



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  
 September 14, 2021  
 Approved as Corrected on 10/12/21**

**Board Members Present:**

Youngeng Sun, Secretary  
 Pat Gomez, Parent  
 Dr. Linda Lopez, Parent  
 Marisol Guerrero, CAC Representative  
 Virgilio Orlina, Consumer  
 Bryan Chacon, VAC Representative

**Staff Present:**

Gloria Wong, Executive Director  
 Edith Hernandez-Daniels, 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:**

Richard Helgeson, President  
 Joe Utar, Treasurer  
 Devora Reed, Vice-Chair  
 Nestor Nieves, Consumer

**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 6:09 P.M. by Youngeng Sun, Secretary. Due to the COVID-19 pandemic 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. Sun 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:**

Mary Hosakawa, parent, commented on the recent data breach notice to families/consumers. Mrs. Hosakawa expressed concerns over the incident and asked if the "independent cyber security specialist" referenced in the letter would continue to play an ongoing role in monitoring for potential future breach attempts and how to avert such incidents.

Gloria Wong, Executive Director, responded by first offering some general background on the data breach incident for those unfamiliar with the situation. Ms. Wong noted that it began as a "phishing attack" in a single email to an ELARC employee. The sender was a familiar party with whom employee has frequent contact. Despite this knowledge employee consulted with the "Information & Technology" Division to ensure authenticity before opening the email. The initial consult and review cleared the email for opening. It was a subsequent attachment that triggered the breach.

Ms. Wong and Johnny Trombley, Information & Technology Supervisor, responded with the activities being undertaken as a result of the data breach. It was noted that ELARC is working with a forensic vendor that is conducting an in-depth data-mining process to determine the scope of the breach. Established protocols and procedures are being followed which includes the formal notification to families/consumers, the Department of Developmental Services (DDS) and the California Attorney General. Additionally, a statement has been posted on the agency website, a call center has been set-up to field questions and to offer ID protection to families/consumers.

Ms. Wong and Mr. Trombley stated that sadly this is happening with greater frequency as cyber-criminals become more sophisticated in their ever increasing "phishing" attempts. It was noted that numerous other Regional Centers have experienced such incidents. Most recently, after the ELARC breach, another Center received a "ransom" demand as a result of their breach. ELARC did not receive a ransom demand from the "phishing" attack.

As a result of the increased frequency of breach attacks the Department of Developmental Services (DDS) is scheduling a meeting with all 21 Regional Centers and the DDS Technical Staff to discuss efforts to mitigate future attacks.

There as was no other input from the community.

IV.

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

*M/S/C (Virgilio Orlina/Pat Gomez) To approve the BOD Meeting Minutes of July 13, 2021 as recorded. Unanimous.*

V. **Executive Director’s Report**

**1. Performance Contract (PC) Presentation  
Attachment #2**

Ms. Wong offered some background information on the Performance Contract (PC) process. She shared that the PC, which is updated on an annual basis, serves as a strategic plan outlining specific activities that will promote public policy measures that advance the principles and philosophy of the Lanterman Act.

On August 11, 2021 a Community Meeting was scheduled to present the draft “2022 Performance Contract (PC)”. A review of the document was presented to the Board with a special focus on two critical public policy measures: employment and reducing disparity and improving equity in Purchases of Services (POS) expenditures.

**Attachment #2**

A review of the 2020 Performance Contract (PC) Year-End Report was conducted. The report focuses on the Regional Center goals and compares results with previous PC statistics as a point of comparison and an eye on continued or sustained improvement. Additionally, the report compares ELARC with the State average on each goal. The report also addresses compliance standards and ELARC’s outcome for each requirement. A more detail portion of the report focuses on employment and reducing disparities and improving equity.

The Performance Contract year-end report statistics and overall results for 2020 were reviewed.

### Attachment #3

Roxie Ortiz, Information & Training, Supervisor, presented on the power point material used at the Community Meeting on August 11, 2021.

Ms. Ortiz reported on some of the historical milestones from the performance contract that date back to 1993 when the Lanterman Act was revised by Senate Bill 1383, which required DDS to enter into a five year outcome based contract with the regional centers. In preparation the Department of Developmental Services (DDS) established outcomes for the Performance Contract in collaboration with community stakeholders. DDS developed a performance contract to ensure that regional centers deliver services based on the principles of the Lanterman Act.

In 2001 the law was amended and the performance contract was streamlined to be a more efficient tool utilizing existing data to measure performance. A pilot was started with ELARC and shortly after the program went statewide.

In 2018 local performance measures such as employment and Purchase of Services (POS) disparity were incorporated into the PC, which serves as a comprehensive system of accountability.

Ms. Ortiz, gave an overview of the Performance Contract. Ms. Ortiz reported the Performance Contract is an outcome based performance plan developed through meaningful participation with their local community. The community input is essential to help prioritize the performance areas and outcomes for those served by the regional center. In order to ensure involvement the regional center must conduct at least one public meeting and solicit information from the community.

The Performance Contract is broken down into two areas:

- Public policy performance measure = Meaning what the law says
- Compliance performance measures = Meaning is ELARC abiding by the rules and regulations set forth

### Attachment #4

George De La Loza, Employment Specialist, reported on the Employment public policy Performance Measures.

Mr. De La Loza reported on the five (5) specific career and pathways to employment at ELARC. It begins with transition services as ELARC is currently working with young consumers who are matriculating through school, K-12 and college.

Mr. De La Loza focused on five (5) key program areas as follows:

1) Transition Services:

→ Collaboration with the school districts is important to help the schools understand how the pathways to employment need to be discussed at a young age. This includes participation in the Individualized Education Plan (IEP) and transition meetings at the school districts where they are provided specific information on employment and educational pathways.

2) Adult Pathways to Employment:

→ This is in reference to adults who want to return to work or who are going to work for the first time. Assistance in understanding the program that is offered by ELARC is given along with information on programs available offered by the Department of Rehabilitation.

3) Post-Secondary Education Activities:

→ A new activity for 2022 will be working with colleges, institutions of higher education, and adult schools.

→ Cal State L.A. has written a grant that would provide remote learning opportunities on employment skills for consumers.

→ Will be working with colleges and providing pathways to education. Consumers need to jump into education to help get better jobs. ELARC will work closely with the colleges to help them understand how consumers need modifications and accommodations at these sites.

4) Supported Employment Services, Customized Employment, and Other Employment Support Options:

→ Supported employment and customized employment are derived from the Department of Rehabilitation.

→ A new activity for 2022 is the expanded partnership with the Department of Rehabilitation (DOR) and working with DOR in developing new opportunities for our consumers. There is a new state internship program that allows consumers to work in state agencies to become part of the California State employment pathway. ELARC has been selected to work in hiring three (3) individuals from ELARC. As of this moment two (2) of ELARC's consumers have already been hired. One is

working at the Employment Development Department and the other is working at a Department of Rehabilitation Office and the third is a work in progress.

#### 5) Employer/Industry Agreement

- More sites for our consumers to work are needed.
- A new activity for 2022 is a survey that ELARC is developing to tap into the wealth of business owners by ELARC families. Consumers can get assisted in getting employment utilizing the paid internship program funds.
- Meetings are held on a regular basis with employers. In addition working closely with service providers and inviting potential employers to our meetings.

Mr. De La Loza reviewed the statistics on the “Percentage of Working Consumers Receiving Wages”. He reported ELARC was up nearly 13% but COVID-19 interfered with our progress. However, ELARC maintained 11% of consumers working from the ages of 16 – 64.

Mr. De La Loza reviewed the “Average Monthly Consumer Wages” graph. He reported despite COVID-19 consumers wages continued to go up.

2018	.....	36% Consumers earning above minimum wage
2020	.....	41% Consumer earning above minimum wage
2021	.....	45% Consumers earning above minimum wage

The average wages in 2020 are the highest in the state. ELARC consumers earning on average \$13,824 as compared to the state average of \$11,592.

Mr. De La Loza reiterated he will continue to follow and monitor this data. These increases are a result of the partnerships with the service providers, DOR and the service coordinators who work closely with consumers and to explore the options that will lead to competitive employment.

Mr. De La Loza reported on the “Paid Internship Program” (PIP). The program was developed through the Department of Developmental Services (DDS) and is the driving force on how many of the consumers gain employment.

- In reviewing the statistics consumer placements were down in 2021 to a total of 67 from the highest being at approximately 120 placements. During COVID-19 Alhambra Unified School District closed and there were 40 employed consumers effected.

- L.A. Unified School District has put ELARC on their agenda to present to their Board on the “Paid Internship Program” (PIP) services to the students.
- There are currently seven (7) approved PIP service providers.
- Increased incentives for consumers has attracted more agencies.

The next presentation focused on the Purchase of Services (POS) equity improvement aspect of the PC. Carmen Luna, Supervisor, presented on the reduced caseload project. This project has been implemented over the years to address Purchas of Services (POS) Disparity and improving equity.

Ms. Luna reported the project has been funded by DDS as a special project for ELARC to address disparity. The project has proven to be a resounding success and as a result DDS has approved funding to expand the program to all other twenty (20) Regional Centers. Families across California are going to benefit from working with a service coordinator carrying a reduced caseload. This project started with ELARC and now will be modeled across the State.

- Project started in March 2017
- Working with 200 consumers at a time
- Focus is on monolingual Spanish and Cantonese speaking consumers/families who have had either low to no POS in previous fiscal year (FY)
- Developed five (5) specialized caseloads with the ratio of 1 to 40
  - ❖ One (1) service coordinator serving forty (40) consumers opposed to what a typical service coordinator serves, which are approximately eighty-two (82) to eighty-five (85) consumers.
- Five (5) Enhanced Service Coordination positions were developed
- 181 participants have transitioned from the project. As one participant transitions another one is brought into the project.
- Purchase of Service (POS) expenditures have increased every year the project has been in place
- ELARC serves approximately 12,300 consumers and this is less than 2% of the consumers that ELARC serves that have participated in the project.

Ms. Luna shared there are three (3) objectives in the project:

- 1) Provide enhanced case management services that focus on understanding the needs of the whole family.
- 2) Providing education about the Regional Center system.
- 3) Gain a better understanding of barriers to accessing Regional Center services.

ELARC has been working with the project in providing this education and the enhanced case management in Cantonese and Spanish. Ms. Luna shared that recently a new service coordinator that speaks Mandarin joined the unit which allows ELARC to continue focusing on our Asian families.

Ms. Luna reported on working with consumers who are referred from the Early Start Department and also working with consumers and families who have been recently found eligible through the Intake & Assessment Department.

This year part of the grant included two (2) additional enhanced service coordinators which have the dual role of Person Centered Practices Coordinators and also serving as a service coordinator with a caseload of twenty (20) consumers. Their role includes working with consumers and families on providing training, education and outreach.

Ms. Luna reviewed the following graphs:

- Average Expenditures – All Project Participants
- Pre & Post Survey
- Identified Barriers

Community inquiries were addressed.

Ms. Ortiz, Information and Training Supervisor, thanked Mr. De La Loza and Ms. Luna for their comprehensive presentation on these key performance measures.

Ms. Ortiz reviewed the “Performance Contract” timelines:

- August - First Public Meeting



- September - Second Public Meeting through the Board of Directors Meeting
- October - Seeking Board approval at the October Board of Directors Meeting
- November - Submitting to DDS with an implementation date of January 2022

Ms. Ortiz shared that ELARC received one correspondence with input on the draft PC document. Comments included the need to update the existing compliance measures established by DDS.

Ms. Ortiz spoke to the comments by sharing that the Performance Contract follows the guidelines determined by DDS on specific data. The PC is an evolving document and recently DDS has added the outcome areas of POS, disparity and employment. The budget trailer bill language requires DDS to convene a stakeholder workgroup that will submit recommendations on the development of the standard performance improvement indicators. Information on these public sessions are posted on ELARC's website.

Ms. Ortiz reiterated that the 2022 Performance Contract is still in draft form and any additional community comments can be submitted to her until September 30<sup>th</sup>. Contact information can be located on ELARC's website.

## **2. START Program Model: Systemic, Therapeutic, Assessment, Resources & Treatment (START)**

**Attachment #5, #6 and #7**

### **Attachment #5**

Ms. Wong introduced Liz Harrell, Community Services Manager, to present on an exciting and critical new project that ELARC has been approved to implement. The project will provide a community-based crisis intervention program by addressing mental health needs.

Liz Harrell, Community Services Manager, offered background information on the START program which was implemented over 30 years ago in Massachusetts. The START program is unique in that it is a person centered solutions focused approach which uses positive psychology. It is not a behavioral treatment program. Instead the program focuses specifically on the unique population of individuals with intellectual disabilities that have clinical mental health symptoms or diagnosis. The program is limited to an 18 month period for individuals of all ages served by the Regional Center.

The START program oversees and certifies an agency in the START approach which will lead to the development of a local vendor. The concept is to collaborate with the Department of Mental

Health, the disability systems, and insurances to enrich the system. There are core concepts that guide the work of START starting with biosocial, the concept of looking at the vulnerabilities of the individuals that ELARC serves. The model is evidence-informed and utilizes a national database. It is a person-centered, solutions-focused approach that uses positive psychology and other evidence-based practices.

ELARC has been granted two (2) separate awards for fiscal year 2021-'22:

- 1) \$300,000 awarded to support the development of a crisis support serviced referred to as the "START" team. The program will provide additional services and supports to individuals experiencing challenges so that they can maintain their current community living arrangement.
- 2) \$835,020 awarded to the Center for START services to support the development of a crisis support services program. The program will provide intensive, specialized services and supports to individuals so that they can maintain their current community living arrangement.

The START center operates from the University Of New Hampshire Institute Of Disability. They are the only entity authorized to provide services.

***M/S/C (Virgilio Orlina/Pat Gomez) To award startup grant in the amount of \$835,020 to the Center for START Services at the University Of New Hampshire with the intention of executing the contract by October 15,2021. Unanimous.***

### **3. Self-Determination Program (SDP) Local Advisory Committee Update**

Mrs. Hernandez-Daniels, Chief of Consumer Services, presented ELARC's organizational arrangement in implementing SD. ELARC's focus is on a centralized system for all SD cases, which currently includes 4 service coordinators carrying a 1:40 caseload ratio of exclusively SD cases. Additionally, there are four (4) supervisors, each having one (1) of the four (4) SD service coordinators report to them. The feedback from families on this new centralized organizational structure has been well received by current participants in the SDP.

Liz Ornelas, ELARC Supervisor, reported the implementation of Self-Determination Program began in June of 2018 with two-thousand five hundred (2,500) consumers selected statewide. ELARC was allowed to have one hundred and ten (110) consumers enroll in the SDP.

Mrs. Ornelas reported on the current number of consumers in the Self-Determination Program:

- 79 individuals that are currently active in the Self-Determination Program
- 43 that have successfully transitioned over
- Currently working with 36 participants that are still in a milestone in the process  
The role of the four (4) Self-Determination Coordinators is to carry a smaller caseload to be able to assist families through the numerous milestones that lead to the transition in the SDP. ELARC continues to have orientations and information sessions on a monthly basis for new participants. Self-Determination is gaining momentum and Ms. Ornelas encouraged interested parties to look on the website for detail information and direction.

Mrs. Harrell, Community Services Manager, reported that DDS allocated funds to each of the 21 Regional Centers across the state to support implementation of Self-Determination in their community. In fiscal year 2019-'20 the Local Volunteer Advisory Committee (LVAC) allocated approximately \$65,000 and for fiscal year 2021-'22 it received approximately \$90,000.

There are many projects that are in process of being launched as a result of these funds which includes:

- The development of an orientation workbook
- The translation of that orientation workbook
- Service coordinator and facilitator focus groups
- Specific support and navigating the transition to self-determination through what's called "Community Conversation Trainings"

Sample of organizations awarded funds includes Disability Voices United (DVU), Helen Sanderson and Associates, and Nestdan. The LVAC will be having a "Services and Support" Workshop on Tuesday, September 21, 2021 at 6:00pm. This meeting is open to the community. Link to the meeting can be located on ELARC's website.

Community input was addressed.

#### **4. Department of Developmental Services Directives: Extension of Waivers & Modifications - Attachment #8, #9, and #10**

Mrs. Wong reviewed DDS directives issued by DDS.

Mrs. Harrell reported on “Alternative Services” which were authorized about a year ago by DDS when it was recognized that the pandemic prevented the continuation of the center based program concept. As a result the “Alternative Services” model option was created. The service model was meant to sustain the service provider community and to prevent them from going out of business. DDS designed what is called “Alternative Services” allowing for creativity in how to approach a new service model for ELARC consumers during the COVID-19 pandemic.

##### **Attachment #8**

Mrs. Harrell reported on the DDS directive dated August 13, 2021 which requires that by November 1<sup>st</sup> all service providers offering “Alternative Services” must meet the outlined standards if they wish to continue the currently approved service model. The August 31<sup>st</sup> directive outlines the numerous steps that must followed in order to sustain currently approved “Alternative Services” beyond November 1, 2021.

Additionally, ELARC Service Coordinators need to engage each consumer to determine if they wish to maintain or discontinue the “Alternative Services”.

##### **Attachment #9**

Ms. Wong summarized the DDS directive dated July 29, 2021 which extended the deadline for eight (8) previously released extensions. All new expiration dates run through the month of September.

##### **Attachment #10**

Mrs. Harrell reported on the DDS Directive dated July 22, 2021 for transportation providers. Beginning August 1, 2021 transportation service providers may submit claims for reimbursement for both “Alternative Services” and traditional services. The directive outlines the terms that must be met.

## **VI. Budget Update**

### **A. Fiscal Year 2020 – '21**

The Purchase of Services Expenditure Projection (PEP) report updated on September 10, 2021 reflects a surplus of \$6,587,853.

### **B. Fiscal Year 2021 – '22**

DDS has not issued the first contract amendment for the current fiscal year. We are waiting the C-1 allocation before cost and balance projections can be calculated.

## **VII. Committee Reports**

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

Marisol Guerrero, CAC Vice-Chair Representative, reported the next Consumer Advisory Committee (CAC) will be held on Tuesday, September 21, 2021 from 4pm - 6pm. The meeting will be conducted as a "Go To Meeting". The topic will be on "Self-Determination".

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

Bryan Chacon, Board Member, reported that the Vendor Advisory Committee (VAC) meeting was held on July 22, 2021 from 10:00am to 11:30am via "Zoom".

Updates noted from the meeting included:

- ELARC Vacancy on the Consumer Advocacy Position. ELARC is currently accepting applications.
- ELARC currently working on creating an open proposal period for new vendors and service codes reviewing program designs and inquiries.
- All regional centers were contacted by DDS to ensure that all providers are in compliance with the Welfare and Institutions Code

which is around independent reviewers and audits based on how much funding the provider receives from ELARC.

- ELARC will be reaching out to vendors to get updates on COVID-19 search services and resources to ensure vendors are still taking referrals.
- ELARC continues to work on getting consumers vaccinated.
- Upcoming election in November 2021. Nominations for Secretary, Vice and Chair. Bios will be presented to the service provider group on September 23<sup>rd</sup>.
- SIR training scheduled for October.

Next meeting is going to be on Thursday, September 23, 2021.

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

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

**VIII. Miscellaneous Announcements**

Next Board of Directors Meeting will be held on Tuesday, October 12, 2021 at 6:00pm.

**IX. Adjournment**

There being no further business to discuss the general board meeting was adjourned at 8:09 P.M. - Unanimous

***M/S/C (Dr. Linda Lopez/Pat Gomez). Unanimous.***

Respectfully Submitted by:



Yougeng Sun,  
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,  
Executive Secretary