



EASTERN LOS ANGELES REGIONAL CENTER
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**ELARC Board of Directors
Meeting Minutes**

Approved as Recorded on October 13, 2020

Board Members Present:

Richard Helgeson, President
Devora Reed, Vice-Chair
Joe Utar, Treasurer
Youngeng Sun, Secretary
Diane Lassell
Dr. Linda Lopez
Marisol Guerrero, CAC Representative
Virgilio Orlina

Staff Present:

Gloria Wong, Executive Director
Felipe Hernandez, Chief of
Consumer Services
Edith Hernandez, Future Chief of
Consumer Services
Loretta Johns-Yarleque, Future Associate
Chief of Consumer Services
Elizabeth Harrell, Manager, Community
Services Division
Roxy Ortiz, Information & Training
Supervisor
Angie Salas, Executive Secretary

Absent:

Pat Gomez
Nestor Nieves
Bryan Chacon, VAC Representative

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 6:15 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:

Nancy Mendoza - Foothill Family Services with the Early Head Start Program shared that they are continuing to provide services to children from the age of zero to three in the San Gabriel Valley. They are currently piloting a home visiting protocol and continuing virtual visits. However, they continue to move forward with home visits again and shared that the center is open for child care offering services for children from the age of zero to three years.

Chalalai Jitpatima, parent, addressed Felipe Hernandez, Chief of Consumer Services, on his retirement. Mrs. Jitpatima thanked Mr. Hernandez for his 20 years of support to her and her son. She wished Mr. Hernandez well. Mrs. Jitpatima congratulated Edith Hernandez, the new Chief of Consumer Services on her appointment. She looks forward to working with her and meeting with her. Mrs. Jitpatima also thanked Belinda Salinas, ELARC Supervisor, for all of her assistance and support along with her Service Coordination. Lastly Mrs. Jitpatima welcomed Angie Salas in her new role as the Executive Secretary.

There were no other announcements or comments.

IV. Approval of Board of Directors Meeting Minutes – Motion Required - Attachment #1

M/S/C (Richard Helgeson/Joe Utar) To approve the BOD Meeting Minutes of September 08, 2020 as recorded. Unanimous.

V. Board Nominating Committee – Motion Required

Richard Helgeson, President reported that Board Members Yougent Sun, and Pat Gomez interviewed Dr. Linda Lopez, a prospective Board Member. Mr. Helgeson reported that Dr. Lopez is highly qualified and shared that she has served on numerous other non-profit Boards. Mr. Helgeson shared that Dr. Lopez has a PH.D in Political Science from the University of Southern California and asked her share more information on her background.

Dr. Lopez thanked Mr. Helgeson and stated that it's an honor to be a part of the ELARC Board. She shared that she has a 14 year old daughter with special needs who is an Eastern Los Angeles Regional Center consumer. Dr. Lopez shared that her husband, Tony Borrego, served

on the ELARC Board for approximately six to seven years and like him she is very passionate about advancing the rights of people with developmental disabilities. She closed by stating that she looks forward to learning from other Board Members.

M/S/C (Richard Helgeson/Virgilio Orlina) To approve the nomination of Dr. Linda Lopez to the Eastern Los Angeles Regional Center Board of Directors. Unanimous.

Mr. Helgeson welcomed Dr. Lopez to the Board of Directors.

VI. Community Presentation

National Core Indicators (NCI) in Person Survey Fiscal Year 2017-2018 - Attachment #2

Before starting the presentation, Gloria Wong, Executive Director, opened with a comment and reminder to the general audience that this will be the last Board meeting that, Felipe Hernandez, is attending as an employee of ELARC due to his upcoming retirement in November. It was shared that Mr. Hernandez has been with the Eastern Los Angeles Regional Center since 1979, resulting in 41 years of dedicated services to ELARC families and consumers. It was noted that he has served as Chief of Consumer Services for 24 years of his total 41 years of employment at ELARC. Ms. Wong reiterated that Edith Hernandez will become the Chief of Consumer Services in November. Ms. Wong shared that Edith has been with ELARC for a total of 26 years. She began working for ELARC in 1984 and swiftly moved through the ranks. She has served as a Service Coordinator and Supervisor in the Consumer Services Division. Additionally, she was a member of the Information and Training Unit. In 1999 she began working with Consumer Services on special projects with the Chief of Consumer Services. This eventually lead to her position as Associate to the Chief of Consumer Services. Ms. Wong took the opportunity to introduce Lonetta Johns-Yarleque, future Associate Chief of Consumer Services. Mrs. Johns-Yarleque started with ELARC in 1989 as a part time office assistant as she was obtaining her degree. Upon graduating Mrs. Johns-Yarleque became an ELARC employee and served as the State Developmental Center liaison, the Forensic Specialty, and finally became a Supervisor in Consumer Services in 2015, all in the span of a 31 year career with ELARC. Ms. Wong thanked everyone for allowing her to make this short announcement in introducing the new staff assignments.

Edith Hernandez expressed her appreciation to Ms. Wong for the detailed introduction.

COMMUNITY PRESENTATION
National Core Indicators (NCI) In Person Survey Fiscal Year 2017'-2018

Presenters:

Edith Hernandez, Future Chief of Consumer Services
Lonetta Johns-Yarleque, Future Associate Chief of Consumer Services

Edith Hernandez, future Chief of Consumer Services, was the lead presenter on the National Core Indicators (NCI) report. Mrs. Lonetta Johns-Yarleque, future Associate Chief of Consumer Services, joined as co-presenter with Ms. Hernandez. Ms. Hernandez offered historical background on the NCI, which is an assessment tool used in California since 2010. The survey is meant to collect data on family satisfaction on the overall services delivered by the Regional Centers. The focus topic areas of the survey include:

- Employment
- Rights
- Service Planning
- Community Inclusion
- Choice
- Health and Wellness
- Safety

The State Council staff completes the surveys with families/consumers and the results are displayed in a detailed summary of the results in the NCI report.

The presentation focused on the most recent survey results for the "Adults In-Person Survey" conducted in Fiscal Year 2017-'18.

Ms. Hernandez opened the presentation by reviewing the demographics of participants in the survey. The demographics reviewed were broken-down by:

- Age Range
- Race
- Preferred Language
- Residence Type

The presentation by Ms. Hernandez and Ms. Johns-Yarleque included a sampling of the responses to specific questions as the actual survey report has 60 outcomes. It was noted that the complete survey is posted on the ELARC and DDS website. The posted results are extensive and detailed as it includes the results for the 21 Regional Centers. The audience was encouraged to access the report for additional details and results.

The power-point material and presentation focused on select survey items in the following areas:

- 1) Choice
- 2) Employment
- 3) Relationships
- 4) Satisfaction
- 5) Service Coordination
- 6) Access
- 7) Health
- 8) Wellness
- 9) Rights & Respect
- 10) Safety
- 11) Language & Cultural Competence

The presentation focused on the result's for ELARC as compared to the statewide (CA) average result, on eleven specific topic areas.

CHOICE:

- 1) Chart 3: Chose or had input in choosing paid community job
 - ELARC 86%
 - CA 83%

- 2) Chart 9: Can change case manager if wants to
 - ELARC 87%
 - CA 90%

- 3) Chart 7: Decides or has input in deciding how to spend free time
 - ELARC 87%
 - CA 90%

Mrs. Johns-Yarleque reviewed the background and importance of each standard. The survey results will drive agency practices on sustaining or modifying current protocols.

EMPLOYMENT:

1) Chart 10: Has a paid job

- ELARC 15%
- CA 15%

2) Chart 14: Length of employment in current job

- ELARC 67%
- CA 74.8%

Ms. Hernandez added content to the above figures by reminding the audience that this report is based on Fiscal Year 2017-'18 data. Since then the "California Blue Print" was implemented in California. This has resulted in the development of collaborative efforts and the establishment of local partnerships that will improve these statistics. Additionally, the Paid Internship Program along with customized incentives has been implemented since this survey. All of these efforts will play a significant role in improving the outcomes in the next "Adult In-Person" survey.

RELATIONSHIPS:

1) Chart 41: Has other ways of communicating when can't see friends

- ELARC 84%
- CA 83%

2) Chart 42: Can see/communicate with family

- ELARC 83%
- CA 81%

3) Chart 35: Has friends who not staff or family

- ELARC 75%
- CA 73%

Mrs. Johns-Yarleque noted that it's important for consumers to have natural relationships in the community that are nonpaid support. ELARC is doing well in above 3 areas as compared to the statewide results.

SATISFACTION:

1) Chart 45: Likes home or where lives

- ELARC 90%
- CA 89%

2) Chart 47: Has paid job and likes it

- ELARC 94%
- CA 89%

EALRC did very well in comparison to the statewide and national averages.

SERVICE COORDINATION (SC):

1) Chart 51: Has met or spoken with Service Coordinator

- ELARC 98%
- CA 93%

2) Chart 52: Service Coordinator asks person what they want

- ELARC 87%
- CA 84%

3) Chart 53: Able to contact Service Coordinator when needed

- ELARC 89%
- CA 84%

4) Chart 54: Staff come and leave when suppose to

- ELARC 95%
- CA 93%

ELARC rated highly in the above service coordination areas and exceeded the statewide results in each instance.

ACCESS:

1) Chart 59: Has a way to get places

- ELARC 94%
- CA 91%

2) Chart 60: Able to get places

- ELARC 86%
- CA 82%

3) Chart 61: Staff have right training to meet needs

- ELARC 90%
- CA 87%

ELARC results exceeded the statewide average in this category.

HEALTH:

1) Chart 65: Has primary care doctor

- ELARC 98%
- CA 97%

2) Chart 66: In poor health

- ELARC 3%
- CA 2%

3) Chart 67: Had a complete physical exam past year

- ELARC 85%
- CA 85%

4) Chart 68: Had dental exam past year

- ELARC 75%
- CA 80%

It was noted that on question #3 and #4 ELARC needs to improve results. Service Coordinators ask these questions at the time of the IPP process. We are currently piloting a new service in the Residential Unit and Mrs. Johns-Yarleque's unit. The emphasis is on "Pharmacy" service

support for individuals in Residential facilities or in their place of residence to ensure they are taking the prescribed medication.

Mrs. Johns-Yarleque stated that the piloted service has been helpful for consumers who reside with aging parents or who live alone, as sometimes it's difficult for them to ensure that they are taking the appropriate medication on a timely basis. This program has a Registered Nurse (RN) as well as a licensed pharmacist that visits the home to do the assessment.

WELLNESS:

1) Chart 83: Exercises at least one time per week for 10 minutes

- ELARC 69%
- CA 70%

2) Chart 84: Exercises at least three times per week

- ELARC 22%
- CA 31%

3) Chart 85: Body Mass Index (BMI)

- Underweight ELARC 4%
- Healthy ELARC 31%
- Overweight ELARC 27%
- Obese ELARC 37%

4) Chart 86: Uses tobacco products

- ELARC 4%
- CA 5%

Improvement is needed on question #3 regarding BMI and #4 on the need to "exercise". Number of consumer that are overweight and obese is 64%. It is a critical area of focus for discussion and planning at time of IPP's. ELARC will develop protocols to improve on these outcomes.

RIGHTS AND RESPECT:

1) Chart 87: Has key to the home

- ELARC 50%
- CA 42%

2) Chart 88: People let person know before entering home

- ELARC 96%
- CA 92%

3) Chart 89: Can lock bedroom

- ELARC 45%
- CA 39%

4) Chart 89: People announce before entering bedroom

- ELARC 90%
- CA 83%

5) Chart 95: Can use phone and internet when they want

- ELARC 94%
- CA 91%

6) Chart 96: Staff treat person with respect

- ELARC 98%
- CA 94%

7) Chart 97: Has attended self-advocacy event or chose not to

- ELARC 25%
- CA 18%

8) Chart 98: Has voted or had opportunity

- ELARC 28%
- CA 28%

9) Chart 91: Has place to be alone in the home

- ELARC 88%
- CA 94%

10) Chart 92: Can be alone with friends or visitors at home

- ELARC 79%
- CA 84%

11) Chart 93: If there are rules about having friends or visitors at home

- ELARC 39%
- CA 31%

12) Chart 94: Others read mail or email without asking

- ELARC 12%
- CA 9%

Mixed results in the scoring of the above 12 questions. Area of advocacy will be addressed during the IPP process to ensure consumers are aware of their rights and are exercising their preferences.

SAFETY:

1) Chart 99: There is at least one place where the person feels afraid or scared

- ELARC 17%
- CA 19%

2) Chart 100: Has someone to go to for help if they ever feel scared.

- ELARC 87%
- CA 93%

Above areas that will be addressed at time of IPP, in order to explore the specifics of potential fear triggers.

LANGUAGE AND CULTURAL COMPETENCE:

1) Chart 101: There are staff (or a family member) at home who speak the person's preferred language

- ELARC 93%
- CA 92%

2) Chart 102: There are staff at the person’s job who speak his/her preferred language.

- ELARC 96%
- CA 94%

3) Chart 103: There are staff at person’s day program or workshop who speak his/her preferred language

- ELARC 100%
- CA 96%

4) Chart 104: Got a copy of IPP in preferred language

- ELARC 95%
- CA 92%

ELARC scored exceedingly well in the four areas of “Language and Cultural Competence” and surpassed the statewide averages.

SUMMARY:

Mrs. Johns-Yarleque stated that the presentation information will be submitted to DDS within the next 60 days. Documents include: copies of the presentation, minutes from the community meeting, attendees and their comments, and Regional Center recommendations and plans.

Presenters asked for questions or comments from the audience.

Devora Reed, Board Member, asked how many survey participants were interviewed?

Mrs. Hernandez stated that there were 400 participants who were surveyed. Mrs. Hernandez noted that not all questions receive a response. It may be that the participant prefers not to answer or the question is not applicable to their situation.

Felipe Hernandez, Chief of Consumer Services, commented that the results for the NCI survey is to drive the discussions at the Individual Program Plan on how services are being delivered in the community. It also serves to inform the Regional Centers weak areas that need improvement as well as noting areas of strength. Mr. Hernandez stated that it is a good opportunity to see how Covid will impact future NCI survey results. Mr. Hernandez shared that we have a new Clients Rights Advocate at the Eastern Los Angeles Regional Center which would

be very helpful in working with ELARC in the area of “Rights and Respect” which we received lower ranking than the statewide results.

Mary Hososkawa, parent, asked if there is a “mental health” section in the survey. Edith Hernandez confirmed there is a section and directed Mary Hosakawa to visit the DDS and ELARC website to view the entire survey that includes mental health section.

Community Notification Flyer

Attachment #3

Gloria Wong shared the Notification flyer announcing the NCI presentation. The flyer was posted on ELARC’s website on September 10, 2020 thereby ensuring a 30 day advance notice to the community.

VII. Executive Director’s Report

A. 2021 Performance Contract (PC)

1. Calendar Year 2021 Performance Contract (PC) Guidelines Attachment #4

The PC guidelines were issued by DDS on September 11, 2020. ELARC began the PC process in advance of this release. All areas in the guidelines have been met in ELARC’s PC process.

2. 2021 Draft Performance Contract Approval – (Motion Required) Attachment #5

The draft performance contract was thoroughly reviewed at the September 08, 2020 Board Meeting. Based on community input revisions have been incorporated into the final 2021 version of the PC.

Felipe Hernandez, Chief of Consumer Services, reported on the PC amendments reflected on page seven on the “Employment” section. Correction noted “ELARC Employment Specialist will explore the feasibility of creating a focus group of parents & families of ELARC consumers currently working and those on the path to employment”. The intent of the focus group will be to provide families with an opportunity to share common dreams and experiences relative to

employment and to also encourage the development of employment opportunities with ELARC family-owned businesses. Input highlight's the fact that there are a number of families that have small businesses and/or larger business who potentially could be employers. These businesses tend to hire people with disabilities because they are in tune with the needs, support, values, and ethics that people with disabilities can bring to an employment sight.

Mr. Hernandez stated that George De La Loza, Employment Specialist, will explore employment opportunities at the ELARC Alhambra Campus. This could potentially, result in additional work sites for service providers.

M/S/C (Richard Helgeson/Diane Lasell) To approve the Eastern Los Angeles Regional Center 2021 Performance Contract. Unanimous.

B. Alternative Non-Residential Services Update

Gloria Wong reported that there are six previously released directives from DDS which have all been extended. The details of the directives are provided in material "Handout #1" and discussed with the Board.

1. Traditional and Alternative Service Models – Attachment #6

Liz Harrell, Community Services Manager, reported that "Alternative Non-Residential Services category" is a result of recognizing that Covid has changed peoples lives and service needs. The Alternative Services Module has three purposes:

To meet the emerging and new needs that individuals have as a result of Covid;

To Sustain our service delivery system; and

To continue to have the federal funding flowing

Mrs. Harrell reported that "Alternative Services" is the result and response to the needs that an individual may have due to Covid. For the consumer it means their receiving services in a different way and for providers it means services provided in a manner different from the "traditional" method as outlined in their current program design. A service is "traditional" if a provider is delivering the services exactly the same as prior to Covid, with no changes to the delivery of services or it could mean that services are the same but the location has changed.

Ms. Harrell referenced and reviewed "Attachment #6 which includes a simplified outline of what constitutes a "traditional" no change to service concept versus

the “Alternative Services Delivery Model”. Additionally, Ms. Harrell presented on the differences between:

- In Person Services
- Remote Services

Ms. Harrell advised that new rates are being established by DDS, which will become effective for the November billing. DDS has provided a webinar on this topic and will be repeating it for service providers. Another aspect of the process includes that service providers submit a certification if they opt to provide “Alternative Services”.

2. Service Provider Weekly Discussion – Attachment #7

Mrs. Harrell reported that weekly Provider meetings are continuing in an effort to offer an open forum for discussion on all the fast pace changes.

C. Self-Determination Update

Ms. Harrell reported that internal refresher courses have been conducted for ELARC Management and service coordinators that are assigned self-determination cases. Similar training will be provided for the Local Advisory Committee (LAC) in late October.

1. Local Advisory Committee (LAC) Meeting Update: September 22, 2020

Ms. Harrell shared that the LAC’s have been awarded funds to implement local projects that can advance self-determination services in their area. The ELARC LAC will be discussing potential project concepts to fund with the Fiscal Year 2020-’21 allocation at their next meeting.

Additionally, Ms. Harrell advised that all LAC’s have been asked by the State Council to contribute \$3,000 each towards the hiring of a full time position to assist self-determination participants on a statewide basis. The ELARC LAC approved the requested funds contingent on all LAC’s approving the funding of a full time position.

2. Progress Report Graph - Attachment #8

Ms. Harrell reviewed the graph for September statistics which reports on the number of participants that have completed the six various stages of the self-determination process.

VIII. Consumer Services Report – Felipe Hernandez, Chief of Consumer Services

Felipe Hernandez, Chief of Consumer Services expressed his appreciation to the Board of Directors and to Gloria Wong for the time he has served as ELARC's Chief of Consumer Services. Mr. Hernandez shared his appreciation for the support he's received and commented that he's confident that with the leadership of Gloria Wong, Edith Hernandez and Lonetta John-Yarleque the Agency will do well and continue to move forward.

Mr. Hernandez reported on the "Community Connections" Meeting held on September 28, 2020 at 6:00pm via "Zoom". The intent was to have natural conversations with the community and to inform ELARC on issues and concerns. Mr. Hernandez reported that this first meeting was driven by Covid. However, for future meetings if the Agency continues to host them, it would be a more free flowing conversations with the community in terms of their interests. Mr. Hernandez shared that it may be a good vehicle for staying connected to the community despite the low participation level, as only five persons joined the event.

Mr. Hernandez reported that the Redwoods Gatherings for Person Centered Practices is currently being organized. A "Zoom" meeting will be held on October 26th and 28th it is sponsored by the Learning Community and ELARC staff will be attending.

Mr. Hernandez reported the ECF Annual Business Partners Award is this week via "Zoom" George De La Loza, Employment Specialist, will be attending representing ELARC. ECF has an active and large business community partnership devoted to developing jobs for people with disabilities. This is a great way for ELARC to network, and build connections to the large business sector that ECF is connected with and to further job development opportunities for consumers.

Mr. Hernandez reported that The Help Group in Sherman Oaks is sponsoring a virtual summit on best practices on Autism, Learning Disabilities and ADHD. The Help Group is a very well respected group in the Valley and Mr. Hernandez has always promoted them in terms of the conferences and webinars that they sponsor on as they are very informative, interesting, and on the cutting edge in terms of where people are at in terms of the Autism Spectrum.

Mr. Hernandez reported that ELARC staff is making community contact with family and consumers on a frequent basis. They are checking in to see how they are doing, to see if they need more services, have any questions or if there's anything we can do to assist

them to get through this particularly challenging time. This information is tracked on a spreadsheet to ensure follow through. This will not happen overnight it will be a natural work process of Individual Program Plans and Quarterly Meetings.

Mr. Helgeson, Board President, thanks Mr. Hernandez for his service and wished him well.

IX. Committee Reports

A. Consumer Advisory Committee (CAC) - (Marisol Guerrero)

Virgilio Orlina, CAC Chair announced that Marisol Guerrero, will be serving as Interim Chair for the CAC. Virgilio stated that Marisol Guerrero will continue to present on the CAC reports until the next election of the new chair in January of 2021.

Marisol Guerrero, shared that she is the Interim CAC Chair until election time in January of 2021. There is a meeting scheduled for November 17, 2020 at 6:00pm via "Go to Meeting". The topic will be about Employment Options and the guest speaker will be George De La Loza, ELARC Employment Specialist. Consumer Advocate, Jesse Padilla continues to conduct the "Hangouts Calls" with CAC Member, consumers, and other individuals served by ELARC. The "Hangout Calls" are every Wednesday from 11am to 12 Noon. Mr. Padilla facilitates the discussion in the check in calls on how the consumers are coping with the corona virus pandemic. The CAC debriefing and planning meeting met October 1, 2020 the purpose of the meeting was to discuss what worked and what didn't work from the September CAC meeting. The CAC is in the process of preparing for the election of the new CAC Chair as Virgilio's term has expired this month. The CAC members plan for the next year CAC 2021 meetings topics is being discussed and a survey is being conducted.

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

Mr. Chacon, VAC Chair, was unable to attend and asked Ms. Harrell to report. Liz Harrell reported that at the last Vendor Advisory Committee Meeting Linh Lo, Community Services Specialist presented on the Home and Community Based Services data. Deadline for all providers to come into compliance with all of the requirements on the "Final Rule" has been extended. The VAC is working on a code of ethics that will be a point of discussion and decision at the next meeting.

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

There was no meeting of the Board Finance/Personnel Committee.

X. Miscellaneous Announcements

There being no further business to discuss the general board meeting was adjourned.

XI. Adjournment

M/S/C (Richard Helgeson/Virgilio Orlina) There being no further business to discuss the meeting was adjourned the meeting at 7:55 P.M. Unanimous

Respectfully Submitted by:



Yougeng Sun,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary