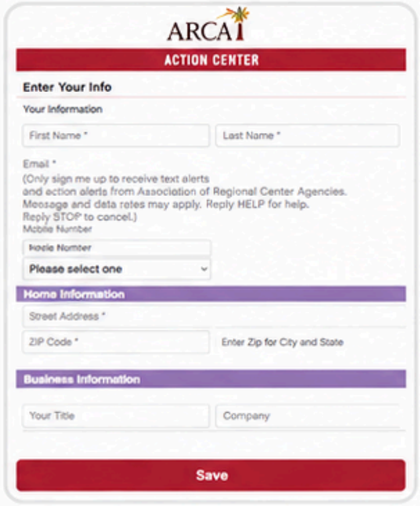
1 The Arc of the United States

Tell Congress: No One Should Go Hungry!



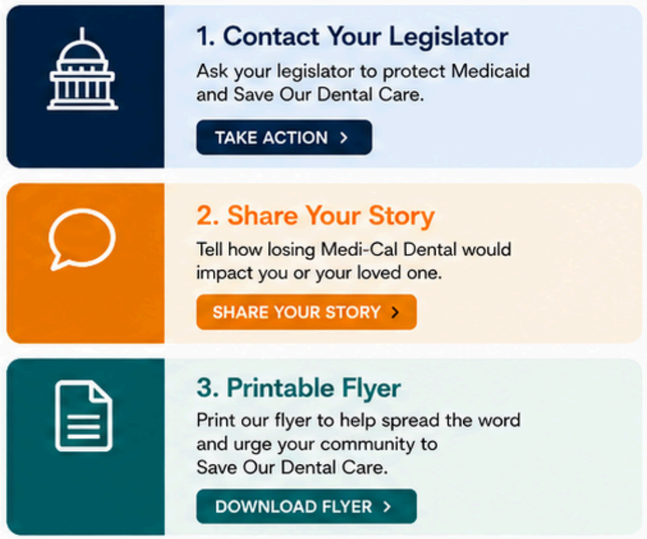
2 ARCA's Voter Voice Campaign

ARCA's Action Center



3 The ARC of California

Save Our Dental Care.



4 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

5 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.disabilityrightsca.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.

North Los Angeles County Regional Center
Director's Report
November 2026

1. NLACRC Spotlight:

A. Staffing Milestone

i. NLACRC surpassed 1,000 employees following the onboarding of 12 new employees on November 2, 2026.
   a. Current employee count: 1,005.

B. Intake Assessment and Eligibility

i. NLACRC continues to be a statewide leader in intake assessment and eligibility determination.
ii. Achieved 100% compliance with the 120-day intake timeline in the last six consecutive end-of-month reports

C. Welcome Jonathan, Human Resources Director

i. Jonathan brings more than 20 years of HR and business leadership experience across public, private, high-growth, and global organizations.
ii. His expertise includes employee and labor relations, recruitment and development, organizational effectiveness, compensation and benefits, HR operations, culture, and leadership development.
iii. His experience includes building and transforming HR functions, navigating mergers and acquisitions, and supporting organizational change.

D. Family Expo Events – Positive Community Feedback

i. Case Management and Community Services teams received positive recognition and appreciation for the successful Family Expo events.
ii. Both events were made possible through the Department of Developmental Services' Home and Community-Based Services (HCBS) funding and the support of staff volunteers.
iii. Event attendance:
   a. Family Expo: 901 attendees
   b. Dance: 265 attendees

E. DDS IPP Survey Results

i. NLACRC successfully met DDS' required IPP survey benchmarks for September 2026.
ii. Achieved an average satisfaction score of 92%, representing a 7-percentage-point increase from August.

F. Employee Recognition – Kai Brennan

i. Congratulations to Kai Brennen, Employment Specialist, for receiving the Star Thrower Award from the Tierra del Sol Foundation.

a. This award recognizes outstanding partnership and collaboration in advancing employment opportunities with Tierra del Sol.

2. <u>Department of Developmental Services (DDS) Updates:</u>

A. FY 2025-2026 POS Reports

i. To comply with federal law, DDS will align race and ethnicity data with federal categories. This will make comparisons with prior years more difficult, although White and Latino categories remain largely unchanged.
ii. Preliminary data show that utilization rates (services authorized compared to dollars spent) remain relatively stable.
iii. Timelines across all regional centers for approval of SDP spending plans seem to be longer due in part by the increase in the program's population and uptick in modification requests.
iv. DDS is conducting a focus group with RCs to better understand and resolve workforce challenges.

3. <u>Center Updates:</u>

A. Recruitment

i. Total # of positions filled: 999
    a. Total # of positions authorized: 1071
ii. October 2026 New Hires
    a. 1st Cycle (10/5/2026): 6 confirmed
    b. 2nd Cycle (10/19/2026): 10 confirmed
iii. November 2026 New Hires
    a. 1st Cycle (11/12/2026): 12 confirmed
    b. 2nd Cycle (11/16/2026): 1 unconfirmed

B. Client Served Statistics:

i. Total served: 43,583
    a. Early Start: 5,089
    b. Lanterman: 35,728
ii. Breakdown of all three valleys:
    a. AV (Early Start & Lanterman): 10,503
    b. SCV (Early Start & Lanterman): 4,795
    c. SFV (Early Start & Lanterman): 25,519
iii. Intake opened in September: Early Start Intake: 409 Over 3: 430
iv. All other categories not captured in Early Start, Lanterman, and Intake, such as Provisional, Enhanced, Specialized, and other which would total: 1,447

C. Compliance Activities

i. Residential Quality Assurance Visits – 178 visits conducted.
    a. 125 Unannounced In-Person Visits.
    b. 4 Home and Community Based Services annual reviews.

c. 18 Home and Community Based Services non-residential providers.

ii. Corrective Action Plans – 3 developed with residential providers.

iii. Plans of Improvement – 1 for non-licensed residential providers.

4. <u>Outreach & Community Engagement Highlights</u>

A. Mehregan Event – Woodland Hills (October 11, 2026)

i. NLACRC participated in the annual Persian Fall Festival at Warner Center Park.

ii. The Farsi Outreach Language Specialist connected with Persian families, shared service information, assisted with applications, and engaged the Farsi-speaking community.

iii. The featured traditional music, food, and local organizations.

B. 3rd Annual All for Kids Black Infant Health Harvest Resource Fair – Palmdale (October 21, 2026)

i. NLACRC's Antelope Valley outreach team connected with Black and African American families and shared Early Start resources and eligibility information.

ii. Participation supported continued outreach to underserved communities in the Antelope Valley.

5. <u>Social Recreation</u>

i. October referral submissions totaled 764, a 44.90% decrease from September and a 7.05% decrease from October 2025.

a. 500 new referrals; 159 extensions; 87 add-ons; 18 terminations

ii. October Vendor Onboarding increased 17.72% from September and 6.89% from October 2025.

iii. October Parent Onboarding for reimbursements decreased 32.50%.

6. <u>Upcoming Disability Organization Events/Activities:</u>

A. State Council on Developmental Disabilities next council meeting – November 17, 2026

B. Disability Rights California's next board meeting – November 20, 2026

C. Self-Determination Local Advisory Committee Meeting – November 19, 2026

Vendor Advisory Committee Attendance

FY 2026-2027 Vendor Advisory Committee	Jul-26 Dark	Aug-26 Special meeting	Aug-26	Sep-26	Oct-26 Dark	Nov-26	Dec-26 Dark	Jan-27	Feb-27	Mar-27	Apr-27	May-27	Jun-27 Dark	Total Absences
Tal Segalovitch, Chair		P	P	P										**0**
Jaklen Keshishyan, Alt. Chair		P	P	P										**0**
Jodie Agnew Navarro		P	P	P										**0**
Masood Babaeian		Ab	P	P										**0**
Paul Borda		Ab	Ab	Ab										**1**
Andrea Devers		P	P	P										**0**
Jason Gillis		P	P	P										**0**
Ricki Macken Chilvers		P	P	P										**0**
Vahe Mkrtchian		P	P	Ab										**0**
Desiree Misrachi		P	P	P										**0**
Lea Munoz		P	P	P										**0**
Jen Pippard		P	P	P										**0**
Octavia Watkins		Ab	P	P										**0**
Sharon Weinberg		P	P	P										**0**
Alona Yorkshire		P	P	P										**0**
Meeting Time		0.25	1.75	1.50										

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)

Service Provider Portal (SPP)

Benefits & Availability Update

Prepared for Vendor Advisory Committee by

Hady Khorasani

IT Project Manager

ATTACHMENT 2

Today's Experience:
Waiting for Authorizations



The Current (Paper) Process

Authorization issued → Sent by mail ("Snail Mail") → Received by vendor (days later)

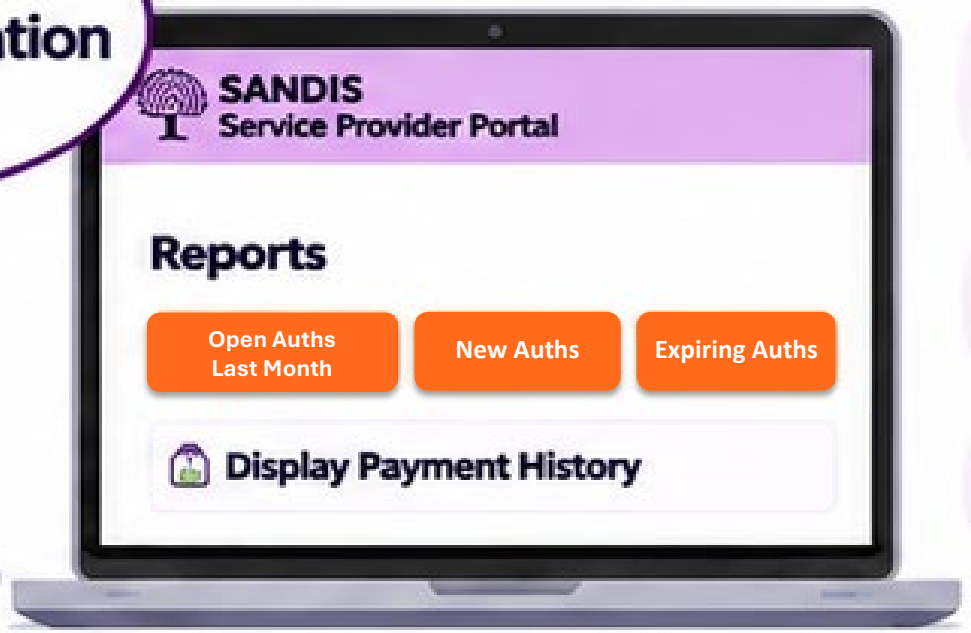
3–7 calendar days

The wait for mailed authorizations can **delay service delivery** to consumers.

ATTACHMENT 2

The New Experience:
Self-Service with the Service Provider Portal (SPP)





- Check authorization status in real time
- Access authorization reports (open, new, expiring)
- View payment history and details
- Get reports emailed to you

Self-service access when you need it — no more waiting for the mail!

ATTACHMENT 2

Next Steps: A Phased Rollout with the Right Support

Access for everyone is the goal. A supported rollout is how we get there.

1

Phase 1: Onboarded Vendors

Begin with the 407 vendors already onboarded in the Vendor Portal , rolling out access in manageable batches.

2

Phase 2: Additional Vendors

Establish an access-request process for vendors not yet onboarded.



Why Smaller Batches?

Both phases include hundreds of vendors. Each phase will be divided into manageable batches.



Support at Every Step

Smaller groups let IT resolve technical issues promptly before expanding access, applying lessons learned from the previous broad rollout.

A deliberate rollout helps us provide a better experience for every vendor.

ATTACHMENT 2