



EASTERN LOS ANGELES REGIONAL CENTER
 1000 S. Fremont Ave. • P.O. Box 7916 • Alhambra, CA 91802-7916
 (626) 299-4700 • FAX (626) 281-0730

**ELARC Board of Directors Meeting
 September 11, 2018
 Approved October 9, 2018**

Board Members Present:

Richard Helgeson, Vice-Chair
 Diane Lasell, Secretary
 Devora Reed
 Yougeng Sun
 Nestor Nieves
 Virgilio Orlina, CAC Representative
 Bryan Chacon, VAC Representative
 Joe Utar, Treasurer

Staff Present:

Gloria Wong, Executive Director
 Felipe Hernandez, Chief/Consumer Svcs.
 Carmen C. Luna, Supervisor
 George De la Loza, Employment Specialist
 Rosalie Estrada, Executive Asst.

Absent:

Tony Borrego, President*
 Anthony De La Rosa*
 Elias Fonseca*
 Lida Chavez*

Guests:

Refer to Sign-in Sheet

.....
I Welcome & Roll Call

The meeting was called to order at 6:00 pm by Richard Helgeson, Vice Chair, Tony Borrego, President was unable to attend the meeting. A quorum was present in order to conduct necessary business.

II Introductions/Opening Round: Board of Directors and Audience

Introductions of the Board of Directors and of the audience were conducted.

III Community Input

Julie Eby McKenzie, State Council, reported there is a monthly newsletter produced and mailed out by the State Council. The newsletter highlights some of their publications and this evening Ms. McKenzie distributed copies of the September issue. The newsletter included articles on childhood and adult bullying. Publications are available in both English and Spanish. The newsletter contains information on self-determination, and bills that are being considered.

Chala Jitpatima, parent, introduced her son Charles Jitpatima who will be turning 25 years old in January. Charles spoke about his good friend, Patima.

Ms. Jitpatima reported she received the handout used for the Residential Services Orientation from Frances Jacobs, Manager, Community Services Division.

Ms. Jitpatima indicated she is working with Doris Weis, Community Services Specialist, on an SLS program for Charles. She indicated the application process requires too much paper work and would like to see ELARC simplify the application. Ms. Jitpatima stated it's time for her son to be an adult and to live independently. Currently he lives at home with his mother and a younger sibling who is attending college. She indicated she is in the United States alone with her sons and has no other family members to assist and she now feels the need to pursue her future also. She also shared Charles has been attending two classes at ELAC and has now expressed an interest in photography. She indicated she checked out the classes with Charles and spoke to the professor who welcomes her son and indicated he cannot pamper Charles but if he comes with an assistant he will welcome Charles in his class. She also stated she feels sorry for the many kids who are not given this opportunity because the parents do not have the resources necessary. She also would like to see another individual shadow Charles at school rather than "mom". She indicated she feels blessed to have such wonderful people around her son. She reiterated she needs to finally do something for herself.

Mr. Helgeson, Vice-Chair, thanked Chala for her comments and was pleased to hear how ELAC works with our consumers.

There were no other comments from the community.

IV. Approval of Board of Directors Meeting

A. Minutes of Board of Directors Meeting of July 10, 2018

M/S/C (Yougeng Sun/Diane Lasell) To approve the Minutes of July 10, 2018 as recorded. Unanimous.

V. Executive Director's Report – Gloria Wong

Ms. Wong indicated that pertinent ELARC staff will be presenting on the Performance Contract (PC) and Self-Determination (SD).

A. 2019 Performance Contract (PC) Update

Ms. Wong reported all regional centers are required to develop an annual Performance Contract based on a calendar year versus a fiscal year. Ms. Wong reported community meetings were held on August 2, 2018 and the deadline for public input was August 31st, there were no comments received. The PC is taken to the Board in September to review the draft document and to share comments from the community meetings. The PC will then be placed

on the board agenda in October for final review and approval and submission the Department of Developmental Services by the November 1st deadline.

Staff will be reporting on the 2019 draft but will also be reporting on the year-end report for 2017 (often referred to as the report card) which is included in the board meeting packet. The Report references how ELARC performed in comparison to statewide results. There is also another component which is the mid-year report for 2018 which will be discussed.

Ms. Wong invited two staff members, whom the board has met previously, to report on two items which have been included in the 2019 Performance Contract, Employment and Purchase of Services Disparity. Mr. George de la Loza, Employment Specialist presented on Employment and Ms. Carmen C. Luna, Supervisor, addressed the POS Disparity measures as part of the Performance Contract review and shared activities that ELARC is undertaking.

Ms. Elizabeth Harrell, Supervisor, Community Services, will be the primary presenter on the various public policy measures, separate from Employment and POS Disparity, by utilizing the power-point which was used at the public meetings on August 2nd. There were two sessions one at the ELARC headquarters and one in the Whittier area.

Ms. Harrell reported all regional centers must have a performance contract which is developed based on outcomes that cover public policy and regulatory compliance that is developed in partnership with the community. Currently we are in the middle of a performance contract, 2018, and planning for the future PC in 2019.

Reference was made to the Draft Performance Contract (PC) report. The PC is a report card on the regional center and is a summary of PC 2017. DDS produces the report which includes demographics and various outcome areas based on the Lanterman Act. The information provides statistical information such as the number of adults living in their own home and children living in their home. The data compares ELARC to the other regional centers in the state with statewide averages.

Additional information on the "report card" includes employment and POS disparity.

Ms. Harrell reported at the public meeting held on August 2nd there were a total of six persons in attendance but despite the low attendance there was an excellent exchange between the audience and regional center staff. There was discussion about disparity, how to measure the outcomes, what regional center is doing to communicate the lessons being learned. There was also discussion on Self-Determination (SD). Also of interest was employment and the role of the service coordinator and how to work in partnership with the schools.

Ms. Harrell reported that no feedback was received on the Draft 2019 Performance Contract.

Ms. Harrell reported on the status of the PC for 2018. The report compares our regional center in relation to other regional centers. Data is drawn from the DDS database.

Employment:

Mr. George De la Loza, Employment Specialist provided an employment update. He indicated as the result of Employment First in California service coordinators are required to talk about employment when meeting with families. The federal government took it further with the WYOA (Workforce Opportunities Act). California took this policy and called it the California Blueprint for a Competitive and Integrated Employment. California through the power of the federal government is now looking at real jobs that are competitive and integrated.

Mr. De la Loza stated he continues to work with supervisors and service coordinators to promote employment as a viable option for consumers. He stated he makes himself available to speak to consumers and their families.

Mr. De la Loza indicated there are five areas being discussed statewide for consumer employment: (1) Transition Services; (2) Adult Pathways; (3) Post-Secondary Education Activities; (4) Supported Employment Customized Employment; (5) Business Partner Engagement.

(1) Transition services: persons in high school coming through the process of IEP and IPP and are required to talk about employment in post-secondary education before students graduate. ELARC through the Blueprint of California is focusing on this effort. Recently a staff training to service coordinators focused on the importance of their role in the IEP and IPP process on how to provide families/consumers detailed information on the transition process and the importance of having the Department of Rehabilitation and the school districts involved in the process. George shared he recently presented at Fiesta Educativa with the Department of Rehabilitation managers.

(2) Adult Pathways to Employment: Customized employment and supported employment for all our consumers providing job coaching on job sites, providing a strong support system. George reported he recently received statewide data and in comparison ELARC is performing quite well. When compared to other regional centers in terms of consumers who are working ELARC has more than 11% who are working. ELARC consumers have also surpassed other regional centers in wages. The average wage is about \$700.00, ELARC consumers are at approximately \$883.00.

(3) Post-Secondary Education Activities: Working with service coordinators to understand the multitude of opportunities not just the traditional track. Job opportunities must be discussed at the IEP and IPP. Apprenticeships are good opportunities. ELARC has been working closely with Rio Hondo and East Los Angeles Colleges. There is money coming into California for

development of opportunities for consumers and we're ensuring ELARC is involved with community partners in the development of successful pathways for consumers.

(4) Supported Employment Services, Customized Employment, and other Employment Support Options: ELARC has developed a pilot program for customized employment and continues to work with the Department of Rehabilitation.

(5) Employer/Industry Engagement: ELARC is reaching out to prospective employers. Meetings are held almost weekly with various employers to develop potential placements .

George reported during his first year as Employment Specialist he worked on program development. Along with program development time was spent on internal presentations to service coordinators and external presentations to the community. He indicated he receives invitations from service coordinators to meet with families to speak specifically about employment opportunities. He also has worked with vendors so that they understand the new employment rules and regulations.

George provided information on the Paid Internship Program (PIP). He indicated the goal is to place consumers in competitive integrated employment opportunities at regular wages, full or part time with a maximum of \$10,400 that can be earned in one year. To date 26 consumers have been placed at Pasadena City College, law offices, clerical positions, manufacturing sector, food preparation and other jobs. So far 10 of the hires have become permanent employees and the hourly wage is \$12.00 an hour.

California has identified nine industries that are growing in the Los Angeles area which includes hospitality, bio-genetics, and other areas. Colleges are being challenged about the money they receive from the State, as 50% of what is received is a block grant on adult education for individuals with all disabilities including developmental disabilities. George indicated he continues to meet with the ELAC president and continues to meet with the Alhambra Unified District.

Disparities:

Carmen C. Luna, Supervisor, presented highlights of the "Enhanced Caseload Project".

Ms. Luna reminded the Board of a March 2018 presentation which was very detailed on the role and the experiences of the service coordinators involved on this special project. The presentation at this meeting will be an abbreviated version of the "Enhanced Caseload". The unit is working with 200 consumers and their families who are served by five service coordinators. Four speak Spanish and one speaks Cantonese. All the consumers in the project have either no purchase of services during the year or purchase of services below \$2,000. They have been participating in the project since March of 2017. Currently the project has been operating for 18 months.

March 2019 will be the two year anniversary of the project, we expect to have more detailed and valuable information from lessons learned over this time period. Plans will be to again present to the Board at a future meeting the longer term results over a two year span.

As of September 2018 of the 200 consumers, 47 have been transferred back to traditional case management. When families started the project the purpose of the project was explained, which is to better understand the barriers to receiving fewer services than the average consumer. The ultimate goal of the project is to reduce the POS variances and ensure all service needs are addressed. To achieve this goal a reduced caseload ratio (1:40) allows for an in-depth assessment of gaps in services and focuses on improving communication and strengthening trust. Service coordinators generally meet with the consumer and the family one time during their birth month but the enhanced service coordinators meet with the family 6 to 12 times during the same time period, which allows for a much more comprehensive review and solidifies a strong and trusting bond. Once the case is ready for transfer back to traditional service coordination, the family and the service coordinator complete a questionnaire. The results are allowing ELARC to have a better understanding of the issues that interfere (i.e.) language, education, literacy and social norms and how as an agency we can mitigate these issues and improve planning.

Education is an integral part of the project and is provided in five areas: understanding the diagnosis, understanding the regional center system, understanding the role of the service coordinator, understanding the IPP process and understanding how to access services and supports. Enhanced service coordinators emphasize these topics because the more you know about regional center the easier it is to access services. Regional centers are a very complex system and when there are language and literacy issues access to services is exacerbated. The intent is to empower families to become their own advocates and develop the confidence and knowledge on how to seek answers and guidance from their service coordinators. This is something that is being measured with a pre-survey given to the families to measure their knowledge about the regional center in the five areas referenced.

When the family goes back to a typical case management a post survey is given to determine the success of the education component. Service coordinators continue to look at the information to see how it can be tailored so that the consumer and family can better understand what the regional center system is all about. Discussion starts with the diagnosis because they should have the information before they come into the regional center. It's been a long process but so far the results of the survey have been that at the end of the enhanced service coordination the family has a better grasp of the regional center.

Additionally the enhanced service coordination project is collaborating with the Community Services Department to improve service quality and resource development. Some families feel the service provider doesn't understand them and don't feel they are respected. This past year we have invited service providers to hear about the project and talk to regional center about their experiences. The idea is that the regional center wants to have an initial conversation with the service provider so we can all be on the same page and really try to

understand how we can better serve our consumers and families. Thus far there have been four meetings with vendors this past year and would like to meet with vendors who provide independent living services, supported living services, adaptive skills training and day programs. Invitations have been sent to many providers and have had encouraging conversations. They want to provide better services and they want to be partners in this effort. It is the first step but from that regional center has been able to discuss with them some of the challenges we are having. For example we would like for them to develop more resources, specifically for our Cantonese speaking families. For Spanish speaking consumers and families we are able to meet their needs, there are a lot of people who speak Spanish and are able to provide services.

One of the biggest measures is in the actual numbers in purchase of services. The first two years come to an end in March 2019 but thus far the numbers are encouraging. There is more information on the report which is on line on the ELARC website for numbers for purchase of services.

Ms. Wong reported we have begun the process of graduating and moving cases back as we would like to reach as many individuals as possible in this project. The 200 cases which are part of this special project represent only 1.5% of ELARC's total caseload. ELARC is committed in continuing the reduced caseload project to improve the POS disparity differential and to expand this opportunity to additional families.

Ms. Wong referenced 31 graduates from the project and the remarkable changes to POS commitments. For the Asian community the average initial expenditure was \$2700 when they graduated from the project it became an expenditure of \$5600. The Hispanic families were at about \$3900 on average and left the project at \$8200 on average. There is a substantial difference when you can have a number of meetings with families, at the 1:40 caseload in comparison to a 1:80 ratio.

The success of the current enhanced caseload project has built a foundation from which to build and expand the project and multiply the reach to more families with low POS funding. ABX2-1 is an opportunity to reassess the overall regional center delivery system and how it can best serve families with lower POS expenditures. There must be a long term commitment to assess and implement the necessary changes that will have long-lasting effect in reducing POS disparities.

Ms. Wong hopes to continue and expand the enhanced caseload project with DDS approval. The new cycle for POS disparity funding is now open and applications are due October 16th. We will be renewing the application for 200 participants and hope to expand the project to an additional 400 consumers, for a total of 600 participants.

2. Demographic Charts

Graphs depicting consumers with Status 1, 2 and 8 as of June 30, 2018 was distributed to the board for their information.

3. 2018 PC Med-Year Report

A copy of the Mid-Year 2018 PC was distributed and reviewed.

4. 2019 PC Draft

• Power Point Presentation

The performance contract is guided by the Lanterman Act. All the outcome areas and data is all about what is in the Lanterman Act. People living in their own home, people getting jobs, people getting equitable access, people getting their IPP on time, is in the Lanterman Act is and is in the Performance Contract. All regional centers are required to develop a performance contracts on a yearly basis.

A copy of the power point presentation of the 2019 draft Performance Contract was reviewed. The PC contains public policy performance measures and how the regional center proposes working on issues such as employment, keeping children in their own home, adults living on their own, POS disparities and how ELARC plans to achieve outcomes. Ms. Harrell indicated what looks different in 2019 PC are the two areas reported on this evening, the Employment focus which moved from a local objective to a state level objective and has nine areas of measure. The other new objective is Purchase of Services Disparity, there are two outcome areas and ELARC's disparity plan speaks to the efforts being made in purchase of services disparity.

The first public meeting was held in August and the second public meeting is being held in conjunction with the Board Meeting September 11, 2018. Ms. Harrell indicated she will attend the board meeting in October for final approval and submission to DDS in November for final approval.

Gloria Wong indicated the public comment period has closed, but if the Board has any comments within the next two weeks they should send them directly to Elizabeth Harrell.

The PC will be placed on the agenda for the board meeting scheduled for October 9, 2018 for final approval.

B. Self-Determination (SD) Update

Ms. Wong reported the deadline for submitting the names of interested individuals in September 17, 2018. ELARC will have 110 slots, this includes 24 consumers that are part of the original pilot. As of this date 238, expecting 300 by September 17, names have been submitted. After three years, the program will be available to everyone. DDS will conduct the random selection of participants for the first three years on October 1, 2018.

Elizabeth Harrell made reference to the ELARC Self-Determination Fact Sheet which has been posted on the ELARC website. She indicated the SD is concept is to give parents the authority over how the dollars are spent on their services and supports by having an individualized budget. 2500 people across the state of California will be part of Self-Determination. The selection process will be done by a stratified random sample, the State of California will conduct the selection process. They will be looking at the demographics, ethnicity, diagnosis, age and gender. Individuals must have had their names submitted to DDS by September 17th to be eligible. ELARC has had approximately three informational sessions per month since January in English with interpretation available as well as in Spanish and in Chinese. A Spanish language session is scheduled for September 12th. ELARC has been focusing on the Spanish language sessions since the numbers were low.

Ms. Harrell also reported on the internal training and planning. Service Coordinator Unit Liaison meet regularly to receive intensive training on SD. ELARC is also looking to spread out the 84 selected individuals throughout the existing caseload, versus the creation of a specialized caseload. There are some services coordinators in mind who will be taking a few of these cases and will be developing their expertise. She also indicated next week she will be working more intensively with consumer services supervisors to review the details on self-determination. Additionally a new staff training module has been implemented. Training is also being conducted in the Community Services department on the vendorization of fiscal management services.

A list of the 2018 Self-Determination Information Sessions held as of January 2018 was distributed.

1. Local Advisory Committee (LAC)

- (a) Upcoming Meetings

The next Local Advisory Committee is scheduled for November 6th. Flyers for the upcoming Self-Determination Local Advisory Committee Meetings were distributed.

Ms. Harrell announced updates on Self-Determination are posted on the ELARC website about every two weeks.

C. DDS Respite Policy Approval

Correspondence was received from DDS approving the POS Respite policy.

D. Budget Update

1. Preliminary Contract – FY 2018-'19

ELARC just received the E-1.

2. PEP (Purchase of Services Expense Report) FY 2018-19

The first POS report is due to DDS on December 10th. The report will include four months of actual expenses. A report will not be available until the January 2019 board meeting.

POS Budget FY 2017/2018: At this time Ms. Wong reported a \$2 million surplus for previous fiscal year.

3. Budget Performance Report: OPS (2018/19)

Ms. Wong indicated the report reflects the first allocation. The second allocation is due in November. The report currently reflects a deficit of \$534,245. There is a \$439,004 outstanding allocation for CPP. It is expected funds will be allocated with the E-2 allocation around November.

VI Consumer Services Report: Felipe Hernandez, Chief of Consumer Services

Felipe Hernandez reported the following:

(1) A presentation from Job Center, who has a contract with Social Security to provide information to the community about how work might affect SSI benefits. They encourage people to get jobs even though it will affect benefits but in ways that are modified in order to look for work. The program is called "Work Incentives and Planning Assistance" (WIPA). They are available to provide support to service coordinators and their families.

(2) AB 2083, relates to foster youth and trauma and a formal system of care. The bill requires that a memorandum of Understanding (MOU) be created for county agencies creating leadership themes and joint agency resolutions targeting youth who tend to be very difficult to serve. There is a small core group which is difficult to serve and have multiple placements within one year because of their behaviors and mental health needs. There is effort at the state level to come up with ideas which would help the county better manage these groups.

(3) SB 1187 deals with the competence issue of individuals with developmental disabilities who get involved with the criminal justice system. If an individual is taken to court

and is found ineligible to stand trial they can potentially be placed in a lock system where they would receive training to try and recover competence in order to stand trial. This bill also states that the regional center is the only agency that can declare that the person is eligible for regional center services. The judicial system can no longer make the decision on eligibility.

(4) SANDIS Training: Felipe reported he attended a presentation from individuals who set-up the SANDIS, the statewide information system. There has been activity around the reporting of special incidents and mitigation risks. One of the main focus of updating the SANDIS system is to get better and clearer data to better track mortality issues and special incidents which occur in the community under vendor care so that regional centers can essentially be held more accountable to resolve some of these incidents.

(5) DDS will be visiting all twenty-one regional centers in the near future to review the agencies' risk mitigation program and how issues are being resolved.

VII Committee Reports

A. Consumer Advisory Committee

Virgilio Orlina, Chairperson, CAC, reported the last meeting of the CAC was held on July 17, 2018 in the ELARC Boardroom and via video conference at the Whittier office. There were a number of attendees. The main topic was about self-advocacy and the guest speaker was Julie Eby-McKenzie of the State Council on Developmental Disabilities Los Angeles Office. Ms. McKenzie presented a video entitled *Bottom Dollars*. It focused on advocating for employment. It was about how people made their own dreams come true. Ms. McKenzie was also joined by a panel of self-advocates Rigo and Julie Gaona who shared their stories on how they were able to achieve their goals and dreams as a couple. After the film consumers participated actively in asking questions about advocating.

Mr. Jesse Padilla, Consumer Advocate, updated the consumers on the ARCA and DDS CAC meetings he attended in Sacramento as well as the ACCESS Services meeting about travelling with Service Animals on ACCESS vans. He also shared the Self-Determination Orientation presentation he attended recently.

The Consumer Advocates engagement with the community and consumers continues. Mr. Padilla conducted a Self-Advocacy presentation with New Day Program in Montebello. The Consumer Advocate will also be conducting another presentation at ECF (Exceptional Children's Foundation) Par East, and on 9/21 with ECF at another branch.

The CAC also had their Debriefing and Planning meeting on August 15, 2018. The purpose of the meeting is to recap on how to make the CAC better and plan for the next meeting to make it more person-centered, positive and productive.

The next CAC meeting will be on Tuesday, September 18, 2018 from 4:00 pm to 6:00 pm at the ELARC Boardroom and via video conference at the Whittier Office. The main topic will be Self-Determination. The guest speaker will be the ELARC Information and Training Supervisor, Liz Harrell.

B. Vendor Advisory Committee (VAC)

Bryan Chacon, Chairperson/VAC, indicated no meeting was held in August. He announced the next VAC meeting is scheduled for October 27th and Ms. Wong will be presenting on a systems update.

C. Finance/Personnel Committee

1. The Principal

Richard Helgeson, Board Treasurer, announced the meeting with the Principal Representatives was cancelled and will be rescheduled at a later date.

VIII Miscellaneous

Gloria Wong announce the Partners in Community Inclusion (PCI) group will be presenting to the Board at the October 9th Board Meeting. A limited number of parents attend a series of meetings with the goal to help parents develop their own unique vision of inclusion for their children, particularly those in the public school system, based on their personal values and strengthened by tools, supports, and partnerships found in their respective communities.

Ms. Wong announced a Public Meeting on Disparity Funding is scheduled for October 2, 2018 from 10:00 am to 11:30 am in the Board room to discuss the Disparity Funds program proposals for ELARC. The proposals are due October 16th to the Department or Developmental Services. Regional Centers are required to conduct a public meeting to share the proposed plans with the community.

IX Adjournment

There being no further business to discuss the meeting was adjourned at 8:04 pm

Respectfully submitted by:

Original signed by: Diane Lasell

Secretary, ELARC Board of Directors
Recorded by: Rosalie M. Estrada, Executive Assistant