



EASTERN LOS ANGELES REGIONAL CENTER
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**ELARC Board of Directors
Meeting Minutes
November 12, 2019
Approved January 14, 2020**

Board Present:

Tony Borrego, President
Richard Helgeson, Vice-Chair
Diane Lasell, Treasurer
Joe Utar, Secretary
Anthony De La Rosa
Yougeng Sun
Nestor Nieves
Virgilio Orlina, CAC
Bryan Chacon, VAC Representative

Staff Present:

Felipe Hernandez, Chief of Consumer Svs.
Edith Hernandez, Contractor/ELARC
Carmen Vasquez, Manager, Early Start Unit
Noriko Ikoma, Supervisor, Early Start Unit

Absent:

Devora Reed (excused)
Lida Chavez (excused)
Elias Fonseca (excused)

Guests:

Refer to sign-in sheet

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I Welcome & Roll Call

The meeting was called to order at 6:07 P.M. by Tony Borrego, Board President. A quorum was established in order to conduct necessary business.

II Board & Community Introductions/Opening Round:

The Board and audience introduced themselves.

III. Community Input (3 minutes)

Mr. Norman Fulco, parent addressed the Board and asked them if anyone of them had been invited to participate in the Department of Developmental Services task force. The response was no. He stated DDS recognizes that they have systematic problems within the system and they are going to try and fix them. He stated the problems are 50 years old and instead of operating at 95-98% the system is only operating at 67% and feels this is a disgrace. He indicated a couple of months ago the Board was provided information on the disparity based on race and that the white population gets all the services and minorities get a lot less. When minorities are given an opportunity to learn how the system works the spending increases. He

indicated to have this situation going on for 50 years is a disgrace. These are some of the things the DDS task force will try to resolve.

Mr. Fulco stated in his situation it has been extremely difficult for him to receive services from ELARC through the day program. He indicated he has no day program and has been working on this for two years. Mr. Fulco indicated when their daughter first came into the community from the developmental center it took two years to get a day program somewhat like the one offered at the developmental center. The next two years the regional center was happy with the program and the goals and objectives set forth not only for his daughter but for the program itself. After two years the goal was to try and get the program back but have had no success. Mr. Fulco indicated this problem is happening throughout the system and thus the reason for DDS to develop a task force. There are a total of three groups for a total of 300 people representing various professional types to resolve 50 years of problems.

Mary Hosokawa, parent and former Education Specialist of ELARC, addressed the Board regarding the Performance Contract. She indicated she wrote a letter to the Board and wanted to know the status of the letter.

Felipe Hernandez responded the final draft of the Performance Contract was reviewed at the October Board Meeting for approval and has been submitted to DDS for their review and final approval for implementation in January. The experience has been that DDS does not make changes to the PC once the Board of Directors approve it.

Mr. Hernandez did inform Ms. Hosokawa her input was included in the PC along with other amendments.

Ms. Hosokawa gave a copy of her letter to Tony Borrego, President and Richard Helgeson, Vice-Chair, acknowledging it was the same letter previously submitted to the Board.

IV. Approval of Board of Directors Meeting Minutes of October 8, 2019

M/S/C (Anthony De La Rosa/Richard Helgeson) To approve the BOD Meeting Minutes of October 8 2019 as recorded. Unanimous.

V. Executive Director's Report

The Executive Director's Report was provided by Felipe Hernandez, Chief of Consumer Services, as Ms. Wong is out on medical leave.

Edith Hernandez, ELARC Contractor, has been with ELARC for many years and is working currently as a contractor with ELARC and supports a number of divisions but primarily works with Consumer services. She has been an asset to ELARC in terms of being able to provide valuable information to staff. She started her employment at ELARC as a service coordinator

and moved on to Information and Training and then became a supervisor. She left the agency briefly and came back as a contractor.

Ms. Hernandez provided the Board with an overview of on the National Core Indicators (NCI). Ms. Hernandez reported the survey was conducted in 2017 and 2018. It was a voluntary effort by state developmental agencies to measure and track their own performance. Several years back the Lanterman Act was amended and two data collection efforts were consolidated. The evaluation of Developmental Center movers into the community and life quality were consolidated. The purpose was to provide a single national validated instrument which would allow DDS to collect statewide regional center specific data to support the satisfaction and success of consumers. These two areas were consolidated with the idea of providing a single nationally validated instrument which would allow DDS to collect statewide.

In 2009 DDS established a partnership with NCI, by 2017 and 2018 46 states in the United States participated in the NCI. Not all the states participate annually, 35 states do participate annually. For the In-Person Consumer survey 235 states participated.

Ms. Hernandez reported as of June 2019 there was an amendment to Section 4571 which requires regional centers to annually present this data collected in the findings. Regional Centers are now required to give 30 days notice that the NCI data will be presented to the community in collaboration with the Board, possibly at a Board meeting. Time will be allowed for public comment and the information should be shared in all the different languages for the respective regional center. After the public meeting the regional center must submit a plan to address any priorities to DDS.

Edith reviewed the NCI In-Person Consumer Survey Outcomes PowerPoint. The indicators as referred to as measures addressed key areas: employment, rights, service planning, community inclusion, choice, health, wellness and safety. The entire report, shared with the Board, provides the findings of ELARC in comparison to the California average. Meetings are conducted face-to-face and there are sixteen outcome areas. The meeting is confidential, individuals are selected randomly, no prescreening. In this survey it was specifically for adults and if someone needs a proxy or support, this is arranged. On the average the survey took about 50 minutes.

Mr. Hernandez reported DDS will provide a complete report early next year, the current report is a preamble of the final report. The numbers provided are the actual numbers although preliminary.

B. Early Start Program On-Site Monitoring Review

Mr. Hernandez introduced Carmen Vasquez, Manager, Early Start and Noriko Ikoma, Supervisor.

Mr. Hernandez reported Carmen Vasquez started as a specialist in Early Start then moved to the position of Supervisor and then moved to the Manager of Early Start.

Noriko Ikoma came to the agency as an intern, served as a service coordinator, then became a Community Services Specialist and is now the Supervisor in Early Start.

Ms. Carmen Vasquez stated the Early Start unit serves children zero to three years of age and their family. The intent of the program is to maximize the development of infants and toddlers and minimize the potential of any developmental delays or disabilities. The program is also intended to enhance the capacity of families with the special needs of their child. So the family is an important part of the early start program.

Ms. Vasquez reviewed the results of the audit. On February 12, 2019 the Early Start Unit received notice from the Department of Developmental Services (DDS) that an audit had been scheduled from March 25 through March 29, 2019. The results of the audit were received in August 2019. A copy of this report was shared with the Board. ELARC was required to submit a corrective action plan within 30 days of receipt of the audit.

Ms. Vasquez reviewed the Early Start Monitoring Report Summary. Services must be in place from the time the parent signs the initial IFSP in 45 days. Referrals must be made to the LEA (school district) 90 days prior to their third birthday.

Ms. Vasquez reported ELARC submitted additional subsequent documents to DDS which in turn raised the scores up. Reference was made to page 5 of 5 of the report which indicates there were 4 cases for which documentation was required and it was presented to DDS. To date there has been no response to this action.

Ms. Ikoma reported on the different areas used by DDS. The record review conducted to review the timeliness of services, the IFSP which must be completed within 45 days. Other items reviewed in the files were transition to make sure the child transitions from Early Start to School District by the age of 3 years. Regulations state transition planning begins at 2 years 3 months to 3 years 9 months and during this time the transition IFSP with the school district with a school representative present and they will be addressing the concerns the families may have as part of the transition process. Many families have a difficult time transitioning out of Early Start, the services are very family friendly and transitioning to the public school can be an intimidating endeavor for them. Noriko indicated there are some families who want to transition to the school district as early as 2 years, and then there are others who want to wait until the child is at the 2 years 9 months to make sure their child is making as much progress as they can with the early start services. Noriko shared that the reason and the purpose of the transition IFSP is to address any issues.

Ms. Ikoma reviewed the ELARC Plan of Correction from the audit which took place March 25 through March 28, 2019. The audit results were received in August and from that date ELARC has 30 days to submit its plan of correction which was provided in a timely basis. The Plan of

Correction was submitted to DDS on September 11, 2019 and is also part of the board meeting packet.

Noriko reported in putting together a plan of correction a thorough review was done of policies and the steps taken within the Early Start Unit and how the unit processes the information and referrals. She reported the timelines are very tight, 45 days from the date of referral must have the IFSP, from the signed IFSP must have services in place within 45 days. She reported they are also receiving referrals late for those who are over 2 years of age. Efforts are under way to streamline the process and have made some systematic changes within the unit and with support staff to make it easier for the families. What makes it difficult is that there are certain regulations that regional centers must be in compliance with. Noriko provided highlights of the Plan of Action submitted to DDS.

She reported there is also a resource issue, there are not enough providers, which is a statewide issue, there are not enough occupational therapist, physical therapists, speech and language pathologists to be able to conduct developmental evaluations. It is difficult to get the families to come in and just don't have enough resources to schedule within 10 days.

Ms. Vasquez added there are not enough intake coordinators to conduct the social, staffing for eligibility. Staffing issues and staff turnover has also delayed the processing of intake cases. She also reported there are also some administrative and management limitations. Currently it is just Carmen Vasquez who reviews all the referrals to make sure the appropriate evaluations are being conducted.

Noriko reported that both she and Carmen have been meeting with Gloria Wong, Executive Director and Felipe Hernandez to discuss the results of the audit and what can be done to alleviate these problems. She indicated they are looking at additional support to be able to process the referrals more quickly. Also being requested is approval for more administrative and management positions. Noriko also indicated they are also working with the Community Services department for unavailable resources, such OT, PT, speech and language pathologists to be able to conduct evaluations in a timely manner. There is also a staffing review team, OP, PT, and nurse which is part of the clinical team which makes recommendations, but their time is limited.

Noriko stated the Plan of correction is a systematic problem that is going to overlap and overflow into all the same areas (OT, PT, language pathologists). Issues of resources, not enough support staff to process the referrals, not enough PTs to the evaluations. Language, Chinese and other languages also plays a big part in the lack of service, unable to locate Spanish speaking OTs, PLTs, Language Pathologists. Vendors have a difficult time recruiting due to the rate issues. Some vendors refuse to provide services in certain neighborhoods. Once DDS reviews the Plan of Corrections ELARC will need to continue to report back to them. They are giving the Early Start Unit one year to come into 100% compliance.

Noriko stated ELARC also works closely with the community, First Five L.A. and the Department of Children and Family Services and there is a big push for developmental screenings because of the lead issue and how it may be affecting the child's development. The Governor is also pushing early childhood education. There will likely be a spike in the developmental screening being conducted within in the community at the pediatrician's office where they will be doing screenings at 12, 18 and 24 months. If they find there is a developmental delay then of course the parent and her infant/toddler will be referred to the regional centers which will increase the number of referrals received.

Current caseload ratio is: 80:1

Should be: 62:1

Carmen Vasquez reported she is looking to expanding Early Start with an additional supervisor, two Asian speaking coordinators and two support staff to assist with the processing of referrals. Mr. Felipe Hernandez indicated with the last allocation received in operations from DDS it will help with the extra staff required in order to be in compliance.

Norman Fulco addressed the Board. "Are you aware that the Department now has a Southern Director"

Mr. Hernandez stated he does not know if he is a Director per say, but Mary Hernandez who worked at Harbor Regional Center and Ernie Cruz who worked at San Gabriel Pomona Regional Center are in the local area and are in the process of hiring staff to monitor the Southern California Regional Centers.

Mr. Fulco stated they will be stationed at Fairview.

C. Self-Determination (SD) Update

1. Local Advisory Committee (LAC)

✓ November 5, 2019 Agenda

The agenda for the November 5, 2019 Self-Determination Local Advisory Committee Meeting was shared in the board meeting packet.

✓ September 3, 2019 Meeting Notes

The notes of the ELARC Self-Determination Local Advisory Committee meeting of September 3, 2019 were shared in the board meeting packet. Mr. Hernandez indicated the minutes provide the dates for the SD Orientation as well as the dates for Person Centered Planning by Liz Rodgers, Person Centered Training Coordinator.

2. DDS Communication

✓ Orientation Letter

Mr. Hernandez reported on October 1, 2018 DDS selected 2500 to be part of the Self-Determination project. Since that time more than 450 individuals decided they did not want to participate in SD. Correspondence from DDS was received. Therefore, on November 22nd DDS will select additional individuals to fill the gaps from the initial selection. To be considered for this selection individuals must have attended SD informational meetings by November 15th.

Additionally DDS has sent to the regional centers a new memorandum that the Self-Determination orientations must be completed by December 6th, which was extended from the original deadline of November 15th

✓ DDS Decision

In the memorandum from DDS to the regional centers self-determination orientations must be completed by December 6, 2019. Individuals who do not complete the orientation by this date will not be able to continue with SDP at this time but may choose to be considered for selection and/or enroll in the future.

D. Budget Update

1. Fiscal Year 2019-'20

✓ PEP (Purchase of Services Expense Report)

PEP (formerly known as SOAR) is due to due to DDS on December 10, 2019. Ms. Wong will report on the PEP submitted to DDS at the January 14, 2020 meeting.

✓ Budget Performance Report

An allocation was received for extra staffing in Early Start to meet the issues identified in the audit.

All other budget information will be deferred until the January 14th meeting.

2. Fiscal Year '20-'21 Update

✓ ARCA Budget Position

Mr. Hernandez reported on the priorities of ARCA for FY 20-21. Before release of the Governor's Budget each January, ARCA establishes its primary budget proposals for the coming

fiscal year's state budget process. For the 2020-21 Fiscal Year, ARCA's Executive Committee established the following priorities:

- ✓ Repeal the Annual Family Program Fee and Family Cost Participation Program for children receiving Early Start Services. If the child is over 3 years old the parent can apply for "Institutional Deeming" to try to avoid these fees for the Early Start services.

- ✓ Independent Living Services and Infant Development Program providers will be allocated an 8.2% funding increase of the same duration as other providers.

- ✓ ARCA Correspondence

Correspondence from ARCA to Governor Newsom dated October 10, 2019 was shared with the Board. The correspondence addresses the three points referenced in ARCA's Budget Position. ARCA is developing a campaign to work with the administration, key legislators and their staff to promote the priorities and concerns.

- ✓ ARCA Public Relations Campaign Update

There have been discussions with ARCA to develop information to address legislators and their staff to familiarize them with the work of regional center and specifically the work done by service coordinators. ARCA is working on the production of films covering four separate topics that will promote centers and raise awareness on how individuals with developmental disabilities are served. ARCA has coordinated two different social media trainings for regional center staff and has developed a Service Coordinator fact sheet.

- ✓ Lanterman Coalition Guiding Principles

An information sheet has been developed regarding the Lanterman Coalition Guiding Principles.

Mr. Hernandez reported there is an effort by the Lanterman Coalition to update their guiding principles. The Coalition represents the statewide stakeholder's in California's community-based developmental disabilities system. The principles will guide the Lanterman Coalition's work going forward including the adoption of the rate models once needed corrections are made and fund regional center caseload ratios to be in compliance with federal mandates.

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

Mr. Hernandez deferred on his Consumer Services Report.

VII Committee Reports

A. Consumer Advisory Committee (CAC) (Virgilio Orlina)

Virgilio Orlina, Chair, CAC, reported the New Way of Voting will be the main topic of the Consumer Advisory Committee on November 19th, 2019. The meeting will be from 4:00 P.M. to 6:00 P.M. in the ELARC Boardroom in Alhambra and via video conference at the Whittier. The speakers will be ELARC Information and Training Specialist Roxy Ortiz and CAC Vice Chair Marisol Guerrero. There will be hands on voting with real mock voting booth and other resources about the new way of voting. Ms. Guerrero will also share her experience about the new way of voting. She will also share her experience and show a video of her participation in the accessibility user testing of the VSAP Ballot Device held last October at the Los Angeles County Registrar Office in Norwalk. About 25-35 participants with disabilities who live in Los Angeles County were recruited to fully test out the accessibility of the VSAP RAVBM solution.

Mr. Orlina stated as there is more than one month before the year ends the CAC had its planning meeting and has finalized the 2020 CAC meeting topics:

January:	2020 CAC Meeting will be about in-Home Support Services (IHSS)
March:	Self Determination
May:	How to Make Friends
July:	Planning your Regional Center Services (How to choose a vendor and how to change Vendors.
September:	ACCESS
November:	Employment Options

Mr. Orlina, indicated Jesse Padilla, Consumer Advocate, would like to share with the Board that ELARC received 3 ornaments to be placed on State Capitol Christmas Tree. The ornaments will be posted on the social media sites for viewing. ELARC received multiple ornaments for the State Capitol Christmas Tree ornaments project.

B. Vendor Advisory Committee (VAC) (Bryan Chacon)

Mr. Bryan Chacon, VAC Chair, reported the VAC meeting was held on October 24, 2019 in the ELARC boardroom and video conference in Whittier. The presenter was Gloria Wong who presented a system update which included Trailer Bill Language, new governor and what it means, the 2019 fiscal year budget, update in Self-Determination, POS Disparity and review of the Performance Contract. The VAC reviewed the HCBS final rule series which is the Principles Guidelines and information activities series presented by Maribel Garcia, title was "What's Working, What's Not". She had the service providers go back to their respective agencies to work with their team and provide feedback.

Mr. Chacon indicated there were a few motions he entertained regarding the elections which will take place at the November 14th. He indicated he considered a motion for an extension stating within the VAC Bylaws they must have a slate of candidates 60 days prior to the election meeting. This was not met, a motion was presented to extend the selection through October 25th as there were three candidates who were present at that time. It was passed unanimously to extend the elections. Secondly, regarding the secretary position, he entertained a motion to waive specific guidelines and the service period. For each serving member it is a two year commitment and the secretary position has been difficult to staff. This position was changed to serve a one year period and waived the participation for an hour conference for agenda planning. There are three candidates: Chair, is Anne Moore who is a regional manager at Roman Empire Living Services here on campus; Vice-Chair is Lisa Peterson from Shield Health Care, and for secretary is Joe Moreno, Maxim.

The elections will be held on November 14th.

Mr. Chacon reported there is no meeting in December and the next meeting will be on January 24, 2020. The training will be "Crisis Response Project".

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

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

VIII Miscellaneous Announcements

There will be no Board Meeting in December. The next meeting will be on January 14, 2020.

There being no further business the meeting was adjourned at 7:40 P.M.

Respectfully submitted

Original Signed by:

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

Recorded By: Rosalie M. Estrada, Executive Secretary