



EASTERN LOS ANGELES REGIONAL CENTER
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**ELARC Board of Directors
Meeting Minutes
November 9, 2021
Approved as Recorded on January 11, 2022**

Board Members Present:

Richard Helgeson, President
Devora Reed, Vice-Chair
Joe Utar, Treasurer
Pat Gomez, Parent
Linda Lopez, Parent
Marisol Guerrero, CAC Representative
Virgilio Orlina, Consumer

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:

Yougeng Sun, Secretary
Nestor Nieves, Consumer
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 6:03 P.M. by Richard Helgeson, President. 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. 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:

Introduction by Board Members and guest are noted on the “Sign-In” sheet.

Gloria Wong, Executive Director, introduced and welcomed new employee Patrick Schattilly, recently hired as ELARC’s Consumer Advocate. Mr. Schattilly and Roxy Ortiz, Information and Training Supervisor, shared background work experience with the audience.

Mr. Schattilly has a bachelor’s degree in political science from Biola University and has been an advocate over 16 years providing legislative advocacy. He has been a strong advocate at public institutions and has been a strong advocate in promoting meaningful employment for consumers. Mr. Schattilly is looking forward to his new role with ELARC and assisting everyone in the community. He is happy to be a part of the team at ELARC.

III. Community Input:

An inquiry was made by Mary Hosokawa, parent, as to how ELARC “Systemizes Accommodation” in supporting ELARC consumer employees.

Ms. Wong stated that the subject will be addressed at the January 2022 Board Meeting.

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

IV.

M/S/C (Virgilio Orlina/Joe Utar) To approve the BOD Meeting Minutes of October 12, 2021 as recorded. Unanimous.

V. Executive Director’s Report

1. National Core Indicators (NCI) Attachment #2

Gloria Wong, Executive Director, offered background on the special presentation. Ms. Wong noted that Regional Centers are required to present to the community the results of the most recent NCI survey results. A survey is conducted every two (2) years by an independent contractor. The survey focus alternates every two (2) years between “Child and Family” and “Adults” surveys. Presentation is based on the most recent survey results, the “Child Family Survey” for Fiscal Year (FY) 2018-’19.

The full 67 page report is posted on the Department of Developmental Services (DDS) and ELARC website.

Ms. Wong introduced the presenter, Lonetta Johns-Yarleque, Associate Chief of Consumer Services, used a power point presentation to review and highlight results of the survey.

Mrs. Johns-Yarleque began the presentation by citing Welfare & Institution (W&I) Code 4751 which requires the implementation of a statewide quality assessment survey in an effort to measure family satisfaction. Participation in the survey is voluntary and confidential. The State Council on Developmental Disabilities conducts the surveys and the data is analyzed by the Human Services Research Institute.

Mrs. Johns-Yarleque shared that the surveys were sent out to families who have children residing in the home between the ages of three (3) and eighteen (18) and who are receiving at least one (1) service which does not include case management.

The presentation opened with a demographic analysis of ELARC survey participants which included information on:

- Age
- Ethnicity
- Gender
- Language
- Disability
- Services & Supports Received

Survey Demographic Profiles Reviewed:

Table 1
More Than One (1) Child Living in the Home has IDD:

	NO	YES
ELARC	73%	27%
CA	75%	25%
NCI	74%	26%

Table 2
Childs Age:

	Mean	
ELARC	11.34	
CA	11.03	
NCI	10.90	

Table 3
Child's Gender

	Male	Female	Other
ELARC	75%	25%	0%
CA	72%	28%	0%
NCI	69%	31%	n/a

Table 4
Child's Disabilities (not mutually exclusive)

	Intellectual Disability	Mental Illness/Psychiatric Diagnosis	Autism Spectrum Disorder	Cerebral Palsy	Limited or No Vision-Legally Blind	Hearing Loss-Sever or Profound
ELARC	28%	10%	79%	6%	5%	3%
CA	35%	10%	69%	10%	6%	4%
NCI	38%	16%	61%	11%	6%	4%

**Table 4b
Child's Disabilities (continued)**

	Brain Injury	Seizure/Neurological Disorder (Epilepsy)	Chemical Dependency	Down Syndrome	Prader-Willi Syndrome	Fetal Alcohol Spectrum Disorder (FASD)	Other Disabilities
ELARC	4%	11%	1%	7%	1%	1%	13%
CA	5%	14%	0%	9%	0%	1%	17%
NCI	6%	18%	1%	10%	1%	2%	24%

**Table 6
Child's Race and Ethnicity**

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic/Latino	Other
ELARC	1%	21%	2%	1%	14%	71%	2%
CA	2%	20%	8%	1%	36%	48%	3%
NCI	3%	13%	9%	1%	57%	30%	2%

**Table 11
Language Usually Spoken at Home**

	English	Spanish	Mandarin	Tagalog	Vietnamese	Korean	Arabic	Armenian
ELARC	4%	11%	1%	7%	1%	1%	13%	
CA	5%	14%	0%	9%	0%	1%	17%	
NCI	6%	18%	1%	10%	1%	2%	24%	

**Table 11b
Language Usually Spoken at Home (continued)**

	Farsi	Hmong	Khmer	Laos	Russian	ASL	Other
ELARC	0%	0%	0%	0%	0%	0%	0%
CA	0%	0%	0%	0%	0%	0%	0%
NCI	n/a	n/a	n/a	n/a	n/a	n/a	8%

Services & Supports:

**Table 24
Services and Supports Received from Regional Center**

	Financial Support	In-Home Support	Out-of-Home Respite Care	Early Intervention	Transportation	Other Services/Support	Self Direction/ Fiscal Intermediary Services
ELARC	7%	31%	28%	1%	7%	38%	11%
CA	13%	38%	32%	1%	5%	24%	13%
NCI	22%	39%	31%	12%	14%	54%	24%

**Table 25
Has Ever Received/Early Start/ Early Intervention Services (CA specific question)**

	NO	YES
ELARC	71%	29%
CA	70%	30%
NCI	n/a	n/a

Table 26
Other Services or Supports Received (Not from Regional Center)

	Social Security Payments (SSI/SSB)	Services or Supports from Other Agencies or Organizations
ELARC	44%	64%
CA	37%	63%
NCI	26%	69%

The following areas represent the level of satisfaction by families. There are five (5) central themes around which questions are based:

- Information & Planning
- Access & Delivery of Services & Supports
- Choice, Decision Making & Central
- Satisfaction with Services & Supports

The responses represent the level of satisfaction for ELARC families. The responses are compared to the collective California responses, which includes all other Regional Centers.

Information & Planning

1) Do you get enough information to take part in planning services for your child?

	Always	Usually	Sometimes	Seldom/Never
ELARC	28%	33%	26%	12%
CA	27%	33%	27%	13%
NCI	30%	37%	24%	9%

2) Does the case manager/service coordinator respect your family’s choices and opinions?

	Always	Usually	Sometimes	Seldom/Never
ELARC	66%	25%	7%	2%
CA	66%	25%	7%	2%
NCI	69%	24%	6%	2%

3) Is the information you get about services and support easy to understand?

	Always	Usually	Sometimes	Seldom/Never
ELARC	28%	41%	25%	6%
CA	25%	42%	27%	6%
NCI	24%	44%	26%	6%

➤ Areas of focus:

- Ensure the information is simple and easy to understand
- Provide support to families in various formats (website, paper & email handout, virtual forums)

4) Do you have enough information about other public services for which your family is eligible?

	Always	Usually	Sometimes	Seldom/Never
ELARC	28%	29%	24%	19%
CA	25%	31%	22%	22%
NCI	26%	32%	22%	20%

➤ Areas of focus:

- Focus on “pockets” of community that are not aware of public services
- Provide additional information to the community on how to access public services and what steps need to be taken

5) Needs help planning for

	Medical	Social or Relationships	Transition from School	Recreation or Having Fun	Other
ELARC	46%	64%	58%	59%	8%
CA	46%	59%	56%	58%	9%
NCI	46%	57%	58%	56%	8%

	Employment	Financial	Housing	Legal
ELARC	55%	51%	48%	42%
CA	54%	54%	48%	44%
NCI	56%	57%	48%	46%

➤ Areas of focus:

- Social recreation, camps, and other services were recently reinstated by Trailer Bill Language (TBL) after many years of suspended funding authority
- Reestablishment of above services will enhance social relationship building opportunities for ELARC consumers
- Recruitment of providers will require compliance with federal standards under the Home & Community Based Services (HCBS)

Access and Delivery of Services and Supports

1) Are services delivered in a way that is respectful of your family's culture?

	Always	Usually	Sometimes	Seldom/Never
ELARC	73%	23%	3%	1%
CA	75%	21%	3%	1%
NCI	76%	20%	3%	1%

➤ Areas of focus:

- Additional resources in the area of Employment Services to be developed
- The need to provide public/generic financial resources to families
- Improvement has been made from Fiscal Year 2015-'16 NCI results

2) If your child does not communicate verbally, are there support workers who can communicate with him/her?

	Always	Usually	Sometimes	Seldom/Never
ELARC	19%	48%	7%	26%
CA	27%	33%	16%	24%
NCI	26%	35%	21%	18%

Choice, Decision Making and Control:

1) For your child, what makes it hard to take part in activities in the community?

	Lack of Transportation	Cost	Lack of Support Staff	Stigma	Other
ELARC	12%	24%	23%	27%	25%
CA	10%	25%	21%	29%	31%
NCI	11%	26%	22%	28%	36%

2) Does your child spend time with children who do have developmental disabilities?

	Yes	NO
ELARC	86%	14%
CA	87%	13%
NCI	88%	12%

➤ Areas of focus:

- Community Resources are in line with HCBS compliance efforts

3) How often does your child spend time with children who are not siblings and do not have a developmental disability?

	Often	Sometimes	Seldom	Never
ELARC	45%	35%	17%	3%
CA	45%	35%	17%	3%
NCI	n/a	n/a	n/a	n/a

4) In your community, are there resources that your family can use that are not provided by the Regional Center?

	Yes	NO
ELARC	81%	19%
CA	80%	20%
NCI	81%	19%

5) Does your family take part in any family-to-family networks in your community?

	Yes	NO
ELARC	25%	75%
CA	23%	77%
NCI	21%	79%

➤ Areas of focus:

- Development of community activities and support for consumers & families

6) Does your child participate in activities in the community?

	Yes	NO
ELARC	77%	23%
CA	78%	22%
NCI	81%	19%

7) Does your child spend time with children who do not have developmental disabilities?

	Yes	NO
ELARC	86%	14%
CA	87%	13%
NCI	88%	12%

➤ Areas of focus:

- Social recreation services have been restored, which allows for community involvement with their non-disabled peers

Satisfaction with Services and Support:

1) Overall, are you satisfied with the services and supports your family currently receives?

	Always	Usually	Sometimes	Seldom/Never
ELARC	36%	40%	19%	5%
CA	32%	41%	21%	6%
NCI	31%	44%	20%	6%

2) If a complaint or grievance was filed or resolved in the past year, are you satisfied with the way it was handled?

	Yes	NO
ELARC	59%	41%
CA	56%	44%
NCI	55%	45%

3) Have the services or supports that your child/family received during the past year been reduced, suspended, or terminated?

	Yes	NO
ELARC	27%	73%
CA	18%	82%
NCI	18%	82%

- 4) If services or supports have been reduced, suspended or terminated in the past year, did the reduction, suspension, or termination of these services or supports affect your family or your child negatively?

	Yes	NO
ELARC	68%	32%
CA	66%	34%
NCI	67%	33%

- 5) Have the services or supports that your child received been increased in the past year?

	Yes	NO
ELARC	25%	75%
CA	25%	75%
NCI	23%	77%

➤ Areas of focus:

- Services and supports are continuously assessed
- Ensure the needs of the individual are being met

- 6) Have Regional Center services made a difference in helping keep your child at home?

	Yes	NO
ELARC	87%	13%
CA	82%	18%
NCI	n/a	n/a

In summary Mrs. Johns-Yarleque reviewed the above selected questions and responses with the audience. The “areas of focus” concentrated on suggestions to improve results in the subject area.

The final step is to submit a report to DDS, within 60 days following the annual presentation. The report will include:

- Copies of Presentation
- Minutes from the Community Meeting

- Attendees Comments
- Regional Center recommendations and plans
- Areas of Focus

Ms. Wong and Mrs. Hernandez-Daniels, Chief of Consumer Services, shared that the survey responses will serve to guide ELARC in areas that require practice changes to improve satisfaction results in specific areas. This will include the collaboration of ELARC community partners such as Department of Social Services, Department of Children and Family Services, Department of Mental Health and Law Enforcement to better serve individuals and their families.

**2. START Program Model: Systemic, Therapeutic, Assessment, Resources & Treatment (START) Program - Motion Required
Attachment #4**

Attachment #4

Ms. Wong noted that the approved contract by the Board for the “START” program would require some minor amendments based on changes requested by the lead agency/contractor, the University of New Hampshire.

Ms. Wong, reiterated background information on the START program. The START program is unique in that it is a person centered solutions 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. Ms. Wong asked Mrs. Harrell to present on the specific modifications to the contract.

Elizabeth Harrell, Community Services Manager, reported deadline of October 15, 2021 for the contract was met. After the fact, the University of New Hampshire requested the following changes to the contract:

- Invoice Exhibit C has been pulled and will not be used. A new invoice will be issued

- Payment terms on page six (6) – the way the contract was written was not aligned with references in the rest of the contract around the fact that they are paying a flat monthly fee
- Page seven (7) there is a bullet where there should have been a number seven (7)

Ms. Harrell stated that with these changes the contract will be revised and executed. The next step is a Request for Proposal (RFP) process to recruit providers to meet the needs of individuals who have a diagnosis of Intellectual Developmental Disability (IDD) along with a mental health diagnosis or are facing mental health crisis.

M/S/C (Pat Gomez/Devora Reed) To approve the University of New Hampshire, Institute on Disability for the Development of START Services contract with noted changes. Unanimous.

3. Self-Determination Program (SDP) Local Advisory Committee Update Attachment #5, #6, and 7

Attachment #5

ELARC Self-Determination Local Volunteer Advisory Committee (LVAC) Meeting Notes for the 09/21/21 meeting were shared.

Ms. Wong introduced Veronica Valenzuela, ELARC Supervisor, who reviewed the Self-Determination Progress Report (Attachment #6).

Attachment #6

Veronica Valenzuela, ELARC Supervisor, reported on the current number of consumers in the Self-Determination Program:

- 78 individuals are currently active in the Self-Determination Program
- 44 have successfully transitioned over
- 165 families have completed orientation

- As of July 1st 2021 11 more families have transitioned
- The Information Session and Orientation information is available on ELARC's website
- January 2022 updated data will be available on additional transitions

Attachment #7

Self-Determination Local Volunteer Advisory Committee (LVAC) Flyer – Next Meeting scheduled for November 16, 2021 from 6:00pm to 8:00pm.

4. Department of Developmental Services Directives: Extension of Waivers & Modifications - Attachment #8

Mrs. Wong reviewed DDS directive issued by DDS.

VI. Budget Update

Contract Amendment One (C-A1) Attachment #9

The first allocation has been received and signed on October 20, 2021 by ELARC Board of Directors President, Richard Helgeson.

Purchase of Services Expenditure Report (PEP)

Purchase of Services Expenditure Report (PEP) due December 10, 2021 to DDS. A full reporting will be provided at the next Board of Directors meeting in January 11, 2022.

Budget Performance Report: Operations

Handout #1

- Budget Performance Report – Fiscal Year 2021-22

The following was reviewed:

- Commitments for Fiscal Year as of October 27, 2021
- Projections of Commitments for Operation Service

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, November 16, 2021 from 4pm - 6pm. The meeting will be conducted as a "Go To Meeting". The topic will be "Advocating and Decision Making". This will be the last meeting for year 2021. Meetings will resume January 18, 2022.

B. Vendor Advisory Committee (VAC) - (Elizabeth Harrell, Community Services Manager, for Bryan Chacon)

Elizabeth Harrell, Community Services Manager reported the Vendor Advisory Committee (VAC) meeting was held on October 28, 2021 from 10:00am to 11:30am via "Zoom".

Updates noted from the meeting and discussions included:

- Training on Special Incident Reporting given by Albert Guzman, ELARC Special Incident Report (SIR) Coordinator
 - Overview given on Special Incident Reporting
 - Answered questions
- Discussion on upcoming information on Rate Adjustment and Rate Study which is also called Rate Realignment

- Discussion on Electronic Visit Verification (EVV) targeted outreach with Providers affected
- Community Services and Consumer Services launching Informational Outreach to Community
- Discussion on Social Recreational Resource Developments: Camps and the need for inclusivity for Providers whom provided services in the past
- Discussion on COVID-19 Vaccine Mandates

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

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

VIII. Miscellaneous Announcements

No December Board Meeting.

Happy Holidays

Next Board of Directors Meeting will be held on Tuesday, January 11, 2022 at 6:00pm.

IX. Adjournment

There being no further business to discuss the general board meeting was adjourned at 7:41 P.M. - Unanimous

M/S/C (Devora Reed/Pat Gomez). Unanimous.

Respectfully Submitted by:



Yougeng Sun,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary