

APPROVED



South Central Los Angeles
Regional Center
for persons with developmental disabilities, inc.

**SOUTH CENTRAL LOS ANGELES REGIONAL CENTER
MINUTES OF THE BOARD OF DIRECTORS MEETING**

January 24, 2017

7:00pm – 9:00pm

President, Veronica Moser opened the **January 24, 2017 Board Meeting** with roll call:

Members Present:

Veronica Moser
Mark Grimes
Alfredo Farfan
DeShawn Kelly

Diana Ugalde
Teyanna Williams
Sherita Rogers
Ascary Navarro

Kristen Gozawa
John Wagoner
Irma Nunez
Irene Cortez

Members Absent:

Ramona Gallegos
Stephanie Arlaud

Sandra Casado
Wanda Cathran

Staff Present:

Dexter Henderson Reuben Lee Maria Figueroa Crystal Smith Maura Gibney
Marsha Mitchell Deanna Corbin Patricia Jimenez Diamond Lee Donnicus Cook
Ebony Montgomery

Denise Thornquest, DDS

Public:

Fernando Gomez Xiomara Lopez Natalie Urrutia Daysi Funes Rubi Saldana
Maricela Donate Beatrice Herrera Maria Lopez Maria Leonor Dimas
Martha Gascon Sandra Maichelli Alicia Cortez Maria O Arroyo Maria Ramirez
Alejandro Lopez Teresa Flores Francisca Vera Freddy Sanchez Epifanio Sanchez
Josefina Blarcas Rogaid Fuegozo Clara Fuegozo Herlinda Rodriguez
Karen Saldana Gledy Aceitano Georgina Leon Abner Antunez Amada Reyes
Blanca Martinez Maria Moreno Amada Garcia Jose Carrasco

President, Veronica Moser requested the board's approval of the **December 13, 2016** Board Minutes as presented.

BOARD ACTION:

To Approve SCLARC Board Minutes of December 13, 2016

SCLARC BOARD MEMBERSHIP - Dexter Henderson

Mr. Henderson welcomed newly elected Vendor Advisory Chair, John B. Wagoner to his seat on SCLARC's Board of Directors. Mr. Henderson introduced Mr. Wagoner by reading his biography. Mr. Wagoner is a vendor and Executive Director at ARC Mid-Cities in the city of Downey.

President, Veronica Moser acknowledged the 32 parents in attendance and asked that the board move the order of the meeting, allowing public input. There were 32 parents and 3 outside agency guest in attendance. Translation equipment and a translator was available.

PUBLIC INPUT: *12 parents completed speaker cards for public input.*

1. Fernando Gomez, (Support for parents)

2. Maricela Donate, Parent

3. Alicia Cortez, Parent

4. Christofer Arroyo, Parent

5. Martha Ramirez, Parent

6. Amada Reyes, Parent

7. Xiomara Lopez, Parent

8. Rubi Saldana, Parent

9. Maria Lopez, Parent

10. Judy Mark, Support

11. Maria Moreno

12. Martha Gascon

Comments and Concerns from Parents:

- Parents often do not receive the annual statement of services, and when they do receive it, they do not understand it.
- Many vendors aren't able to serve the clients – there are waiting lists for social skills and other services. There are no quality respite services - agencies often send different people to

the home- no consistency in caregivers. Families have no say in the behavior therapy worker and/or agency for their child.

- Parents requested childcare so that they can attend board meeting and other informational RC meetings.
- The Clinical process is very difficult – parent is concerned that most of the people in the clinical department are consultants, the clinical team often wants a large number of documents from other agencies and the wait for services is long.
- Services take a long time to be put in place and families aren't able to receive retroactive funding.
- Judy Mark stated that she is a parent advocate for Autism Society and they have a warm line answering parent calls and assisting parents. She reported that many of the families that call are SCLARC parents and they are not able to manage the volume. Autism Society and parents of SCLARC would like to see an organizational change. Emphasized the board's responsibility to the SCLARC community.
- Many parents stated that they wanted to be a part of the SCLARC family and want to assist in making the organization better.
- Parent asked what the board did and wanted to know why they did not know about the meeting.
- Mother stated that she was told SCLARC could not do anything for her twin daughters. Her daughters have severe behavioral issues and now see a psychologist. She stated her daughters turned 22 in December and she hopes SCLARC will help her with their transition from high school into a new day program. She has already identified a potential program that may be appropriate for them.
- Parents want information sent to them by mail. Many families do not have access to the internet/email.
- Service Coordinators often tell families that the child does not qualify for RC services yet and/or they can't receive certain services because it is parental responsibility
- Families want more than just respite
- The board meeting time listed on the website is incorrect
- **Chris Arroyo SCDD representative**
Spoke about a conference on March 2nd that parents should register to attend.
Stated that he was told the Parent Advisory Committee does not exist any more

Spoke about the low attendance in training at SCLARC which he feels is a sign that there is a disconnect between SCLARC and its consumers/families.
Informed families of Monday trainings for parents in Glendale

After the navigator presentation:

Fernando Gomez stated the navigator program was well thought out and comprehensive. He sees the program addressing the disparity but would like to also see an effort to address the issue of equity.

-Mother stated that even though the navigator program is a good idea, the Service Coordinator's still need additional training.

Abner- Father wanted to know who is responsible for the navigator program if it is not successful. He also stressed the importance of accountability and how he agreed with the mother who spoke before him in reference to additional training for the SC's.

Executive Director, Dexter Henderson assured the parents that their concerns were heard and noted. He reminded the parents that this was not the forum to discuss their individual cases. The agency will respond to your letter and follow up with each of you. President, Veronica Moser closed public input by speaking to the parents as a parent of a young adult with developmental disabilities. She spoke for the board when she said, "We hear you." Ms. Moser encouraged the parents to be patient with the regional center system and to continue to be educated, knowledge is power. Learning how to advocate for your loved ones is empowerment. I promise, SCLARC will do their part.

AGENCY DIRECTORS REPORTS

BUDGET UPDATE & FINANCE REPORT – Robert Johnson

Controller, Robert Johnson did not present the **POS Expenditure Projection Report**, the **Statement of Revenue and Expenditures**, and the **Balance Sheet** on behalf of CEO, Roy Doronila. President, Veronica Moser tabled the financial highlights until the March 28, 2017 board meeting.

COMMUNITY SERVICES AND FAMILY SUPPORTS REPORT – Marsha Mitchell

Director, Marsha Mitchell welcomed SCLARC's guest parents to the meeting and spoke briefly to their concerns before turning the meeting over to FRC Manager, Crystal Smith.

FRC Manager Crystal Smith introduced SCLARC's new "Navigator" program. Ms. Smith presented a power-point presentation to the board introducing the "Navigator" program that is designed to supplement the work of the Service Coordinators, improve family and staff knowledge of generic resources and provide personal assistance to families in requesting services. The program will offer families and consumers intensive support and follow up from intake and throughout their regional center experience. Individual appointments will be held over the phone or in person to

discuss and provide assistance with various matters, including eligibility outcomes, consumer transitions, SCLARC services and generic resources in the community. Families will also be provided with support to apply for needed services through their medical insurance provider, and enroll in benefit programs such as WIC, Medi-Cal, HISS, SSI, and others. Navigators will also coordinate with Service Coordinators and consumers to explore appropriate regional center services. The Navigator team will also develop and facilitate ongoing trainings and provide individual consultation to consumers, families, and professionals. *(SCLARC Navigator Program attached)*

CONSUMER AND SUPPORT SERVICES REPORT – Reuben Lee

Mr. Lee spoke to the board regarding SCLARC's implementation of a Saturday schedule. In our continuing efforts to augment and enhance services, SCLARC proudly announces that we will be open on Saturday February 11, 2017 from 9:00 Am to 2:00 PM. SCLARC's Leadership Team anticipates that opening on Saturday will give our families more options that will enable our staff to meet the needs of the individuals we serve.

This is a pilot program that will occur the second (2nd) Saturday of each month for the next 3 months. At the end of the 3 month of this pilot program SCLARC's Leadership Team, with input from staff, families and consumers, will decide if we will continue the program, increase the days we are open on Saturdays or if we will terminate the program. Please help us spread the word to ensure that this program is successful.

Reuben Lee also spoke on the subject of consumers with no services and services authorized but not used or underutilized services. In February 2017 SCLARC staff will call consumers with No Services/ Under Utilized Services to discuss their current needs. We will be selecting Service Coordinators and Team Leaders to make contact with these individuals. Staff will be assigned a list of consumers to call; review consumer case records to obtain current and historical information; recommend and refer consumers to appropriate services (both SCLARC and generic agency funded). Staff will also complete ID Notes and POS related to each contact. Through this project, we are hoping to close the disparity gaps related to POS and to maximize services for our consumers.

VENDOR ADVISORY COMMITTEE REPORT—John B. Wagoner

The VAC report was tabled until March 28th, board meeting.

CONSUMER ADVISORY COMMITTEE REPORT - Desiree Boykin/ Ascary Navarro

The CAC report was tabled until March 28th, board meeting.

Executive Directors Report - Dexter Henderson

Mr. Henderson gave a brief summary about the Governor's Budget Highlights. He also provided handouts which explain the State Budget Process and The California Legislative Process.

PUBLIC INPUT: Moved to the top of the meeting.

ADJOURNMENT:

President, Veronica Moser adjourned the January 24th, 2017 Board of Directors Meeting at 9:45pm.

NEXT MEETING:

The next SCLARC Board of Directors meeting will be held on March 28, 2017, at **SCLARC, 2500 S. Western Avenue, 4th Flr. Legacy Community Room**

Submitted by:

Deanna Corbin
Executive Secretary

Date

Approved by:

Mark Grimes
Board Secretary

Date