



BOARD OF DIRECTORS MEETING

Wednesday, March 27, 2024

6:00 PM – Board Business Promptly

In-Person Meeting or Register in advance for this Zoom meeting/webinar:

https://us02web.zoom.us/webinar/register/WN_VaygyPFpQtmP_uix_cncqQ

After registering, you will receive a confirmation email containing information about joining the meeting/webinar.

ACTION ITEM	ORDER	GENERAL SESSION AGENDA	
	1	CALL TO ORDER	Louis Mitchell
	2	PUBLIC INPUT/ANNOUNCEMENTS	Louis Mitchell
ACTION	3	APPROVAL OF MINUTES • February 28, 2024	Louis Mitchell
	4	BOARD EDUCATION • 2023 Administrative Report - (Human Resources - Succession Planning and Leadership Development Activities) • 2023 Administrative Report - (Community Services – Housing)	Melinda Sullivan Karem Chacana Pablo Ibanez
	5	EXECUTIVE DIRECTOR'S REPORT • New Client Advisory Committee Chairperson • Governor's 2024-25 Proposed Budget to Delay Rate Implementation for Developmental Services • April Board Meeting	Melinda Sullivan
	6	ARCA REPORT	Larry DeBoer Melinda Sullivan
	7	ADMINISTRATIVE AFFAIRS COMMITTEE • Review of Financial Statements	Lili Romero Kaye Quintero
ACTION	8	PROGRAMS AND SERVICES COMMITTEE • Behavioral Services Service Standard	Srbui Ovsepyan
CLOSED SESSION	ACTION 9	EXECUTIVE SESSION • Approval of Minutes • Litigation • Personnel • Real Estate	Louis Mitchell Melinda Sullivan
	10	ADJOURNMENT	Louis Mitchell

APPROVAL OF MINUTES

LOS ANGELES COUNTY DEVELOPMENTAL SERVICES FOUNDATION

Board of Directors

February 28, 2024

MINUTES

PRESENT

Louis Mitchell, Chair
Anthony Brouwer
Mayra Cervantes
Michael Cooney
Tina Daley
Larry DeBoer
Weller Killebrew
Natalia Lewis
Dee Prescott
Lili Romero
Brigitte Sroujeh
Bradley Smith
Minh Khoa Tran
Ana Villasenor
Simon Yang

NOT PRESENT

Gloria Leiva
Dr. Alex Li

ADVISOR TO THE BOARD - PRESENT

Al Marsella

STAFF

Rose Chacana
Pablo Ibanez
Syuzanna Mejlumyan
Srbui Ovsepyan
Kaye Quintero
Melinda Sullivan

GUESTS

Lia Cervantes-Lerma – SCDD
Xochitl Gonzalez – DDS
Nina Zukin

CALL TO ORDER

Mr. Mitchell called the meeting to order at 6:00 p.m. The meeting was conducted in-person and via Zoom.

PUBLIC INPUT/ANNOUNCEMENTS

Ms. Cervantes-Lerma announced the upcoming SCDD Statewide Trainings for March 2024. Flyers were distributed to the Board via email.

APPROVAL OF MINUTES

Correction: Page 3 – Spelling error, “Execuive s/b Executive”

The minutes of January 24, 2024 were approved by consensus with the above noted change.

BOARD EDUCATION

As part of Board Education and Training, Ms. Chacana and Ms. Mejlumyan gave a focused presentation on the Language Access and Cultural Competency (LACC) Plan. Board members were given the opportunity to ask questions and discuss the content.

EXECUTIVE DIRECTOR’S REPORT

Board Member Resignation

Ms. Sullivan advised the Board that Ms. Leiva resigned from the Board effectively immediately due to health reasons.

Board Recruitment

Ms. Sullivan advised the Board that the Nominating Committee has started discussions on the board composition for 2024-25 and reviewed names of individuals who attended the board recruitment fair in November 2023.

Vagthol’s Residential Care Center #3

Ms. Sullivan advised the Board that Vagthol’s Residential Care Center #3 will host its Grand Opening on Friday, March 15, 2024 and has invited board members to attend.

ARCA Academy 2024

Ms. Sullivan advised the Board that ARCA will be hosting a Zoom training on “Effective Regional Center Board Recruiting and Development”. It will be on Saturday, March 9, 2024 from 10:00 a.m. – 11:30 a.m. and is open to all regional center board members.

Social Recreation Outreach Plan

For Information Only -

Ms. Sullivan advised the Board that they could find in their packet a copy of the letter submitted to DDS regarding the Restored Services Changes and New Participant-Directed Services Outreach Plan. Included with the letter was the Service Standard for Social Recreation, Camp, Non-Medical Therapies and Educational Expenses which was approved by the Board on January 24, 2024.

Alternative Staffing Model

For Information Only -

Ms. Sullivan advised the Board that they could find in their packet a copy of the letter from DDS regarding the approval of the Center’s alternative staffing model request to include two full-time Quality Assurance Specialists and two full-time KYRC Family Support Specialists in the calculations and reporting of service coordinator-to consumer ratios for the upcoming year.

HOPE Housing Event

Ms. Sullivan advised the Board that Lanterman is receiving an award at the upcoming HOPE Housing Gala on March 2nd and that the Center will be represented by board members and staff.

Celebration of Life – Howard McBroom

Ms. Sullivan announced that a few board members and staff attended the Celebration of Life for Howard McBroom, former board member. It was a nice event honoring Howard.

ADMINISTRATIVE AFFAIRS COMMITTEE

Independent Audit Report 2022-23

Ms. Quintero reported that the Administrative Affairs Committee met with Windes to review the draft Independent Audit Report for FY 2022-23. A copy of the report was in the packet for review. There were no changes suggested by the Administrative Affairs Committee. The Administrative Affairs Committee recommended that the Board accept the documents as presented.

Mr. Smith moved to accept the independent audit report for FY 2022-23 as drafted. Ms. Villasenor seconded the motion, and it passed unanimously.

2022 Tax Return

Ms. Quintero reported that the Administrative Affairs Committee met with Windes to review the 2022 Tax Return. There were no changes suggested by the Administrative Affairs Committee. The Administrative Affairs Committee recommended that the Board accept the documents as presented.

Mr. Smith moved to accept the 2022 tax return as drafted. Ms. Romero seconded the motion, and it passed unanimously.

Review of Financial Statements

Cash Flow

Ms. Romero reported that the Center is projected to have \$55,715,493 available at the end of April 30, 2024.

Ms. Romero reviewed the financial statement summary through December 31, 2023.

Fiscal Year to date 2023-2024 (E-1)

In Operations (main contract) we have spent \$15,984,486 (41.3% of budget). In Purchase of services (main contract) we have spent \$147,200,144 before we add late bills. Including projected late bills, we will have spent \$159,756,781 (46.0% of budget).

Fiscal Year 2022-2023 (D-3)

This month we recorded \$1,538. in OPS and \$563,653 in POS. To date, we have spent 96.5% of our OPS and 71.4% of our POS allocations.

Fiscal Year 2021-22 (C-4)

This month we recorded \$56,10 in OPS and \$45,529 in POS. To date, we have spent 99.4% of our OPS and 89.9% of our POS allocations.

ADJOURNMENT FOR EXECUTIVE SESSION

The Board agreed by consensus to suspend the General Session meeting at 6:40 p.m. for Executive Session to conduct business on Approval of Minutes, Litigation, Personnel, Real Estate, and Timeline for Executive Director's Performance Evaluation FY 2023-24.

RECONVENE FOR GENERAL SESSION

The Board discussed in Executive Session the Approval of Minutes, Litigation, Personnel, Real Estate, and Timeline for Executive Director's Performance Evaluation FY 2023-24.

ADJOURNMENT

The meeting was adjourned by consensus at 7:05 p.m.

Tina Daley, Secretary

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BOARD OF DIRECTORS

ACTION LOG

February 28, 2024

	DESCRIPTION	ACTION	STATUS
	Approval of Minutes – January 24, 2024	<ul style="list-style-type: none">• Approved	
	Independent Audit Report – FY 2022/2023 2022 Tax Return	<ul style="list-style-type: none">• Approved • Approved	

BOARD EDUCATION

ANNUAL ADMINISTRATIVE REPORT

HUMAN RESOURCES

2023

This annual report represents a summary of the activities and accomplishments of the Human Resources department in accordance with the 2023 Work Plan. The information is shown within categories that describe the major functions of the unit. More detail of activities can be found in the quarterly reports that follow work plan objectives.

I. SALARY ADMINISTRATION - Performance Evaluation Program

This year the Director of Human Resources worked with various units in revising and creating job descriptions. Five job descriptions were revised, and 3 job descriptions were created.

Human Resources continued to track the status of all employee performance evaluations. The purpose of the report is to track the timelessness of the processing for annual and introductory evaluations. In 2023, Human Resources processed a total of 250 merit increases.

II. RECRUITMENT

In 2023, the Center recruited a total of 70 new hires, which was up 9.4% from the 64 new hires recruited in 2022. All 70 positions were full-time status.

Human Resources also processed 6 internal transfers and 30 promotions.

The positions recruited were: 1 Human Resources Coordinator, 5 Secretaries, 3 Accounting Associates, Operations Manager, 1 Operations Assistant, 2 Provider Specialist, 1 Community Living Specialist, 1 IT Specialist, 1 Outreach Specialist, 1 Deaf Access Specialist, 1 Transition Liaison, 1 Community Navigator, 1 Revenue Coordinator, 1 Fair Hearing Compliance Coordinator, 1 Resource & Information Coordinator, 3 Service Coordinator Associates and 44 Service Coordinators.

Of the 70 positions, 26 were newly created or newly authorized positions approved by the Board.

In addition, the Center received specialized money from the Department of Developmental Services (DDS) for; 2 Quality Assurance Specialist positions.

Finding qualified candidates continued to be a challenge for Human Resources as it relates to the recruitment process. This was in part due to all Southern California Regional Centers competing to recruit Service Coordinators from a very small applicant pool, individuals looking for higher pay expectations (outside of the range offered), and talent and skill shortage. We continued to experience an increase in the cost of temporary help as well as in job postings on online platforms.

To meet the recruiting needs of the Center in 2023, we continued to utilize an interview panel to assist with the 142 interviews conducted. The interview panel includes the Executive Director, both Associate Directors, the Director, Human Resources. In addition, both HR Coordinators' primary focus this year was recruitment. This included tracking incoming resumes, scheduling interviews, coordinating the Centers pre-employment screening process and processing onboarding for new hires.

The Center continues to use the Employee Referral Incentive Program, which pays the employee \$500 when the person they referred is hired. This incentive is paid in 2 installments: first at the time of hire, and the second at the completion of the 6-month introductory period. In 2023 we paid 33 employees a referral incentive.

In addition to these efforts, we continued to hire individuals to the position of Service Coordinator Associate. This is an entry-level service coordinator position that serves candidates who presented well in their interview, have the required education, but lack work experience.

Human Resources continues to screen all incoming resumes. The recruitment process involves writing and placing advertisements, screening applications, fielding telephone calls from applicants, scheduling in-person interviews, preparing written questionnaires for selected positions, and preparing interview packets.

We continue to extend a contingent employment offer before beginning the pre-employment screening process. The pre-employment screening process includes reference checks, social security numbers and degree verification, background check, drug testing, and a DMV check for all positions that require driving. All service coordination and community services candidates complete a writing sample as part of their interview packet.

The Center also continued to experience difficulty in recruiting Service Coordinators with a second language of Armenian, Chinese, and Korean languages.

Turnover

There were 37 terminations in 2023, a turnover rate of 12.7%. 35 were within C&F division and 2 within the Exec unit.

Affirmative Action

Because of the Center’s richly diverse catchment area and its commitment to employing staff that is reflective of the communities we serve; Affirmative Action statistics continue being tracked. There are 11 different languages spoken in the Center.

In the 4th Quarter of 2023, the Center employed a total of 302 employees.

<u>Female Employees</u>		<u>Male Employees</u>	
251		51	
<u>Ethnicity</u>		<u>Total</u>	
White		17	
Hispanic or Latino		214	
Black or African American		21	
Asian		22	
Armenian		26	
Native Hawaiian or Pacific Islander		1	
Other		1	
<u>Languages Spoken</u>			
English		Korean	
Spanish		Chinese	
Tagalog		Russian	
Swahili		Armenian	
Thai		Arabic	
Farsi			

III. BENEFITS

The Center continues working with Republic Indemnity as its worker’s compensation carrier. The Center incurred 1 claim in 2023, which is currently still open. The Center’s current Xmod is 139%, which is up 19 points from 2022.

The Center continues to work with health insurance broker firm Marsh & McLennan Agency (MMA). Employees utilize an employee portal that allows 24/7 access to information such as summary plan descriptions and election summaries as well as for online enrollments. Employees are also provided access to a dedicated phone center. In addition, MMA also supports compliance initiatives for Human Resources such as auditing & reporting capabilities, and assistance with legal compliance such as Cobra, HIPPA, and ACA.

The Center continues to utilize a Web-time and Web-Benefits feature with Paylocity, the Center’s HR/Payroll database. The new Web-Benefits feature allows for online enrollment, terminations, and changes. This online program is linked to Kaiser, MetLife, IGOE, and United Pet Care so all changes are communicated electronically.

The Center also continues to offer medical coverage through Kaiser. Plans offered are a lower-tier HMO option and a traditional HMO option. The Center continues with MetLife as the dental provider offering both HMO and PPO dental plan options. The Center experienced a 8.5% increase to both Kaiser medical plans and continues to cover 100% of the monthly employee cost. There was no rate increase for the MetLife dental plans, VSP vision plans, the Basic Life/AD&D plans, as well as the employer-paid Short-Term and Long-Term Disability plans.

In addition, we offer various voluntary benefits to employees. Voluntary benefits are benefits offered to employees by the Center at a discounted group rate, which are paid in full by the employee. MetLife continues to administer our Voluntary Accident and Critical Illness policies and UNUM continues to administer the Accident and Critical Illness and Long-Term Care plans. IGOE continues to administer both the Flex Spending, Transportation, and Cobra programs and the Center continues to work with United Pet Care and LegalShield.

We continue to offer two additional deferral options for the retirement plans offered through TIAA. Employees have the option to defer to a 403 (b) or a 457 (b) Retirement Plan.

IV. POLICIES AND PROCEDURES

In an effort to better communicate the policies and standard procedures to all staff, the Policies and Procedures Manual is available via the Center's Intranet. A hard copy is also available at the Secretary's desk of each unit.

V. FUNDRAISING

Human Resources kicked off the 2023 holiday season by coordinating efforts to assist clients and families with a Thanksgiving meal. This year, with the support of Alpha Kappa Alpha Sorority, and the Center's Help Fund, we were able to provide 260 families with a Thanksgiving meal.

In 2023, the Center raised a total of \$55,973.25 for the Help Fund. This total is a make-up of employee payroll contributions and community contributions from the annual Holidays Are For Sharing Campaign. The Center was able to help a total of 405 Clients and families with Ralph or Target food cards for the Christmas holiday.

VII. EMPLOYEE SAFETY AND SECURITY

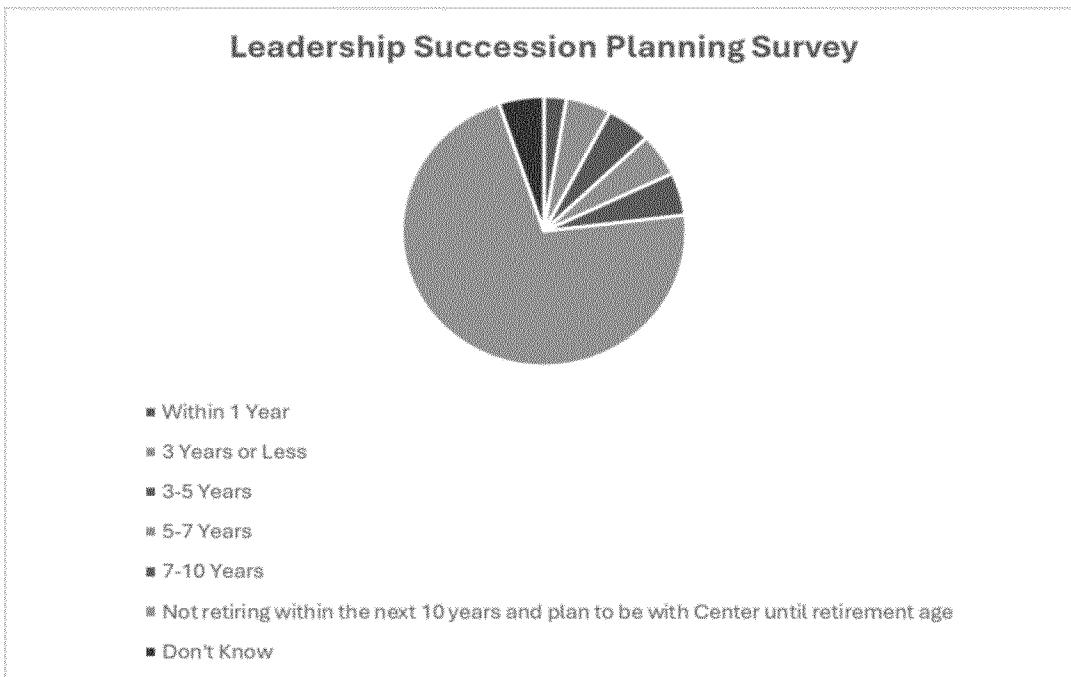
The safety and well-being of employees is of prime importance to the Center. It is the responsibility of the Center to maintain a safe working environment insofar as it is possible to do so and operate a business. With the assistance of the Operations Manager, we continued to provide virtual ergonomic evaluations and training to employees requiring support as they transition to a full-time work-at-home setting.

VIII. COLLECTIVE BARGAINING

We continue to honor the contract with United Electrical Radio and Machine Workers of America and follow the Collective Bargaining Agreement. In 2022, we negotiated a new 3-year contract that was executed in June 2022 and will be in effect through June 5, 2025.

IX. SUCCESSION PLANNING

In 2023, and as part of the Center's efforts for succession planning, we conducted a survey to the Center's Leadership staff, to determine a timeline for retirement. As the Leadership team has direct influence on the welfare and future of the Center, the survey also inquires on internal candidates who they believe have potential for growth with mentoring and developing for upcoming promotional opportunities.



To assist with succession planning efforts, we have coordinated an Emerging Leaders II Program. This program will entail an advanced curriculum and discussions related to Critical Thinking/Problem Solving, Leadership and Project Management skills as an example.

ANNUAL ADMINISTRATIVE REPORT PROGRAMS AND SERVICES DIVISION

COMMUNITY SERVICES UNIT 2023

The following report represents a summary of significant activities and accomplishments of the Community Services Unit over the course of calendar year 2023. The information in this report is organized around the major functions and program areas of the unit.

UNIT OVERVIEW

The Community Services unit is responsible for resource development, vendorization, quality assurance monitoring, investigation of complaints involving providers, employment programs for individuals served, housing and deaf and hard of hearing information, and the provision of technical assistance to improve and enhance the services provided to the individuals we serve and their families.

Unit staff participated in meetings with various community agencies including, but not limited to: Community Care Licensing; ARCA Employment Committee; ARCA Housing Committee, local and statewide regional center meetings; school district and SELPA meetings. Staff were active participants on many LRC work groups and committees including: Funding Review Committee, Risk Management Committee, Community Living Options Review Committee, and QA/Liaison meetings. Staff support was provided to the Service Provider Advisory Committee.

In 2023 the unit was comprised of 17 positions: 1 Rates and Vendorization Supervisor, 2 Resource Developers, 3 Provider Specialists, 1 Employment Specialist, 1 Housing Specialist, 1 Deaf Access Specialist, 1 QA Manager, 4 Quality Assurance Specialists, 1 Executive Assistant, 1 Resource Assistant, and 1 Director.

SIGNIFICANT ACTIVITIES AND ACCOMPLISHMENTS

RESOURCE DEVELOPMENT

The Resource Developer position focuses on identifying and developing resources needed for all individuals served by the Frank D. Lanterman Regional Center. Given the workload associated with this position we introduced a second Resource Developer in 2023. The Resource Developers maintain a community resource needs survey and works with the KYRC to distribute and post on the website. Input from service coordination and clinical staff also informs our resource needs assessment. The Resource Developers use this information to help with the fiscal year 23/24 Community Placement Plan/Community Resource Development Plan (CPP/CRDP) proposals which were submitted to DDS in late 2023.

In terms of residential development, the primary challenge continues to be the limited pool of housing in an affordable price range to prospective service providers, as well as the non-profit Housing Development Organizations that receive limited start-up funds from DDS' CPP program. Also impacting residential development are inadequate reimbursement rates, Community Care Licensing over-

concentration restrictions (licensed homes must be at least 300 feet apart), and rising minimum wages that have hampered hiring and retention of Direct Support Professionals (DSPs).

Developing homes for individuals with challenging behaviors continues to be difficult given neighborhoods with little space between houses, which requires additional funding for noise mitigation efforts. Obtaining permits from cities, clearances from fire departments, and licenses from Community Care Licensing continues to be a lengthy process due to their decreased staffing. While DDS has an assigned point person to work closely with Community Care Licensing (CCL) to prioritize licensing of CPP homes, homes that are not developed through this process are not a priority for CCL and providers are waiting six months or more to be licensed.

The Resource Developers provide technical assistance to parties interested in developing non-CPP homes. While one non-CPP home was opened this year, four other homes closed, one due to a devendorization and the other three due to the provider's decision to close.

The Resource Developers participate in the Community Living Options Review Committee (CLORC), which reviews the residential needs for individuals living in the community. Referrals are made to Family Home Agencies, licensed homes (both Community Care homes and Intermediate Care Facilities) and independent living options as appropriate. CLORC reviewed 158 referrals this year (111 referrals in 2021).

VENDORIZATION

Due to the significant amount of time needed to oversee the vendorization and related processes, a new Rates and Vendorization Supervisor position was created and filled in 2023. Under the leadership of this new position, the Unit provided information and technical assistance to prospective service providers to ensure they understood and met Title 17 requirements and LRC expectations for quality services. Pre-vendorization site visits were conducted in-person at preschools, after-school programs and early intervention providers. Vendor application packets were given only to those sites/programs meeting criteria for vendorization.

Following is a summary of 2023 vendorization tasks:

- 438 new providers were vendored (193 in 2022)
- 417 Vendor Status Notification requests from other regional centers were processed (307 in 2022)
- 70 out-of-area providers were added (67 in 2022)
- 116 rate changes were processed (129 in 2022)
- 224 changes to vendor information were processed (name change, new tax identification number, etc.) (222 in 2022)
- 52 new service or sub-codes were added to existing vendors (50 in 2022).
- 76 contracts were updated (62 in 2022)
- 124 requests for vendorization were withdrawn because the family no longer wanted the service or the requested provider was determined to be ineligible for vendorization or the provider failed to complete the application packet (79 in 2022)
- 172 requests were pending at the end of the year and will be processed in 2024 (111 in 2022)

QUALITY ASSURANCE

Residential Monitoring: A minimum of two unannounced monitoring visits to each residential program were conducted, all in-person. Following is a summary of 2023 monitoring tasks:

- 123 Unannounced Annual Reviews (UAR). These reviews include: monitoring of compliance with Title-17 and Title-22 regulations; an inspection of the physical plant; a review of the Personal and Incidental (P&I), medication logs, medical records and client files for all residents; and a review of all personnel records. UARs take an average of 8-10 hours to complete for a 6-bed home.
- 124 Unannounced Visits (UV). These reviews include an inspection of the physical plant to ensure that previously noted concerns have been corrected, and a review of food supplies, client rights and medications. UVs take an average of 1-2 hours to complete for a 6-bed home. Unannounced Visits are also conducted if a home is on a Corrective Action Plan (CAP). CAP related visits are not included in the total provided.

Residential monitoring visits included on-the-spot discussion and technical assistance regarding identified concerns or deficiencies as appropriate. Meetings were scheduled with providers with ongoing or repeat issues to meet with the SC/Liaison, their Manager, the Q.A. Specialist and Q.A. Manager to discuss the concerns and the actions necessary to avoid being placed on a Corrective Action Plan.

The QA Manager implemented a community engagement plan to ensure all stakeholders complied with HCBS final rule documentation requirements and met the March 17, 2023 deadline. The QA team helped service providers come into documentation compliance. The next phase will require HCBS final rule implementation compliance by August 2024.

Abuse/Neglect/Complaint Investigations: Community Services staff collaborated with Service Coordination in conducting 78 investigations. These consisted of 47 allegations of abuse (sexual, physical, verbal or fiduciary); 10 allegations of neglect; 21 complaints. Of the 78 allegations/complaints: 23 were substantiated, 46 were unsubstantiated and 9 were inconclusive.

When an allegation is substantiated the provider received technical assistance from Community Services and the provider is also required to remediate the situation.

Corrective Action Plans: Corrective Action Plans (CAPs) are issued when concerns observed during a monitoring visit or as the result of an investigation are significant and determined to be detrimental to the health, safety or well-being of the individual(s) served. All CAPs identify the problem and a plan of action to resolve the problem, including technical support, training or specific tasks needing to be completed by the service provider within a defined time frame.

In 2023 three CAPs were initiated, two Community Care Facilities (CCF) and one an SLS provider. One provider met the terms and that CAP was lifted while the other two are still on the CAP.

EMPLOYMENT

California has an Employment First Policy, as does LRC, which states employment should be the first option for all individuals with Development Disabilities. The Employment Specialist is responsible for

educating the individuals we serve, families, staff and service providers about the Employment First Policy and the variety of employment options available to the individual. In addition, the Employment Specialist coordinates and/or conducts training regarding the impact of employment on benefits.

Employment options include, but are not limited to, competitive integrated employment, Project Search internship programs (2 sites), paid internships, self-employment, and supported employment. Employment is at minimum wage or higher.

The Employment Specialist is responsible for promoting and tracking the Paid Internship Program and the incentive payment program for service providers that assist individuals in obtaining competitive, integrated employment, both of which are funded by DDS. Incentives are paid after the individual has worked for 30 days, 6 months and 12 months in the same position. In 2023 there were 616 individuals served by LRC employed at the end of the year, an increase of 38 from 2022 (578).

HOUSING

The Housing Specialist has two primary roles: 1) provide affordable housing resource information to Service Coordination, individuals served and families, and 2) develop relationships with affordable housing developers to obtain units of affordable housing for individuals served by the regional center.

The Housing Specialist maintained a list of affordable housing options in the LRC catchment area that was shared with anyone looking for affordable housing. The Housing Specialist maintains a master wait list of individuals served looking for an independent living option. We continued collaboration with Home Ownership for Empowerment (HOPE) and have ensured all their units are currently occupied. We have been tracking individuals for a new multifamily housing option, Bryson Legacy, which will have 15 set asides for the individuals we serve. Due to relationships formed by our Housing Specialist we have been awarded a new multifamily housing project, Lexington Gardens in West Hollywood, which will have 12 studio apartments set aside for the individuals we serve.

DEAF AND HARD OF HEARING

DDS allocated funding for every regional center to hire a Deaf Access Specialist to meet the needs of those individuals served by the regional center who are Deaf and Hard of Hearing (DHOH). A Deaf Access Specialist was initially hired on February 28, 2022 however this individual left our agency. We hired another Deaf Access Specialist on August 14, 2023. This position is responsible for the identification and development of needed DHOH resources and Quality Assurance monitoring for vendored DHOH resources. This position serves as a service provider liaison for matters related to the DHOH, offers training, information sharing and consultation to staff, individuals served and families and develops policies and procedures.

The Deaf Access Specialist engaged in the following activities during 2023:

- Conducted Deaf Culture and Sensitivity training to Lanterman teams
- Spearheaded DHOH data clean-up efforts.
- Identified already existing DHOH resources and agencies and developed working relationships with specific agencies.
- Participated in various DHOH community events.
- Helped with service provider and FDLRC staff training.

- Supported IPP planning teams for those DHOH individuals served.
- Identified resource development needs and began development.

Continued training, resource development and community engagement plans have been created for 2024.

ANNUAL ADMINISTRATIVE REPORT for 2023

SERVICE PROVIDER ADVISORY COMMITTEE

The Service Provider Advisory Committee (SPAC) is comprised of ten representatives from Lanterman vendored service providers. The committee provides guidance, recommendations and technical assistance to the Board of Directors in regard to issues related to the provision of services to clients and their families. While SPAC membership is limited to LRC providers, the meetings are open to anyone providing services to LRC clients.

SPAC reviewed and/or discussed the following during 2023:

- DDS Quality Incentive measures for service providers.
- Purchase of Services (POS) processes and service provider, Service Coordination, Community Services and Accounting roles.
- HCBS compliance activities, monitoring and timelines related to service provider documentation.
- Discussion of remote service delivery as a function of the COVID State of Emergency ending
- Trailer Bill Language and input regarding LRC's implementation of new requirements.
- Updates on the implementation of the Self-Determination Program.
- Updates on the implementation of the Electronic Visit Verification (EVV) requirement.
- Rate reform implementation process and tracking.

SPAC sponsored a community meeting in September to review progress on LRC's 2023 Performance Contract, the proposed 2024 staffing plan and the proposed 2024 Performance Contract objectives.

The annual SPAC Breakfast was held in November at the Almansor Center. Dr. Anita Polite Wilson shared practical strategies Direct Support Professionals (DSPs) can use to connect to purpose and meaning in their jobs.

The Committee sponsored a virtual vendor fair for Service Coordinators highlighted services across the lifespan.

SPAC set their 2024 committee goals: 1) Host the annual breakfast in November; 2) Host a vendor fair, preferably in-person; and 3) Host a Provider training.