



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

**ELARC Board of Directors
Meeting Minutes
April 9, 2024**

Board Members Present:

Terry Munoz, President, Parent

Pat Gomez, Treasurer, Parent

Dalia Mendoza, Secretary, Consumer

Richard Helgeson, Parent

Marisol Guerrero, CAC Chair, Consumer

Joel Moreno, Vendor Representative

Yougeng Sun, Parent

Devora Reed, Sibling

Theresa Chen, Parent

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:

Dr. Linda Lopez, Vice-Chair

Alex Wu, Consumer

Guests: Refer to Sign in Sheet

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I. Welcome & Roll Call

The meeting was called to order at 6:05 P.M. by Mrs. 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:

Comments from the community were addressed.

IV.

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

M/S/C (Dalia Mendoza/Richard Helgeson) To approve the BOD Meeting Minutes of March 12, 2024 as recorded. Unanimous.

v. Executive Director’s Report

A. Department of Developmental Services (DDS) & Department of Health Care Services (DHCS) Final Monitoring Report: February 21, 2023 - March 3, 2023 ATT #2, #3, #4, #5 and #6

ATT #2

Gloria Wong, Executive Director, reviewed correspondence sent by the Department of Developmental Services (DDS) dated February 26, 2024. Ms. Wong provided background information on the audit conducted by DDS and the Department of Health Care Services (DHCS). Ms. Wong noted, audit review period was from November 1, 2021 thru October 31, 2023.

The following are the categories that were reviewed and audited:

- Home and Community-Based Services (HCBS) Waiver - **ATT #3**

- Home and Community-Based Services (HCBS) 1915(i) State Plan Amendment (SPA Plan) - **ATT #4**
- Home and Community-Based Services (HCBS) Self-Determination Program (SDP) Waiver - **ATT #5**
- Targeted Case Management (TCM) - **ATT #6**
- Nursing Home Reform (NHR) - **ATT #6**

Rhoda Tong, Associate Chief of Consumer Services, presented on the February 2023 ELARC Audit Summary. Ms. Tong provided general audit information in her prepared PowerPoint.

AGENDA

- General audit information
- Home & Community Based Services (HCBS) Waiver
- Self-Determination Program (SDP) Waiver
- 1915(i) State Plan Amendment (SPA)
- Targeted Case Management (TCM)
- Nursing Home Reform (NHR)
- Findings & Actions Taken

GENERAL AUDIT INFORMATION

- Conducted every 2 years.
- Conducted by the Department of Developmental Services and the Department of Health Care Services.
- Last audit was conducted Feb. 21, 2023 through March 3, 2023.
- Audit review covered a one year period from Nov. 1, 2021 through Oct. 31, 2022.
- Report and results posted on ELARC's website.
- Waivers are vital to the Regional Center system.

GENERAL AUDIT INFORMATION

- Monitoring reviews were conducted of the following waiver programs.
 1. Home & Community Based Services (HCBS) Waiver
 2. Self-Determination Program (SDP) Waiver
 3. 1915(i) State Plan Amendment (SPA)
 4. Targeted Case Management
 5. Nursing Home Reform
- Review protocol comprised of sections and components designed to determine if the individuals' needs and program requirements are being met and that services provided are in accordance with the Individual Program Plan (IPP).

GENERAL AUDIT INFORMATION

- Score of 80% and higher indicates compliance with statute and regulations.
- Score of less than 80% results in a finding with follow-up actions required by the regional center.

HOME & COMMUNITY BASED SERVICES (HCBS) WAIVER

- What is it?
- 31 individuals selected for this monitoring review; score of 98%.
- Review consisted of:
 - Tour of 4 residential facilities and 7 day programs – grounds were noted to be in good repair
 - Self-assessment – ELARC has systems & procedures in place for the implementation of the state and HCBS requirements
 - 18 new enrollees to the HCBS Waiver – 100% that ELARC reviews individuals for meet the level of care requirements for HCBS
 - 10 dis-enrollments from the HCBS Waiver – 100% that ELARC properly dis-enrolls from the waiver

HOME & COMMUNITY BASED SERVICES (HCBS) WAIVER

- Review consisted of (cont.):
 - Records reviewed at the residential facilities (4) and day programs (8) – 100%
 - 30 interviews and observations of the individuals served – 100% satisfaction with services, health, and choices.
 - 6 Service Coordinator interviews – 100% demonstrated knowledge about the people served and their roles/responsibilities as a Service Coordinator.
 - 1 Nurse Coordinator interview -100% demonstrated knowledge about their role/responsibilities.
 - Interviews of 3 residential facility administrators and 3 day program administrators – 100% demonstrated knowledge about the people served and their roles/responsibilities as an administrator.
 - Review of 10 Special Incident Reports – 100% compliance with reporting requirements.

HOME & COMMUNITY BASED SERVICES (HCBS) WAIVER

- 31 records were reviewed for 31 documentation requirements; ELARC met 25 of those requirements. 6 requirements were not met.
- The 6 findings identified were:
 - 1 record missing signature for a DS2200 form (new enrollment) -corrected
 - 1 record had inconsistent information documented –corrected
 - 4 records did not provide detailed information in the IPP report regarding services funded by ELARC or generic resource - corrected
 - 4 records had missing documentation regarding quarterly face to face visits and quarterly progress reports -finding
- Resulting score was 77%.

SELF-DETERMINATION PROGRAM (SDP) WAIVER

- What is it?
- 12 individuals selected already enrolled in SDP and 9 new enrollees were selected.
- Review consisted of:
 - Self assessment - ELARC has systems & procedures in place for the implementation of the state and HCBS requirements
 - 9 new enrollees selected for level of care determination – 100%
 - 8 individuals selected for interviews and observations at homes, day programs, or employment sites – 100% satisfaction with services, health, and choices.
 - 2 Service Coordinator interviews - 100% demonstrated knowledge about the people served and their roles/responsibilities as a Service Coordinator.

SELF-DETERMINATION PROGRAM (SDP) WAIVER

- 12 records were reviewed for 35 documentation requirements; ELARC met 23 of those requirements. 9 requirements were not applicable. 3 requirements were not met.
- The 3 findings identified were:
 - 1 record had inconsistent information documented - corrected
 - 2 records missing IPP signature pages – 1 corrected; 1 parent did not sign
 - 1 record had insufficient detail in the IPP report regarding services funded by either ELARC or a generic funding source - corrected

1915(I) STATE PLAN AMENDMENT (SPA)

- What is it?
- 21 individuals were selected for review of 24 documentation requirements – 98%
- 5 individuals selected for review of Special Incident Reports – 100%
- ELARC was in compliance with 14 documentation requirements; 5 were not applicable; 5 had findings.

1915(I) STATE PLAN AMENDMENT (SPA)

- The 5 findings were:
 - 2 IPP meetings were held 30 days past their birth month.
 - 3 records had insufficient detail in the IPP report regarding services funded by either ELARC or a generic funding source - corrected
 - 1 record had missing documentation regarding quarterly face to face visits and quarterly progress reports.

TARGETED CASE MANAGEMENT (TCM)

- What is it?
- Refers to the Service Coordinators' method of documentation for activities related to case management.
- One unit of case management activity is equal to 15 minutes.
- 31 individual records were selected for review of the TCM's claimed.
- Total of 3,017 units claimed and billed.
- 3 different criteria utilized for review:
 - Did the 3,017 units transmitted to DDS match the number of units reported to DDS? 100%
 - Were the TCM's consistent with the definition of what a TCM is? 97% (TCM table attached)
 - Did the TCM's identify the Service Coordinator who recorded the TCM? 100%

TARGETED CASE MANAGEMENT (TCM)

- The TCM's that did not meet the definition of what a TCM is were corrected and are shown on the attached TCM Table.
 - Administrative activities or duplications – cannot be claimed.
 - Documentation of the activity remained, but units claimed were reversed (zero).
 - Additional information added to provide more detail to the activity claimed.

NURSING HOME REFORM (NHR)

- What is it?
- Purpose
- 10 individuals selected for this review.
- 100% compliance with completion of a Preadmission Screening and Resident Review.

FINDINGS & ACTIONS TAKEN

- ELARC required to develop a response and plan to each finding.
- Findings consistent through the various waivers that could not be resolved during the review were:
 - Inconsistent information regarding qualifying conditions.
 - Insufficient detailed information regarding services and supports funded by ELARC or generic resources.
 - Missing documentation regarding quarterly face to face contact and quarterly progress reports.
 - TCM's claimed and billed not consistent with the definition of a TCM.

FINDINGS & ACTIONS TAKEN

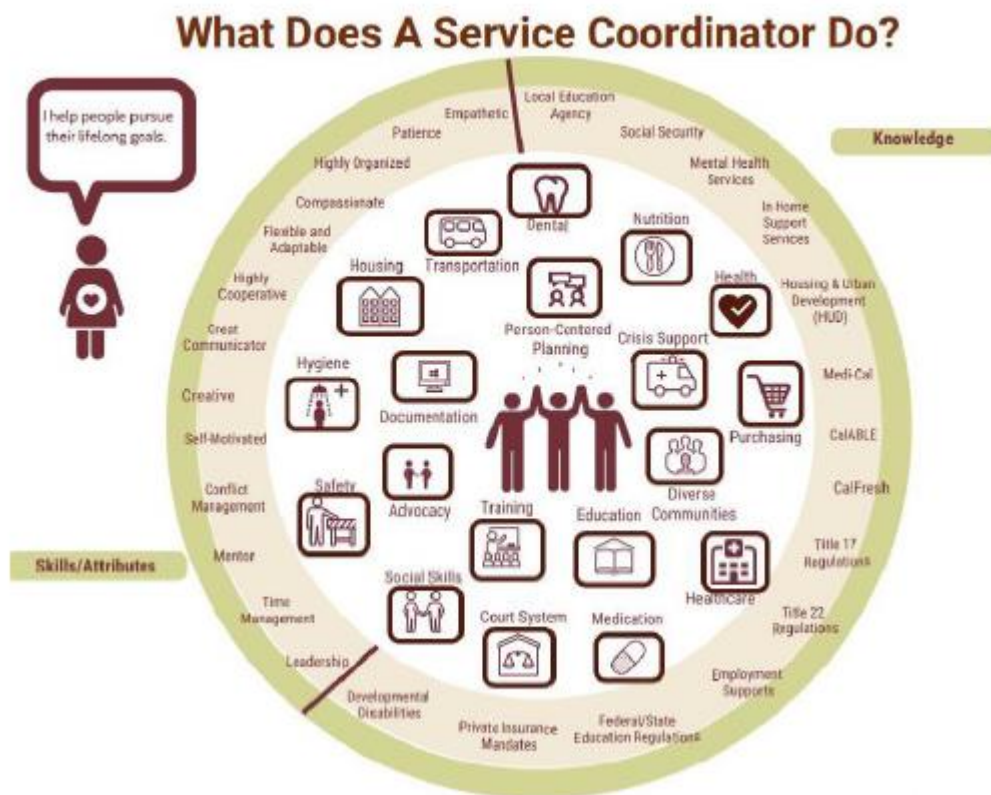
- DDS has approved ELARC's response and plan.
 - Increased training and oversight in the areas of documentation in the IPP's, TCM's, quarterly face to face meetings, and quarterly progress reports.
 - For new staff and senior staff, trainings are available monthly, quarterly, and as needed.
 - Heavy emphasis will be placed on the importance of detailed documentation.
 - Supervisors will ensure that all IPP's are reviewed thoroughly, that quarterly face to face meetings are being conducted, and progress reports developed.
 - Supervisors will review TCM's on a monthly basis for their Service Coordinators to ensure there is an understanding of what a TCM is and that there is sufficient detail regarding the activity.
 - If patterns of concern are noted by Supervisors, Service Coordinators will be required to retake necessary training courses.

THINGS TO NOTE...

- Over the last several years, ELARC was undergoing a tremendous amount of growth due to the expansion of new units, internal promotions, and staff leaving for other employment opportunities. This resulted in a tremendous amount of new hires and cases being transferred to these new units and Service Coordinators, some of whom were not as familiar with the process and requirements for these waivers.
- As our growth slows down and stabilizes, we anticipate that with the plan just outlined, this will support new and senior staff to become proficient in these waiver requirements. With this growth, Service Coordinators are now experiencing and benefiting from a lower caseload and this should help to facilitate better proficiency.
- ELARC's next audit is scheduled for February 2025 and we hope to see improvements in these areas.

In closing, Ms. Wong, took the opportunity to emphasize the many requirements and responsibilities of a service coordinator, as outlined the document entitled “What Does A Service Coordinator Do?”

Contrasting the extensive responsibilities of a service coordinator with the audit results indicates a job well done by staff.



Edith Hernandez-Daniels, Chief of Consumer Services, reiterated that over all ELARC staff did extraordinarily well in the audit review results.

Comments from the community were addressed.

B. Draft 2024 – '25 Performance Contract Public Meeting ATT #7 and ATT #8

ATT #7

Ms. Wong, provided information on the upcoming Performance Contract Public Meeting, by reviewing the flyer notice to the public.

Ms. Wong, presented the “Draft Performance Contract Public Meeting” flyer:

**EASTERN LOS ANGELES
REGIONAL CENTER**

ATT #7

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/84988135522?pwd=MDFXL0YxNzVGMDVHakZlYU5LazRgdz09>

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
6:30pm-7:15pm
Zoom invitation to be published
Board Hosted Overview of Draft Performance Contract

Public input on the draft 24/25 Performance Contract can be submitted by 5/17/2024

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



This flyer is posted on ELARC's website.

ATT #8

Ms. Wong, reviewed the measures of the Draft Performance Contract (PC) 2024/2025. She commented on the various elements under the Performance and Compliance Measures.

➤ Performance measures are based on the following three (3) subject matters:

- 1) Residential
- 2) Employment
- 3) Disparity & Equity

➤ Compliance measures are pre-established areas of focus as follows:

- Review of Client Development Evaluation Report (CDER)
- Review of the Early Start Report (ESR)
- Review of the Individualized Program Plan (IPP)
- Review of the Individualized Family Service Plan (IFSP)

No comments from the community.

C. Contract Approval: Home and Community Based Services (HCBS) Final Rule Compliance Funding Motion Required - ATT #9

ATT #9

Ms. Wong, noted the need for Board approval of the HCBS Final Rule Compliance Funding for the Helen Sanderson & Associates Contract.

Elizabeth Harrell, Community Services Manager, provided background information on the HCBS Final Rule Compliance. The funding plan is to support the implementation of compliance of the HCBS Final Rule.

Helen Sanderson & Associates will develop a Direct Service Professional (DSP) stipend program.

Comments from the community were addressed.

M/S/C (Theresa Chen/Richard Helgeson) To approve the Agreement for Establishing and Providing Developmental Services Contract Number: RD #RD224-2023-2024 of April 9, 2024 as recorded. Unanimous.

D. Whittier Penn Satellite Office Lease Renewal Update

Ms. Wong, shared that the lease for Whittier Penn Satellite Office will expire on June 30, 2024. The terms are being finalized and will be presented for Board approval no later than June.

No comments from the community.

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

ATT #5

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

No comments from the community.

**F. Budget Update
HANDOUT #1 and HANDOUT #3**

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

Handout #3

Ms. Wong made reference to the PEP report which is due on April 10, 2024 to DDS. ELARC is currently projecting a deficit of **(\$12,606,014)**.

Handout #1

Budget Performance Report: Operations (OPS)

Ms. Wong, reviewed the Operations Budget Performance Report for Fiscal Year 2023 - '24. It reflects a surplus of \$416,669.

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

Ms. Wong asked staff to provide an update on the recent Grassroots Day event.

Roxy Ortiz, Community Development and Training Supervisor, shared there were approximately 150 delegates in total, representing the 21 Regional Centers in the Sacramento event.

Ms. Ortiz shared areas of support requested of legislators:

- Implementation of final Provider Rate Increases as of July 2024
- FY 2024-'25 Deficit
- AB 2002 Blue Envelope Program

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, discussed DDS correspondence dated March 25, 2024 that speaks to a new service referred to as “Coordinated Career Pathways”. This service will be available to eligible participant’s beginning June 2024.

- Coordinate Career Pathways (CCP) is designed for individuals exiting or who have recently exited a work activity program or other subminimum wage settings, or are within two (2) years of exiting secondary education and wish to explore and achieve inclusive options that include but are not limited to paid internship, CIE, self-employment, microenterprises and post-secondary education.
- The two (2) new services available through CCP are as follows:
 - Career Pathway Navigator (CPN)
 - ❖ CPN services for individuals and their family include the development of a Person-Centered Career Plan (PCCP) guidance on employment resources and information, assistance in identifying career options, navigating regional center and generic services and monitoring progress.
 - Customized Employment Specialist (CES)
 - ❖ CES the goal of customized employment is job placement that meets the specific abilities of the individual job seeker and the business needs of the employer in a competitive integrated setting rather than the traditional approach of matching a person to an existing job.

Services are time-limited to 18 months but can be extended to a maximum of 24 months.

Mrs. Hernandez-Daniels, further shared the following information:

- DDS has developed outreach fact sheets that are available to view on ELARC's website
- Outreach plan in place by ELARC service coordinators to reach out to individuals served and families so they may access these services
- Community Services department doing outreach with vendors
- Employment Team speaking with service providers
- Vending new service providers
- Collaborating with ELARC Education Specialist

Comments from the community were addressed.

VII. Committee Reports

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

Last CAC meeting was held Tuesday - March 19, 2024. Topic of discussion was “The Governor’s Preliminary Budget”. Presenter was Gloria Wong, ELARC Executive Director, who provided an update on the Regional Center system.

Ms. Wong, shared the State of California is facing a substantial budget deficit. The presentation was very helpful to the CAC membership to understand what a deficit is. Areas of discussion were:

- 1) Effects to services if there are budget cuts.
- 2) How individuals served can advocate on behalf of the Regional Center system.
- 3) Grassroots efforts (Legislative efforts) to minimize budget cuts to the Regional Center system.

On the Consumer Advocates desk:

1. Growing the CAC
 - Asking service coordinators to share CAC information at IPP’s
 - Meet the Consumer Advocate (days and program visits scheduling is in progress)
2. Preparing for Grassroots Day
3. Understanding Regional Center (URC) presentation May 23, 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. Patrick Schattilly, ELARC Consumer Advocate, will present on the Individualized Program Plan (IPP).

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 Thursday, March 28, 2024.

Mr. Moreno provided the following updates:

- Upcoming Virtual Vendor Fair for coordinated family supports on March 14, 2024
- Presentation proved by the Family Resource Center (FRC)
- Preparing for Virtual Vendor Fair for Early Start
- Next meeting scheduled for Thursday, March 25, 202
- The VAC meetings will continue to be held hybrid (in-person and by Zoom)

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 May 14, 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 7:44pm.

M/S/C (Dalia Mendoza/Pat Gomez). 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