



**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 Minutes  
October 8, 2019  
Approved November 12, 2019**

**Board Present:**

Richard Helgeson, Vice-Chair  
Anthony De La Rosa  
Yougeng Sun  
Nestor Nieves  
Virgilio Orlina, CAC  
Bryan Chacon, VAC Representative  
Devora N. Reed (via teleconference)

**Staff Present:**

Gloria Wong, Executive Director  
Felipe Hernandez, Chief of Consumer Svs.  
Frances Jacobs, Manager, Community Svs.  
Rhoda Tong, Supervisor, Residential Svs.  
Vivian Lau, Supervisor, Community Svs.  
Rosalie Estrada, Executive Secretary

**Absent:**

Tony Borrego (excused)  
Diane Lasell (excused)  
Joe Utar, Secretary (excused)  
Lida Chavez (excused)  
Elias Fonseca (excused)

.....  
**I Welcome & Roll Call**

The meeting was called to order at 6:07 P.M. by Richard Helgeson, Vice-Chair, as Tony Borrego, Board President was unable to attend board meeting. A quorum was not established at the start of the Board Meeting, but Devora Reed joined via teleconference to review and vote on agenda "Action" items.

**II Board & Community Introductions/Opening Round:**

The Board and audience introduced themselves.

**III. Community Input**

There was no community input.

**IV. Approval of Board of Directors Meeting Minutes & Executive Session Minutes  
(Quorum established with Devora Reed, board member via telephone conference)**

**A. Minutes of Board Meeting of July 9, 2019**

***M/S/C (Anthony De La Rosa/Bryan Chacon) To approve the Board Meeting Minutes of July 9, 2019 as recorded. Unanimous.***

**B. Minutes of Board of Directors Executive Session of July 9, 2019**

***M/S/C (Anthony De La Rosa/Virgilio Orlina) To approve the Minutes of the Executive Session of July 9, 2019. Unanimous.***

**V. Executive Director's Report**

**A. Fiscal Year 2019 –'20 Update**

**1. Trailer Bill Language (TBL) Affecting Regional Centers**

Ms. Wong referenced Attachment #3, June 2019 Trailer Bill Language Affecting the Regional Centers dated August 21, 2019. Ms. Wong provided some highlights of the TBL.

Ms. Wong indicated the TBL was discussed at the July board meeting but wanted to share the material developed by DDS which was sent to all regional center directors and board presidents. Discussed and reviewed select sections of TBL which will affect the Board of Directors. Cited were:

(1) National Core Indicators (NIC): A quality assurance and satisfaction survey conducted by the State Council of randomly selected consumers/families. Surveys alternate between adult and minor consumers. Last survey was conducted in Fiscal Year 2017-'18 for adults. DDS has posted preliminary data on their website, the final report is expected in Early part of 2020.

(2) Performance Contract:

As of May 1, 2020 regional center governing board must host one or more public meetings regarding its prior year's performance contract objectives and outcomes. Regional Centers are required to inform DDS that a meeting has been scheduled at least 30 days prior. Notice of the of meetings must also be posted on regional center's website at least 30 days prior to the meeting. Additionally, regional center consumers, families and individual stakeholders must also be notified at least 30 days prior.

### (3) Regional Center Board Composition, Attorneys and Meeting with DDS

TBL has amended the following requirements:

- Membership of governing board to include members with management and financial expertise by August 15, 2020.
- Stipulates that an attorney retained or employed by the Board to provide legal services must not be an employee of regional center.
- Governing board must meet with DDS representatives upon request by the DDS Director.

Ms. Wong noted a unique element to TBL is entitled “System Reforms Stakeholder Meetings.” It notes that DDS is responsible for developing a broad and balanced group of stakeholders. The focus of the stakeholder meetings will center on how to create a sustainable, innovative, cost effective, consumer focused and outcomes based service delivery system.

#### 2. Purchase of Services Expense Projection (PEP) Report

Ms. Wong reported the Purchase of Services Expense Projection (PEP) Report is not due until December 10, 2019. The practice is to utilize first quarter (July – September) actual POS expenditures. A POS expenditure report will be provided to the Board at the January 2020 meeting.

#### 3. Budget Performance Report (Operations)

Ms. Wong reported a deficit in operations in the amount of \$1,179,336 which accounts for the A-1 allocation recently received. A large operations allocation is pending for the Community Placement Plan (CPP), The A-2 allocation will be issued within the next couple of months. Expectations are that the CPP allocation will erase the currently projected operations deficit.

Additionally, there is an outstanding allocation for additional service coordinators to cover a newly approved “specialized caseload”. Regional Centers have submitted their count of qualifying cases that are eligible for the reduced caseload ratio of 1:25.

#### 4. The Lanterman Coalition

Ms. Wong stated the coalition is a mix of statewide associations and organizations which represents service providers, advocacy systems, and the Association of Regional Center Agencies (ARCA) which represents regional centers, and many others. It has been an on-going effort to unify system priorities and present the agreed to priorities at the upcoming budget hearings. The information sheet, #5, proposes information on the continuation of 2019-20, and 2018-19 priorities. One of the major priorities of the coalition last year was rate reform in order to get rate increases for providers. It was partially successful but it excluded some providers so the campaign for rate reform will continue in 2020-'21.

The proposed 2020-'21 priorities include:

- 1) Promote the second part of the rate study
- 2) Regional Center Caseload Ratio and Compliance with Federal Mandates
- 3) Early Start funding
- 4) System reform – 3/5 year plan
- 5) Automatic increases related to minimum wage increases

Ms. Wong reported as an association (ARCA) regional centers are developing material to educate the legislators on the value of service coordinators and the need to fully fund positions to meet the caseload ratio requirements. Ms. Wong reminded the Board that in March 2019 the caseload ratio survey for ELARC indicated a need for 17 additional service coordinators. In October 2019 that figure is now 23 service coordinators. The total number of service coordinators needed statewide is 700.

#### **B. 2020 Performance Contract (PC) (Quorum established with Devora Reed, board member via telephone conference)**

##### 1. PC Guidelines

The Performance Contract must be approved by the Board of Directors and submitted to DDS by November 1, 2019.

Correspondence received from DDS regarding Calendar Year 2020 Performance Contract Guidelines was shared with the Board.

## 2. Community Meetings

The PowerPoint presentation presented at the recent community meetings was shared with the Board of Directors. Ms. Wong introduced Vivian Lau, Supervisor of Information & Training.

Ms. Lau reported there were two public meetings, one on September 10, 2019 at the Alhambra Office. In total there were eight board members present, five family members and one representative from the State Council.

The second meeting was held in Whittier on September 12, 2019. Seven family members attended and 6 of the seven family members were Spanish speaking.

There were a total of 21 individuals in attendance at the two community meetings. Ms. Lau referenced the 2020 Performance Contract Community Focus Group Meeting Notes. The input was summarized in three different sections: (1) Services; (2) Employment (3) Social Skills/Day Programs.

Ms. Lau reported the new employment activities are referenced on page 9 of the 2020 Performance Contract.

Frances Jacobs reported on some of the activities currently implemented by ELARC to support the community as it relates to shortage of quality services. She reported Community Services Division continues to engage stakeholders on a regular basis at open public discussions with parents, service providers, and consumers to obtain their input regarding services. Jesse Padilla, Consumer Advocate, conducts presentations with service providers and regional center consumers regarding advocacy.

Ms. Jacobs reported on a recent roundtable discussion with service providers who expressed concerns over a shortage of staff. One provider who is a long-term provider informed ELARC that over the last month they are short 38 staff and therefore cannot take on new referrals. Another provider has developed a "waiting list" because they also do not have enough staff to provide services. As a result there was a round table discussion primarily because there was an entity in Long Beach with a workforce board that is partnering with the City of Los Angeles looking at flexible workforces. Employers will be looking for particular workers such as those working 3 to 4 jobs since they are unable to secure one job with full benefits. The flexible workforces are being developed in Great Britain and it is now being promoted in the U.S. They made a presentation on September 25<sup>th</sup> with some of the ELARC service providers. As a result there will be a workgroup of the Vendor Advisory Committee (VAC) that will address the issues of shortages of staff and how this will relate to rate reform the rate study activity.

Ms. Jacobs also indicated that at one of the community meetings there were materials such as Person-Centered Thinking which came from Chala Jitpatima, parent. She shared information from a workshop she attended. The webinar information can be located on the ELARC website.

Other activities include:

- (1) To continue to provide ongoing technical assistance and trainings to service providers;
- (2) Conduct quality assurance activities and or follow-up of programs/services for regional center service providers to ensure high quality services and support to individuals and families;
- (3) ELARC will continue to provide individuals and families with information on Self-Determination Program for the option of more freedom and control in choosing services and supports.

Ms. Jacobs added the first line of quality assurance is always the primary consumer, the person receiving the services. When meetings are being held and a family member approaches staff over a concern about services, this is taken very seriously and it will be investigated.

Ms. Jacob added ELARC continues to work with service providers in order to assist them to come into compliance in 2022 with the federal “Home and Community Based Services” HCBS rules. There is an intensive effort to meet with all service providers to make sure assessments are being provided to determine the quality of their services and to ensure they will be in compliance with the new rules for integrated settings and rules.

Felipe Hernandez, Chief of Consumer Services addressed the comments/input from the community participants at PC meeting, specifically on employment. Comments at the PC meetings included difficulties in obtaining permanent job placements for individuals with disabilities and the need to explore options to support and expand Employment First policy. A number of the points which were addressed in Ms. Hosokawa’s, parent, letter addressed the issue of expanding employment opportunities at regional center for consumers. Mr. Hernandez indicated a commitment by ELARC to hire consumers but we are limited by the operations allocation. Currently ELARC employs a full time consumer and a part-time consumer. Based on the comments in the submitted correspondence, ELARC’s employment specialist, George De La Loza, will be adding the following activities to the PC for 2020:

- (1) Employment Specialist will increase resources through discussions with service provider community to expand employment exploration for individuals on the Alhambra Fremont campus. The effort will include outreaching to vendors and encouraging them to conduct outreach at the Alhambra campus.
- (2) Employment Specialist will conduct surveys to identify individuals with families as business owners and establish meetings to discuss employment opportunities for individuals with developmental disabilities.

Ms. Jacobs addressed the comments/input from the community regarding social skills/day programs. Comment was shared about difficulties in finding a day program for adults in the

City of Whittier. This as a result of a service provider changing how they would provide social skills. One of the participants indicated they had a contact in Long Beach and they were going to provide the information to ELARC. Ms. Jacobs indicated she will be pursuing this contact. Activities currently implemented by ELARC to support community:

- (1) ELARC will continue to encourage families to speak to their assigned service coordinator or unit supervisor to explore other day program/activity actions;
- (2) ELARC will continue to share community events/resources with service coordinators to be provided to individuals and families on their caseload;
- (3) ELARC will continue to gather information on unmet needs and pursue development of needed resources.

3. 2020 Revised PC

All above comments were reviewed and have been added to the revised 2020 Performance Contract.

***M/S/C (Anthony De La Rosa/Youngeng Sun) To approve the 2020 Performance Contract as presented. Unanimous.***

**C. Fiscal Year 2019-'20 Community Placement Plan (CPP)  
Resource Development Contracts (Quorum established with Devora Reed, board member via telephone conference)**

Ms. Wong referenced the policy and procedure that requires the Board to approve any contracts that exceeds the \$250,000 threshold. There are three contracts being presented to the Board for final approval.

1. Operational Policy and Procedure: Request for Proposal (RFP)

Information on these three projects was provided by Frances Jacobs, Manager, Community Services Division and Rhoda Tong, Supervisor of Residential Unit. These projects are at the beginning stage of development. The first step is to acquire the property and renovate to meet the unique need of prospective residents. Once the homes are secured and renovated to specifications the vendor recruitment will begin. Ms. Wong indicated that ELARC is seeking approval to pursue a sole source funding corporation as allowed by the existing "Operational Policy and Procedure on Requests for Proposals", page 2 of 4, item #5, Equitable Disbursement of start funds. The crucial aspect of developing these homes for existing developmental consumers requires the expedient establishment of these homes. To this end ELARC will proceed with awarding the contracts as approved by the Board to Brilliant Corners, a housing corporation, to identify and secure the properties for the following three projects which exceed the \$250,000 threshold requiring Board approval.

## 2. Overview of Projects & Contract Review

An overview of the projects #4, #5, and #10 and the related contracts were sent to the board for their review and approval. Ms. Jacobs stated Project #10 was added to the revised agenda as the DDS approval came in after the issuance of the first agenda.

There are two homes, EDSH homes, which are single family homes that would be developed by a housing development organization. In this case ELARC is seeking approval to go into contract with Brilliant Corners since ELARC is already in a property search with them for the FY 18/19 project. Ms. Jacobs reported ELARC has been working with a seller and we were informed recently the seller did not accept the offer for the appraised rate. The appraisal came in at \$775,000 and the owner wanted \$800,000. ELARC is constantly looking at properties with realtors at a rate of approximately 3 to 4 times a week.

### **Projects #4, #5, & #10**

Above projects will establish single family homes to be owned by the housing development corporation and be leased to a service provider. It will be licensed as a three bedroom with enhanced behavioral support home for adults with mental health needs. The approved funding for this home is \$300,000 for acquisition and \$200,000 for renovations that will be necessary to meet the licensing of the home. The preliminary verbal approval was received on September 18, 2019 for Projects # 4 & 5. On September 27, 2019 DDS gave verbal approval to develop a community crisis home, Project #10. ELARC went into collaboration with Orange County Regional Center (OCRC) because they are on the border of Whittier and La Habra Heights. OCRC developed a home in Garden Grove and Rhoda Tong, Supervisor, visited the site. OCRC has been very gracious in offering their assistance in funding a home in their area and vrending the identified provider.

Ms. Jacobs reported quarterly meetings were being held with DDS to discuss Institutes for Mental Diseases (IMD) living arrangements where individuals currently reside and have resided in these homes for a number of years. DDS is diligently working with regional centers to relocate consumers from IMD homes. Quarterly meetings have been changed to monthly meetings. Regional Centers need to develop resources and strategies and options to relocate consumers.



There are 14 individuals in IMD settings with length of stays ranging from 5 months to 6 years despite aggressive efforts to secure alternative living arrangements. DDS is offering assistance in local and statewide searches.

Rhoda Tong reported searches have been extended beyond the ELARC catchment area looking at other regional centers statewide. DDS is updated with efforts being taken such as residential placement, services within the consumers parental home or looking at services such as SLS. DDS has provided resources to follow-up on through their statewide specialized data base. Rhoda indicates she has followed up on these leads from DDS unfortunately with no results. Some of the reasons the referral provided did not work out is: individual is not a good fit for the home or the regional center has already filled the vacancy. Rhoda indicated along with looking at our own resources we have extended the search to other regional centers. It is urgent that we have our own resources to place these individuals back into the community.

It was noted that TBL which goes into effect January 1, 2020 will limit the length of stay in an IMD to no more than thirteen (13) months.

Ms. Tong shared some of the unique features needed such as privacy, a neighborhood which has ample parking as these individual will have a very unique set of supports in place.

Each of the projects presented these evening have the same language in Projects 4, 5, and 10. Project #10 is a community crisis home that will have 4 beds and is geared toward preventing hospitalization which is a much needed resource.

***M/S/C (Virgilio Orlina/Anthony De La Rosa) To approve the acquisition of Project #4, and enter into direct negotiation and agreements as described in the recommendations set forth in the "Overview of RFP Selection Process, CPP 2019/20 Single Family Housing. Unanimous***

***M/S/C (Bryan Chacon/Anthony De La Rosa) To approve the acquisition of Project #5, and enter into direct negotiation and agreements as described in the recommendations set forth in the Overview of RFP Selection Process, CPP 2019/20 Single Family Housing. Unanimous***

***M/S/C (Virgilio Orlina/Anthony De La Rosa) To approve the acquisition of Project #10, and enter into direct negotiation and agreements as described in the recommendations set forth in the Overview of RFP Selection Process, CPP 2019/20 Single Family Housing. Unanimous***

#### **D. Disparity Funds**

Ms. Wong referenced the correspondence received from DDS re: "Call for Disparity Funds Program Applications, Notice to Prospective Applicants".

In Fiscal Year 2016/17 DDS solicited regional center proposals and approved funding for projects to reduce disparities and to promote equitable access to regional center services and supports. The following fiscal year, 2017/18 trailer bill language was amended to allow community-based organizations (CBO's) to apply for and receive funding to address disparities and/or equitable access to services.

DDS is now accepting applications from regional centers and CBO's for disparity projects in FY 2019/20. ELARC will be applying to continue current projects and also to expand the number of consumers served. Regional centers are required to conduct a public meeting if they are interested in applying for these funds. ELARC conducted a public meeting on September 11, 2019 and presented the concepts and ideas for the use of these funds. There were eight individuals present at the meeting. A copy of the PowerPoint shared at the public meeting was shared with the Board. Reference was made to page 14 on the proposed projects.

#### ELARC Proposals:

- (1) Continue with on-going reduced caseload project
  - Expand existing project:
    - Add 3 additional service coordinator, which will add an additional 120 cases
  - Total Pilot caseloads: 200 currently + 120 (new) = 320 total cases
- (2) Continue with support to new, incoming consumers by the Person Centered Practices Coordinators

Final funding decision will be made by DDS in March 2020.

#### **E. Caseload Ratio Survey 2019**

##### 1. DDS Notification Correspondence

On June 24, 2019 DDS sent correspondence to ELARC officially notifying ELARC did not meet the caseload ratio requirement.

##### 2. ELARC's Response & DDS Approval

On July 24, 2019 ELARC responded to DDS with the actions taken and the plan of correction as proposed at the public hearing. On July 29, 2019 correspondence was received from DDS acknowledging receipt of the Plan of Correction and the supporting documents.

#### **F. Self-Determination Program Update**

##### 1. Local Advisory Committee (LAC) Meetings

A copy of the September 3, 2019 Self-Determination Local Advisory Committee Meeting agenda was shared. The next meeting is scheduled for November 5, 2019 at ELARC headquarters.

Ms. Wong reported there are still some cases statewide that have not completed the first phase, the orientation. There is a waiting list of individuals for slots to become available. The selection process is still being developed. ELARC is currently focusing on the pilot cases because of their familiarity with the self-determination concept.

Vivian Lau, Supervisor, Community Services, indicated DDS is looking at making selections in November to take the place of those individuals who have opted out. In terms of orientation, she reported there are five families who need to complete the orientation process. ELARC has a total of 110 slots.

#### **G. Association of Regional Center Agencies (ARCA Statewide Board Training)**

ARCA would like to provide statewide training to all the regional center board of directors. A survey is being conducted online. A hard copy was shared with the Board and all were encouraged to complete the survey.

#### **H. November 12, 2019 Board Meeting**

Ms. Wong shared she will not be present at the November 8<sup>th</sup> Board Meeting due to a scheduled medical procedure. Mr. Felipe Hernandez will cover the meeting on her behalf.

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

Mr. Hernandez reported the following:

- **Reduced Caseload:** Mr. Hernandez reported the people being considered for the specialized caseload are individuals with intense behavioral support needs, unstable housing, homeless, multiagency coordination dependent children, foster care, criminal justice involvement (jail and diversion). There will also be a new category added, community commitments which require 6500's, or 1370.1 holds. Additionally individuals who need to be placed in IMD step down facilities. Mr. Hernandez will continue to look at these conditions and run the data to measure who would be selected for these specialized caseloads.

### **VII Committee Reports**

#### **A. Consumer Advisory Committee (Virgilio Orlina)**

Virgilio Orlina, Chair, CAC, reported the last CAC meeting was held on September 17, 2019 at the ELARC Boardroom and via video conference at the Whittier Office. Tenant Housing Rights was the main topic of the meeting. Mr. Ricardo Barajas, Housing Rights Director of Media Outreach and Education presented a PowerPoint on housing rights. Mr. Barajas discussed their

programs and services which included counseling and outreach, fair housing enforcement and allowable tenant selection criteria. He also explained the prohibited practices, common reasonable accommodations and modifications especially for people with disabilities. The consumers participated in asking questions related to the topic.

During the CAC meeting, Gloria Wong, Executive Director of ELARC, updated the consumers on the 2020 Draft Performance Contract. She explained the Performance Contract Process, Public Policy Performance Measures and how to submit public input regarding the 2020 Performance Contract.

Jesse Padilla, ELARC Consumer Advocate, updated the consumers during the meeting about the "Understanding Regional Center" flyer announcement which was revised to reflect more on the consumers as a target audience and also an IPP video which can be viewed on the ELARC website. Mr. Padilla also gave an update on the ARCA CAC meeting he attended in Sacramento. He also provided an update on the ACCESS Services meeting he attended. ACCESS has been working on how to advocate and improve the long share rides, missed trips and no show issues.

The CAC is now in the process of scheduling a debriefing and to develop a 2020 calendar and topics.

The next CAC meeting will be on November 19, 2019 from 4:00 P.M. to 6:00 P.M. at the ELARC Boardroom and via video conference in Whittier. The main topic will be about the "New Way of Voting". There will be hands on voting training with real mock voting booths and other resources about the new way of voting.

## **B. Vendor Advisory Committee (Bryan Chacon)**

Mr. Bryan Chacon, VAC Chair, reported the VAC meeting was held on September 26, 2019 in the ELARC boardroom and video conference in Whittier. The meeting was well attended, there was a presenter and had breakout session both facilitated by ELARC staff, and George De La Loza, Employment Specialist. Mr. De La Loza presented to the VAC on updates and take-a-ways on employment workgroups. He also presented a condensed version of what was presented at the Performance Contract Meeting on September 9<sup>th</sup> which included his statistical information from 2018 and shared his focus for 2020.

Bryan also indicated there was also HCBS breakout session facilitated by Maribel Garcia, Community Services Specialist. They were separated into two groups, residential and home and community based services. Bryan reported there was only one residential provider. Discussion topics included what's working and what doesn't, what are some of the barriers specifically with residential transitioning and expectations from consumers coming out of the developmental centers into the community. Maribel will gather all the information discussed at the breakout sessions and will bring it back to the vendors for review and discussion. Every other month the vendors will focus on HCBS breakouts to get all the vendors ready for the transition.

The next VAC meeting is scheduled for October 24, 2019 at which time Gloria Wong, Executive Director will present on a systems update. Bryan also reported the VAC is working on a leadership transition as elections will be held in November. Currently there is a nomination for Chair and Vice-Chair and one pending for Secretary.

**C. Finance/Personnel Committee (Joe Utar/Richard Helgeson)**

The Finance/Personnel Committee has not met so there was no report.

**VIII Miscellaneous Announcements**

Board members wished Gloria Wong the best of luck!

There being no further business the meeting was adjourned at 8:00 P.M.

**Respectfully submitted**

*Original signed by:*

**Joe Utar, Secretary  
ELARC Board of Directors**

**Recorded By: Rosalie M. Estrada**

re