



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
September 10, 2024
Approved as Corrected on October 8, 2024**

Board Members Present:

Terry Munoz, President
Dr. Linda Lopez, Vice-President
Pat Gomez, Treasurer
Dalia Mendoza, Secretary
Marisol-Guerrero, CAC Chair
Yougeng Sun
Joel Moreno, Vendor Representative
Theresa Chen
Alex Wu
Dr. Terry Baruch
Joshua Tjahjahdi
Fely Navera

Staff Present:

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

Absent:

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 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:

Community input was received and addressed:

- ❖ Chala Jitpatima (Parent)
 - Thankful to ELARC for the guidance, services and support received by ELARC and their staff
- ❖ Celina Estrada (Parent):
 - Experienced a culture of “no” to service requests
 - Changed service coordinators multiple times
 - Communication via email and by telephone without response
 - Experienced difficulties with ELARC supervisors
 - Missing work to personally visit ELARC and advocate for services
 - 70% of the community being served by ELARC is Hispanic and it is unfortunate the Board of Directors meeting are solely held in English. Spanish translation is necessary.
 - Gloria Wong, ELARC Executive Director, asked Edith Hernandez-Daniels, Chief of Consumer Services, to reach out to Mrs. Estrada to address the specifics of her concerns.
- ❖ Lucina Saccone (Spanish - Parent)
 - Currently in third (3rd) year on Self-Determination Program (SDP), the transition was difficult. The first two (2) years worked out okay. Now in our 3rd year experiencing difficulties in revising the budget and lack of response which is affecting the entire family. Mrs. Saccone asked for help and assistance.
 - Mrs. Hernandez-Daniels, Chief of Consumer Services offered to meet with Mrs. Saccone to address the specifics of her concerns.
- ❖ Rubi Saldana, ICC Integradora
 - Lack of access to basic services such as respite and personal assistance (PA).
 - Parents feel they need to beg and argue for services.
 - ELARC Service Coordinators should be offered training on how to treat and work with the families.
 - ELARC’s community is suffering.
 - Ms. Wong shared that ELARC’s primary goal is offer services and supports based on existing policies and procedures.
- ❖ Agnes (Spanish – Family Friend)
 - No services being provided.
 - Lack of communication.
 - Insufficient respite hours being provided.
 - ELARC needs to have a better understanding of clients being served.
 - There’s a great necessity for services.

- Service coordinators are not approving appropriate services for clients.
 - ELARC staff is not compassionate to individuals/families served.
 - Ms. Wong, Executive Director, commented that ELARC has reached out to the leadership of Integrated Community Collaborative (ICC) in order to establish an ongoing communication method to better understand the specifics of the various grievances being shared by ICC families and others.
- ❖ Silvia Elizalde (Spanish – Parent)
- Have been asking for additional Personal Assistance (PA) hours and Respite.
 - Have been ignored by ELARC Sc and supervisor.
 - Insufficient hours of PA and Respite are authorized.
 - Concerns over IHSS hours and ELARC services
 - Families are suffering over limited services authorized
 - Mrs. Hernandez-Daniels, Chief of Consumer Services, offered to contact Mrs. Elizalde to gather the details and to address her concerns.
- ❖ Sofia Cervantes – State Council
- State Council continues to provide trainings:
 - Self-Determination Orientations
 - Special Education
 - Regional Center System
 - Given the comments about translation that have been posted in the chat:
 - Can this topic be reviewed for the public to know what the procedure for requesting translation in advance and/or
 - Can the Board consider a change in the process being that there seems to be a constant representation by Spanish speakers?
 - Is Spanish translation something that can be considered for future Board meetings for the Spanish speaking community?
 - ❖ Ms. Wong, stated that all suggestions will be considered.
- ❖ Maria G. - (Spanish – Parent)
- Submitted documentation in May 2024 requesting respite services and Medicaid Waiver. To date has not received any information on requests. How much longer do I need to wait in order to receive an acknowledgement of my request and/or a response?
 - Mrs. Hernandez-Daniels, Chief of Consumer Services, offered to make contact with parent to gather all the details so that she may follow-up with parents' concerns.
- ❖ Lissette Duarte (Parent)
- Thanked Roxy Ortiz for all of her support and guidance as they collaborated on events.
 - Encouraged the audience in attendance that if Spanish translation is needed to visit ELARC's website to make such request in a timely manner.

- Issues being raised by families are occurring statewide.

❖ Chat comments:

- Translation/Interpretation needed
- Thank you ICC families for participating
- Who can be contacted regarding respite services?
- Thank you ICC for pushing and providing what needs to be occurring
- It is sad there is no other respite or available hours knowing there is a lot of need for our children
- Why does ELARC take so long to contact families when referrals are sent for an evaluation?
- Why are the In Home Supportive Services (IHSS) hours reduced based on the hours authorized/received by the Regional Center?
- Letty ~ encountering difficulties in accessing services with numerous barriers. Rights have been violated. ELARC needs to collaborate with the community being served.
- Ruby Saldana ~ Thank you for allowing us to have an exchange I have faith that maybe through the ongoing meeting that we are about to set with ICC will get us to a better place of understanding.

The “Community Input” section of the agenda allowed for all individuals wishing to register their concerns, whether verbally or by chat, to present their concerns. Approximately one (1) hour was dedicated to this section in the agenda to ensure all had an opportunity to voice their opinions.

Ms. Wong, Executive Director, reiterated the agency’s effort to continue the dialogue with ICC leadership in order to pave a path towards resolution to the many issues voiced by the community.

IV.

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

M/S/C (Pat Gomez/Yougeng Sun) To approve the BOD Meeting Minutes of July 09 , 2024 as recorded. Unanimous.

v. Executive Director's Report - Gloria Wong

**1. Department of Developmental Services (DDS) Changes
ATT #2**

ATT #2

Ms. Wong shared thAT many high-level personnel changes are occurring at the Department of Developmental Services (DDS). She reviewed the letter from Nancy Bargmann, Director of the Department of Developmental Services (DDS), entitled "A Letter from Director Nancy Bargmann" in summary, Nancy Bargmann was the Director the last eight (8) years, with over forty (40) years of experience in the Regional Center system. Mrs. Bargmann retired as of August 31, 2024. Effective September 09, 2024 Pete Cervinka has been appointed Interim Director.

Ms. Wong announced that Brian Winfield, Chief Deputy Director of Program Services, is transitioning into full retirement, presently working on a part-time basis. Appointed new Chief Deputy Director of Program Services is Michi Gates, who comes in with a tremendous amount of Regional Center experience. Mrs. Gates worked the last six (6) years as Director of Kern Regional Center before leaving North Bay Regional Center after twenty-two (22) of service.

Ms. Wong noted another change in ELARC's Primary Liaison. Xochitl Gonzalez has once again been appointed as primary liaison for ELARC with Marianita Mendez, appointed as ELARC's Secondary Liaison.

**2. Self-Determination Program Local Volunteer Advisory Committee (LVAC)
ATT #3, HANDOUT #9 AND #10**

Ms. Wong announced that Roxy Ortiz, Community Development and Training Supervisor, is leaving ELARC. Ms. Ortiz has been with ELARC for nearly twenty (20) years. Ms. Ortiz started as a service coordinator for about one (1) year, moved on to becoming the Information and Training Specialist in Community Services for nearly fourteen (14) years, and then promoted to the Information and Training Supervisor for nearly five (5) years. Ms. Ortiz will be working with the Association of Regional Center Agencies (ARCA) as their Government Affairs Director.

Many well deserved accolades and congratulations were shared. There was a brief picture PowerPoint noting her many years with ELARC and her many contributions, it served as a bitter-sweet trip down memory lane of twenty (20) years of excellent service to the ELARC community.

Ms. Ortiz expressed her gratitude for the opportunity to work at ELARC.

Ms. Wong reviewed the Self-Determination personnel changes. It was also noted that DDS has been working to update the SD Progress Report.

Ms. Ortiz presented on two (2) updated sections of Self-Determination report. The transition to the new reporting format will include.

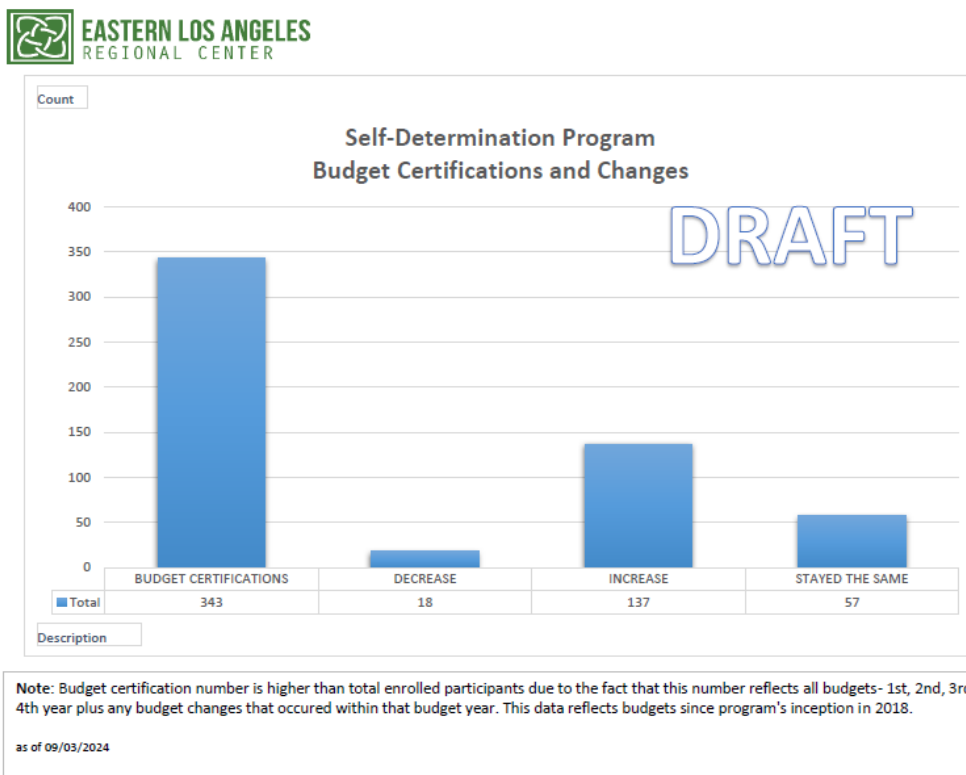
HANDOUT #9

Ms. Ortiz reported the Self-Determination Program Budget Certifications and Changes report remains in “Draft” format as DDS is moving toward the second phase of the updated report.

The report below focuses on the budget certification and the changes:

- Tracking all of the Self-Determination participants who have enrolled in the Self-Determination program - 235 as of the end of August 2024
- Budget Certifications and Changes - 343
- Decrease - 18
- Increase - 137
- Stayed the Same - 57

HANDOUT #9



The report below focuses on Self-Determination Program Orientations:

- Attended orientation through a Regional Center - 217
- Attended orientation through the orientation through Other Sources - 5
- Attended orientation through State Council - 13

HANDOUT #10

HANDOUT #10



The above graph indicates who offered the orientation session to ELARC consumers. These data points are being tracked by SANDIS.

ATT #3

Elizabeth Harrell, Community Services Manager, shared the DDS correspondence dated July 26, 2024 on the “Approval for Fiscal Year (FY) 2023-24 Community Placement Plan (CPP)”.

Mrs. Harrell offered background information on the project approved. In March 2024 ELARC took the lead from the 21 Regional Center’s in requesting \$6 million dollars of start-up funds to expand

the capacity of Family Management Services (FMS) agencies across the state of California. It is crucial that we expand resources to support the implementation of Self-Determination and to expand the equitable access to restored social recreation services, Participant Directed services, and to employment opportunities.

Trying to award funds to new or existing FMS's to invest the start-up funds to develop services that are:

- ❖ Accessible
- ❖ Responsive
- ❖ Transparent
- ❖ Invest in bilingual staffing

Ms. Wong, shared the Local Volunteer Advisory Committee (LVAC) meets on the 3rd Tuesday of the month. Next meeting is scheduled for Tuesday, September 17, 2024 at 6:00pm.

No comments from the community.

3. Emergency Management Officer Update on Special Projects

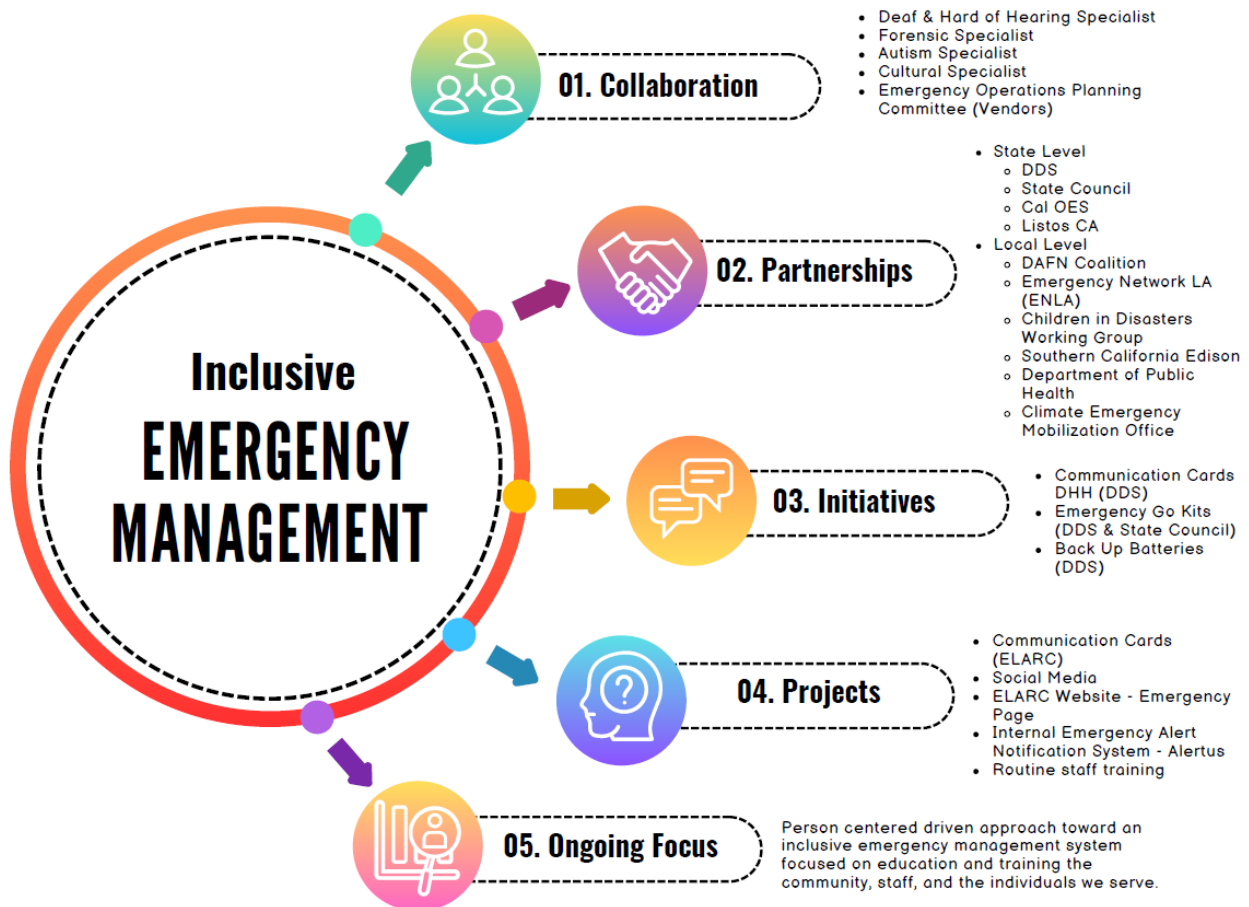
Presenter: Gina Esparza

Edith Hernandez-Daniels, Chief of Consumer Services, introduced Gina Esparza, Emergency Management Officer. Mrs. Esparza has been with ELARC approximately 22 years and can always be depended to go above the call of duty. In her role of "Emergency Management Officer" she serves in the following capacity:

- ❖ Emergency Management Office Group chair person
- ❖ Keeps the agency informed on the emergencies that are happening out in the community
 - Fires
 - Power Outages
 - Accidents
- ❖ Reports if families are affected
- ❖ Runs queries and reports to identify who has been affected

Mrs. Esparza expressed there are gaps within the “Emergency Management System”, but the 21 Regional Centers are working in partnership to improve the collaboration process.

Mrs. Esparza discussed the “Inclusive Emergency Management” outline and the focus of her work:



Mrs. Esparza noted that the “Emergency Management System” is driven by person centered practices. Statewide existing resources are being expanded for the communities we serve.

Comments from the community were addressed.

4. Home and Community Based Services (HCBS) Compliance ATT #4, #5, #6 and #7

Ms. Wong, provided background information on Home and Community Based Services (HCBS) and the adherence to compliance in order to ensure continued federal funding to the DDS system.

The four (4) focus areas for the HCBS services:

- 1) All Setting Types - **ATT #4**
- 2) Residential Settings - **ATT #5**
- 3) Day Service Settings - **ATT #6**
- 4) Employment Settings - **ATT #7**

Elizabeth Harrell, Community Services Manager, provided additional background information on HCBS. Mrs. Harrell reported the deadline for the Regional Center to come into “compliance” with HCBS Final Rule was August 31, 2024 and reported that ELARC is in full compliance in all the focus areas.

Mrs. Harrell, went over the updated following graphs, noting ELARC's 100% compliance in all categories.

➤ All Setting Types - **HANDOUT #1**

HANDOUT #1

All Setting Types

Overview of DDS HCBS Compliance

HCBS Settings

7688	7688	0	100.0%
Total Settings	Settings Reviewed	Not Yet Visited	Settings Reviewed

Compliance Status

7609	79	99.0%	99.0%
Compliant	In Progress	Compliant (Reviewed)	Compliant (Required)

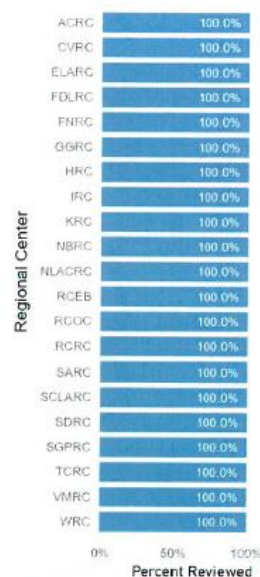
Remediation Plans

48	30	0
Technical Assistance	CAP Issued	Provider Appeal

Sanctions

1	0	0
Moratorium	Alternative Options	50% Payment Withhold

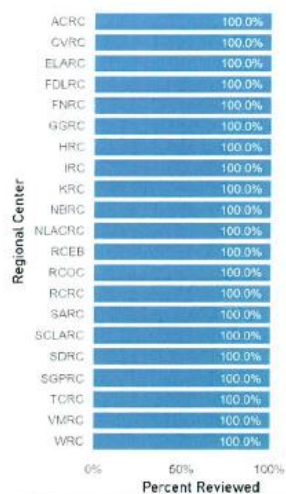
Settings Reviewed by Regional Center



All Setting Types

Reviewed HCBS Settings

Percent of Settings Reviewed by Regional Centers

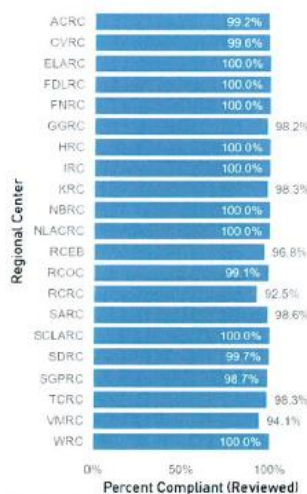


100.0%

Statewide Percent Reviewed

Compliant HCBS Settings

Percent Compliant of Reviewed Settings

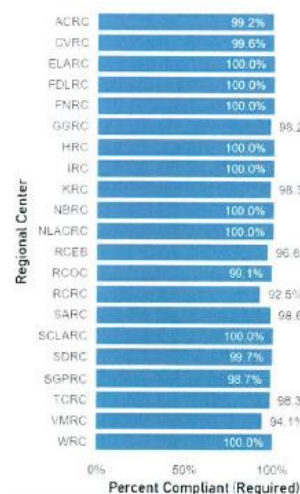


99.0%

Statewide Percent Compliant (Reviewed)

Compliant HCBS Settings

Percent Compliant of Required Settings



99.0%

Statewide Percent Compliant (Required)

Residential Settings

Overview of DDS HCBS Compliance

HCBS Settings

5663 Total Settings 5663 Settings Reviewed 0 Not Yet Visited 100.0% Settings Reviewed

Compliance Status

5601 Compliant 62 In Progress 98.9% Compliant (Reviewed) 98.9% Compliant (Required)

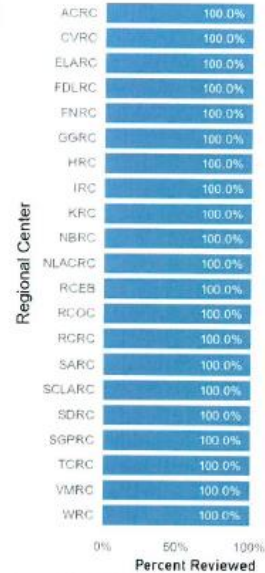
Remediation Plans

34 Technical Assistance 27 CAP Issued 0 Provider Appeal

Sanctions

1 Moratorium 0 Alternative Options 0 50% Payment Withhold

Settings Reviewed by Regional Center

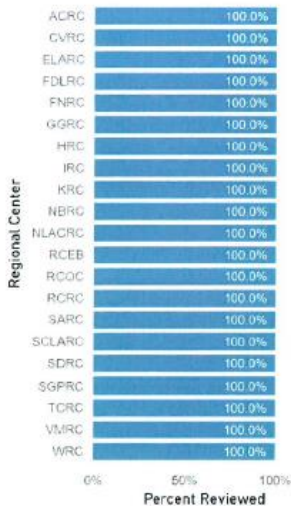


Residential Settings

Statewide Progress

Reviewed HCBS Settings

Percent of Settings Reviewed by Regional Centers

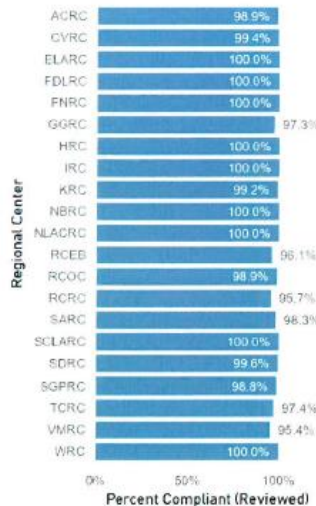


100.0%

Statewide Percent Reviewed

Compliant HCBS Settings

Percent Compliant of Reviewed Settings

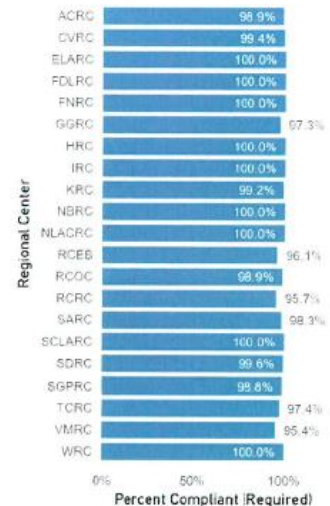


98.9%

Statewide Percent Compliant (Reviewed)

Compliant HCBS Settings

Percent Compliant of Required Settings



98.9%

Statewide Percent Compliant (Required)

Day Service Settings

Overview of DDS HCBS Compliance

HCBS Settings

1878 Total Settings 1878 Settings Reviewed 0 Not Yet Visited 100.0% Settings Reviewed

Compliance Status

1863 Compliant 15 In Progress 99.2% Compliant (Reviewed) 99.2% Compliant (Required)

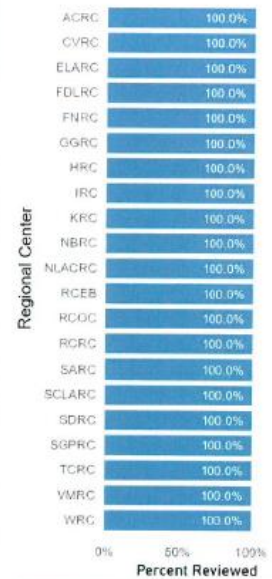
Remediation Plans

12 Technical Assistance 3 CAP Issued 0 Provider Appeal

Sanctions

0 Moratorium 0 Alternative Options 0 50% Payment Withhold

Settings Reviewed by Regional Center

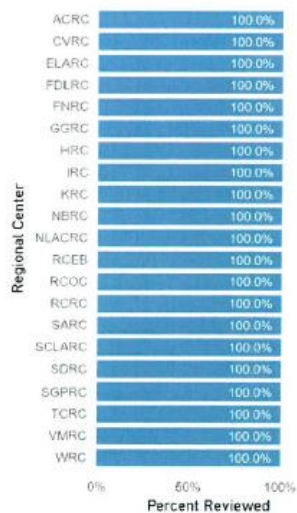


Day Service Settings

Statewide Progress

Reviewed HCBS Settings

Percent of Settings Reviewed by Regional Centers

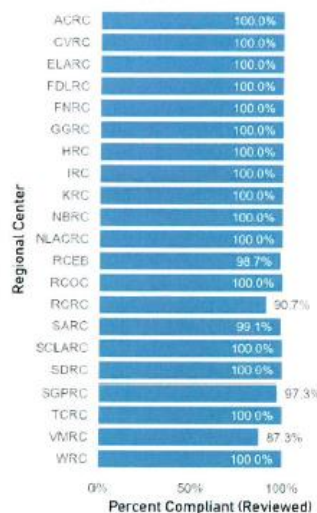


100.0%

Statewide Percent Reviewed

Compliant HCBS Settings

Percent Compliant of Reviewed Settings

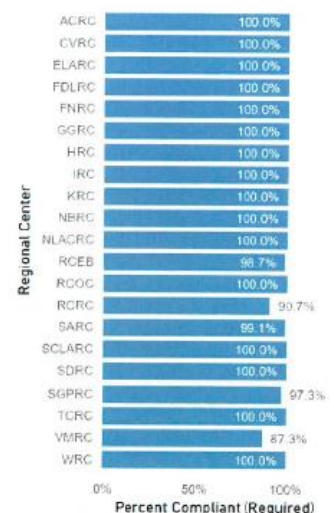


99.2%

Statewide Percent Compliant (Reviewed)

Compliant HCBS Settings

Percent Compliant of Required Settings



99.2%

Statewide Percent Compliant (Required)

Employment Settings

Overview of DDS HCBS Compliance

HCBS Settings

147 Total Settings 147 Settings Reviewed 0 Not Yet Visited 100.0% Settings Reviewed

Compliance Status

145 Compliant 2 In Progress 98.6% Compliant (Reviewed) 98.6% Compliant (Required)

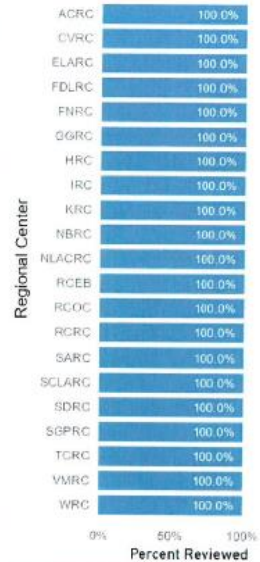
Remediation Plans

2 Technical Assistance 0 CAP Issued 0 Provider Appeal

Sanctions

0 Moratorium 0 Alternative Options 0 50% Payment Withhold

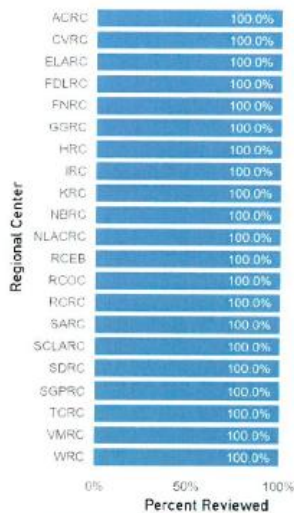
Settings Reviewed by Regional Center



Statewide Progress

Reviewed HCBS Settings

Percent of Settings Reviewed by Regional Centers

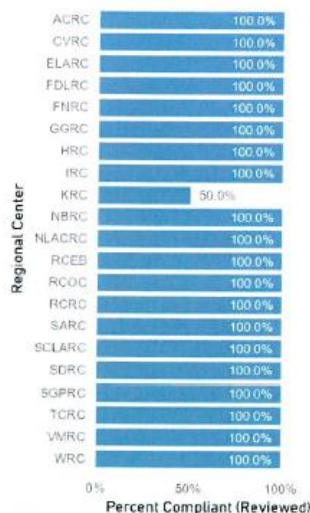


100.0%

Statewide Percent Reviewed

Compliant HCBS Settings

Percent Compliant of Reviewed Settings

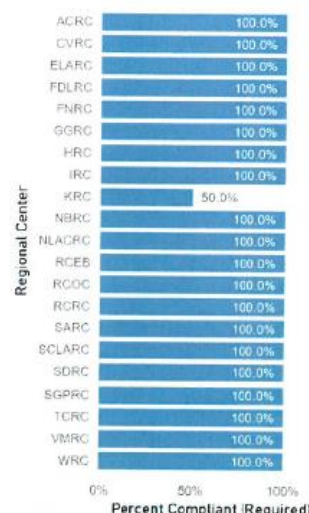


98.6%

Statewide Percent Compliant (Reviewed)

Compliant HCBS Settings

Percent Compliant of Required Settings



98.6%

Statewide Percent Compliant (Required)

Employment Settings

No comments from the community.

**5. 2024 – '25 Performance Contract DDS Approval
ATT #8**

Ms. Wong, reviewed DDS correspondence dated July 15, 2024. DDS reviewed the performance contract for compliance with applicable statutory provisions and the Department's performance guidelines dated March 25, 2024. ELARC's FY 2024-25 Performance contract is approved as submitted.

No comments from the community.

**6. Independent Auditors AGT CPA's & Advisors Engagement Letter
ATT #9**

ATT #9

Ms. Wong, shared correspondence from AGT CPA's & Advisors dated July 29, 2024 identified as an "Engagement Letter".

No comments from the community.

7. Budget Update

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

Ms. Wong, reported the PEP report which is not due until December 10, 2024 to DDS.

**Budget Performance Report: Operations (OPS)
HANDOUT #13 AND #13A**

Ms. Wong, went over correspondence from DDS dated September 6, 2024 and the Budget Section FY 2024-25 Claimable Cash Advances A-1 Amendment.

No comments from the community.

**8. Consumer Services Report
Edith Hernandez-Daniels, Chief of Consumer Services
HANDOUT #5, ATT #10 and HANDOUT #11**

HANDOUT #5

Edith Hernandez-Daniels, Chief of Consumer Services, shared upcoming events fourthly planned by OCRA and ELARC the “Conservatorship Training” scheduled for September 30, 2024 from 2pm – 4pm.

Topics of discussion:

- Conservatorships basics
- Conservatorship myths & pitfalls
- Alternatives to conservatorship

Registration is required. Information is available on ELARC’s website and service coordinators have this information as well.



Community Connections in collaboration with
ELARC U: The Adult Advocates Institute

Alternatives to Conservatorship

We invite you to learn about:

- Conservatorship basics
- Conservatorship myths & pitfalls
- Alternatives to conservatorship



DATE:

September 30th, 2024

TIME:

2:00 – 4:00 PM

RVSP:

[Click here to Register](#)

This training will be held in English with Spanish, Cantonese, and Mandarin interpretation. If you wish to participate in any other language, please make your request with Ernesto Jauregui; ejauregui@elarc.org; (626) 248-4964, two weeks prior to the training to allow sufficient time for ELARC to make every attempt to meet your request.



| Good Training | Strong Partnerships | Better Service |



www.elarc.org | infor@elarc.org

No comments from the community.

ATT #10

Mrs. Hernandez-Daniels, shared information on Vista de JJ Rodriguez Apartments located in Montebello, Ca.:

- Apartments will be available in December 2024
- Sixty-Two (62) affordable housing units
- Portion of the units are designed, constructed and fully accessible for people with developmental disabilities

ATT #10

Vista de JJ Rodriguez Apartments

Accessible Units Coming Soon! Montebello, CA



The development offers eighteen (18) accessible dwelling units for qualifying lower-income households. Eleven (11) units are mobility-accessible, and seven (7) are audio/visual-accessible.

Accessible Units:

Mobility-accessible

➤ **One-bedroom** apartments: 5 ➤ **Two-bedroom** apartments: 3 ➤ **Three-bedroom** apartments: 3

Audio/Visual-accessible

➤ **One-bedroom** apartments: 3 ➤ **Two-bedroom** apartments: 2 ➤ **Three-bedroom** apartments: 2

Accessible Features:

Features include but are not limited to, accessible routes of travel to the dwelling units with accessible 34" minimum width for entry and for all doors on an accessible path, interior doors with lever hardware, 42" minimum width hallways, fully accessible bathrooms complying with ADA 2010 and applicable design requirements, accessible kitchens, and closets and balconies located on an accessible route. Features for audio/vision include communication features that are compliant with all requirements of UFAS/ADA 2010, extending to all habitable rooms and bathrooms.

Who Can Apply?

As an affordable housing community, units will be leased to eligible households; income limits and other program criteria apply. Accessible units are intended to house persons with disabilities who have a disability-related need for the accessibility features of the unit. Applicants need only indicate their request for an accessible unit at the time of application.

How to Apply (General Public):

- **Accessible units are offered in limited quantities.** As such, applicants requesting an accessible unit are not guaranteed an offer for an accessible unit.

A lottery will determine the application processing order; to be included, you must apply between August 8, 2024, and September 6, 2024. Contact a leasing representative at (213) 219-5075 for more information. For relay services, dial 711.



Mrs. Hernandez-Daniels, shared the “Deaf Awareness Fair” flyer. Event will be held at ELARC (oval mall) and is scheduled for Saturday, September 28, 2024 from 10am to 2pm. The leads are Natalia Magaña, DHH Specialist and Guadalupe Hernandez, Cultural Specialist.



Mrs. Hernandez-Daniels, reported two (2) programs that have been repealed:

1) Annual Family Program Fee

- The program required for families to pay a co-payment of \$150.00 - \$200.00 for minors when they would access services.
 - This program was stopped during COVID-19

2) Family Cost Participation Program

- This program affected respite, camp and day care.
- Families with children ages 3 – 17 were responsible to pay a portion of their services.
 - This program was stopped during COVID-19

Comments from the community were addressed.

VI. Committee Reports

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

The CAC met July 16, 2024. Guest speaker was Diana Gudiño, ELARC supervisor, who presented on employment.

Topics of discussion were:

- 1) How ELARC helps consumers with employment
- 2) How Paid Internship Program (PIP) works
- 3) Micro Enterprise
- 4) Shared information on how to keep SSI benefits while employed

The presentation was well received and questions were answered. Contact information was provided to those who are seeking assistance with employment.

The CAC voted to begin the meetings in a “hybrid format” meaning in “Zoom” and in- person beginning January 2025.

Members discussed potential topics for 2025. Topic suggestions are being sent to the Consumer Advocate. Topics will be selected by vote at the September and November meetings.

The next CAC meeting is scheduled for September 17, 2024 from 4pm – 6pm on “Zoom”. Gina Esparza, ELARC Emergency Management Officer, will discuss with CAC emergency preparedness.

On the Consumer Advocates Desk:

- 1) Preparation for the November 2024 CAC meeting to be hybrid
- 2) OCRA presentation: Alternative to Conservatorship (projected September 30, 2024 from 2pm – 4pm on “Zoom”)
- 3) Voting presentation from L.A. County Registrar Recorder’s Office (projected October 3rd, 2024 from 10am – 12pm in person) Alhambra

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

Joel Moreno, VAC Representative, reported the Vendor Advisory Committee (VAC) met in August 2024.

Mr. Moreno provided the following updates:

- The VAC is currently vacant a secretary
- The VAC meetings will continue to be conducted as a hybrid (in-person and by Zoom)

No comments from community.

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

Mrs. Terry Munoz, Board President, reported there was no meeting of the Board Finance/Personnel Committee.

VII. Miscellaneous Announcements

Next Board of Directors Meeting will be held on October 8, 2024 at 6:00pm.

VIII. Adjournment

There being no further business to discuss the motion was made to adjourn the Board of Directors meeting at 8:07pm.

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

Respectfully Submitted by:

A handwritten signature in cursive script, reading "Dalia Mendoza".

Dalia Mendoza,
Secretary, ELARC Board of Directors

Recorded by: Angie Salas,
Executive Secretary