



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
May 14, 2024
Approved as Corrected June 11, 2024**

Board Members Present:

Terry Munoz, President, Parent

Pat Gomez, Treasurer, Parent

Dalia Mendoza, Secretary, Consumer

Richard Helgeson, Parent

Alex Wu, Consumer

Joel Moreno, Vendor Representative

Theresa Chen, Parent

Devora Reed, Sibling

Staff Present:

Gloria Wong, Executive Director

Edith Hernandez-Daniels,
Chief of Consumer Services

Jesus Ozeda, Quality Assurance and
Compliance Unit Supervisor

Roxy Ortiz, Community Development &
Training Supervisor

Johnny Trombley, IT Supervisor

Angie Salas, Executive Secretary

Absent:

Dr. Linda Lopez, Vice-Chair

Yougeng Sun, Parent

Marisol Guerrero, CAC Chair, Consumer

Guests: Refer to Sign in Sheet

I. Welcome & Roll Call

The meeting was called to order at 6:04 P.M. by Mrs. Terry Munoz, ELARC's new Board President. 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.

Mrs. Munoz 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:

Parent and guest, Chala Jitpatima, shared that she is continuing to have difficulties with authorities making unannounced visits to the family residence. She expressed grave concern over the emotional impact to her son with the continuing unexpected visits. Edith Hernandez-Daniels, Chief of Consumer Services, offered to contact Ms. Jitpatima to discuss in private these sensitive personal matters and discuss potential intervention and assistance from ELARC.

Comments from the community were addressed.

IV.

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

M/S/C (Pat Gomez/Richard Helgeson) To approve the BOD Meeting Minutes of April 9, 2024 as recorded. Unanimous.

V. Executive Director's Report

A. DRAFT 2024-2025 Performance Contract (PC)
ATT #2, #3, and #4

ATT #2

Gloria Wong, Executive Director, stated that the presentation to the Board constitutes the second community review of the "Draft 2024-25 Performance Contract (PC)". Ms. Wong noted that the Board presentation is an overview of the lengthier meeting conducted on 04/22/24. The draft "PC" will be approved in June by the Board, to be followed by submission to the Department of Developmental Services (DDS) for final authorization. Upon approval the "PC" would become effective from July 1, 2024 to June 30, 2025. Ms. Wong reviewed the flyer which has been circulated to the Community announcing the two (2) Public Meetings to review the draft "PC".

EASTERN LOS ANGELES REGIONAL CENTER ATT #2

COMMUNITY CONNECTIONS

2024/2025

Draft Performance Contract Public Meeting

The performance contract is comprised of goals and outcomes that are developed as a result of community input. Our goals and objectives are written to achieve compliance with our service system's laws and values.

Please join us to learn about:

- 2024/2025 Budget and its impact on the Regional Center system
- 2024/2025 Draft Performance Contract and activities ELARC is planning around some of the identified measures

April 22, 2024
10:00am-12:00pm
Join Zoom Meeting Invitation:
<https://us02web.zoom.us/j/849881355222?pwd=MDFXLOYxNzVGMiVHakZlYU5LazRQdz09>
Meeting ID: 849 8813 5522
Passcode: 571162
Dial by your location
• +1 669 444 9171 US
• +1 669 900 9128 US (San Jose)

OR

May 14, 2024
6:00pm-8:00pm
Zoom invitation to be published
Board Hosted
Performance Contract Meeting

Public input regarding the 2024/2025 Draft PC can be submitted by 5/14/2024.

Please email, mail or fax your input to:
Roxy Ortiz
Eastern Los Angeles Regional Center
PO Box 7916 Alhambra, CA 91802
Email: rortiz@elarc.org
Fax: (626) 299-4676

This training will be held in English. We will provide interpretation in Spanish, Cantonese, Mandarin, Vietnamese, and American Sign Language (ASL). If you need interpretation in any other language, please email Roxy Ortiz at rortiz@elarc.org a week prior to the presentation to allow sufficient time for ELARC to make every attempt to meet your request

Good Training * Strong Partnerships * Better Service

[f](https://www.facebook.com/elarc.org) [i](https://www.instagram.com/elarc.org) [y](https://www.youtube.com/channel/UC...) www.elarc.org * info@elarc.org

Ms. Wong, noted the abbreviated presentation would focus on:

- 1) Employment
George de la Loza, Local Partnership Agreement Grant Officer
- 2) Equity
Carmen Castro Luna, Enhanced Service Coordinator and Community Engagement Supervisor
- 3) Individual Program Plan (IPP)
Veronica Valenzuela, Training Supervisor

George de la Loza, Local Partnership Agreement (LPA) Employment Officer, presented on the Draft 2024/25 Public Policy Performance Measures on Employment. Additionally, he reviewed ELARC’s employment activities to promote employment opportunities for consumers by highlighting pilot programs.

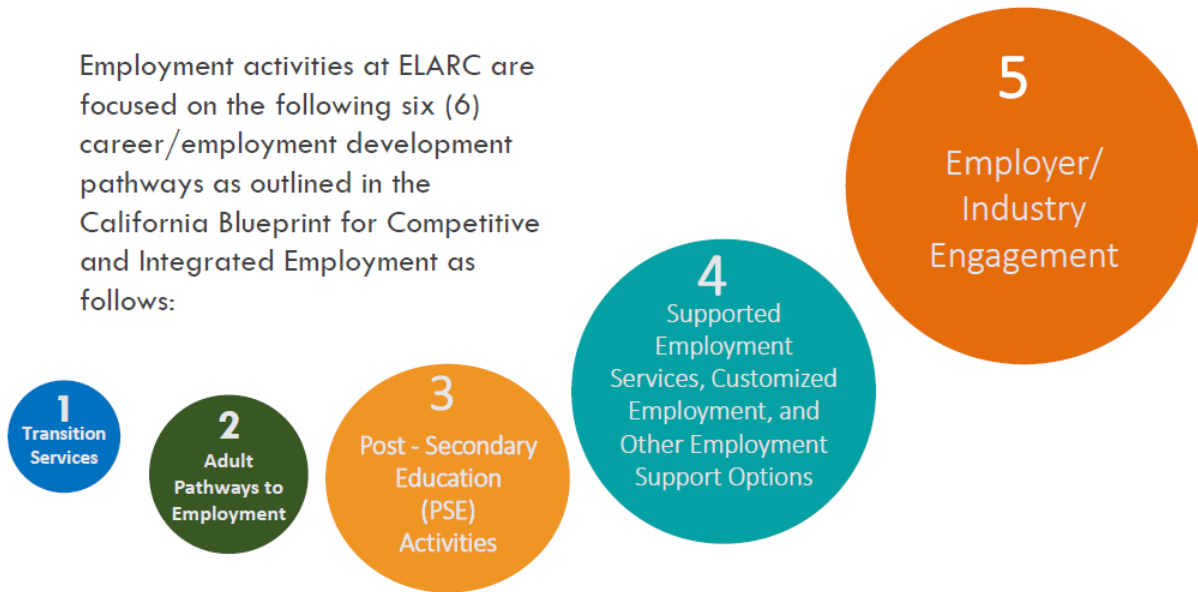
Draft Performance Contract 2024/2025

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
Employment	<p>Statement (North Star): Opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with developmental disabilities regardless of the severity of their disabilities.(Employment First Policy: WIC Sect. 4869(a)[1])</p> <p>Baseline: Adult individuals between the age of 16-64 who have competitive integrated (CIE) paid employment (minimum wage or above) 745 earning an income; 364 (48%) earning at or above minimum wage and considered CIE.</p> <p>Activities:</p> <ul style="list-style-type: none"> • ELARC Employment Team (ET) will continue to support ELARC Service Coordinators (SC) and supervisors by participating in SC consultations and IPP meetings, aimed at providing individuals and family members with comprehensive and updated information on the myriad of programs and practices designed prepare individuals for competitive and integrated ICIE) employment that include paid internship and supported employment work opportunities including micro-enterprise development. • ELARC ET will continue to make public presentations, to both stake-holder and self advocate/family groups on employment legislation, trends in CIE, ELARC & partner agency sponsored paid internship, supported employment (SE), and customized employment (CE) opportunities, along with job-training opportunities.

Draft Performance Contract 2024/2025

EMPLOYMENT @ ELARC

Employment activities at ELARC are focused on the following six (6) career/employment development pathways as outlined in the California Blueprint for Competitive and Integrated Employment as follows:



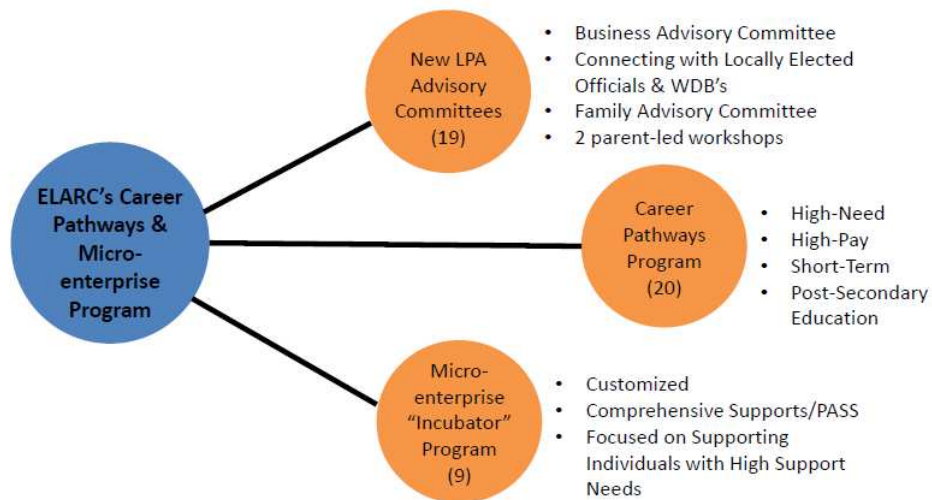
24

G.D.L
21

Draft Performance Contract 2024/2025

New Pilot Program

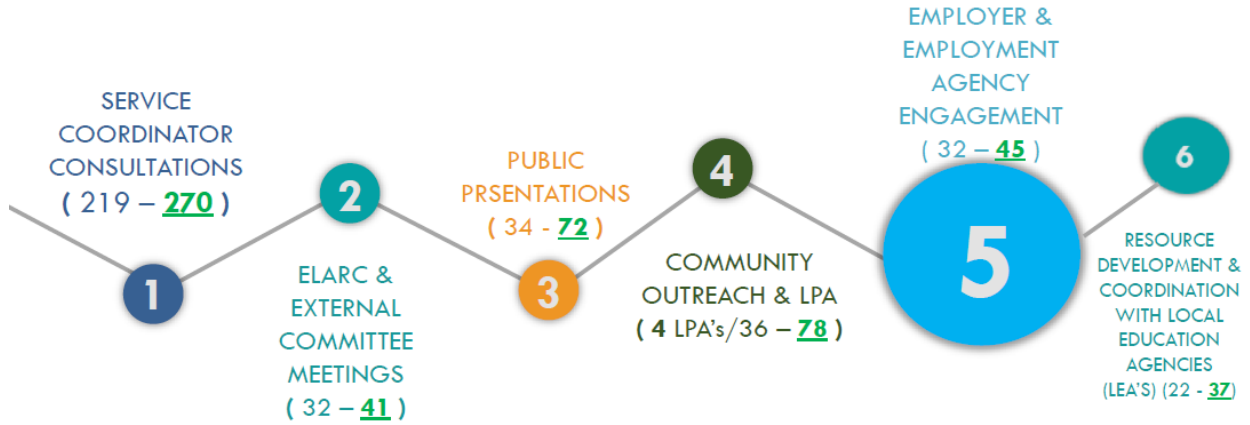
ELARC's Re-purposed LPA Transformation Model:
Career & Micro-enterprise Incubator Pathways



G.D.L
22

Draft Performance Contract 2024/2025

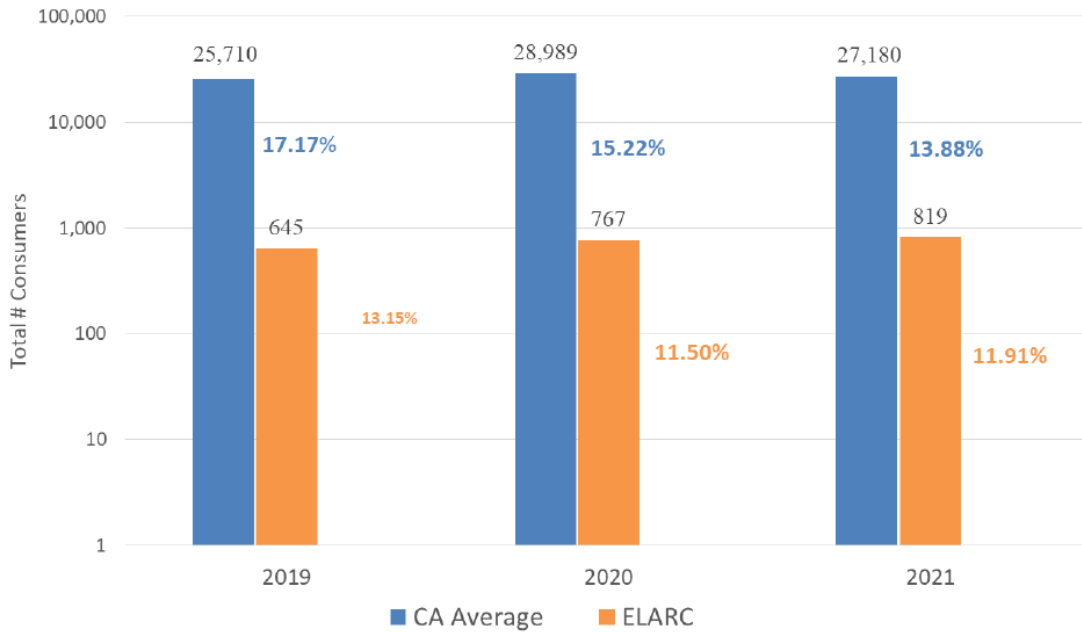
ACTIVITIES



G.D.L
23

Draft Performance Contract 2024/2025

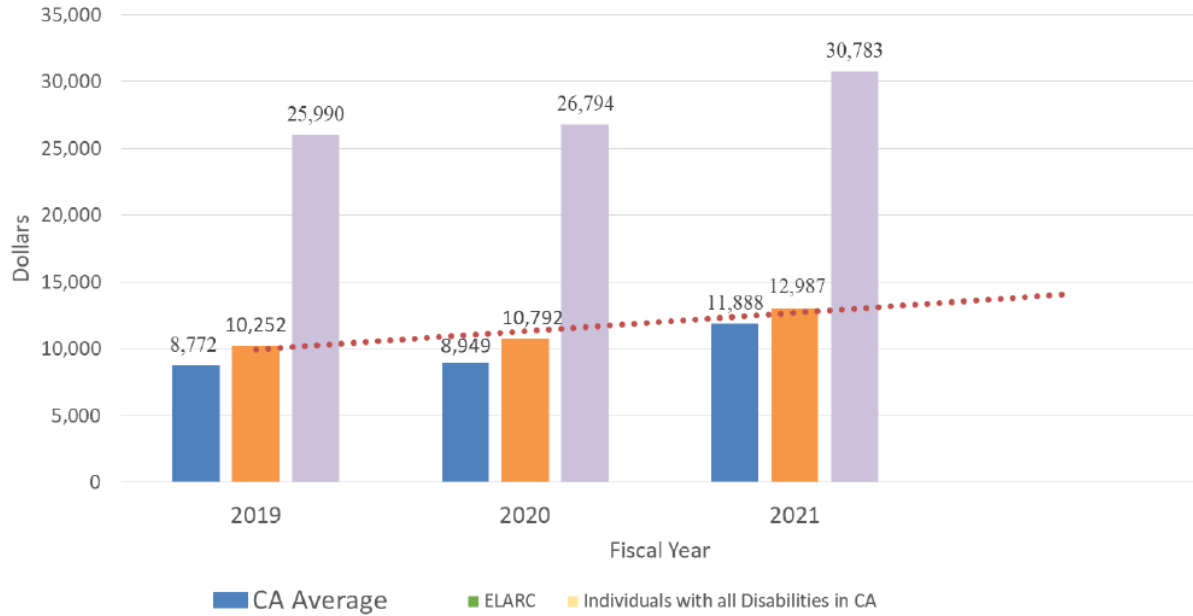
Total & Percentage of Consumers with Earned Income



G.D.L
24

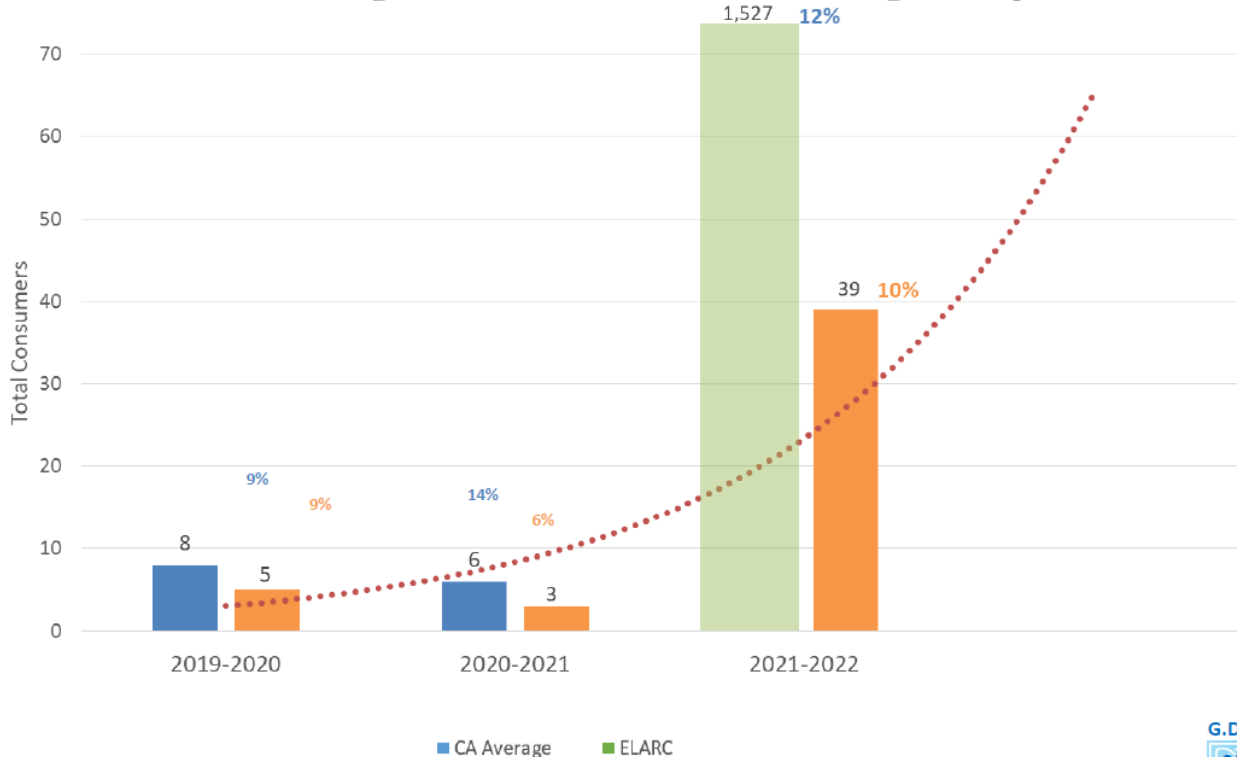
Draft Performance Contract 2024/2025

Consumer Annual Earnings Compared to Individuals with all Disabilities in California



Draft Performance Contract 2024/2025

Number & Percentage of Adults Placed in CIE Following Participation in PIP



Carmen Castro Luna, Enhanced Services & Community Engagement Supervisor, presented on the Draft PC 2024/2025 Public Policy Performance Measures on Reducing Disparity and Improving Equity in Purchase of Services Expenditures:

Draft Performance Contract 2024/2025

Public Policy Performance Measure	Activities Regional Center will Employ to Achieve Outcome
Reducing Disparity and Improving Equity in Purchase of Services Expenditures	<p>Statement (North Star): ELARC will ensure that language and cultural competency inform the delivery of services and supports for individuals and families served. Facilitating consistent access to information and services, promoting equitable outcomes and reducing disparities in Purchase of Service will be given the highest priority.</p> <p>Activities:</p> <ul style="list-style-type: none"> • The Enhanced Service Coordination Program will continue to support individuals and families in underserved communities. Enhanced Service Coordination is intended to improve service access and delivery by providing case management services at a 1:40 ratio. The Enhanced Service Coordination Program will continue to serve the Spanish, Cantonese and Mandarin speaking communities. Based on the information in our Annual POS Data Report the communities served may change. • The Cultural Specialist will oversee our Agency’s efforts to ensure that the delivery of services and supports are culturally and linguistically informed and inclusive of all communities served.

C.L
27

Mrs. Castro Luna, outlined the numerous projects and activities being undertaken by ELARC.

Mrs. Castro Luna provided the following information:

Cultural Specialist:

Is responsible for overseeing the agencies efforts in the area of linguistics and cultural competency. The development of the agency plan includes a grant award intended to better support the language needs of individuals and families served.

The projects implemented are intended to increase access to services and to provide information, targeting non-English speaking individuals and families. Projects include hiring contractors to recreate ELARC’s website. The goal is to make it more accessible in supporting individuals and families who are deaf and hard of hearing; translating vital documents to each language need for the community, and collaborating with Community Based Organizations (CBO) to provide targeted training opportunities.

Community Access Coordinators (CAC's):

Primary role is to outreach and educate the community at large on ELARC services and to simultaneously become aware of potential new resources for ELARC consumers/families.

Mrs. Castro Luna, reported there are three (3) CAC positions that provide support to the Spanish, Vietnamese, Cantonese and Mandarin speaking communities.

Mrs. Luna reported on a recent event held in April 2024, where the CAC's hosted the first "Springpalooza" event to promote social and recreational opportunities and services. The event was extremely successful with approximately 300 families in attendance. Mrs. Luna reported on ELARC's efforts and activities to reduce Purchase of Services Disparity with the end goal of improving equity for all ethnic groups served by ELARC. The following outlines activities being undertaken towards this end.

Draft Performance Contract 2024/2025

Related Activities

- Consumer Services Department Chart Day
 - Yearly Practice to review and update information.
 - Intended for Individuals receiving Low to No POS
 - Review of Individual Program Plan to review service needs.
- Enhanced Services Team Collaborative
 - Internal process to decrease the number of individuals receiving low to no POS
 - Intended to capture individuals not served in Enhanced Service Coordination/Reduced Caseloads.
 - Unmet needs are discussed and service recommendations are provided
- "Enséname El Camino" Workshop Series
 - Increase confidence and competence in navigating Regional Center system
 - Working with Individuals entering our system aged 6 and above
 - Monolingual Spanish, Cantonese, Mandarin and Vietnamese speaking



Comments from the Community were addressed.

ELARC’s aggressive efforts to meet caseload ratio requirements has resulted in an exponential growth of newly hired service coordinators. In order to ensure consistent training and support for all service coordinators a new position has been created, “Training Supervisor”. Veronica Valenzuela has been appointed to this position. She has an extensive history with ELARC and is well versed with all “Consumer Services” and case management responsibilities. She now serves as the lead trainer to ELARC’s three-hundred and nine (309) service coordinators. Mrs. Valenzuela reported on the focus of her training specifically on the “Individual Program Plan” (IPP’s) and Person Centered approached to service coordination.

Performance Measure Individual Program Plan (IPP) Development (WIC Requirements):

Draft Performance Contract 2023

Compliance Performance Measure	Activities Regional Center will Employ to Achieve Outcome
Individual Program Plan (IPP) Development (WIC requirements)	<p>Statement (North Star): All active cases will have a current IPP which is reflective of a person- centered approach and adheres to all WIC requirements.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Continue trainings at all Consumer Services meetings (quarterly) and new staff trainings for IPP development (monthly). • The implementation of hands on training by supervisors of new staff and providing peer mentors. • Increased emphasis on Person Centered Practices and planning for staff to further enhance IPP development. • Enhanced Person Centered Training to address cultural diversity & competence. • In an effort to improve and move toward a more Person Centered Agency, all departments and Management will receive tailored Person Centered Training by our PCP/Autism Specialist. • Person Centered Practices 2 Day Training provided by our PCP/ Autism Specialist to newly eligible individuals, families, new staff, vendors and the community to increase knowledge and understanding

Draft Performance Contract 2024/2025

Individual Program Plan (IPP)

- Prioritizing every Individual has a Current Individual Program Plan
- System in place to help Service Coordinators ensure IPPs are current and meet requirements
- Monthly New Staff Training to new Service Coordinators on the IPP Process with| continued support
- Presentations and Trainings provided to Service Coordinators always have the IPP and Person Centered Approach in mind
- Streamlining of the IPP Documents



Click here for: [Services and Supports by Age Range | Eastern Los Angeles Regional Center \(elarc.org\)](https://www.elarc.org/services-and-supports-by-age-range)

Draft Performance Contract 2024/2025

Person Centered Approaches

- Person Centered Thinking Service Coordinator Committee led by ELARC’s Autism Specialist/ Certified PCT Mentor Trainer Liz Rodgers
- Person Centered 2 Day Training offered to Service Coordinators and the Community
- Both provide opportunities for everyone to learn PCT skills and learn from each other
- Person Centered Workshop offered Quarterly
- Updated Mission Statement and Core Values which reflects ELARC’s Commitment to Person Centered Approaches

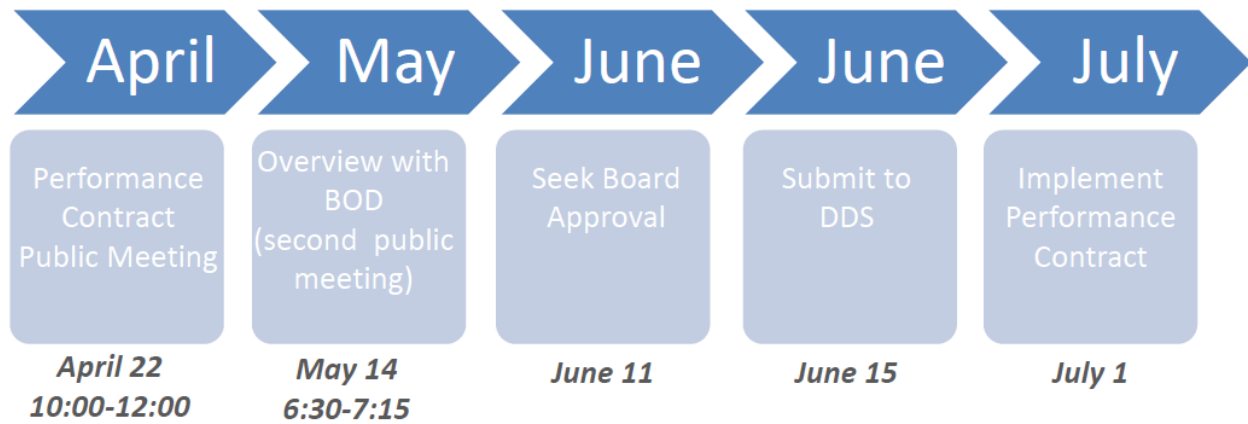


[Link to Person Centered Practices Information on ELARC Website: https://www.elarc.org/about-us/person-centered-thinking](https://www.elarc.org/about-us/person-centered-thinking)

Comments from the community were addressed.

In closing Ms. Wong reviewed the Performance Contract (PC) timeline activities.

Next Steps....Performance Contract Timeline



Comments from the Community were addressed.

An announcement was made on the deadline for submitting comments on the PC, deadline is May 17th. Information was shared on how to submit comments.

Comments on Draft Performance Contract 2024/2025 must be submitted by May 17, 2024 to:



No comments from the Community.

**B. Lease Update
HANDOUT #1 - (Motion Required)**

Ms. Wong, reported that Alhambra Office Sixth Lease Amendment has been fully executed.

HANDOUT #1

Ms. Wong reported on the lease renewal for ELARC's satellite office, Whittier Penn, will expire on June 30, 2024. A draft lease renewal and terms was presented to the Board for approval.

M/S/C (Richard Helgeson/Pat Gomez) To approve the Whittier-Penn Partners, LTD. Standard Office Lease as recorded. Unanimous.

**C. Budget Update
ATT #4, HANDOUT #4, #5 and #6**

**Fiscal Year (FY) 2023 – '24
Purchase of Services Expenditure Projection (PEP) Report**

HANDOUT #5

Ms. Wong reviewed the PEP report which is due on May 10, 2024 to DDS. ELARC is currently projecting a surplus of \$22, 991,625.

HANDOUT #6

Ms. Wong reviewed DDS correspondence E-2 Allocation for fiscal Year 2023-24 dated April 22, 2024. She noted this most recent allocation revised last months' projected POS deficit. The result is a surplus as indicated in HANDOUT #5.

Budget Performance Report: Operations (OPS)

HANDOUT #4

Ms. Wong, reviewed the Operations Budget Performance Report for Fiscal Year 2023 - '24. It reflects a surplus of \$581,831.

**Fiscal Year (FY) 2024 – '25
Budget Process Update**

Ms. Wong provided a quick summary on FY 2024-25 Budget process. California's projected deficit has increased from the Governor's Preliminary budget released on January 10th.

The Governor's proposal is to address the deficit over two (2) Fiscal Years:

- FY 2024-'25 - \$20.6 billion dollar shortfall
- FY 2025-'26 - \$28.41 billion dollar shortfall

Four (4) additional cuts have been identified for Regional Centers:

- 1) Tribal Engagement and Outreach for Early Start Services
- 2) Health and Safety Waiver Application Assistance
- 3) Direct Support Professional Internship Program
- 4) Emergency Preparedness Resources

More details to be provided at the June Board meeting.

ATT #4

Ms. Wong went over the CalHHS Master Plan “Vision for Success” document.

The five (5) focus areas are as follows:

- 1) All Individuals and their families receive high-quality person-centered disability-related services they need and chose.
- 2) Individuals’ and their families’ basic needs are met so they can live in the community of their choice.
- 3) Service systems have “One Door”. They provide the right services at the right time. Services are equitably provided no matter where the individual lives, or who provides or pays for the service.
- 4) Service systems are transparent, accountable and date driven.
- 5) The service system has a well-trained, stable workforce with opportunities for career advancement and growth.

No comments from the community.

VI.

Consumer Services Report
Edith Hernandez-Daniels, Chief of Consumer Services
HANDOUT #2

HANDOUT #2

Edith Hernandez-Daniels, Chief of Consumer Services, briefly spoke to the in-person “Mental Health Resource Fair” flyer and reminder for all to participate and attend.



Mrs. Hernandez-Daniels, shared that due to time constraints she would defer her full report to the June meeting.

No comments from the community.

VII. Committee Reports

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

Due to time constraints Marisol Guerrero, CAC Chair, will defer her report to the June meeting.

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

Joel Moreno, VAC Representative, reported the Vendor Advisory Committee (VAC) met on Thursday, April 25, 2024.

Mr. Moreno provided the following updates:

- Hybrid Vendor Fair held. Topics of discussion were:
 - Health and Safety Waiver process
 - Budget Updated was provided
 - Discussion on the Governor's May Revise
 - Vendor Fair for Early Start will be held in person in June 2024

- The VAC meetings will continue to be held hybrid (in-person and by Zoom)

No comments from community.

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 June 11, 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 7:34pm.

M/S/C (Richard Helgeson/Theresa Chen). Unanimous.

Respectfully Submitted by:

A handwritten signature in cursive script that reads "Dalia Mendoza".

Dalia Mendoza,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary