



EASTERN LOS ANGELES REGIONAL CENTER
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ELARC Board of Directors
Meeting Minutes
September 08, 2020
Approved as Recorded October 13, 2020

Board Members Present:

Richard Helgeson, President
Devora Reed, Vice-Chair
Joe Utar, Treasurer
Yougeng Sun, Secretary
Nestor Nieves
Tony Borrego
Marisol Guerrero
Virgilio Orlina, CAC Representative
Bryan Chacon, VAC Representative
Pat Gomez

Staff Present:

Gloria Wong, Executive Director
Felipe Hernandez, Chief of
Consumer Services
Edith Hernandez, Associate Chief of
Consumer Services
Elizabeth Harrell, Manager, Community
Services Division
Johnny Trombley, IT Supervisor
Roxy Ortiz, Information & Training
Supervisor
George De La Loza, Employment Specialist
Liz Rodgers, Autism Specialist PCT Mentor
Trainer
Montserrat Palacios, Person Centered
Practices Coordinator
Angie Salas, Executive Secretary

Absent:

Diane Lasell

Guests: Refer to Sign In Sheet

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**DUE TO THE CURRENT HEALTH CRISIS THE BOARD MEETING WAS HELD BY REMOTE
PARTICIPATION ONLY**

I Welcome & Roll Call

The meeting was called to order at 6:05 P.M. by Richard Helgeson, Board President. Due to the COVID-19 pandemic and the “stay-at-home” order the Board meeting was held remotely. The arrangement consisted of a Zoom Conference/Teleconference line and material was displayed on agency website and available to all visitor participants with a link from the agency website. Mr. Helgeson welcomed all to the Eastern Los Angeles Regional Center Zoom Board of Directors Meeting.

Roll call was conducted. A quorum was established in order to conduct necessary business.

II Community Introductions/Opening Round:

The Board members and guests were asked to introduce themselves and were noted on the "Sign-In" sheet.

III Community Input:

No community input given.

IV Approval of Board of Directors Meeting Minutes - Attachment #1

Mr. Sun, Board Member, noted duplicate names on minutes under Board attendees which needs correction. Mr. Helgeson noted that Pat Gomez was in attendance and her name was omitted.

Motion: Approved minutes, with noted corrections. Unanimous

Ms. Wong addressed the Board with some announcements prior to the start of the "Community Presentation: Performance Contract (PC) 2019 Year-End-Report". Ms. Wong provided brief background information on the Performance Contract required presentation to the community.

Additionally, Ms. Wong made several announcements of important upcoming changes. Ms. Wong noted that this would be Tony Borrego's, Board Member, last meeting as he has completed the allowable term under the by-laws. Ms. Wong thanked Mr. Borrego for his keen guidance and direction over the last seven years of service. Mr. Borrego acknowledged the appreciation and emphasized it has been a pleasure to be a member of the Eastern Los Angeles Regional Center Board of Directors.

A final announcement was made by Ms. Wong regarding the upcoming retirement of ELARC's long standing Chief of Consumer Services, Felipe Hernandez, who will be retiring in November 2020 after over 42 years of dedicated services to ELARC. He began working for ELARC as a service coordinator in 1978 and quickly moved into high level management positions over his long tenure. ELARC is fortunate to have had the stability Mr. Hernandez's leadership over these many years. Felipe's well-rooted depth of knowledge established over these 42 years is difficult to replace and he will be deeply missed as part of the ELARC professional family.

The agency is fortunate to announce that Felipe's successor is Edith Hernandez, currently the Associate to the Chief of Consumer Services. Edith has been an employee of ELARC for over 22 years. She comes with a wealth of upper management experience which contributes to a

strong foundation that will offer the necessary continuity of leadership needed to be the next “Chief of Consumer Services”.

Felipe thanked Gloria for her kind words and extended his appreciation to all of the Board Members thanking them for their many years of dedicated services and guidance in the operation of ELARC.

Ms. Wong closed by reminding everyone that Felipe’s final Board attendance as “Chief of Consumer Services” will be at the October 13th, 2020 meeting where we will have another opportunity for a final farewell as an employee of ELARC.

V COMMUNITY PRESENTATION

A. 2019 Performance Contract (PC) Year End Report Review - Attachment #2

Ms. Wong presented and reviewed the specific elements on the “2019 Performance Contract Year-End-Report” which is compiled by the Department of Developmental Services (DDS). The Performance Contract report is issued annually and is based on calendar year versus the standard regional center fiscal year which is based on a June to July operation.

Ms. Wong defined the Performance Contract as an outcome based performance plan that is developed with the participation of its community. DDS reviews the baselines and year-end information to evaluate the regional center performance in specified areas. Regional center success is based on fulfilling one of the three standards:

- 1) Outcome has improved over prior year’s baseline or
- 2) Performance exceeds statewide average or
- 3) Performance equals standard defined by DDS

Ms. Wong proceeded in reviewing the ELARC demographics which included:

- ✓ Diagnosis
- ✓ Ethnicity
- ✓ Age
- ✓ Residence type

Ms. Wong continued by reviewing the five identified Regional Center goals and related scoring. The statistics for ELARC were compared to the statewide average (21 Regional Centers) and to previous Performance Contract year (2018) as a point of comparison.

Focus was placed on a discussion of the following goal in the report:

“More children live with families”

The statewide average is 99.22% and ELARC’s is rated at 99.12% falling slightly below the statewide figure. Background information was offered as to the contributing factor for this minor difference. It was noted that within ELARC’s catchment area is a facility by the name of “Maryvale”. This residential home houses minors placed by the Department of Children and Family Services (DCFS) placed under court order. ELARC has no jurisdiction over the placement of these foster children and placement is done directly by DCFS, as such it impacts the result on the above goal without ELARC’s ability to control the decisions and actions taken by DCFS. Ms. Wong noted that in all other goals ELARC rated above the state average statistics.

Ms. Wong continued to review the compliance standards of the 2019 Performance Contract year-end-report. Focus of presentation centered on following compliance standard.

IFSP (Individualized Family Service Plan) ELARC’s rating was at 68.8 %. Ms. Wong explained that there was a very large spike of new cases coming into the Early Start (ES) Program which required the addition of new staff. Funding by DDS is done based on previous years growth so funding adjustments due to added client growth is done the subsequent fiscal year. As a result of an adjustment in ELARC’s budget for Early Start Program we’ve expanded staffing by adding a supervisor, additional service coordinators, and two additional administrative assistant to process new incoming referrals to Early Start.

Employment: Performance on Increasing Employment for Consumers

Attachment #3

George De La Loza, Employment Specialist opened his presentation with a power point presentation addressing the 2019 Performance Contract Year-End-Report statistics that references how well ELARC is performing on increasing consumer employment performance compared to prior performance and statewide averages. Mr. De La Loza provided context and background information on the State of Employment at the Eastern Los Angeles Regional Center. Mr. De La Loza stated that despite the Covid-19 outbreak he has been able to provide over 200 consultations to service coordinators. Consultation is critical allowing the Employment Specialist the opportunity to personally meet with the families and discuss employment options. Mr. De La Loza stated that having this meeting is the first opportunity to explain to families and consumers what is actually offered in the area of employment. We have been successful in doing this and the data reflects it. Mr. De La Loza shared three critical activities. One is that we will be working with the Alhambra Campus, ELARC’s headquarter location, for potential employment opportunities with neighboring tenants. A survey will be developed to outreach to those agencies. Secondly, many of our families are private business

owners so we will be developing a survey to outreach to those families to assess their interest in hiring consumers. Finally, we are reaching out to institutions of higher education such as Cal State L.A.

Mr. De La Loza referenced and reviewed a power point presentation that focused on the employment public policy performance measures which included ELARC statistics on:

- Percentage of working consumers receiving wages compared over a four year period.
- Average monthly consumer wages
- Consumer earned income (Ages 19 – 64)
- Paid Internship Program (PIP) data
- Local Partnership Agreements (LPA's)

Mr. De La Loza shared some statistics from the above performance measure and noted that in 2018 we had 703 consumers working in 2020 we have 760. In 2019 255 of our consumers or 36% were at or above minimum wage. In 2020 311 consumers are earning minimum wage or above wage which translates to 41%. These are statistics that Mr. De La Loza monitors closely. The percentage of consumers with an earned income has improved from 11% to 15% over one last reporting year. Annual average wages is at \$12, 672. ELARC is one of the top 3 Regional Center's with the highest annual income for consumers.

The Paid Internship Program was developed by the WIOA Legislation and California calls it the California blue print for competitive and integrated employment. Mr. De La Loza reported 128 placements thus far, with 57 consumers being placed this year despite Covid-19 restrictions. As Covid-19 restrictions have eased we are moving forward and placing several consumers in new Paid Internship Programs.

Mr. De La Loza reported that there are currently seven approved Paid Internship Programs. Average hourly rate is \$12.75 and the number of hours worked per week is approximately 20 hours. Each consumer has a job coach. Out of the 128 participants 29 participants have received permanent hire. We continue to strive to improve in this area. We currently have 52 competitive integrated employment placements. This number will increase as we continue to place our consumers in these programs.

Nestor Nieves, Board Member, presented a question for Mr. De La Loza. "How has employment of consumers been impacted by Covid-19? Many types of jobs are currently closed; the economy in general has shrunk and there is less opportunity overall." Mr. De La Loza responded that although Covid-19 has affected our placement rate and many of our consumers were furloughed many have been rehired as the country begins to open up and move forward. With Covid-19 restrictions many jobs were closed not only for our consumers but throughout America. New opportunities have opened up for example Target, markets, Lowe's, and Home Depot. New placements average pay is at \$17.00 per hour. The demand for our workers is high as there is a need for front line workers.

Mr. Tony Borrego commented that “It’s a great idea to reach out to the ELARC family business owners”. Mr. George De La Loza thanked Mr. Borrego for his comment.

Felipe Hernandez commented that State Senator Susan Rubio and Assembly Women Blanca Rubio toured Charlie’s Trio who employs ELARC consumers and Frida Pickle flower shop which is owned by a parent and also employs consumers. Mr. Hernandez encouraged anyone in need of flowers to contact and support Frida Pickle flower shop and if you’re hungry go to Charlie’s Trio as these are business’ who are supporting ELARC’s employment effort.

Gloria Wong commented that ELARC’s staff supports Charlie’s Trio as well, it’s great food and convenient. Ms. Wong encouraged all to support our local business’.

Expenditure Comparisons - Attachment #4

Ms. Wong addressed the 2019 Performance Contract Year-End-Report in relation to reducing “Purchase of Services” (POS) disparities and improving equity. Ms. Wong shared that the lower POS average impact the Hispanic and Asian consumers served by ELARC. In order to improve this differential in POS expenditures ELARC has been awarded special funding to establish a reduced caseload for a total of 200 Hispanic and Asian consumers. There are five service coordinators assigned to the project each carrying 40 cases as compared to the average 1:85 caseload.

Ms. Wong presented on the success of the project by reviewing the statistics which depict the value of a lower caseload ratio and the correlating substantial increase in purchase of services expenditures; thereby reducing disparities and improving equity for the limited number of participants in this highly effective and unique project. In summary the following statistics showcase the success and impact on consumers that have graduated from this special program:

- Asian consumers 217% POS increase
- Hispanic consumers 413% POS increase
- 398% overall average expenditure increase for all participants

This special project is a resounding success and has proven that there is a need for intense service coordination in order to attain POS equity for monolingual ethnic groups that are in need of a high level of attention and assistance in navigating, what has become over time, a highly complex system which has not allocated the required and mandated service coordination personnel to provide the intense level of support required to improve disparities and attain equity.

Satisfaction Survey - Attachment #5

Ms. Wong continued to present on the reduced caseload ratio project for Hispanic and Asian families focusing on the results of a satisfaction survey completed by participants. Sample questions in the survey were reviewed all indicating a high level of overall satisfaction with the enhanced caseload project and its impact on families and consumers.

Pre & Post Survey Results - Attachment #6

Ms. Wong reviewed another component in assessing the special project. The “Pre” and “Post” survey is conducted as participants enter and exit the program. Sample of questions were reviewed all indicating high levels of satisfaction with all elements of the project.

Identified Barriers - Attachment #7

The POS Disparity Project has identified barriers that contribute to having lower than average POS expenditures. The barriers to services are identified as part of a questionnaire completed by participants and service coordinators. The obstacles identified include: socio-economic status, education level, literacy and limited transportation and community access. All of these barriers are best served by an attentive service coordinator with a substantially lower caseload ratio.

Monserrat Palacios, a long standing ELARC staff involved in the project offered her perspective on the success of the project due to the 1:40 caseload ratio.

This concluded the community presentation on the 2019 Performance Contract Year-End-Report.

B. 2021 Performance Contract Draft Proposal Review – Attachment #8

Roxy Ortiz, Information and Training supervisor reported that on August 27, 2020 two public meetings were held in regards to the 2021 Performance Contract. One meeting from 10am – 12pm with about 19 participants attending via “Zoom” which included parents, providers and staff. Second meeting was held the same day from 6pm – 8pm with about 17 participants

attending via “Zoom” which consisted of parents, providers, and staff. The vast majority of parents in attendance were Spanish speaking for the evening session. Ms. Ortiz stated that the 2021 Draft Performance Contract is posted on ELARC’s website.

Ms. Ortiz presented on feedback from the two public meetings on the draft 2021 Performance Contract (PC). A review of the 2021 Performance Contract was conducted by reviewing the power point presentation presented to the community.

The Board was asked to provide direct feedback to Ms. Ortiz by September 22nd, 2020 with any suggestions for modifications to the Performance Contract. At the October 13th, 2020 Board meeting final approval will be needed, in order to submit the 2021 Performance Contract to DDS by the November deadline. Once approved by DDS the Performance Contract becomes effective on January 1st, 2021.

Attachment #10 – Power Point Presentation on the draft 2021 Performance Contract was presented to the Board.

Community Meetings August 27, 2020 – Attachment #9

Roxy Ortiz, Information and Training Supervisor, reiterated that on August 27, 2020 two public meeting were held in regards to the 2021 Performance Contract. One meeting from 10am – 12pm and the second meeting from 6pm – 8pm both via “Zoom”. Ms. Ortiz explained that the September Board meeting offers another opportunity to view the Draft Performance Contract for 2021.

VI. Executive Director’s Report: Gloria Wong

A. DDS Directives and Guidelines

Extension of Waivers / Modifications (01-081020) - Attachment #11

Gloria Wong reported that all directives have been extended through September. The details of the directives are provided in the following attachments.

Alternative Delivery of Nonresidential Services

Attachment #12, Attachment #13, and Handout #1

Gloria Wong reported that at the start of the pandemic providers were allowed to bill for absences in order to continue operating with minimal financial losses. The absence billing expired on August 31, 2020 and was granted a limited extension. Absence billing is not a plausible ongoing solution because it is not eligible for federal funding. The result is newly introduced regulations on alternative delivery of nonresidential services. Elizabeth Harrell, Community Services Manager reported that every Friday there are weekly provider meetings via "Zoom".

Ms. Harrell referenced the new directive released by DDS on August 31, 2020. It outlines the next steps to transition nonresidential providers to a new category of services and specifies the criteria to be eligible for funding. It was noted that "transportation" providers are impacted by this new directive.

This new category of service allows nonresidential providers to determine how they will continue to operate. The two options are for "traditional" services with no changes to past operation except for a remote arrangement or to create an "alternative" service. Ms. Harrell reviewed the directive and referenced page 2 which defines the criteria for "alternative" services. She also noted that providers will need to complete the "certification" process by the end of September in order to be able to bill for services. Ms. Harrell shared that the first two months the rates will be based on the average billing formula until the new rate is established by current DDS contractor, Burns & Associates. Ms. Harrell encouraged everyone wanting to stay informed to join the DDS Task Force which is conducting Town Hall meetings on this matter. For more information to join the Town Hall sessions go directly to the DDS website.

Devora Reed, Board Member, posed the following question: "If a service provider does not offer alternative service or does not fall under traditional service delivery then they cannot bill for services, correct?"

Ms. Harrell replied that the only way to bill for a service is if you provided a service. Absence billing allowed the charging of a service even if not provided because it was recognized that we were operating under a State of Emergency. The new directive calls for a direct delivery of service with two billing options.

Day Services for Consumers at High Risk for Serious Illness (02-0811020)

Attachment #14

DDS is continuing to allow individual consumers who have compromised immune systems or are more susceptible to respiratory illnesses to remain in the residential facilities and day program services.

Extension of Waivers: Additional Participant Directed Services (01-072820)

Attachment #15

Gloria Wong reported that this directive precedes the issuance of a March 30th notice for additional participant directive services. This directive has been extended through the month of October.

B.

Self-Determination Update

Progress Report – Attachment #16

Elizabeth Harrell has reported that 3 additional orientations have been completed. Total number of active participants in program is 109. Self Determination has continued to grow and progress is being made at all levels.

Local Advisory Committee (LAC)

Attachment #17

The LAC met and the Regional Center presented ideas on the use of federal dollars that have been made available for families transitioning to Self-Determination and the implementation of the project at the local level. A proposal has been developed based on input received from the community and the Local Advisory Committee (LAC). The finalized proposal focuses on building person centered teams to assist with transition and to help families understand the process. There is a meeting scheduled for September 22, 2020 via “Zoom” there will be two points of discussion and they are both related to the Statewide Self-Determination Advisory Committee to which Virgilio Orlinas is a member. One has to do with a report put on barriers identified and

secondly the State Council has proposed a contribution of \$3,000.00 by each LAC to fund a position to help families participate in meetings and to offer statewide support.

C. DDS: Board Composition Survey Results – Attachment #18

Gloria Wong reports that the Regional Center is required to submit to DDS a survey that analyzes the Board Composition based on the Lanterman Act requirements. This was completed on August 15th, 2020. The results are presented in an excel format. ELARC met all of the requirements. Ms. Wong shared that DDS sent a letter stating that the Board Composition complies with all the requirements of Welfare and Institutions Code.

D. Community Connection Meeting – Attachment #19

Gloria Wong shared that Community Connection Meeting is open to anyone that would like to join. There will be a panel of various representatives from ELARC to speak about the impact of Covid-19 and its impact on our operation as well as other pertinent issues such as the alternative residential model. The Community Connection Meeting will be held via “Zoom” on September 28th, 2020 from 6pm – 7pm. Translations will be available.

E. Budget Update: Fiscal Year 2020-'21

Gloria Wong reports that there is no current report as the PEP report on Purchase of Services is not due to the department until December 10th, 2020.

VII Committee Reports

A. Consumer Advisory Committee (Virgilio Orlina)

Next meeting is scheduled for Tuesday, September 15th, 2020 from 4pm-6pm as a “Go to Meeting”. The topic is on the Transportation and Access services. The presenter will be Steve Ran, Senior Mobility Manager for Access. Mr. Ran is expected to do a presentation on the general overview of Access Paratransit latest features. Consumer Advocate, Jesse Padilla

continues to conduct the check in Hangouts Calls with CAC Member, consumers, and other individuals served by ELARC. Mr. Padilla facilitates the discussion in the check in calls on how the consumers are coping with the corona virus pandemic. The “Hangout Calls” for the month of September will be every Wednesday from 11am to 12 Noon. The CAC debriefing and planning meeting met August 11th, 2020 the purpose of the meeting was to discuss what worked and what didn’t work from the July CAC meeting. Now that the meetings are being held virtually the need to improve on the number of consumers participating in the CAC meeting was discussed. The CAC will continue to outreach to the consumer by sending them emails and reminders of the CAC meetings. The CAC Officers are also in the process of planning of the possible topics for the 2021 CAC meetings. Some ideas for the 2021 CAC meetings include relationship talk. The CAC is in the processing of preparing for the election of the new CAC Chair as Virgilio’s term expires this month.

B. Vendor Advisory Committee (Bryan Chacon)

Bryan Chacon, Chair VAC, reported there was no meeting held in August. Mr. Chacon reported that Gloria Wong was guest speaker providing a system updates. Handout and discussion took place on how to cope with stress when integration is limited. Next meeting is scheduled for Thursday, September 24th. Regional Center personal updates and HCBS updates and the most recent DDS directive that came out with the alternative service.

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

Finance committee did not meet this month. Mr. Helgeson, Board Chair, reported that he did have a telephone conversation with the auditor regarding regional center operations as part of the current audit process and expressed that it went very well.

VII Miscellaneous Announcements

Virgilio Orlina, Board Member announcing that he will no longer be CAC Chair.

Gloria Wong announced that the October Board Meeting will include a special presentation on the “National Core Indicators”.

Maria Castillo, from Fiesta Educativa announced that the yearly September multiple trial event that will take place virtually this year on September 12th, from 10am – 12pm. Ms. Castillo shared that the registration form is on the Fiesta Educativa website and facebook page. This event is open to all of the families.

VIII Adjournment

M/S/C (Richard Helgeson/Virgilio Orlina) There being no further business to discuss the meeting was adjourned the meeting at 8:44 P.M. Unanimous

Respectfully Submitted by:



Yougeng Sun,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary