



EASTERN LOS ANGELES REGIONAL CENTER
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(626) 299-4700 • FAX (626) 281-0730

**ELARC Board of Directors
Meeting Minutes
November 14, 2023
Approved as Recorded January 9, 2024**

Board Members Present:

Dr. Linda Lopez, President
Yougeng Sun, Vice-Chair

Richard Helgeson, Treasurer

Marisol Guerrero, CAC Chair Consumer
Joel Moreno, VAC Representative

Terry Munoz, Parent

Dalia Mendoza, Consumer

Alex Wu, Consumer

Theresa Chen, Parent

Staff Present:

Gloria Wong, Executive Director

Edith Hernandez-Daniels,
Chief of Consumer Services

Roxy Ortiz, Community Development &
Training Supervisor

Johnny Trombley, IT Supervisor

Angie Salas, Executive Secretary

Absent:

Devora Navera-Reed, Secretary
Pat Gomez, Parent
Elizabeth Harrell, Manager

Guests: Refer to Sign in Sheet



I. Welcome & Roll Call

The meeting was called to order at 6:03 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/Yougeng Sun) To approve the BOD Meeting Minutes of October 10, 2023 as recorded. Unanimous.


V. Executive Director’s Report

**1. National Core Indicators (NCI) Public Meeting
ATT - #2 and #3**

ATT #2

Gloria Wong, Executive Director, announced that the November 14, 2023 Board meeting would serve as the forum for the National Core Indicators (NCI) Public meeting. Ms. Wong referenced the flyer that has been posted on ELARC’s website and circulated to the community to promote public participation.






EASTERN LOS ANGELES
REGIONAL CENTER
ELARC U: A Learning Community

ATT #2

National Core Indicators (NCI) Public Meeting



November 14, 2023
6:00pm-8:00pm


During the Board of Directors Meeting

<https://us02web.zoom.us/j/89647446740?pwd=dFVnZU9jdUNVUGJKRk00MXN0L2p0UT09>

+1 669 444 9171 US
+1 669 900 9128 US (San Jose)

Meeting ID: 896 4744 6740
Passcode: 798014





The National Core Indicators (NCI) is a survey that is used by many states to assess the outcomes of service provided to individuals with Intellectual/Developmental Disabilities and their families. Questions (called indicators) address key areas of concern.



Eastern Los Angeles Regional Center will be presenting on the latest result of the 2020/2021 NCI In-Person Survey. Please join us to learn about how we can provide support for the individuals we serve and their families.

Interpretation in Spanish, Cantonese, Mandarin, Vietnamese and American Sign Language (ASL) will be provided. If you require interpretation in a different language please contact Laiza Valdovinos at (626) 299-4793. if you have any questions please contact Roxy Ortiz at rortiz@elarc.org or (626) 299-4817

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www.elarc.org * info@elarc.org



ATT #3

Gloria Wong, Executive Director, noted that she would be co-presenting with Edith Hernandez-Daniels, Chief of Consumer Services and Roxy Ortiz, Community Development and Training Supervisor. Ms. Wong opened the presentation by sharing historical background on the NCI process. It was noted that all Regional Centers are required to participate in the NCI survey process which is conducted every two (2) years and the most recent survey results are on the:

- 1) Family Guardian Survey (FGS)
- 2) Adult Family Survey (AFS)

The presentation was based on the two (2) most recent survey results for Fiscal Year (FY) 2019/2020 on the “Family/Guardian” and the “Adult/Family”. it was shared that complete report is posted on the Department of Developmental (DDS) and ELARC’s website.

Ms. Wong introduced the presenters, Edith Hernandez-Daniels, Chief of Consumer Services and Roxy Ortiz, Community Development & Training Supervisor. A power point was reviewed to highlight survey results.

Ms. Wong, presented on the NCI background elements as noted below:

What is the National Core Indicators

 <p>Established</p> <ul style="list-style-type: none">• 1997 NCI-Intellectual & Developmental Disabilities (IDD) <i>(Used in CA since 2010)</i>• 2015 NCI-Aging and Disabilities (AD)	 <p>Participating states</p> <ul style="list-style-type: none">• 48 NCI-IDD• 23 NCI-AD
 <p>Population addressed in CA</p> <ul style="list-style-type: none">• People with IDD• 400 individuals from each regional center	 <p>Covers multiple domains</p> <ul style="list-style-type: none">• Hears directly from people receiving services



Goals of the National Core Indicators

 <p>Establish a nationally recognized set of performance and outcome indicators</p>	 <p>Use valid and reliable data collection methods & statistical techniques to capture information directly for people who use services</p>	 <p>Report individual state results and national benchmarks of indicators of system-level performance</p>
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A short Youtube video on the value and the process of the NCI survey was viewed. The short video presented the perspective from individuals served by Regional Centers.

Why is the National Core Indicators Important?

Why is the NCI Important?



Eugenia South Pasadena



G.W.
3

Background information on the four (4) types of NCI surveys that are conducted over time and the current survey schedule.

There are four types of NCI surveys used in California

1. Adult In-Person Survey (formally known as the Adult Consumer Survey)

The Adult In-Person Survey is conducted face-to-face with an individual who is 18 years or older and receives at least one service from the regional center, in addition to case management.

2. Child Family Survey

The Child Family Survey is a written survey that is completed by families of a child (ages 3-17 years old) who lives with them and receives at least one service from a regional center, in addition to case management.

3. Adult Family Survey

The Adult Family Survey is a written survey that is completed by families of an adult (age 18 and over) who lives with them and receives at least one service from a regional center, in addition to case management.

4. Family Guardian Survey

The Family Guardian Survey is a written survey that is completed by families and conservators of individuals (age 18 and over) who live in a community placement setting, and receive at least one service from a regional center, in addition to case management.



G.W.
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Survey Schedule

Fiscal Year	Adult In-Person Survey	Adult Family Survey	Family Guardian Survey	Child Family Survey
2020/21	X			
2021/22		X	X	X
2022/23	X			
2023/24		X	X	X
2024/25	X			
2025/26		X	X	X



Presentation focused on the domains included in the DDS “dashboard”. The ten (10) domains reviewed as noted below. The highlighted survey results concentrated on areas where ELARC scored 5% below or above the California average. On the those areas where ELARC scored 5% below California average there was a focus plan presented outlining proposed activities to improve future results.

Overall Snapshot (Dashboard)



This NCI presentation will focus on areas where ELARC is 5% or more above (plus sign \oplus) or below (minus sign \ominus) the California average

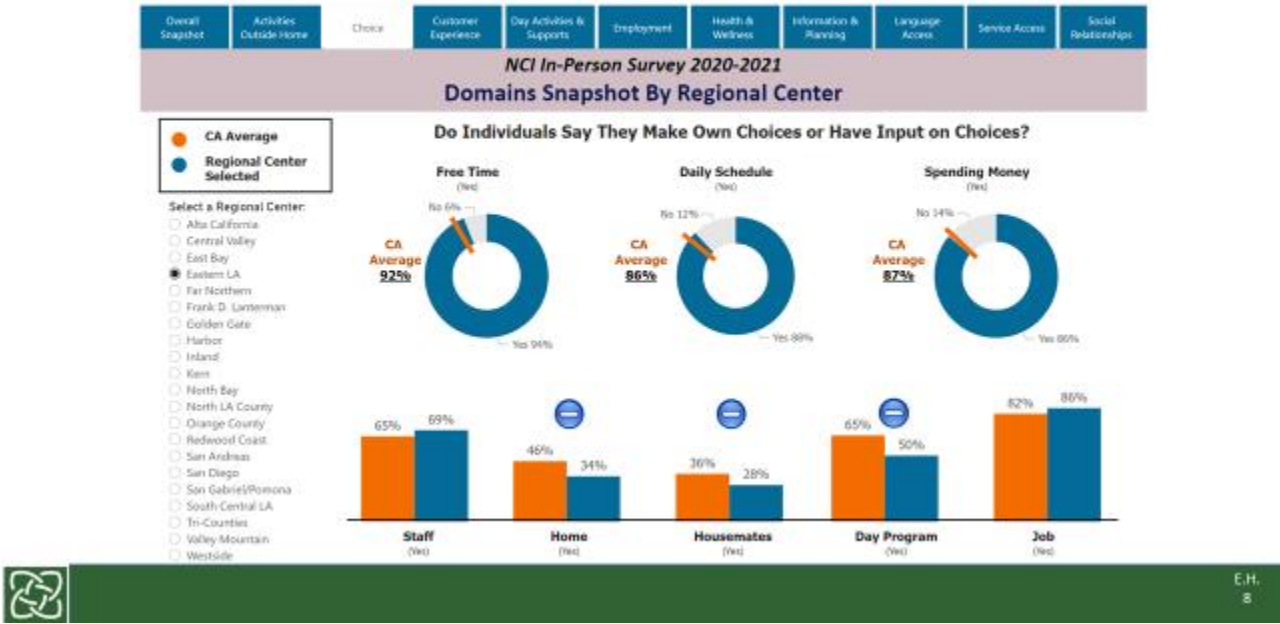


The following ten (10) domains from the survey were addressed:

1. Activities Outside the Home



2. Choice



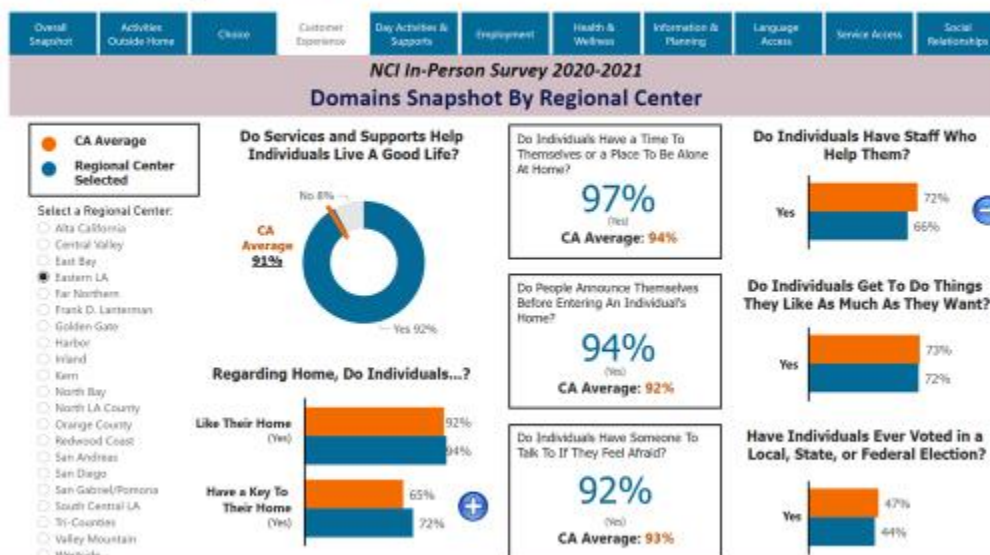
Area of Focus: Choice

Current/Proposed Activities

- Staff trained on Person-Centered Practices
- Housing Plan
- Cultural Competence training for staff
- Home and Community Based Services (HCBS) "Better Lives, Not Just Better Paper":
 - Person Centered approaches aligning with Home and Community Based Services (HCBS) quality standards and people living their best lives
- Social Recreation Grants Outreach Plans
- Partnerships with Service Providers (vendor fair, videos)
- Encourage use of more tailored services like Adaptive Skills Training (AST) and Community Integration Training (CIT)



3. Customer Experience



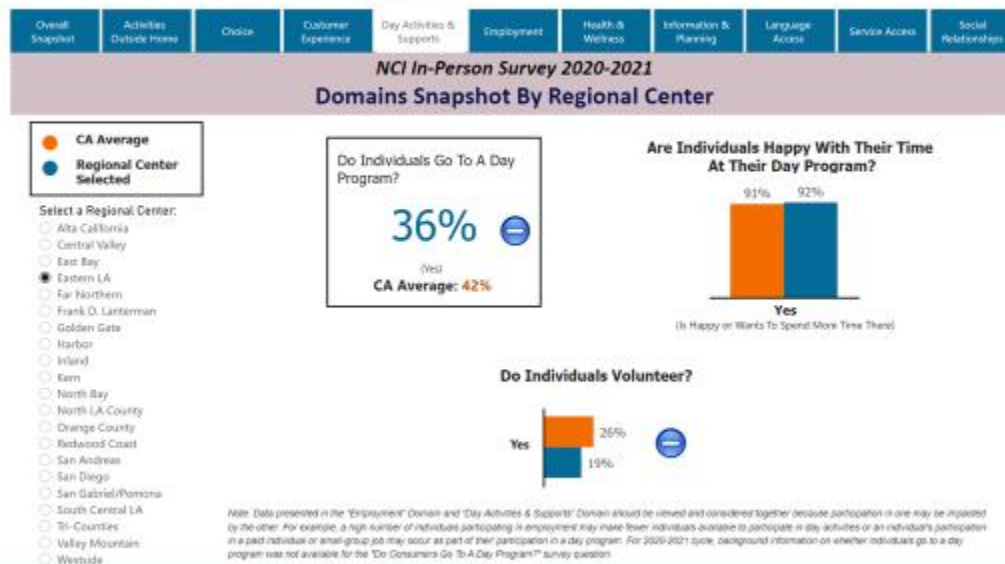
Area of Focus: Customer Experience

Current/Proposed Activities

- Alternative services during COVID
- Quality Incentive Program (QIP):
 - DSP training stipend
 - DSP bilingual pay
- Home and Community Based Services (HCBS) “Better Lives, Not Just Better Paper”:
 - Person Centered approaches aligning with Home and Community Based Services (HCBS) quality standards and people living their best lives
- Honoring the request of families for individuals to live at home



4. Day Activities & Support



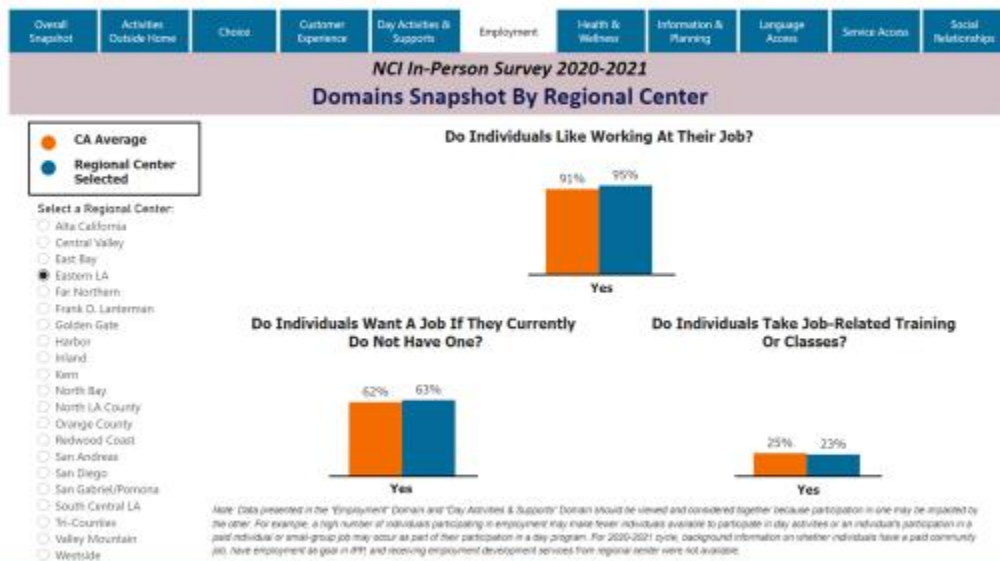
Area of Focus: Day Activities & Supports

Current/Proposed Activities

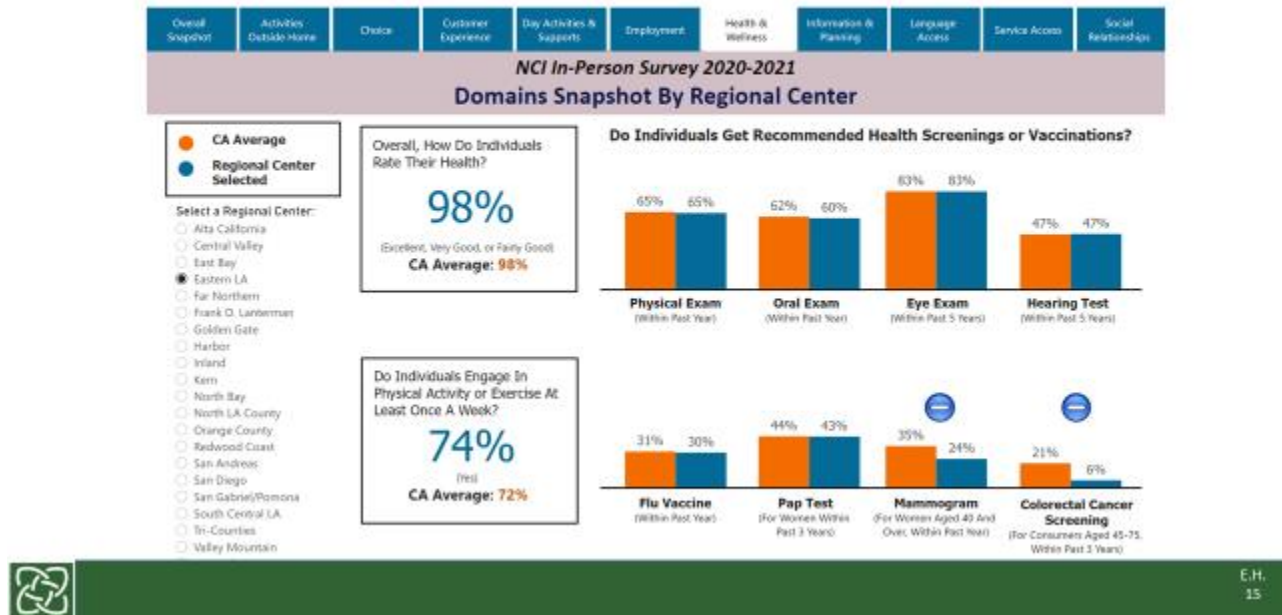
- Social Recreation Grants Outreach Plans
- Minimal transportation (transportation providers) during COVID
- Implementation of HCBS compliant providers which will enhance social relationships and opportunities for volunteering for individuals while out in the community
- Career & Micro-enterprise Incubator Pathways



5. Employment



6. Health & Wellness

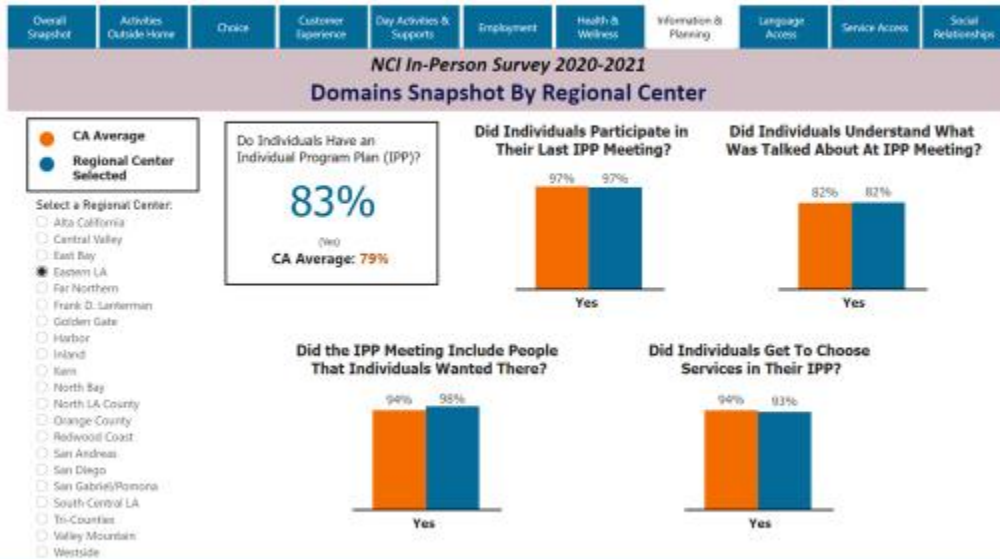


Area of Focus: Health & Wellness

Current/Proposed Activities

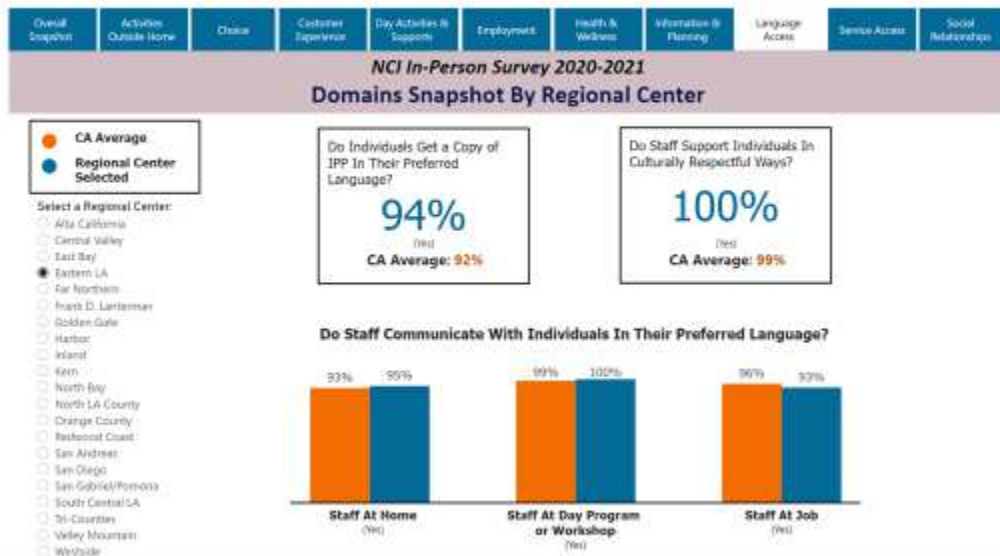
- Updating Individual Program Plan (IPP) checklist form
- Partner with local clinics (i.e. LA Care, Clinica Romero, etc.)
- Provide list of medical providers
- Collaborate with LA County Department of Public Health
- Provide awareness on health and wellness (i.e. fact sheets, infographics, etc.)

7. Information & Planning



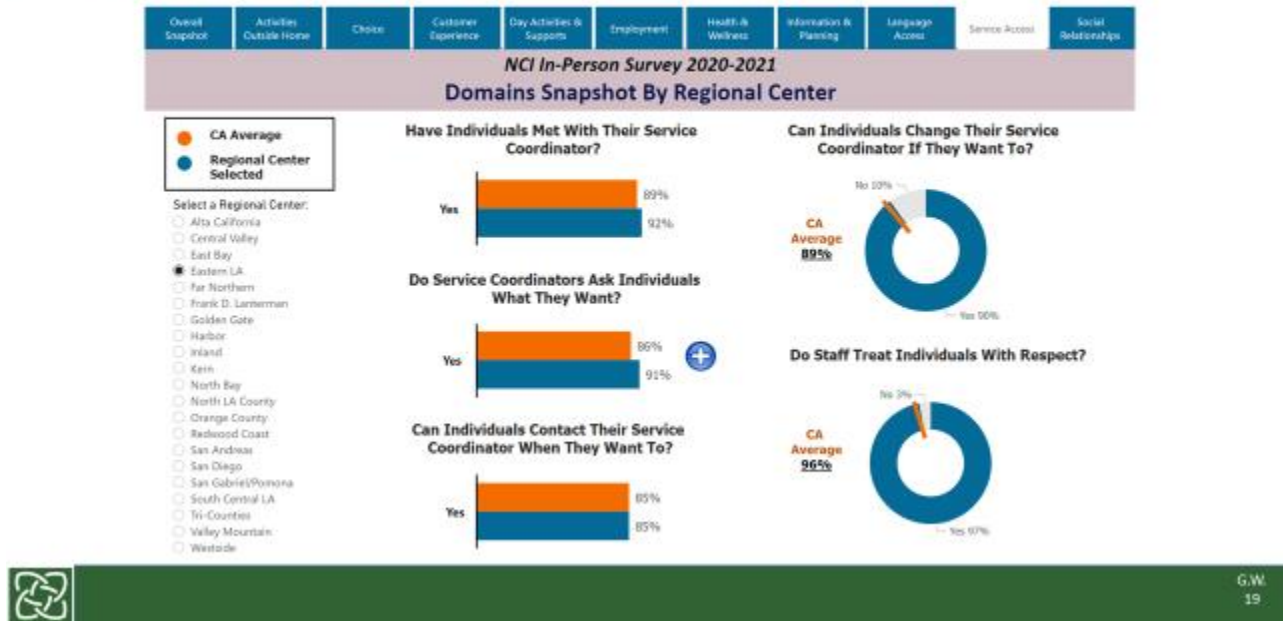
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8. Language Access



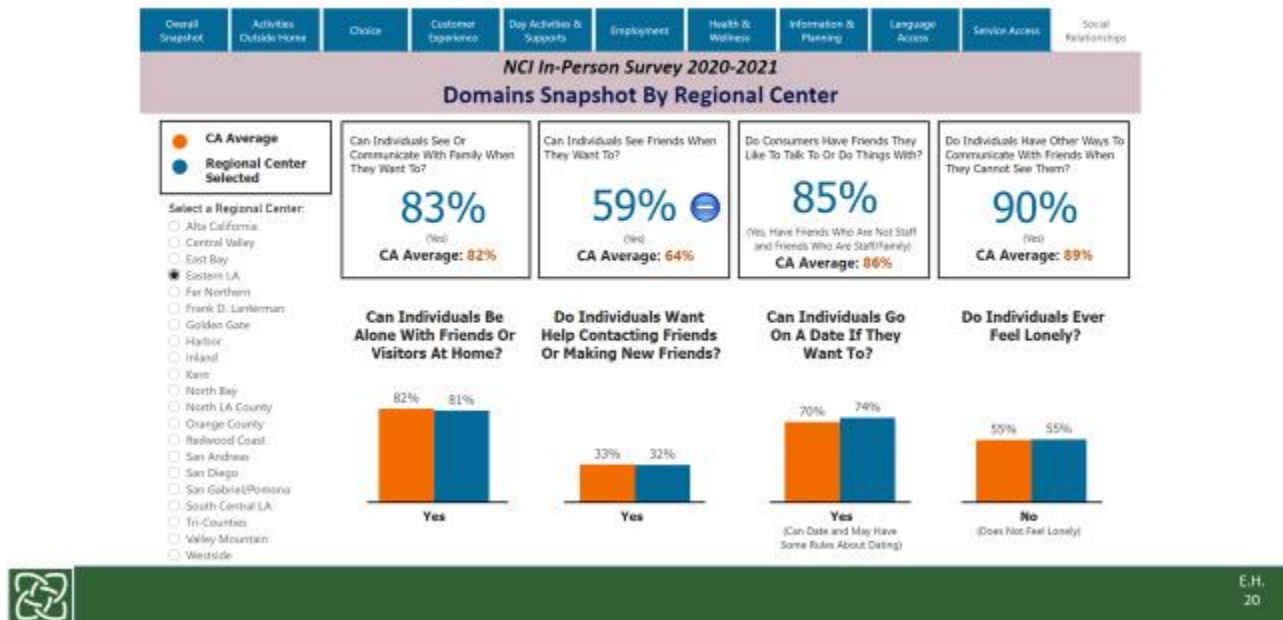
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9. Service Access



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10. Social Relationships



E.H.
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Area of Focus: Social Relationships

Current/Proposed Activities

- Provide opportunities to offer inclusive choices
- Host community events for individuals (holiday events, hang outs, etc.)
- Person Centered Planning
- Home and Community Based Services (HCBS) "Better Lives, Not Just Better Paper":
 - Person Centered approaches aligning with Home and Community Based Services (HCBS) quality standards and people living their best lives.
- Social Recreation Grants Outreach Plans



The team presenters guided the audience on how to access and navigate the ELARC website to access all NCI information including the lengthy complete result report. Audience was provided with other sites with additional NCI information.

The presentation concluded with a summary of the next steps necessary to complete the process and submit a report to DDS. In closing, ELARC expressed its commitment to address the outlined strategic plan to improve on areas where performance was 5% below the California average.

Where to find more information



Resources

- NCI Information Portal
<https://www.dds.ca.gov/rc/nci/>
- Frequently Asked Questions
<https://www.dds.ca.gov/rc/nci/quality-assessment-faq/>
- Interactive Dashboards
Overview - <https://www.dds.ca.gov/rc/nci/nci-domain-dashboards>
Comprehensive - <https://www.dds.ca.gov/rc/nci/nci-interactive-dashboard/>
- Human Services Research Institute:
<http://www.hsri.org>



Community Comments:

State Council Representative, Jenny Villanueva, complimented ELARC on the presentation format she noted it was very informative and was easy to follow. Encouraged the continued use of the same presentation framework for future meetings.

2. Association of Regional Center Agencies, Inc. ATT - #4, #5 and #6

ATT #4

Ms. Wong presented the Association of Regional Center Agencies (ARCA) Membership Standards and Practices Framework letter. A Standard and Practices committee will be created to serve as an advisory committee to ARCA members.

The focus is to ensure:

1. Positive community relations;
2. Implementation of key statewide initiatives;
3. Active local political participation that advances the goals of the Association;

4. Non-adversarial appeals and dispute resolution processes;
5. Person-centered thinking and planning practices;
6. Responsiveness to those served and community partners;
7. Local board practices; and
8. Greater consistency in purchase of service practices and patterns.

This committee will provide support to individual Regional Centers in need of technical assistance.

ATT #5

Ms. Wong reviewed the Association of Regional Center Agencies (ARCA) Membership Application and Agreement.

Comments from the community were addressed.

M/S/C (Richard Helgeson/Terry Munoz) To approve the ARCA Membership Application and Agreement with corrections. Unanimous.

ATT #6

Ms. Wong announced the Association of Regional Center Agencies (ARCA) welcomes Tony Anderson as the New Associate Director as of January 8, 2024.

3. Self-Determination Program (SDP) Local Volunteer Advisory Committee (LVAC) HANDOUT #1 and HANDOUT #2

HANDOUT #1

Roxy Ortiz, Community Development and Training Supervisor, reported on the SDP “Progress

Report” and the current number of consumers in the SDP and the various stages of progress:

- 58 Individuals that are currently active in the Self-Determination Program
- 54 Successfully transitioned over to SDP
- 27 Completed Person Center Plan
- 55 Obtained Fiscal Management Service (FMS)
- 55 Completed and signed IPP’s
- 55 Spending plans completed
- 56 Individual budgets certified
- 58 SD Participants completed orientation for SDP

No Comments from the community.

HANDOUT #2

Flyer - Local Volunteer Advisory Committee meeting scheduled for November 21, 2023 from 6:00pm to 8:00pm via “Zoom”. “Zoom” link available on ELARC’s website.

4. Fiscal Year (FY) 2023 – ’24 Update

Ms. Wong made reference to the Purchase of Services (POS) Report which is due December 10, 2023 to DDS will be presented at the January 2024 Board of Directors meeting.

Budget Performance Report: Operations

HANDOUT #4

Ms. Wong, reviewed the Operations Budget Performance Report for Fiscal Year 2023 - '24 and provided background information on the E-1 Allocation. Ms. Wong, made referenced the preliminary allocation and provided background information.

HANDOUT #5

E-1 received and signed by Dr. Linda Lopez, Board President.

No comments from the community.

Consumer Services Report

VI.

Edith Hernandez-Daniels, Chief of Consumer Services

Edith Hernandez-Daniels, Chief of Consumer Services, spoke of Governor Newsom Annual Christmas Tree Lighting Ceremony. The event will consist of decorating the Capital's Christmas tree along with the 21 Regional Center's trees. The decorating event is hosted by the Governor Newsom who invites the 21 Regional Centers to work with individuals served to help decorate the main Capital Christmas tree. This event takes place on Tuesday, December 5, 2023. There are 21 Christmas trees representing the 21 Regional Centers.

HANDOUT #3

Ms. Ortiz, shared ELARC's Holiday Ornament Decorating Event flyer. Three (3) events coordinated by Patrick Schattilly, ELARC Consumer Advocate. The three (3) events are as follows:

November 11, 2023

From 1pm to 3pm

Hosted by Chinese Parents Association for the Disabled (CPA)

November 13, 2023
From 11am to 1pm
Hosted by YMCA of West San Gabriel Valley

November 16, 2023
From 1:30pm to 4pm
Hosed by ELARC Whittier District Office

Mrs. Hernandez-Daniels, noted that in ELARC’s reception areas for the Alhambra and the Whitter offices there are “Gratitude Trees”. All visitors are encouraged to participate by adding a “leaf” with a personal message of gratitude.

No comments from the community.

VII. Committee Reports

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

Last CAC meeting was held on October 10th.

During the meeting Patrick Schattilly, ELARC Consumer Advocate, discussed the 2024 Topics. The CAC members chose a series titled “What Does ELARC do?”. This series will begin in March of 2024.

The final CAC meeting for 2023 will be held on November 21, 2023. The topic will b on Equity, Diversity and Inclusion for ELARC individuals in the community.

On the Consumer Advocates desk:

1. Self-Determination Program (SDP) DREAM Academy
2. Development of CAC flyers for 2024
3. Development of Understanding Regional Center flyers 2024
4. Holiday Tree Project - Locations and community partners are being secured for ornaments to be created to be displayed on the “Holiday Tree at the Capitol in Sacramento”

For the time being the CAC meetings will remain on “Zoom”. Next CAC meeting is scheduled for January 16, 2024 from 4pm to 6pm. The Office of Clients Rights Advocacy (OCRA) will present on Voting Rights.

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

Joel Moreno, VAC Representative, reported the Vendor Advisory Committee (VAC).

The following topics were discussed:

- ELARC held a virtual Vendor Fair
 - 70 Individual breakout rooms available
 - Great way to meet Service Coordinators and Service Providers
 - Approximately 100 service providers and vendors participated
 - Full attendance was 296 participants
- Elections scheduled for Thursday, November 16, 2023
- Presentation from Designated Instructional Services for Independence (DISI)
 - Presented on initiative towards health
 - To slow and stop the spread of COVID-19 in California

The next VAC meeting scheduled for Thursday, November 16, 2023.

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

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 Tuesday, January 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 7:57pm - Unanimous.

M/S/C (Terry Munoz/Richard Helgeson). Unanimous.

Respectfully Submitted by:



Devora Reed,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary