



EASTERN LOS ANGELES REGIONAL CENTER

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ELARC Board of Directors Meeting
March 14, 2017
Approved as Corrected May 10, 2017

Present:

Anthony De La Rosa
Joe Utar
Terry Munoz
Diane Lasell
Tony Borrego
Nestor Nieves
Virgilio Orlina
Elias Fonseca
Jose Reyes

Staff Present:

Felipe Hernandez, Chief
of Consumer Services
Elizabeth Harrell, Supervisor
Information & Training
Rosalie Estrada, Exec. Secretary

Absent:

Lida Chavez (excused)
Felicitas Navera (excused)
Robert Hazard (excused)

Guests:

Refer to Sign-In Sheet



I. Welcome & Roll Call

The ELARC Board of Directors meeting was called to order at 6:05 pm. by Anthony De La Rosa, President. A quorum was present to conduct necessary business. Ms. Gloria Wong, Executive Director was not present as she was asked by ARCA to present to the Senate Human Services Committee on ELARC's Purchase of Services Equity projects which have been developed with ABX 2-1 funds.

II. Introduction/Opening Round

Introductions of the board members and of the audience were conducted.

III. Community Input

There was no community input.

IV. Approval of Board of Directors Meeting Minutes

A. Minutes of February 14, 2017

Minor correction on page 3 was noted.

M/S/C (Terry Munoz/Virgilio Orlina) To approve the Minutes of February 14, 2017 as corrected. Unanimous.

B. Minutes of Executive Session of February 14, 2017

M/S/C (Terry Munoz/Joe Utar) To approve the Minutes of Executive Session of February 14, 2017 as recorded. Unanimous.

V. Slate of Officers – Executive Committee

Terry Munoz presented the proposed Slate of Officers as follows:

***Anthony De La Rosa, President
Tony Borrego, Vice-Chairperson
Joe Utar, Treasurer
Diane Lasell, Secretary***

M/S/C (Terry Munoz/Virgilio Orlina) To accept the Slate of Officers for the Executive Committee as presented. Unanimous.

VI Executive Director's Report

Anthony De La Rosa, President indicated Felipe Hernandez, Chief of Consumer Services and Elizabeth Harrell, Supervisor, Information and Training will be the presenters on the agenda items list under the Executive Director's Report.

A. Presentations

I. Regional Center "Oversight Dashboard"

Elizabeth Harrell reported the Department of Developmental Services (DDS) developed on their website information regarding each regional center's performance contracts, Purchase of Services (POS) data, National Core Indicators, employment of consumers with developmental disabilities, fair hearings, 4731 complaints and other information.

The Board was provided with information obtained from the dashboard. Ms. Harrell reported Section 4572 was added to the Lanterman Act on July 1, 2016 and it requires

DDS develop and implement a plan to monitor, evaluate and prove the quality of community-based services through the use of a performance dashboard.

Ms. Harrell demonstrated to the Board the DDS Regional Center Oversight Dashboard. Liz reported the website was launched approximately six weeks ago and an ELARC staff reviewed the site and discovered there were some problems with the site, the data being reported was incorrect. ELARC is in the midst of reviewing the dashboard and identifying any additional incorrect data.

The “Overview” section on the Dashboard reports overall how many consumers are served by the regional centers statewide. Information provided includes ages, gender, ethnicity, race and the average per capita across the State. The report is then broken down by the individual regional centers.

Other categories include: Performance Contracts, Purchase of Services Report, National Core Indicators, Employment, Fair Hearings, Complaints and Home & Community-Based Services Waiver Compliance.

National Core Indicator Survey: In 2010, in accordance with Welfare and Institutions Section 4571 DDS implemented a nationwide quality assessment survey referred to as the National Core Indicators (NCI) produced by the Human Services Research Institute and the National Association of Directors of Developmental Disabilities. The NCI tool is being used by DDS to monitor the performance of the developmental services system as well as the performance of the twenty-one regional centers in providing services and supports for developmentally disabled adults and children.

Felipe Hernandez reviewed the results of surveys conducted by using the “NCI” section of the Dashboard.

Employment: Mr. Hernandez reported employment information is provided to DDS by the Employment Development Department (EDD). Vocational providers send wage information to EDD.

Fair Hearings: The fair hearing process is used to resolve disputes regarding eligibility, the nature, scope or amount of services and supports, or any decision or action of the regional center for consumers or applicants. The statistics were recorded by DDS for a three year period.

Complaint Procedure - Welfare & Institutions Code Section 4731: The complaint procedure provides consumers/parents/advocates the right to file a 4731 complaint if they feel rights have been withheld from them by the regional center or a vendor.

II. ARCA “DC Currents: Federal Information & Updates”

ARCA has updated a section on their website as a centralized update on actions and topics at the federal level that are likely to impact the regional system. Review and access to this report was presented. Access to the report is also available through a link on the ELARC Website.

B. Purchase of Services (POS) Equity Projects

Ms. Harrell reviewed the ELARC POS Equity Project flowchart and provided an update. By law Regional Centers have been required to post information about Purchase of Services (POS) data and how services are purchased and utilized across our diverse community.

As a result of AB X2-1 the Legislature made funds available to the twenty-one regional centers for projects/proposals to reduce POS variances among the various ethnic groups. The proposals to reduce disparities in purchase of services was submitted by ELARC to DDS were approved. Eight of the proposals were approved and are currently being implemented.

Mr. Hernandez reported a specialized unit has been established. Five Spanish-speaking service coordinators and one Cantonese-speaking service coordinator are part of the specialized caseload. The service coordinators will be assigned 40 cases each. ELARC is in the process of identifying and recruiting families to be part of the project. It is voluntary and is not a requirement, it is up to the families to make the final decision.

Ms. Harrell reported all regional centers are required to hire a Cultural Specialist. Lupe Jacquez started in the Information and Training Unit in December 2016. She has been providing support to the Specialized Unit and will be responsible for the monitoring and reporting of outcomes on the various approved projects. The activities will also include providing guidance, training and consultation to the service coordinators, supervisors and Person Centered Project Coordinators (PCPC) There are two PCP Coordinators, one speaks Spanish and the other Cantonese and are also assigned to the Information and Training Unit. They will provide guidance and resources to the identified SCs and their caseloads as well as to all Community Services Division staff. They will also be working with Intake and Assessment.

Enhanced Support at Eligibility: The plan is to identify individual’s coming in through Intake and pilot an intensive technical assistance/support to the intake process. The PCP Coordinators will place emphasis on monolingual families coming into the system. The PCP Coordinators will make contact with the family as soon as they are found

eligible and before they are assigned to the service coordinator. They will meet with the family and develop a personalized resource binder for them, help explain the diagnosis,

speak to them about their community and how to navigate the regional center system before transferring the case to their new service coordinator.

Beginning April 1st the PCP Coordinators will begin taking cases from Intake.

On-Going Training for Parents: ELARC will continue to provide ongoing training for parents in the role of the regional center, understanding services and support available, understanding policies, and developing partnerships in languages other than English. Enhancements include: key regional center terminology will be translated and discussed as part of the curriculum, childcare, bus tokens, and interpretation would be offered to enhance accessibility for families. The intended outcome of these activities for families is to increase their understanding of the role and responsibilities of the regional center.

Behavioral Management Workshop: Behavioral Management workshops will be presented in Spanish and Chinese, versus an English presenter with translation services provided. The Assessment and Special Services Division (ASSD) Manager will identify the trainers, and the Information & Training Supervisor will develop contracts with the trainers. The ASSD Manager will work with the contracted training to schedule the workshops, possibly on weekends, in conjunction with existing orientation program. The sessions will not be the traditional lecture style but rather an informal style with parents sharing ideas about managing behavior and having a professional facilitator.

Translation of Materials: ELARC will develop and translate information through means which are more understandable. This may include the creation of new materials and/or translation into additional languages of material that has already been created. Topics for public information to be developed may include information on application for services, assessment and diagnosis, early start, services available by age, generic resources and information about transitions. This will be a collaborative effort with other regional centers such as developing materials to meet the needs of a variety of reading levels and learning styles including but not limited to videos, print or online guides to services and supports, fact cards and sheets.

Family Resource Center Orientation: There will be an orientation for parents on the Early Start Program for 0 to 3 years in partnership with the Family Resource Center on a monthly basis. Family groups will be invited such as Fiesta Educativa. There will be child care provided (under contract). First session should be ready by May.

RFP for Parent Organizations to Provide Orientations: Fiesta Educativa and the Chinese Parents Organization were awarded the RFP for the orientation over the age of 3 years. When parents have completed the Intake process and are found to be eligible,

the parent will get a referral from the PCP Coordinators getting an invitation to attend an orientation in the community by one of the parent organizations. ELARC will develop

the curriculum. Projecting a Summer launch. The contracts are out and are being reviewed by the parent organizations.

RFP for Outreach: Lupe Jacquez, Cultural Specialist has been going out into the community for the purpose of identifying grassroots organizations that do not serve people with developmental disabilities but do serve our underserved population. Samples include food banks and the Chinatown Service Center . Additionally the ELARC Intern is researching, using mapping, organizations in ELARC's catchment area that serve populations also identified as underserved. The intern has identified the Excide Spill. There has been some activists groups that have put together neighborhood organizations, i.e. fighting for Environmental Justice. The Cultural Specialist and Intern will contact those agencies and provide information regarding ELARC and the RFP. Mini grants will also be made available for some of these organizations.

Update Cultural Competency and Communication for Staff: The plan is to provide updated cultural competence training to ELARC staff. In addition, management and other designated staff will be trained in motivational interviewing techniques, in a coaching model. Trainings have been scheduled for the month of April. Social competence trainings will be scheduled in October. Lupe Jacques is the Cultural Specialist assigned to the Information and Training Unit.

The updated POS Equity Project Concept Papers were distributed for detailed information on the projects.

C. Self-Determination Update

The Statewide Work Group met on February 28, 2017. DDS is anticipating they will be ready to submit the application by the end of March. There is no need for a 30 day public posting. There will be a public posting but it will be done during the process. If the application is approved as anticipated Self-Determination could possibly be implemented in four to five months.

D. Grassroots Day

The Grassroots Day event is scheduled for April 4 & 5 in Sacramento. Roxy Ortiz will be contacting board delegates and families in preparation for the visit to Legislators. The theme this year is success stories. Staff participating will be Brendali Maldonado, Information and Training Specialist and Maribel Garcia, PCP Coordinators.

Diane Lasell indicated how well organized Roxy was last year and wishes she was part of the delegation. She stated she is very articulate and is well versed and is absolutely fantastic!

Roxy will also be coordinating local visits.

E. 2015-'16 Purchase of Services (POS) Community Meetings

Regional Centers are required to conduct community meetings and discuss the results of the POS Data report. The meetings are scheduled for March 20, 2017 in Alhambra and the Asian/CPAD parent group will host a community meeting on March 25, 2017 in San Gabriel from 10:00AM to 12:00PM. The meeting for the Hispanic families will be hosted by Fiesta Educative on March 28, 2017 from 10:00 AM to 12:00PM. Flyers were distributed.

VI Consumer Services Report

Deferred.

VII Committee Reports

A. Consumer Advisory Committee (CAC)

Virgilio Orlina, CAC Chair, reported Jesse Padilla, ELARC Consumer Advocate made an in person outreach presentation about the CAC Meetings at Almansor Center in South Pasadena on February 16th and at the Choix Vocational Services in Los Angeles on February 24th. Both sessions were well attended. Mr. Padilla presented a PowerPoint about Commitment to Self-Advocacy and explained what is advocacy, the benefits of advocating, and the importance of speaking up for themselves and shared the CAC Mission Statement.

On April 27th the CAC will participate in the Community Resource Fair to be held at the Gus Velasco Neighborhood Center on South Pioneer Blvd. in Santa Fe Springs.

The next CAC meeting is scheduled for March 21st from 1:30 pm to 3:30 pm in the ELARC Boardroom. The topic will be Abuse and Bullying and the speaker will be Ms. Melody Goodman from the State Council on Developmental Disabilities. The session will teach consumers on how to protect themselves from being bullied. Additionally, Ms. Lara Linneman, ELARC Service Coordinator will be presenting on Multifaith.

B. Vendor Advisory Committee (VAC)

Jose Reyes, Vendor Representative, reported the VAC met on February 23rd. One of topics discussed was a meeting to be held in April where they will be discussing training modules for vendors. He indicated vendors are being encouraged to take additional ethics training. Frances Jacobs, Manager, Community Services and Elizabeth Harrell, Supervisor Information and Training reported a letter will be going out to service providers that will require them to submit a draft of their emergency operations plan. There will be more discussion on this at the VAC meeting scheduled for March 23rd. There is also a plan to have an emergency operations training.

The Vendor Fair is scheduled for April 27th and the committee is trying to reaching out to service coordinators.

Roxy Ortiz provided a very thorough training regarding the Governor's budget for FY 2017-'18.

The Vendor Advisory Committee developed a survey a couple years ago with another vendor, SEEK. The purpose was to get feedback from vendors as to receiving additional training and topics of interest to vendors. The vendors are moving forward on this and will be submitting the surveys to service providers for their feedback. The goal is to increase vendor participation in the VAC.

The VAC will have their annual emergency preparedness expo at San Gabriel Pomona Regional Center. Information on this event is located on the ELARC website.

C. Finance/Personnel Committee

Terry Munoz, Treasurer, announced the Finance Committee will be meeting with Principal Capital Investors on March 29, 2017 to review the investment portfolio for employees. Robert Hazard will not be present as he is on vacation.

VIII Miscellaneous Announcements

Anthony De La Rosa, President, announced April is Autism Awareness Month!

IX Adjournment

***M/S/C (Terry Munoz/Virgilio Orlina) To adjourn the meeting at 7:03 pm.
Unanimous.***

There being no further business to discuss the meeting was adjourned at 7:03 pm.

Respectfully submitted,

Felicitas Navera

Felicitas Navera, Secretary
ELARC Board of Directors

Recorded by: Rosalie M. Estrada, Executive Secretary