

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**  
August 20, 2014

**Present:** Dorothy Daniels, Myriam Jovel, Debra Newman, Lou Paporozzi, Sean Stalbaum, Angela White, and Tavia Wooley – Committee Members  
Michelle Heid – Vendor Advisory Committee Representative  
Richard Dier - Guest  
Diane Ambrose, Susana Gil, Jennifer Kaiser, Michele Marra, and George Stevens – Staff Members

**Absent:** Jay Lytton

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**I. Call to Order & Introductions**

Tavia Wooley, chair, called the meeting to order at 6:02 p.m. Introductions were made.

**II. Public Input**

A. Self-Determination Conference: Fliers were provided for a conference on self-determination that will be held November 7 & 8, at the Doubletree Hotel in Culver City. The conference is being presented by the Autism Society of Los Angeles and Disability Rights California. For more information, contact: info@autismla.org.

**III. Consent Items**

A. Approval of Agenda

**M/S/C** (D. Newman/D. Daniels) To approve the agenda as presented.

B. Approval of Minutes of July 16<sup>th</sup> Meeting

**M/S/C** (L. Paporozzi/S. Stalbaum) To approve the minutes as presented.

**IV. Committee Business**

A. Committee's Priorities for FY 2014-15

The Board of Trustees approved the committee's 5 priorities for this fiscal year. Copies of the priorities list were provided to the committee for their information.

B. 4<sup>th</sup> Quarter Appeals and Hearings Report

During the 4<sup>th</sup> quarter of FY 2013-14:

1. Eligibility: 416 Notices of Action were sent and only 9 were returned (appealed).
2. Service: 137 Notices of Action were sent and 23 were returned.
3. Hearings: 7 fair hearings were held:
  - 4 eligibility hearings (2 dismissed, 1 denied, and 1 granted)
  - 3 service hearings (all denied)

The service appeals were higher during this quarter due to the letters we sent to families regarding their co-payments and Annual Family Program Fees (AFPFs) that were due.

C. FY 2013-14 Committee Action Log

All of the actions taken by the board's committees are entered into a log. After the new fiscal year starts, each board committee is given a copy of their action log for their review. It gives the committee the opportunity to make sure that all of the actions that they wanted taken, were taken. Copies of the committee's action log were provided.

D. Proposed Changes to Service Standards

1. Individual Program Plan (IPP) Development
2. Educational & Vocational Services
3. Clinical Services
4. Legal Services

Additional changes are being made to 4 of our service standards to reflect the National Core Indicators (NCI) project and the Employment First policy.

**M/S/C** (D. Daniels/S. Stalbaum) To present the proposed changes to the service standards to the Board of Trustees for their review and approval.

The standards will probably need further changes upon board approval of the center's Employment First policy that is being developed by the Vendor Advisory Committee.

E. Self-Determination Program Updates

Information from the December 5, 2013 stakeholder meeting was provided to the committee for their review and information. The stakeholder group discussed their goals and objectives, the development of a framework for implementing the program, and next steps. George reported that he just received a lot of information from the Association of Regional Center Agencies (ARCA) about the self-determination program.

Each center has been allotted a certain number of spots for consumers to fill, based on a percent to total; NLACRC will have 172 spots to fill. The program is supposed to be up and running in 2015, but there are still many issues that need to be addressed, including:

1. What criteria should be used to determine which consumers can be offered one of the 172 positions?
2. We need to put together an "advisory committee" but are not sure who is supposed to be included in its membership.
3. We do not have the technology to manage this program.
4. Who will provide the financial management services?
5. Will the Affordable Care Act have any effect on the program?

In addition, the program will need to obtain a federal waiver, and approval for such a waiver usually takes a lot of time. George is considering hiring a third consumer services director to oversee the implementation of the program. George anticipates receiving more information about the program at the ARCA meetings that will be held tomorrow and Friday. The center's implementation of this program will need to be a joint board/community effort.

**Action:** Jennifer will forward any information from ARCA's regarding the self-determination program to the committee for their review and information.

F. Monthly Community Placement Plan (CPP) Report

Copies of the monthly report were provided and reviewed. The center's goal for this fiscal year is to place 15 consumers out of developmental centers and other

large facilities and into the community. The center's CPP was submitted to the Department of Developmental Services in March 2014 and we received DDS's approval of our CPP on July 18, 2014. As of July 31<sup>st</sup>, we have placed 1 consumer out of the Lanterman Developmental Center and into the community.

G. Board Audit: Review Current Service Trends

Current service trends are:

1. Employment First
2. Self-Determination
3. Early Start

However, our biggest stressor is the antiquated rate system for our providers, which separates consumers from services.

H. Questions re: Monthly Quality Assurance and Special Incident Reports

The QA and SIRs are included each month in George's director's report which is given at the monthly board meetings. Any questions about either report should be brought to this committee. There were no questions about either report.

**V. Board Meeting Agenda Items**

The following items were identified for the committee's section of the September 10<sup>th</sup> board meeting agenda:

- A. Minutes of August 20<sup>th</sup> Meeting
- B. 4<sup>th</sup> Quarter Appeals and Hearings Report
- C. Presentation of Changes to Service Standards

**VI. Announcements / Information Items / Public Input**

A. Complete Meeting Evaluations

Tavia asked the committee members to please complete evaluation forms after the meeting and submit them to her with any comments.

B. Next Meeting: Wednesday, September 17<sup>th</sup>, at 6:00 p.m.

## **VII. Adjournment**

Tavia adjourned the meeting at 7:03 p.m.

Submitted by:

*Jennifer Kaiser*

Jennifer Kaiser  
Executive Assistant

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