



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**

March 27, 2018

7:00pm – 9:00pm

Ms. Moser informed the public that this will be the last meeting she will be facilitating as she has served on the board for 7 years and has termed out.

President, Veronica Moser opened the **March 27, 2018 Board Meeting** with roll call:

Members Present:

| | | | |
|-------------------|-----------------|----------------|-------|
| Veronica Moser | Irma Nunez | Alfredo Farfan | |
| Stephanie Arlaud | Ramona Gallegos | Diana Ugalde | Wanda |
| Cathran | Ascary Navarro | Jesus Murillo | |
| Eduardo Rodriguez | Javier Cortez | Sherita Rogers | |

Members Absent:

| | | |
|----------------|---------------|------------------|
| Kristen Gozawa | Mark Grimes | Teyanna Williams |
| John Wagoner | DeShawn Kelly | |

Staff Present:

Dexter Henderson Roy Doronila Marsha Mitchell Maricel Cruzat Jesse Rocha Deanna Corbin Patricia Jimenez Maura Gibney Karmell Walker Kimberly Bernardez Ted Bilbao Joseph Velasquez Crystal Smith Esteban Ortiz Robert Scott Saul Lopez Naomi Hagel Sharon Dixon Daisy Flores Kyla Lee

Public: (From sign in sheet)

| | | | | | |
|----------------|----------------|-------------|----------------|-----------------|-----------|
| Sandra Maravel | Magali Ochoa | Ana Pineda | Sara Martinez | Silvia Diaz | Esperanza |
| Taylor | Karina Andrade | Kelli Marsh | Salaneka Smith | Wendy Maldonado | |

President, Veronica Moser requested the board’s approval of the January 23, 2018 Board Minutes with revisions suggested.

BOARD ACTION:

To Approve SCLARC Board Minutes of January 23, 2018 with revisions suggested.

M/S/C: R. Gallegos/ A. Farfan/Unanimous

Ms. Moser urged the public to submit a board application if they are interested in joining SCLARC’s board. Applications can be retrieved on SCLARC’s website www.sclarc.org.

BOARD ELECTIONS – Veronica Moser

Ms. Moser announced the people nominated for SCLARC's Board of Director officers. She asked each of the nominated officers say a few words as to why they feel that they are qualified for the position and their participation in the board.

Nominees:

Alfredo Farfan – President

When I came here I was like most of the board wondering if this is where I'm supposed to be or what was it that I was doing on the board. At that time I believe my son was 3 years old. I was very involved with the regional center and would attend anything the regional center offered. I wasn't working at the time and taking care of my kid full-time while my wife worked. I joined the board and hanging around Veronica little by little I started picking up all the information that I needed to be able to serve on the board and have a better capacity. After being part of the board for 4 years I have a better understanding on how to navigate the system and the purpose of what I am doing here. I know what I'm doing here is trying to make a change. As you sit on the board every year you start seeing progress and understanding on your knowledge of the regional center. I hope that at one point I can come back after serving whatever years on the board and being a better capacity then.

Wanda Cathran – Vice President

I am the parent of a consumer and I've been on the board since October 2016. One of the main things that's important to me is to have passion and commitment to the things that are concerning our consumers and also what the regional center is doing. I have had the opportunity to sit on the Consumer Services Committee meetings and also participate in asking leadership questions in regards to what we are doing as a regional center to better the lives of our consumers to assist the parents. I have learned a lot and there is a level of commitment. As a board member it is my responsibility that I make sure to stay informed. That I'm supportive of our regional center as well as our consumers and that there is no conflict. I will also continue to reach out and attend various meetings whether they are town hall meetings and/or meetings in Sacramento. The more you learn the more you become involved in what's going on and the better understanding you have and better opportunities that are presented to you to be of better help. As candidate I will definitely have my full commitment.

Diana Ugalde – Vice President

As a consumer I can give a value input. I will try to do a great job.

Javier Cortez – Vice President

I've been a board member for a few months. I am still in the learning process however, I can tell you that I've enjoyed very much being a board member. As a parent of two consumers I know the importance of being a member of the board and also to be informed of any changes that are coming. I understand the importance and how complex the system is. I am still learning however, very motivated to do my best to be a board member.

Sherita Rogers – Vice President/ Secretary

I believe over the last few months and year I've gained tremendous information in being on this board. Not only with being on the board as a board member but within my own profession. This needs new voices and a fresh way to look at how the regional center has to look forward. I believe that I am that voice and I believe that sitting in the consumer services committee has enabled me to see the opinion of the people as well as what the regional center is doing. I additionally want to say that I've given my all this last year and I will continue to no matter what position I sit in I will do the same.

Eduardo Rodriguez – Secretary

As a step father of two kids a few years ago and now a board member starting last year is a great experience for me and a learning experience for me as a father and a board member.

Irma Nunez – Secretary

I am a mother of a consumer and I still consider myself to be fairly new because I am still in the learning curve. I am involved in the community as a coach for baseball and soccer for the little kids. I'm seen in the community as someone in the teaching capacity. I'm very hands on and I think this also applies to the board. After I finish learning everything I need too from the board I'm hoping to be of some benefit to the board.

Stephanie Arlaud – Treasurer

I served as treasurer for one year and have been on the board for approximately two years. I not only have 25 years of experience in finance and evaluation in the real estate. It's the first time that myself and committee members actively participate in the selection of the external auditors. Aside from dealing with numbers, attending ARCA meetings and executive committee meetings, I have compassion for the individuals that SCLARC serves offering many times a voice for persons that do not have their own. I'm also concerned behind the business in an agency like SCLARC.

Ms. Moser asked the board to please review their ballots and make their corresponding choices. Results will be in by the end of the meeting and an announcement will be made.

EXECUTIVE COMMITTEE REPORT – Veronica Moser

Ms. Moser reported that the Executive Committee did meet for the month of February in closed session to negotiate the Executive Director's new contract. She announced that the contract was finalized in that meeting.

CONSUMER ADVISORY COMMITTEE -Ascary Navarro

Mr. Navarro reported that in the month of February the CAC was discussing the importance of self-love. He expressed how the CAC wants to make sure to use positive statements. They also discussed the importance of applying for Medicaid, Medi-cal and Medicare and how to find the correct services and making sure is available to us as consumers. Mr. Navarro also announced that in May and June the CAC is having two conferences. The one in May is the Supported Life Conference and during the month of June the People First Conference. He asked anyone interested in attending to please contact Desiree Boykin and/or Ebony Montgomery. The next CAC meeting is scheduled for April 23, 2018 at 10am in the Legacy Community Room 4th floor. Lastly, he encouraged the people to join the CAC.

The CAC meeting is held on the fourth Monday of each month from 10:00am – 12:00pm at SCLARC, 2500 S. Western Avenue, 4th Floor, Legacy Community Room 435.

CONSUMER SERVICES COMMITTEE–Wanda Cathran

Ms. Cathran, Consumer Services Committee (CSC) Co-Chair, informed the board that the last two committee meetings have been primarily to focus on the Latino Strong Voice Families (LSVF) letter. The committee talked in depth about the letter and how to respond. She added that working with SCLARC's leadership team and the executive committee the letter was finalized and a copy should have been distributed to the communities responding to the different areas in particular respite. There were other areas that were discussed in the letter as well with regards to quality of services and housing. In addition, she shared that the CSC did spend a significant time into providing the best responses. The CSC also spoke briefly in regards to Self-Determination.

The CSC meeting is held the second Monday of each month from 6:00pm – 7:30pm at SCLARC, 2500 S. Western Avenue, 4th Floor Legacy Community Room 435.

FINANCE COMMITTEE– Stephanie Arlaud, Chair

Ms. Arlaud provided the board with a brief update regarding the audit findings for FY 2014-15. All issues with the auditors have been clarified and SCLARC has agreed to repay the State on any overpayments.

The finance committee meets on the third Wednesday, of every other month, the week prior to

VENDOR ADVISORY COMMITTEE – Karina Andrade

Ms. Andrade, VAC Secretary provided a brief update to the board in the absence of John Wagoner. She reported on a few items that have occurred during the last few months. Ms. Andrade reported that on March 20, 2018 many members of the VAC and vendors attended Grassroots Day in Sacramento. At the event there were a few goals that the VAC had in mind while speaking to Assembly Members and Senators. In addition, she reported on the Consumer Brunch that was held on March 22, 2018. She reported an attendance of over 150 consumers, family members, vendors and SCLARC staff. It was a day to honor consumers who were recognized for their achievements by vendors. Lastly, she reported that the VAC had a turnout of about 30-40 guests at every VAC meeting. If you would like to contact the VAC their email is vac@sclarc.org.

The VAC meets the second Wednesday of every month from 10:00am – 12:00pm at SCLARC, 2500 S. Western Avenue, 4th Floor, Legacy Community Room 435.

AGENCY DIRECTORS REPORTS

BUDGET UPDATE & FINANCE REPORT – Roy Doronila

Mr. Doronila only focused on the Statement of Revenue and Expenditures report due to board elections. The following financial highlights were reported to the board:

The Statement of Revenue and Expenditure Report show the agency is projecting a balanced budget in operations as of January 2018. In POS we are projecting expenditures of \$209,198,914. In the same report we project a POS deficit of \$5,277,455 with the reason being SCLARC has not received all of its allocation for the year.

COMMUNITY SERVICES AND FAMILY SUPPORTS REPORT – Marsha Mitchell

Ms. Mitchell presented the board with SCLARC's 2018 POS Data Presentation Summary. The two meetings were held on March 15, 2018 at the Bell Community Center from 6:00 p.m. to 8:00 p.m. and March 16, 2018 at South Central Los Angeles Regional Center from 10:00 a.m. to 12:00 p.m. All documents included in the board packets are available in English and Spanish.

Ms. Mitchell reported that the Bell Community Center meeting had approximately 77 participants. This meeting was composed of consumers and families as well as SCLARC staff and board members. The second presentation, held at SCLARC, had 41 stakeholders participants. The audience was comprised of SCLARC vendors and regional center staff members; very few families were present. After each of the two presentations, there was a public comment period during which participants voiced concerns or asked questions. Additionally, there was an opportunity for stakeholders to talk about their personal cases with SCLARC's Director of Case Management Jesse Rocha and various Program Managers. As part of the presentation of SCLARC's Service Data, SCLARC staff members also presented information how SCLARC is addressing service disparities.

Mr. Henderson informed the board and public that as a result of the parents that were coming previously over the last few months SCLARC now has a policy where every public meeting managers are available to speak with parents and any issues they may have. Today there are about 10 program managers in attendance to address any concerns or needs you may have.

CONSUMER AND SUPPORT SERVICES REPORT– Jesse Rocha

Mr. Henderson introduced Jesse Rocha as the new Director of Case Management who has been at SCLARC in a variety of capacities.

Mr. Rocha reported briefly regarding Caseload Ratios. He reported the following to the board:

There are 5 categories that the state asks us to provide:

- o Consumers enrolled in Home and community Based services waiver
- o Consumers under 3 years of age
- o Moved from a Development Center since 04/1993
- o Moved from a Developmental Center within the last 12 months

- o All others (consumers who have not moved out of a DC, not under the age of 3, and not on the waiver program)

Caseload Ratio March 2018

004 - Caseload Ratios

| | Mar-2014 | Mar-2015 | Mar-2016 | Mar-2017 | Mar-2018 |
|--|-------------|-------------|-------------|-------------|-------------|
| Medicaid Waiver required ratio | 62 | 62 | 62 | 62 | 62 |
| Actual | 84.1 | 89.0 | 84.0 | 76.0 | 67.7 |
| Age 36 month and under required ratio | 62 | 62 | 62 | 62 | 62 |
| Actual | 80.2 | 76.5 | 72.4 | 77.6 | 70.0 |
| Consumers moved from DC, lived in communities more than 24 months | 62 | 62 | 62 | 62 | 62 |
| Actual | 45.6 | 38.3 | 37.9 | 39.6 | 44.5 |
| Consumers moved from DC, lived in communities between 12 and 24 months | 62 | 62 | 62 | 62 | 62 |
| Actual | N/A | N/A | N/A | N/A | 33.1 |
| Consumers moved from DC within the last 12 months | 45 | 45 | 45 | 45 | 45 |
| Actual | 36.6 | 14.9 | 16.1 | 17.2 | 23.9 |
| All Others required ratio | 66 | 66 | 66 | 66 | 66 |
| Actual | 91.7 | 94.1 | 89.7 | 78.7 | 68.7 |

*DC= Developmental Center
 Automated method used for all years*

Hiring

- o Since April 2017, SCLARC hired 41 Service Coordinators which helped reduce caseloads and allows for improved service delivery.
- o Currently there are 10 potential Service Coordinators in the final hiring process and should join SCLARC in April.
- o SCLARC will continue to interview and hire Service Coordinators within our available resources to improve caseload ratios.
- o SCLARC is also working on identifying additional space.

CLINICAL SERVICES – MaricelCruzat

Ms. Cruzat provided the board with a brief overview of the Medicaid Waiver Audit and the Mental Health Grant. She reported the following to the board:

MSHA Grants FY 2017-2020

Grant # 1 – Mental Health Assessment and Support Project

This grant is intended for adult consumers that have at least one psychiatric hospitalization in the last year. The goal of this grant is to understand the need of the dually diagnosed consumers. To increase service coordinator’s capacity to identify red flags for mental health crisis and most importantly to develop mental health providers who can serve SCLARC consumers. In addition, a mental health triage

team has been created. This triage team is comprised of our care coordinator, psychologist, behaviorist, and psychologist from a community partner. The triage team usually meets twice a month and will discuss the referrals and design a treatment plan and provide relevant information to our community health partner. The triage team screening and assessment will help mental health professionals to better understand the difference between the consumers with the developmental disability and mental health issues.

Grant # 2 – Engaging High Need Families to effectively Support Their Child’s Social Emotional Development

This grant is for infants and children at risk with developmental disabilities and who are found to have severe social emotional delay. Intervention will be provided to the parents or care givers to the infants and toddlers including those parents who have developmental disabilities. We are in the process of hiring a social emotional specialist who will work 50% of the time on this grant and the remaining time will be spent with the Early Start Program. More information will be provided to the board once SCLARC starts implementing this grant since we are in the beginning stages.

Medicaid Waiver Audit

| | |
|---|--|
| Records review | 31 documentation requirements from 42 sample consumer records – 100% for 29 requirements; 2 findings |
| Special Incident Reports | 57 records – 100% all follow up done and RC timely reporting to DDS of incidents (within two working days of the vendor report) |
| Nursing Home Reform | 10 records – 100% |
| 1915i Records review | 16 records – 100% |
| Regional Center interviews | All SCs met or exceeded expectations and know their job duties / QA & Clinical |
| 5 CCFs and 14 day program visits | Consumer, provider interviews, record review and walk through of the facility and day program |
| Conducted 11 interviews for consumer who live independently or with family | Everyone satisfied with Regional Center services. |

NAVIGATOR PROGRAM REPORT – Maura Gibney

Ms. Gibney provided the board with an update regarding the Navigator Program. She reported the following to the board:

Navigator Program

- o Navigators and Navigator Specialists provide one on one assistance with support, education, and information for individuals and families who encounter barriers in accessing services.

- o Group trainings offered on specific topics such as Regional Center services and In Home Supportive Services offered on a monthly basis in English and Spanish
- o Flexible appointments available to families
- o Support consumers and families in requesting and advocating for regional center POS services
- o Support new consumers with the intake process
- o Work with new families to discuss diagnosis and understand psychological reports
- o Support with applying for public benefit programs such as Medi-Cal, IHSS, SSI and other generic resources

Consumers and Families Served by Navigator Program

- o 372 Consumer families served in year one.
 - 43 percent live in the southeast communities
 - 52 percent are Spanish speaking;
 - 56 percent served are school aged (3 to 21 years old);
- o 117 served were active SCLARC consumers with no POS services.
 - Of those, so far 35 have received a new POS authorization for service, or an increase in an existing POS service after receiving Navigator support.
- o 124 were individuals who were not SCLARC consumers were supported through the intake process and found eligible after receiving support from a Navigator. Of those, 76 have already been connected with ongoing POS services.

How to Receive Navigator Program Support

- o Call the McClaney Family Resource Center at 213-744-8882 to request a referral to the Navigator Program.
- o When visiting SCLARC, walk in to the Family Resource Center and request to be referred to the program.
- o When meeting with your Service Coordinator, request they submit a referral.

EXECUTIVE DIRECTOR REPORT - Dexter Henderson

Due to the time frame the Proposed Budget FY 18-19 will be tabled until the next board meeting May 22, 2018.

PUBLIC INPUT:

- Magali Ochoa –
First off, thank you for the time you allow me to express myself. This comment is to address Mr. Henderson. I am sending you an email tonight to meet with you and some additional parents. We have concerns that we would like to share with you. We are new parents at SCLARC since our children got approved to be consumers at SCLARC last year in July. We don't know how this works, we are new to SCLARC but we have experience in other districts. We are concerned regarding the Navigator Program. My navigator did not help me at all. I had high expectations in the program you guys created and I am not happy about it. I only received respite hours and I'm requesting services and nobody is calling me back. I am here to respond to one of the comments regarding a woman's name from the navigator program being here to help us. I requested the Lanterman Act book when we had the meeting here two months ago. I have not received a copy and a couple of parents requested a copy. Nobody ever followed up with us regarding this matter, no calls, no email something that was very simple.

➤ Wendy Maldonado –

Good evening, I would like to speak regarding the coordinators that were assisting in the January 23, 2018 board meeting. They don't respond to our questions, they ignore our petitions. Sometimes they don't have the answers and they say we will respond to you. I asked for the Lanterman Act book in Spanish and I've been waiting for three months. I've been waiting on Joe Velasquez and yet he has provided no answers. Also, Mr. Teodoro was present that day and attended to another family. However, they look at us and it doesn't matter if here, via phone, or email they simply don't respond. They've been unable to respond and we have no answers. We know who we need to direct our concerns to however, they are not responding to our concerns and that's why we are here so you can listen to us. I have my son that was diagnosed with Autism and ADHD and my son is a regional center consumer and was approved in May. My son has health problems and we need the respite. A nurse came out to see him on December 23, 2017 and as of now I have received no answers. If we didn't require the services we would not ask for them. I feel as though being a consumer has its rights and they need to be discussed and addressed and be like everyone else. I don't want to say that there is discrimination but there is discrimination. I don't know if it is because we are Latino's or Hispanics or is it that simply you don't want to give us an answer. This goes to everyone on the board and new board members. If you can please hear us and give us answers. Thank you and good night.

Mr. Henderson addressed the issue in regards to the Lanterman Act which was also addressed in the January 23, 2018 meeting and to Latino Strong Voice Families organization. SCLARC indicated that we did some extensive research in trying to find a Spanish version of the Lanterman Act book and DDS does not provide it. The Disabilities Rights organization was the only organization that has a version, however, is not updated. Unfortunately, we are unable to provide. I personally spoke to the Director of DDS and she found several extra copies, provided them to us and we distributed them accordingly. Unfortunately, we do not have any more of those hard copies. However, you can go on the internet and get the English version of the Lanterman Act.

➤ Silvia Diaz –

Good evening everyone, I just want to come to this community to learn because I really want to learn. I really want to be involved and to learn and advocate for my son. Today what I learned is that he has his feelings and I am really glad that he has his feelings. However, when I came to the regional center and learned all of this it gave me a little hope. I want to advocate for my son and I want to ask questions and I want everyone to ask questions. I want him to learn and I am really glad that I learned that the audit we had SCLARC had to give money back and although that was disappointing I am glad the audit went through.

Mr. Henderson asked CFO, Roy Doronila to briefly speak about the State audit and their findings.

Mr. Doronila stated that it was an amount of approximately \$20,000 in overpayments in which the State requires us to pay back and in addition, we also collect the money from the vendors we over paid. Ms. Moser added that going forward they have implemented procedures that will minimize those type of errors.

Ms. Moser announced and congratulated SCLARC's new Executive Committee:

- Alfredo Farfan – President
- Wanda Cathran – Vice President
- Irma Nunez – Secretary
- Stephanie Arlaud – Treasurer

ADJOURNMENT: President, Veronica Moser adjourned the March 27, 2018 Board of Directors Meeting at 9:00pm.

NEXT MEETING:

The next SCLARC Board of Directors meeting will be held on May 22, 2018 at SCLARC, 2500 S. Western Avenue, GSM Auditorium.

Submitted by:

Deanna Corbin
Executive Assistant

Date

Approved by:

Stephanie Arlaud
Board Secretary

Date