



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 28, 2017**

**7:00pm – 9:00pm**

President, Veronica Moser opened the **March 28, 2017 Board Meeting** with roll call:

**Members Present:**

Veronica Moser	Diana Ugalde	Irma Nunez
Ramona Gallegos	Teyanna Williams	John Wagoner
Alfredo Farfan	Sherita Rogers	
Wanda Cathran	Ascary Navarro	

**Members Absent:**

Mark Grimes	Sandra Casado	Kristen Gozawa
Stephanie Arlaud	DeShawn Kelly	

**Staff Present:**

Dexter Henderson	Reuben Lee	Maria Figueroa	Crystal Smith	Maura Gibney
Marsha Mitchell	Maricel Cruzat	Roy Doronila	Deanna Corbin	Jesse Rocha
Janice Turner	Kimberly Bernardez			

**Public:**

Fernando Gomez	Xiomara Lopez	Daysi Funes	Rubi Saldana	
Maricela Donate	Sandra Maravel	Alicia Cortez	Maria Ramirez	
Epifanio Sanchez	Josefina Blarcas	Abner Antunez	Maria Moreno	David
Marquita	Rosa Sierra	Karina Andrade	John Mechaca	Mark Lai
Lucila Contreras	Mayra Mezquiri	Isela Aguirre	Guadalupe Nolasca	
Mayra Garcia	Maria Baneas	Wendy Espana	Chris Arroyo	
Yadira Crona	Roberto Machuca			

President, Veronica Moser requested the board's approval of the **January 24, 2017 Board Minutes** as presented.

**BOARD ACTION:**

**To Approve SCLARC Board Minutes of January 24, 2017**

**M/S/C: T. Williams/ A. Farfan/Unanimous**

President, Veronica Moser acknowledged the parents in attendance and asked that the board meeting continue in its order, and allow public input last. Translation equipment and a translator were available.

**SCLARC BOARD MEMBERSHIP** - Dexter Henderson

Mr. Henderson informed the board of the resignation of board member Irene Cortez. Ms. Cortez accepted a navigator position at SCLARC which she started last week.

**CONSUMER ADVISORY COMMITTEE** -Ascary Navarro

Mr. Navarro gave an update on three Consumer Advisory Committee (CAC) meetings held January 23, 2017, February 27, 2017 and March 27, 2017. The next CAC meeting is scheduled for April 24, 2017. The CAC meeting is held on the fourth Monday of each month between 10:00am – 12:00pm at SCLARC, 2500 S. Western Avenue, 4<sup>th</sup> Floor, Legacy Community Room 435. Meeting minutes from these three meetings are attached.

**CONSUMER SERVICES COMMITTEE** - Mark Grimes

The Finance report was tabled until May 23<sup>rd</sup> board meeting since Mr. Grimes was not in attendance.

**FINANCE COMMITTEE**– Stephanie Arlaud

Ms. Arlaud gave a brief update on the Finance Committee meeting held March 22, 2017. Roy Doronila, CFO presented the Statement of Revenue and Expenditures, the Balance Sheet and the Point of Services Expenditure Projection Report to the committee. All of those reports are apart of the meeting packet, finance section. The next Finance Committee meeting will be held May 17, 2017. The finance committee meets on the third Wednesday, of every other month, the week prior to SCLARC's BOD meeting.

**SELF DETERMINATION**–Marsha Mitchell

Ms. Mitchell provided a brief update on Self Determination. According to the Department of Developmental Services (DDS) the process is going to speed up since the differences and questions the federal government had regarding the implementation of self-determination have been resolved. You will be informed as packets are sent out via mail and email. The next Self Determination meeting is scheduled for April 12, 2017. The Self Determination meeting is held thesecond Wednesday of every other month between 6:00pm – 8:00pm at SCLARC, 2500 S. Western Avenue, 4<sup>th</sup> Floor, Legacy Community Room 435.

**VENDOR ADVISORY COMMITTEE** – John B. Wagoner

Mr. Wagoner gave a brief statement about the mission of the Vendor Advisory Committee (VAC). The next VAC meeting is scheduled for April 12, 2017. The VAC meets the second Wednesday of every month from 10:00am – 12:00pmat SCLARC, 2500 S. Western Avenue, 4th Floor, Legacy Community Room 435.

**ARCA REPORT – Veronica Moser**

Ms. Moser reported to the board regarding the ARCA meeting held March 16, 2017 in Sacramento. A representative from Harbor Regional Center gave an overview of their board operations. In that overview they included how the board was organized, how often they have meetings and other educational trainings they provide. The emphasis is to provide transparency so that everyone knows how each one of the 21 regional centers is operating. Another major part of the meeting was the topic around Person Centered Thinking, she encouraged everyone present to view the YouTube video from Tri-Counties Regional Center which explains the concept of Person Centered Thinking.

**EXECUTIVE COMMITTEE REPORT – Veronica Moser**

Ms. Moser reported that the executive committee reviewed and answered SCLARC's parent response letter that was initially presented at the January 24, 2017 board meeting by parents.

**AGENCY DIRECTORS REPORTS**

**BUDGET UPDATE & FINANCE REPORT – Roy Doronila**

Roy Doronila presented the Statement of Revenue and Expenditures, the Balance Sheet, the POS Expenditure Projection Report. 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. In POS we are projecting a \$2,234,066 deficit with the reason being SCLARC has not received all of its allocation for the year.

The Balance Sheet shows we have \$27,447,316 in cash compared to the same time last year when the agency had \$23,099,922.

The POS Expenditure Projection Report indicates our current month projection for our annual estimated Purchase of Service (POS) Expenditures totals \$189,324,066.

**COMMUNITY SERVICES AND FAMILY SUPPORTS REPORT**

**Parent Advisory Committee Update – Marsha Mitchell**

In an effort to better serve our Parent Group Members and Leaders, and in order to accommodate requests that stakeholders not have to travel to SCLARC for monthly meetings, SCLARC's Outreach staff members have restructured how we meet the Parent Advisory Committee (PAC). SCLARC staff members will meet with parent groups at their meetings in the community so the concerns of the entire group can be heard and individuals needs can be addressed more efficiently.

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Specifically, Outreach and Case Management staff will go out in teams to monthly meetings and log individual parents' concerns, issues and challenges regarding services. These logs will be presented to case management managers and services coordinators who will have a two-week window to investigate and address issues presented.

#### **Mind Gap Update** – Marsha Mitchell

As you may recall last year staff made a request to partner with UCLA with Mind the Gap (MTG). MTG is a study that UCLA is conducting in an effort to help understand the barriers of services and communities of color. Several focus groups were held at SCLARC. Focus groups with UCLA and their researchers consisted of parents, vendors, and staff. Based on the information gathered from the focus groups UCLA went back and revised the pilot program. The pilot program will help identify the barriers for services. We are studying the barriers to services and how to get services implemented on a much faster basis. This program will begin in April and right now we are recruiting families who are interested in the study.

#### **Town Hall Meeting Update** – Maria Figueroa

In 2017, South Central Los Angeles Regional Center held two public meetings, one in the northern portion of its catchment and one in the south. The first meeting was held at SCLARC February 24, 2017 10:00 a.m. to 12:00 p.m. The second meeting was held at the Bell Community Center, 6250 Pine Avenue Bell, CA 90201 March 10, 2017 6:00 p.m. to 8:00 p.m. The first meeting had approximately 40 participants. The second presentation had 25 stakeholder participants. After each presentation, 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 Reuben Lee, Assistant Director Jesse Rocha, and various Program Managers. As part of the presentation of SCLARC's Service Data, staff also presented various initiatives and strategies to address service disparities.

#### **Navigator Program** – Crystal Smith

As you know, South Central Los Angeles Regional Center received funds from the Department of Developmental Services to implement a new Navigator Program. Two Navigator Specialist and five Navigators have been hired to supplement the work of the Service Coordinators, improve family and staff knowledge of generic resources, and provide personal assistance to families in requesting needed services. Staff will develop and facilitate ongoing trainings and provide individual consultation to consumers, families, and staff. All staff will require advanced knowledge of regional center services, major systems of care, and generic resources benefitting consumers, families, and staff.

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, IHSS, SSI, and others.

**Parent Focus Group** – Chris Soto

SCLARC started conducting focus groups with Downright Blessed, Fiesta Educativa and Healthy African American Families support groups. The purpose of this is to get a perspective from the families and parents to understand the challenges they are facing with the regional center. There is approximately 46 parents thus far. SCLARC is reaching out to different families and different parent groups to ask for permission for us to conduct this focus group. Thus far, we have had 3 groups agree to us coming out. Top issues reported; lack of communication and long waits for replies to messages, lack of services in the area and those who provide services are not providing the highest quality.

**PUBLIC INPUT:**

**Comments and Concerns from Stakeholders:**

- Parents requested copies of the board packets.
- Parents expressed how they are unable to wait for service coordinators to be trained and do their jobs correctly. A number of parents responded with they don't have time to wait for SCLARC to train social workers.
- One parent stated that her daughter has been a consumer of the regional center since she was 3 years old and now she is 11 and still has no services.
- Is SCLARC hiring people that have experience? Or people that have a background with working with children with disabilities?
- Communication is the biggest problem parents have.
- A parent asked what a parent can do when they know nothing about the system and they are given the wrong information from service coordinators
- A parent mentioned how her daughter is 11 years old and how she has never received any respite hours.
- A parent stated her daughter has an intellectual disability, slow learning and takes medication and how she quit her job and does not believe that is fair.
- A parent talked about her 31 year old son and how he has severe behavioral issues and does not receive any services from SCLARC.
- A few parents feel that the board is not doing enough and that if they are not passionate over what they are doing they need to leave the board for someone that cares.

- Parents feel that they have been complaining too long and nothing has been done.
- A parent asked how is the board going to make a difference.
- A parent talked about how her world turned upside down because she couldn't feed her son. As of today he still is unable to feed himself, and has been fed with a dropper his entire life.

**Recommendations from Stakeholders:**

- Develop policies that are going to address the complaints.
- Change the venue because this group is only going to get larger.
- Figure out how to make this a productive meeting so that there are outcomes.
- Ask staff to provide a list of policies that may be modified so service coordinators have more flexibility to provide services.
- Staff should be available at these board meetings and other venues like these to meet with people who express their individual concerns.
- Review any policies and procedures regarding denials of services.
- Based on the Lanterman Act, the agenda must be sent out 7 days in advance and it needs to be finalized with no additional changes.
- Based on the Lanterman Act, the packets should be available to the public upon request and if anything is given out at the meeting it also should be available for the public.

**CONSUMER AND SUPPORT SERVICES REPORT**– Reuben Lee

The Consumer and Support Services Report was postponed until May 23, 2017 board meeting.

**EXECUTIVE DIRECTOR REPORT** - Dexter Henderson

Mr. Henderson assured the parents that their concerns were heard and noted. He also informed the parents that SCLARC managers are present and ready to speak with parents if they need to. Additionally, he apologized for not having enough packets for parents and for not being able to make additional copies at the time. He assured the parents that they are open to resolving any issues or concerns they may have. Mr. Henderson also informed parents that SCLARC staff is willing to have meetings either individually or in groups to discuss their concerns.

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**ADJOURNMENT:** President, Veronica Moser adjourned the March 28, 2017 Board of Directors Meeting at 9:45pm.

**NEXT MEETING:**

The next SCLARC Board of Directors meeting will be held on May 23, 2017, at SCLARC, 2500 S. Western Avenue, 4<sup>th</sup> Flr. Legacy Community Room

**Submitted by:**

\_\_\_\_\_  
Deanna Corbin  
Executive Secretary

\_\_\_\_\_  
Date

**Approved by:**

\_\_\_\_\_  
Mark Grimes  
Board Secretary

\_\_\_\_\_  
Date