



**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  
November 10, 2020  
Approved as Recorded January 12, 2021**

**Board Members Present:**

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

**Staff Present:**

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

**Absent:**

Devora Reed, Vice-Chair  
Bryan Chacon, VAC Representative

**Guests:** Refer to Sign In Sheet

.....  
**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:**

Israel Ibañez, from Inclusion Services, shared that the weekly “Alternative Non-Residential Meetings” hosted by ELARC are very helpful. The “FAQ” has assisted the Vendor Community in understanding the current status of a constantly moving target. In Mr. Ibañez’s opinion the Friday meetings are straight to the point and provide clarity, he expressed his deep gratitude to ELARC.

There were no other announcements or comments.

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

*M/S/C (Diane Lassell/Yougeng Sun) To approve the BOD Meeting Minutes of October 13, 2020 as recorded. Unanimous.*

**V.**

**CASELOAD RATIO PLAN OF CORRECTION**

**Gloria Wong, Executive Director**

**Attachment #2 and Attachment #3**

Ms. Wong started the presentation by reviewing the following relevant background:

- Review of letter from the Department of Developmental Services (DDS) dated 09-16-'20 stating that ELARC did not meet three of the seven (7) ratio requirements under Welfare & Institution (W&I) Code 4640.6(f).
- Caseload ratio non-compliance requires a public meeting to present a “Plan of Correction”.
- Notice of Public Meeting must be circulated over a 30 day period.
- Public Meeting notice/flyer was circulated to Community Partners and Advocates and posted on the ELARC website.

Ms. Wong continued by presenting the unique statistics for ELARC which applies to the caseload ratio analysis.

- Current number of consumers served by ELARC: 12,400
- Number of service coordinators assigned to above cases: 175
- Number of supervisors assigned to a “unit” and who oversee service coordinators: 15
- Number of service coordinators per “unit”: 12

Dividing the 12,400 consumer cases by the number of service coordinators (175) yields the “Caseload Ratio”, or how many cases on average a service coordinator is responsible for.

Ms. Wong stated that the “Caseload Ratio” review is conducted on an annual basis. Results of the analysis are submitted to the Department of Developmental Services (DDS) on March 1. The Welfare & Institutions (W&I) Code 4640.6 (c) specifies the mandated Caseload Ratio for each of the seven categories. ELARC did not meet three of the seven specified categories and as such is required to submit a “Plan of Correction” delineating a proposal for coming into compliance.

The below table was reviewed which indicates the W&I required ratios, ELARC’s ratio results and the overall California average results for 21 Regional Centers.

<b>Regional Center</b>	<b>On Waiver*</b>	<b>Under 3 Years*</b>	<b>Movers Over 24 Months</b>	<b>Movers Between 12 and 24 Months</b>	<b>Movers Within Last 12 Months</b>	<b>Over 3 Years, Non-Waiver, Non-Mover*</b>	<b>Complex Needs</b>
<b>W&amp;I Code Required Ratios</b>	1:62	1:62	1:62	1:45	1:45	1:66	1:25
<b>ELARC Ratios</b>	1:71	1:65	1:46	1:33	1:22	1:76	1:25
<b>CA Average</b>	1:75	1:64	1:56	1:35	1:23	1:79	1:37

Ms. Wong reviewed each of the seven categories and defined the types of cases and consumers who are served in each category. Ms. Wong noted that the three (3) caseload categories not met by ELARC were highlighted in grey on the above table. Based on these results ELARC would need to hire an additional twenty two (22) service coordinators to come into compliance. The “Plan of Correction” for ELARC includes:

- Category “Under 3 years” . . . . ELARC has hired two (2) new service coordinators. Additionally, ELARC has hired a “Supervisor” and created another “Unit” under Early Start Division.
- Categories “On Waiver” and “Over 3 years, Non-Waiver, Non-Mover” . . . . ELARC established a new “Unit”, supervisor currently recruiting two (2) new service coordinators.

The addition of four (4) service coordinators will improve ELARC’s caseload ratio. Unfortunately, it does not fully correct the problem as the operations allocation for Fiscal year (FY) 2020-‘21 is insufficient to hire the twenty two (22) required positions to come into full compliance.

Ms. Wong added that of the 21 Regional Centers none meet total compliance on the seven (7) categories. It was noted that the Association of Regional Center Agencies (ARCA) continues to advocate on behalf of all the Regional Centers for the total funding necessary to meet caseload ratio requirements under W&I Code 4640.6 (c).

At the close of the presentation a couple of inquiries were made by audience participants. Question was asked as to whether ELARC has the necessary office space for the new positions. Ms. Wong confirmed that vacant office space is available to accommodate the proposed modest expansion of staff. Additionally, an inquiry was made as to the specific “unit” covering specific caseload categories. Ms. Wong clarified that the “Movers” category are all under the “Residential” division.

#### **A. Purchase of Services (POS) Disparity - Attachment #4**

Ms. Wong announced an upcoming meeting scheduled on November 18, 2020 to review the Purchase of Services (POS) Disparity report for Fiscal Year (FY) 2018-‘19.

The report is typically presented by ELARC at Public Community Meetings in March of the subsequent year (2020). Due to the COVID-19 pandemic DDS allowed for a postponement of the Community Presentation. Ms. Wong reviewed the flyer which was translated into Spanish and Chinese and encouraged audience participation.

#### **B. 2019 Community Report - Attachment #5**

Ms. Wong presented the annual “Community Report” for Fiscal Year (FY) 2019-‘20. The theme for this report is “ELARC: Who We Are”. The issue focuses on three (3) of ELARC’s service coordinators who share their experience and perspective on what it means to be a service coordinator. Additionally, parents who are on two (2) of the caseloads lend their perspective on what it means to have their support. The emphasis of the stories is on the importance of

establishing a long and trusting relationship. The personal stories reveal how critical the central relationship between family/consumer and service coordinator is.

Ms. Wong noted that one of the featured service coordinators is about to retire after forty four (44) years of devoted service to ELARC families and consumers.

### **C. Alternative Non-Residential Services Update Attachment #6 and Attachment #7**

Liz Harrell, Manager of Consumer Services, stated that alternative services went into place on September 1, 2020 as an option of service delivery. When the pandemic was declared a state of emergency in California it allowed for absent billing by our providers. It was an approach to sustain the system and offered a temporary fix until a return to normal. The Department of Developmental Services (DDS) had to end the state of emergency absent billing when the long-term effect of COVID became clear over time. In August DDS released the directive around Alternative Services with the intent that these services, first and foremost, would meet the needs that have emerged as result of COVID-19 because consumers lives have been drastically changed due to the pandemic. Alternative services is meant to sustain services for ELARC consumers.

Ms. Harrell reported that DDS has been working very hard to get in place rates for these new creative services. The intent was to have these rates available for our service providers by November. The Department issued a directive on October 28, 2020 to alert our community, the regional centers, and our providers that the new target date for issuing the monthly rates would not be available until December 2020.

Ms. Harrell reported that a new directive was released November 10, 2020 specifying the reporting requirements. This was posted immediately on the ELARC website as our vendor community will need to start providing a monthly report starting in November. Things are moving along as we continue to hold weekly meetings extending them through December. We will continue to meet with our service provider community every Friday from 1:30pm to 2:30pm for a one hour check-in to ensure an open-line of communication.

### **D. Self-Determination Update Attachment #8, Attachment #9 and Attachment #10**

Ms. Harrell presented that the Local Advisory Committee (LAC) met on September 22, 2020. That meeting discussion focused on how to use special funds allocated to the LAC. The funds are exclusively awarded to the LAC who will have the authority to approve all projects. ELARC's LAC has come up with several project concepts and has been moving forward under the guidance of Roxy Ortiz, Information and Training Supervisor. The LAC has an upcoming meeting on Tuesday, November 17, 2020. It will be held via Zoom, if you are interested in participating it is open to the public. That meeting will continue to focus on implementation plans to



support and assist individuals we serve in self-determination and to achieve a smooth transition into the program. The Consultant, Marybeth Lakowski, from Hill and Sanderson Associates will be meeting with the LAC to make sure that she is on track with their vision. DDS has released a new directive on self-determination clarifying the purpose of person centered planning and sharing that there is funding available for individuals who are going into self-determination.

Roxy Ortiz, Information and Training Supervisor, reported on the progress of Self-Determination at ELARC. Ms. Ortiz explained that the Self-Determination Progress Report consists of reports submitted to the Department on a monthly basis. Ms. Ortiz reported that there are currently 95 active participants in the Self-Determination Program and presented on the current status of the various stages of the SDP.

**SD Orientations Completed:**

89 - 94% Consistent and accurate

**Individual Budget Certified:**

29 - 31% Consistent and accurate

**Spending Plan Completed**

22 - 23% Consistent and accurate

**IPP Completed and Signed**

24 - 25% Consistent and accurate

**FMS Obtained by Participants**

26 - 27% Consistent and accurate

**Person Center Plan Completed**

(Internal Data Only – Not reported to the Department)

14 - 15%

Ms. Wong stated that Self-Determination began with a limit of 2,500 consumer participants in this initial phase. As of July 1, 2021 SDP will become available to all interested families/consumers.

Liz Ornelas, Supporting Independence Unit Supervisor, added that the Department is very committed to supporting the Regional Centers. We have started to meet on a monthly basis to address challenges and barriers. It's a positive feeling having the Department support the Regional Center in any way possible to make this a success. It is definitely making a difference as we are addressing questions and consulting on specific cases.

**E. DDS Directive: Extensions / Modifications  
Attachment #11**

A notice from the Department of Developmental Services (DDS) dated October 29, 2020 in reference to the modification and extension of waivers dealing with COVID-19. This is a re-issuance of extensions. There were seven (7) directives that been issued previously and they have been extended through December.

**VII. Consumer Services Report – Edith Hernandez-Daniels, Chief of Consumer Services**

Ms. Wong shared that Felipe Hernandez, Chief of Consumer Services for 41 years has officially retired. Ms. Wong formally introduced Edith Hernandez-Daniels, Chief of Consumer Services who gave an update on various activities.

Edith Hernandez-Daniels, Chief of Consumer Services, shared information regarding the Everbridge Emergency Notification System which is a mass notification system used in case of an emergency. All 21 Regional Centers utilize the Everbridge System. In the event of an emergency the Regional Center has the capability of notifying all consumers/families, service providers, and staff on the nature of the emergency. Ms. Hernandez shared that the system was recently used for the Silverado Fire and the Blue Ridge Fire in Orange County with 90,000 residents being evacuated during these fires. Los Angeles County may not have been the center of the situation but we did have individuals affected. Through our systems we were able to focus on where that fire was located and the area was targeted and we went out a 5 mile radius and within that we identified that there were about five (5) individuals and two (2) staff that were within that area. ELARC's human resources department became involved and we were able to identify our service coordinators and supervisors and quickly contacted the families to ensure their safety. Check-in's remained during that timeframe. This is an important tool for the 21 Regional Centers.

Mrs. Hernandez-Daniels continued to share that the Eastern Los Angeles Regional Center is currently in the process of collaborating with the L.A. County Homeless Initiative called "Project Room Key". Los Angeles County is identifying temporary shelters for individuals that are homeless. They focus on individuals that may be susceptible to COVID-19 over the age of 65 or that have underlining health conditions. They are identifying hotels. ELARC does have individuals who are homeless, sometimes by choice and we want to ensure that we are linking them to services and supports so we are having those conversations with the County. There are two (2) staffs one in Community Services and the other in Consumer Service that are receiving specific training to ensure that we can collaborate. There is a Countywide Homeless Information Portal which they are learning to access so that as we find out that there is an individual who is homeless and placed in one of the hotels that we are able to support them and identify services and support for them as quickly as possible.

## **VIII. Committee Reports**

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

Marisol Guerrero, CAC Representative, shared that the next Consumer Advisory Committee meeting will be held on Tuesday, November 17, 2020 from 4 pm - 6 pm. The meeting will be held virtually via Go To Meeting. The topic will be about employment options and the guest speaker will be George De La Loza, ELARC Employment Specialist. Candidate for the CAC Chair and Vice-Chair will also have the opportunity to give their statements.

Consumer Advocate Jesse Padilla conducts the "Hang-Out" calls every Wednesday from 11 am -12 pm for CAC members via Go To Meeting. Jesse checks in on consumers on how they're coping with the pandemic.

The CAC Debriefing and planning team met on October 1. The team discussed what worked and what didn't work in the last meeting. They also discussed the elections for Vice-Chair and Chair.

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

Mr. Chacon, VAC Chair, shared the last Vendor Advisory Committee Meeting was held on Thursday, October 22, 2020. The October HCBS/PCT Workshop speaker was Liz Rodgers, Autism Specialist and PCT Mentor Trainer. The training was based on positive reputation skills. Training was based on how to speak about the individuals that we support. The terminology and how we can help them reframe on how they see themselves differently and how others can see them differently. The training worked on empowering and turning the narrative around as individuals especially on the documentation that we use when recording and carrying throughout their lifetime. It assisted in helping to avoid using labels. HCBS Services announcement Linh Lo, Community Services Specialist presented on behalf of Maribel Garcia, Community Service Specialist. Mr. Chacon shared that Lizette Villa, Community Services Specialist was introduced to the group will be taking the role as the HCBS Representative Liaison. Ethics Work Group came up with a draft of code of ethics based on business conducts for service providers. The mission and the purpose of the document is inclusivity, diversity, conflict of interest, acceptance of business courtesy and gifts, whistle blower policy, zero tolerance. This document once approved by the VAC Group it will be presented to the Board and the group to vote and approve to go into circulation so that we can have service providers review and sign the documents. The draft should be ready to be presented to the Board in January 2021.

The next VAC meeting is scheduled for Thursday, November 19, 2020. There will be a presentation from Program Manager Cal Able. He will be presenting for most of the training.



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

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

**VIII. Miscellaneous Announcements**

Ms. Wong reminded the Board of an upcoming training on Saturday, November 14 from 1pm – 2:30pm hosted by the Association of Regional Center Agencies (ARCA). Ms. Wong encouraged those who have not registered to do so as soon as possible. The topic for this upcoming training is “Boards in the Community”.

Mr. Helgeson shared that he registered and shared that there is an alternative session if you cannot make it to the Saturday training the follow up session is scheduled for Wednesday, November 18<sup>th</sup> from 6:00 pm – 7:30pm.

A reminder that there will not be a Board Meeting in December. The next meeting will be on January 12, 2021.


Ms. Wong wished everyone a Very Happy Holiday and good health to one and all.

**XI. Adjournment**

There being no further business to discuss the general board meeting was adjourned at 7:40 P.M. Unanimous

***M/S/C (Virgilio Orlina/Pat Gomez)***

Respectfully Submitted by:

  
Yougeng Sun,  
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,  
Executive Secretary