



**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  
March 12, 2024  
Approved as Recorded on April 9, 2024**

**Board Members Present:**

Dr. Linda Lopez, President  
Yougeng Sun, Vice-Chair  
  
Richard Helgeson, Treasurer  
  
Devora Navera-Reed, Secretary  
  
Joel Moreno, VAC Representative  
  
Theresa Chen, Parent  
Alex Wu, Consumer  
  
Terry Munoz, Parent  
  
Dalia Mendoza, Consumer  
  
Marisol Guerrero, CAC Chair Consumer

**Staff Present:**

Gloria Wong, Executive Director  
  
Edith Hernandez-Daniels,  
Chief of Consumer Services  
  
Rhoda Tong,  
Associate Chief of Consumer Services  
  
Elizabeth Harrell, Community Services  
Manager  
  
Roxy Ortiz, Community Development &  
Training Supervisor  
  
Johnny Trombley, IT Supervisor  
  
Angie Salas, Executive Secretary

**Absent:**

Pat Gomez, Parent

**Guests:** Refer to Sign in Sheet

---

**I. Welcome & Roll Call**

The meeting was called to order at 6:04 P.M. by Dr. Lopez. The meeting 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.

Dr. Lopez 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:**

Comments from the community were addressed.

**IV. Approval of Board of Directors Meeting  
Motion Required - ATT #1**

*M/S/C (Richard Helgeson / Terry Munoz) To approve the BOD Meeting Minutes of February 13, 2024 as recorded. Unanimous.*

**V. Executive Director's Report**

**1. Slate of Officers - ATT #2  
(Motion Required)**

**ATT #2**

Gloria Wong, Executive Director, provided background information on the proposed "Slate of Officers" which will serve as the Board Executive Committee for a two (2) year term.

Ms. Wong presented the “Proposed Slate of Officers”.

**EASTERN LOS ANGELES REGIONAL CENTER**

Board Executive Committee  
Proposed SLATE of OFFICERS

Terry Munoz  
President

Dr. Linda Lopez  
Vice-President

Pat Gomez  
Treasurer

Dalia Mendoza  
Secretary

Effective April 2024 above proposed Officers would begin to serve a two (2) year term in their designated role as a member of the Executive Committee.

***M/S/C (Youngeng Sun / Richard Helgeson) To approve the “Proposed SLATE of OFFICERS” effective April 2024 as recorded. Unanimous.***

**2. Department of Developmental Services (DDS) Correspondence:  
Social Recreational, Camping & Non Medical Therapies Legislative Intent  
ATT #3, #4, #5 and HANDOUT #1 (Motion Required)**

**ATT #3**

Gloria Wong, Executive Director, reviewed the correspondence dated February 6, 2024 from the

Department of Developmental Services (DDS) regarding Social Recreation, Camping and Non-Medical Therapies – Legislative Intent and Provider Access.

The correspondence clarified the requirements contained in Welfare & Institutions (W&I) Code section 4688.22 and provides guidance to Regional Centers on the following:

- Funding 1:1 Social Recreation Services
- Prohibition Against Requiring a Copayment or Shared Pay Arrangement
- Regional Center Social Recreation Purchase of Services (POS) Policies
- Increasing Availability of Service Providers through Participant-Directed Services and Expediting Vendorization

#### **ATT #4**

Ms. Wong, reviewed the “draft” Purchase of Service (POS) Policy & Procedure (P&P) Guideline for ELARC.

#### **HANDOUT #1**

Ms. Wong noted that the draft P&P was posted for a thirty (30) day period allowing for public comment. The only input received was from the Department of Developmental Services (DDS) who requested specific amendments be made before submitting the final draft to DDS. Based on the request by DDS changes were made to the originally posted P&P to reflect their input. Ms. Wong requested that Edith Hernandez-Daniels, Chief of Consumer Services, review the changes to the draft P&P.

Mrs. Hernandez-Daniels noted the changes made to the “Social Recreational, Camping & Non Medical Therapies” Policy & Procedure.

- ✓ Language changed from using the word “consumer” to using the words “Individual or person”
- ✓ Language removed to better fit the need of the individual or person
- ✓ Under Educational Services
  - Added “Exception language”

✓ Under Criteria

- Added language that speaks to prioritizing access and opportunities to social recreational services
- Removed language that speaks to:

The following are sections that have been deleted and newly added language.

- ~~A. The activity is not available through community generic resources.~~
- ~~B. The consumer exhibits social skill challenges which limit age-appropriate socialization opportunities.~~
- ~~C. The activity will be provided in the consumer's home, community and is cost-effective and the least costly vendor is sought out, per WIC 4648(a)(6)(D).~~
- ~~D. The consideration of the family's responsibility for providing similar services and supports for a minor child without disabilities has been exhausted [WIC 4646.4 (a)(4)].~~

~~If an participant chooses a service in a place that is intended mostly for people with disabilities and/or they receive a service with a group of other people with disabilities, that **The** setting (or place where they receive those services) must be assessed to make sure it is in compliance with **Ca Code of regulations, Title 17 Section 54342 (a)(15)** the HCBS Final Rule before they **the individual** can start their service there.~~

- ~~E. Social/recreational activity/camp/educational service for children 3-17 or non-medical therapies services shall be reviewed and re-evaluated periodically for effectiveness to determine if objectives have been met, to report progress and to ensure appropriateness of activity. The individual's goals and objectives shall be documented IPP/ISP.~~
- ~~G. An exemption may be granted on an individual basis in extraordinary circumstances to permit purchase of services only when the regional center determines that the service is a primary or critical means to ameliorate the physical, cognitive or psychosocial effects of the consumer's developmental disability, or the service is necessary to enable the consumer to remain in his or her home and no alternative service is available to meet the consumer's needs WIC section 4648.5, subd. (c).~~

~~For residents of community care facilities and health care residential homes; the facilities are responsible for providing social, leisure and recreation services as part of residential programming.~~

ELARC may purchase camp when if a residential camp is deemed appropriate for the consumer individual by agreement of the IPP Planning team, verification shall be done that The consumer's ability to participate does not compromise his the individual's health and safety and that the selected residential camp is vendored for the current fiscal year, and has current fire health department clearances (when applicable) and must meet the accessibility needs of the consumer per Ca Code of regulations, Title 17 Section 54342 (a)(15). If the individual/ family desires a residential camp that is not vendored by the regional center; and, service provider's serves the general public, the regional center may fund the residential camp as Participant Directed Services using a Financial Management Services (FMS). Payments shall be made to the FMS using service code 459, and service codes 490 or 491 for coordination of these payments.

If agreement cannot be reached in part or in its entirety by the IPP Planning Team, then the individual and/or family has a right to appeal the decision made by ELARC as specified in the Lanterman Appeal Process. For information in the Appeal Process: <https://www.dds.ca.gov/general/appeals-complaints-comments>

To increase service access, ELARC may pay in advance for restored services to align with typical processes used by non-regional center service providers under certain circumstances.

In compliance with WIC 4688,22, ELARC will make every effort to increase the availability of service providers and streamline the vendorization process.

A Community Outreach plan shall be developed and updated to inform individuals, families, service providers and the community about the statutory changes related to the restored services (See ELARC Restored Services Outreach Plan).

ELARC shall consider creative means to fund for social recreational services, non-medical therapies and camping services, which include but limited to Participant Directed Services through the use of a Financial Management System.

ELARC shall add an SRA Sub-code to all restored services to assist with collecting and tracking service expenditures. If a service is utilized to meet the social recreational/ camping/ non-medical therapies need is not identified with an SRA Sub-code, then the service coordinator, shall notify the Community Services Department to ensure the coding is applied to the service.

Mrs. Hernandez-Daniels reviewed the above revisions and stated that all of the above changes would be made to the final draft P&P before it is submitted to DDS for final approval.

Comments from the community were addressed.

***M/S/C (Dalia Mendoza / Terry Munoz) To approve the “Draft Purchase of Service (POS) Guideline – Social/Recreational Activities/Camp Services/Educational Services for Children 3-17, and Non-Medical Therapies” as recorded. Unanimous.***

#### ATT #5

Liz Harrell, Consumer Services Manager, discussed the “Updated Camping, Social Recreation and Other Services Outreach Plan”. The development of community services is essential to ensure recreational and camping resource options are available to ELARC’s community. To that end, an outreach plan has been developed to guide our efforts. Ms. Wong asked Liz Harrell, Consumer Services Manager, to review the updated “Outreach Plan”.

- This document will be revised annually to provide awareness on the restored services
- Continue to reach out to the community
  - Community Access Coordinators (CAC) will continue to host “Deaf Days” at various Community Based Organizations (CBO) including community libraries
  - Updated Fact Sheet on restored services
    - Translated into threshold languages
    - Included in the IPP packets
  - Providing updates and reviews at Management Team meetings
    - To be provided and shared with the families
  - Information provided to the Vendor Advisory Committee (VAC)
  - Enhancing information internally by posting updated information on “ELARC’s Intranet” which is an internal website
  - CAC have developed a monthly internal newsletter that goes out to ELARC staff and provider communities
  - CAC will be hosting a Spring Palooza which will have:
    - Social Recreational Vendors
    - Community Partners will be invited

No comments from the community.

### 3. Purchase of Services (POS) Data Report Meetings - Update ATT #6 and #7

#### ATT #6

Ms. Wong, provided background information on the annually conducted “Purchase of Services (POS) Data Report Meetings”. Ms. Wong, reviewed the DDS correspondence dated February 20, 2024 outlining the guidelines for conducting the Community meetings.

#### ATT #7

Ms. Wong, shared the “Purchase of Service (POS) Data Public Meeting” flyer and encouraged audience participation

**EASTERN LOS ANGELES  
REGIONAL CENTER**

**PURCHASE OF SERVICE  
DATA PUBLIC MEETING**  
**Wednesday, March 13, 2024**  
**10:00 AM—12:00PM**  
**VIA ZOOM**

**Learn  
Community Connections**

**JOIN US!**

Please register in advance for this meeting:  
<https://us02web.zoom.us/j/74501904793?pwd=ZU9ud0Z0cmZMc0hNNlY5LkVlMjM0LkQ1LkE6>

After registering, you will receive a confirmation email containing information about joining the meeting.

This training will be held in English. We will provide interpretation in Spanish, Cantonese, Mandarin, Vietnamese, Korean, and American Sign Language (ASL).

**POS Data Meetings  
Presented in Other  
Languages!!!**

**Dates & Times To Be Announced**

**Dear ELARC Community:**

- Come and understand our current efforts to promote equity & address differences in Purchase of Service (POS)
- Help identify barriers to services and provide suggestions on how to improve access to services
- Learn about the annual POS Data Report for the 2022-2023 Fiscal Year
- You can find the full report on our website, or by clicking [here](#).

For assistance or other language accommodations, please contact: Guadalupe Hernández, Cultural Specialist  
Email: [gghernandez@elarc.org](mailto:gghernandez@elarc.org) Tel: (828) 248-4828

| Good Training | Strong Partnerships | Better Service |  
[www.elarc.org](http://www.elarc.org) | [info@elarc.org](mailto:info@elarc.org)



Ms. Wong emphasized that beyond the initial event on March 13<sup>th</sup>, there would be four (4) additional focus group sessions to allow for further community input. The following is information on the upcoming meeting and the target audience.

- Four (4) focus group sessions will be conducted as follows:
  - **First session**  
March 28, 2024 Cantonese and Mandarin session
  - **Second session**  
March 28, 2024 a session in Spanish with Centro Estrella
  - **Third session**  
April 3, 2024 Vietnamese session
  - **Fourth session**  
April 12, 2024 Spanish session with Fiesta Educativa
- Translation will be available

No comments from the community.

#### 4. 2024 Survey on Service Coordinator Caseload Ratio Process ATT #8, #9, #10

##### ATT #8 and #9

Ms. Wong, reviewed the DDS correspondence dated February 8, 2024 which outlines the need for Regional Centers to conduct an annual “Caseload Ratio Survey”. The current Caseload Ratio Survey is based on staff data up to March 1, 2024.

Ms. Wong reviewed the current survey results which were submitted on March 10<sup>th</sup>. She noted that there are six (6) caseload categories each having different caseload ratio requirements. Ms. Wong referenced “HANDOUT #2A”. She defined the category requirements, the Welfare & Institution (W&I) code ratio requirements and compared ELARC’s ratio results to the W&I requirements.

## Eastern Los Angeles Regional Center (ELARC) Caseload Ratio Survey March 10, 2024

	I	II	III	IV	V	VI
Category Requirements	Medicaid Waiver	Age 0-5	Moved From DC Within Last 12 Months	Consumers With Complex Needs	Low or No POS Enhanced Caseload	All Others
W&I Code Required Ratios	1:62	1:40	1:45	1:25	1:40	1:66
ELARC Ratios	1:60	1:44	1:35	1:21	1:40	1:61
Number of Service Coordinators (SC) + above/(below) Ratio Requirement	+2.23	(8)	+0.1	+48	0	+9.10

**Total SC Needed = 8: Age 0-5**

In the final analysis ELARC met five (5) of the category ratio requirements and furthermore exceeded the number of staff required in four (4) of the categories. Unfortunately, ELARC did not meet one (1) of the six (6) categories, specifically the “Age 0-5” category. Ms. Wong noted this was the result of a high staff turn-over, and more specifically for the “0-3” age group. Ms. Wong reiterated that the data used for the survey was up to March 1, 2024, which indicated the need for eight (8) additional service coordinators to meet ratio. Efforts to hire the additional staff continued past the survey deadline. The result is that as of March 11, 2024 ELARC has added eight (8) service coordinators and assigned cases in order to meet the required caseload ratio for the “0-3” age groups. Unfortunately, they did not begin to receive a caseload assignment before the cut-off date of March 1, 2024.

**HANDOUT #2**

Ms. Wong concluded the caseload ratio review by comparing the results over the last three (3) years, 2024, 2023 and 2022. The results emphasize the notable improvements year over year in coming into compliance in meeting the required ratios.

## Eastern Los Angeles Regional Center Caseload Survey Result Comparisons

<b>2024</b>	<b>2023</b>	<b>2022</b>
-------------	-------------	-------------

<b>2024</b>	<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>	<b>V</b>	<b>VI</b>
Category	Medicaid Waiver	Age 0-5	Moved from DC	Complex Needs	Low/No POS Enhanced Caseload	All Others
W&I Code	1:62	1:40	0.00	1:25	1:40	1:66
Result	+2.23	(7.55)	+ .01	+.48	+ .05	+9.10

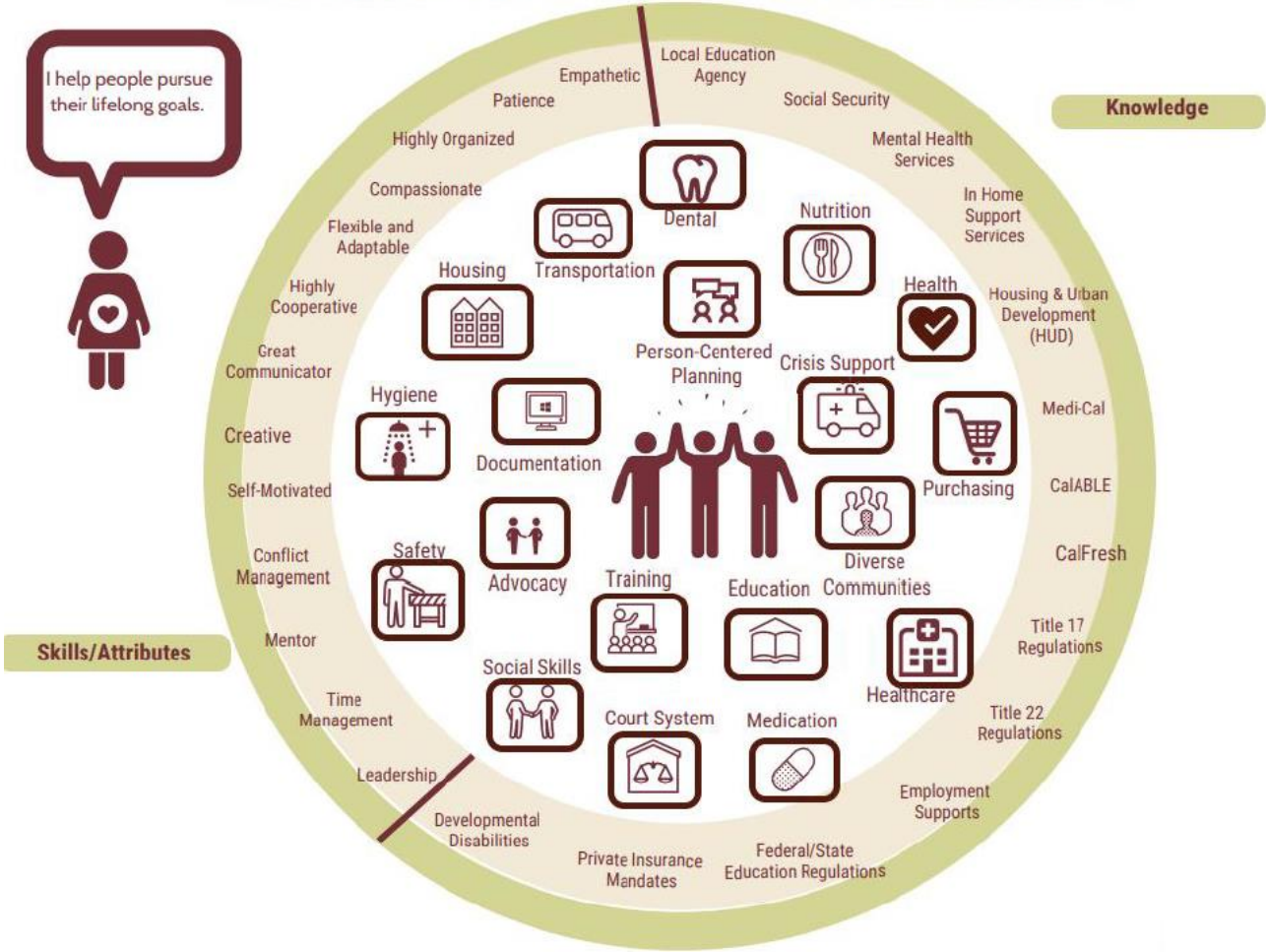
<b>2023</b>	<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>	<b>V</b>	<b>VI</b>
Category	Medicaid Waiver	Age 0-5	Moved from DC	Complex Needs	Low/No POS Enhanced Caseload	All Others
W&I Code	1:62	1:40	0.00	1:25	1:40	1:66
Result	(8.24)	(17.45)	0.00	(0.37)	+1.28	(11.60)

<b>2022</b>	<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>	<b>V</b>	<b>VI</b>
Category	Medicaid Waiver	Age 0-5	Moved from DC	Complex Needs	Low/No POS Enhanced Caseload	All Others
W&I Code	1:62	1:40	0.00	1:25	1:40	1:66
Result	(9.59)	(21.55)	+0.03	+0.12	+0.38	(15.79)

Comments from the community were addressed.

Ms. Wong and Edith Hernandez-Daniels, Chief of Consumer Services, reminded the audience of the multiple responsibilities of a service coordinator by reviewing highlights of the document “What Does A Service Coordinator Do?”.

# What Does A Service Coordinator Do?



**5. Lease Contract Approval  
ATT #11 - Motion Required**

**ATT #11**

Ms. Wong, reviewed in detail the terms of the “Sixth Amendment Office Lease” which expands ELARC’s office space at “The Alhambra” headquarter, to accommodate the growing workforce.

***M/S/C (Richard Helgeson / Terry Munoz) To approve the “Sixth Amendment to Office Lease” as recorded. Unanimous.***

No comments from the community.

**6. Home and Community-Based Services (HCBS) Final Rule Update  
ATT #12**

**ATT #12**

Ms. Wong, noted that in the interest of time this subject would be deferred to a future meeting.

**7. Self-Determination Program (SDP)  
Local Volunteer Advisory Committee (LVAC)**

**ATT #5**

Ms. Wong, reported there are modifications being made by DDS to the Self-Determination Program (SDP) progress report. This revision is under development and ELARC will provide an update when the new format is available.

No comments from the community.

**8. Budget Update  
HANDOUT #3**

**Handout #3**

**Fiscal Year (FY) 2023 – '24 Purchase of Services Data Report Update**

Ms. Wong made reference to the Purchase of Services (POS) Report which is due on March 10, 2024 to DDS. ELARC is currently projecting a deficit of **(\$10,316,734)**.

**Budget Performance Report: Operations**

**Handout #1**

Ms. Wong, reviewed the Operations Budget Performance Report for Fiscal Year 2023 - '24. It reflects a surplus of \$811,894.

No comments from the community.

**Fiscal Year (FY) 2024 – '25  
ATT #13, #14 and #15**

Ms. Wong, provided an update on the current budget process status.

**ATT #13**

Ms. Wong, highlighted sections of the article from Capitol Weekly titled "Budget Constraints Would Hit Californians with Developmental Disabilities Hard". The article was written by ARCA Director, Amy Westling.

No comments from the community.

**ATT #14**

Ms. Wong, gave an update on the Governor’s proposal to develop a “Master Plan” which will serve as strategy plan for the Regional Center System. The committee appointments which will guide the development of the “Masterplan” will include thirty-two (32) nominated members.

**ATT #15**

Ms. Wong, has been invited to serve on the “Master Plan” stakeholder group. She shared the invitation letter.

No comments from the community.

**VI.**

**Consumer Services Report  
Edith Hernandez-Daniels, Chief of Consumer Services**

Edith Hernandez-Daniels, Chief of Consumer Services, shared that due to time constraints she will defer her report to the April meeting.

No comments from the community.

**VII. Committee Reports**

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

Last CAC meeting was held Tuesday - March 13, 2024. Topic of discussion was “how to ask questions about the Governor’s Preliminary Budget” and how to expand the CAC membership.

Patrick Schattilly, ELARC Consumer Advocate, presented the idea of what is the CAC. A presentation for this summer, or Meet the Consumer Advocate Days. CAC Leadership will attend if possible.

**On the Consumer Advocates desk:**

1. Working on CAC outreach efforts
2. Preparing for Grassroots Day with Roxy Ortiz, ELARC Community Development and Training Supervisor

### 3. Preparing Understanding Regional Center (URC) presentation April 18, 2024

For the time being the CAC meetings will remain on “Zoom”. Next CAC meeting is scheduled for May 21, 2024 from 4pm to 6pm.

Comments from the community were addressed.

#### **B. Vendor Advisory Committee (VAC) - (Joel Moreno)**

Joel Moreno, VAC Representative, reported the Vendor Advisory Committee (VAC) met on February 22, 2024.

Mr. Moreno provided the following updates:

- Voted to sign onto a joint letter to the legislature in a statewide effort to advocate for the upcoming rate implementation in July 2024
- Upcoming Virtual Vendor Fairs for coordinated family supports on March 14, 2024
- Jessica Barba, ELARC Community Services Supervisor, provided ELARC updates and discussed on Social Recreation Resource presentation
- Presentation by, Karen Sibrian, ELARC HCBS Specialist, presented to the group
- Presentation by Disability Voices United (DVU), presented to the group on supportive decision making, guardianship and conservatorship
- There will be a presentation by the Family Resource Center (FRC) at the upcoming March meeting
- The VAC began to hold hybrid (in-person and by Zoom) meetings

#### **C. Finance/Personnel Committee (Richard Helgeson/Terry Munoz)**

Mr. Richard Helgeson, Board Treasurer, reported there was no meeting of the Board Finance/Personnel Committee.



**VIII. Miscellaneous Announcements**

Comments from the community were addressed.

Next Board of Directors Meeting will be held on April 9, 2024 at 6:00pm.

**IX. Adjournment**

There being no further business to discuss the motion was made to adjourn the Board of Directors meeting at 7:50pm.

***M/S/C (Dalia Mendoza / Theresa Chen). Unanimous.***

Respectfully Submitted by:



Dalia Mendoza,  
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,  
Executive Secretary