

North Los Angeles County Regional Center  
**Consumer Services Committee Meeting Minutes**

February 15, 2017

**Present:** Adelina Castellanos, Jessica Gould, Erika Hernandez, Meagan Miller, Caroline Mitchell, Debra Newman, Curtis Wang, and Tamar Witmer – Committee Members  
Sharoll Jackson – Vendor Advisory Committee Representative  
Angie Cortez, Steve Miller, and Sonia Ojeda - Guests  
Diane Ambrose, Joan Daniels, Susana Gil, Ruth Janka, Jennifer Kaiser – Staff Members

**Absent:** Michelle Heid and Shant Kotchounian

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**I. Call to Order & Introductions**

Jessica Gould, chair, called the meeting to order at 6:03 p.m. Introductions were made.

**II. Public Input** – There was no public input.

**III. Consent Items**

A. Approval of Agenda

Item IV.F. was added to the agenda.

**M/S/C** (C. Wang/T. Witmer) To approve the agenda as modified.

B. Approval of Minutes of January 18<sup>th</sup> Meeting

**M/S/C** (C. Mitchell/M. Miller) To approve the minutes as presented.

**IV. Committee Business**

A. DDS Fair Hearing Semi-Annual Report

When a regional center denies a service or eligibility, the individual has the right to appeal that decision. If the appeal is not granted, a fair hearing can be held. The hearings are held by the Office of Administrative Hearings (OAH), an impartial party, and the consumer and/or family and regional center representatives provide testimony. The OAH makes the final decision. The Department of Developmental Services (DDS) tracks the appeals and hearing information from each of the 21 California regional centers and then compiles reports, using the statewide data,

twice a year. Copies of the report covering the period January 1, 2016 through June 30, 2016 were provided to the committee and reviewed. Typically, the larger the center, the more fair hearings they have.

B. Self-Determination Program Update (Debra and Ruth)

DDS has not yet re-submitted the federal waiver application to the Center for Medicaid and Medicare Services (CMS). DDS must first post the waiver application for 30 days before submitting it to CMS; then CMS has 90 days to review and approve the waiver. In the meantime, our Self-Determination Volunteer Advisory Committee continues to meet, but now only every other month until some movement is made with the self-determination program. Agendas and minutes from the meetings are posted on the center's website. Also, Evelyn Chamorro, our self-determination specialist, continues to provide community outreach and fliers about the self-determination program are sent to consumers and families with all of their Individual Program Plans in English and in Spanish.

Discussion ensued about the individual consumer's budget and oversight of the service providers they may use.

C. 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 10 consumers out of the developmental centers and into the community. As of January 31<sup>st</sup>, the center has placed 7 consumers in the community.

D. Board Audit: Review the Mission, Vision, and Values Statement to determine if the center is providing adequate guidance in establishing consumer services policy

Copies of the center's Mission, Vision, and Values Statement were provided to the committee. Diane reported that nothing has changed that would impact it, but the center is struggling due to a lack of residential resources; many of our residential providers are closing due to inadequate rates. We need rate reform!

E. Board Audit: Has the board properly referred service standard issues to this committee?

Yes. Any proposed service standard changes are always brought before this

committee and submitted to the board for their approval prior to submitting them to DDS. Proposed changes will be made to our service standards to reflect the new Workforce Innovation Opportunity Act (WIOA) and Paid Internship Program (PIP). Once staff have drafted the necessary changes, they will be presented first to this committee.

F. Consumer Service Coordinator (CSC) Performance Standards

Copies of the revised performance standards were provided to the committee along with a frequently asked questions (FAQs) sheet and acknowledgment form. Diane reported that the 26-page standards are now clearer and are more mandate driven. All 3 documents have been shared and discussed with all of the center's service coordinators, so they fully understand what they are and what their job expectations are.

Tamar and other committee members felt that some of this information would be beneficial for parents to have knowledge of so they would know what to expect and what to look for.

**Action:** Diane will find out if a family FAQ sheet already exists that can be modified to reflect information from the performance standards.

**Action:** The committee will recommend to the Board of Trustees that a FAQ sheet be developed (or amended if it already exists) for families from information contained in the performance standards.

V. **Board Meeting Agenda Items**

The following agenda items were identified for the committee's section of the March 8<sup>th</sup> board meeting:

- A. Minutes of the February 15<sup>th</sup> Meeting
- B. Self-Determination Program Update
- C. FAQ Information Sheet for Families

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

The following items were identified for the committee's section of the March 8<sup>th</sup> board meeting agenda:

- A. Complete Meeting Evaluations
- B. Next Meeting: Wednesday, March 15<sup>th</sup>, at 6:00 p.m.

## **VII. Adjournment**

Jessica adjourned the meeting at 7:08 p.m.

Submitted by:

*Jennifer Kaiser*

Jennifer Kaiser  
Executive Assistant

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