



BOARD OF DIRECTORS MEETING

Wednesday, May 22, 2024
6:00 PM – Board Business Promptly

(In-Person Meeting)

611 N. Brand Blvd, Suite 200, Glendale, CA 91203

or

Register in advance for this Zoom meeting/webinar:

https://us02web.zoom.us/webinar/register/WN_vQMuDfVrRYW3fTuTLITrKA

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 <ul style="list-style-type: none"> April 24, 2024 	Louis Mitchell
	4	BOARD EDUCATION <ul style="list-style-type: none"> 2023 Administrative Report - Client and Family Services – (Person Centered Thinking) 	Melinda Sullivan Srbui Ovsepyan Megan Mendes
	5	EXECUTIVE DIRECTOR'S REPORT <ul style="list-style-type: none"> May Revise Community Rally 	Melinda Sullivan
ACTION	6	EXECUTIVE COMMITTEE <ul style="list-style-type: none"> Policy for Use of the Lanterman Fund at the California Community Foundation 	Louis Mitchell Melinda Sullivan Kaye Quintero
	7	ADMINISTRATIVE AFFAIRS COMMITTEE <ul style="list-style-type: none"> Review of Financial Statements 	Lili Romero Kaye Quintero
	8	CLIENT ADVISORY COMMITTEE REPORT	Bradley Smith
For Information Only	9	NOMINATING COMMITTEE <ul style="list-style-type: none"> Proposed Slate of Officers and Directors for Election in June 2024 	Al Marsella Melinda Sullivan
ACTION	10	PROGRAMS AND SERVICES COMMITTEE <ul style="list-style-type: none"> Performance Plan July 1, 2024 – June 30, 2025 	Srbui Ovsepyan
CLOSED SESSION	11	EXECUTIVE SESSION <ul style="list-style-type: none"> Approval of Minutes Litigation Personnel 	Louis Mitchell Melinda Sullivan
	12	ADJOURNMENT	Louis Mitchell

APPROVAL OF MINUTES

LOS ANGELES COUNTY DEVELOPMENTAL SERVICES FOUNDATION

Board of Directors

April 24, 2024

MINUTES

PRESENT

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

ADVISOR TO THE BOARD

Al Marsella

STAFF

Rose Chacana
Lusine Gambaryan
Pablo Ibanez
Srbui Ovsepyan
Kaye Quintero
Shaikh Shamim
Melinda Sullivan
Maureen Wilson

GUESTS

Maria Chapeton
Xochitl Gonzalez, DDS
Taleen Khatchadourian
Marie Zimmerle

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

No public input was given.

APPROVAL OF MINUTES

The minutes of March 27, 2024 were approved by consensus.

BOARD EDUCATION

As part of Board Education and Training, Ms. Wilson, Director of Training & Development, gave a focused on the many training efforts related to DDS Initiatives. Board members were given the opportunity to ask questions and discuss the content.

As part of Board Education and Training, Ms. Quintero, Associate Director of Administrative Services and Mr. Shamim, Manager of Audits & Contracts, gave a focused presentation on the Center's efforts related to completing fiscal reviews as per the DDS contract. Board members were given the opportunity to ask questions and discuss the content.

As part of Board Education and Training, Ms. Gambaryan, Special Incident Report Coordinator, gave a focused presentation on Special Incident Reports: The Role of the Regional Center. Board members were given the opportunity to ask questions and discuss the content.

PRESIDENT'S REPORT

May Board Meeting

Mr. Mitchell advised the Board that the May Board meeting will be an in-person meeting at the 611 Brand site.

EXECUTIVE DIRECTOR'S REPORT

Board Training Acknowledgement Letter

Ms. Sullivan advised the Board that correspondence from the Department related to the Center's 2023 Training Plan was in the board packet for informational purposes only.

Caseload Ratio Survey Acknowledgement Letter

Ms. Sullivan advised the Board that correspondence from the Department related to the Center's recent March 2024 Caseload Ratio Survey was in the board packet for informational purposes only.

ADMINISTRATIVE AFFAIRS COMMITTEE

Review of Financial Statements

Cash Flow

Ms. Romero reported that the Center is projected to have \$23,221,310 available at the end of June 30, 2024.

Ms. Romero reviewed the financial statements summary through February 29, 2024.

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

In Operations (main contract) we have spent \$22,308,252 (56.4% of budget). In Purchase of services (main contract) we have spent \$205,612,347 before we add late bills. Including projected late bills, we will have spent \$216,937,443 (62.4% of budget).

Fiscal Year 2022-2023 (D-3)

This month we recorded \$153,101 in OPS and \$560,208 in POS. To date, we have spent 97.2% of our OPS and 71.6% of our POS allocations.

Fiscal Year 2021-22 (C-4)

This month we recorded \$360 in OPS and \$25,611 in POS. To date, we have spent 99.5% of our OPS and 90.% of our POS allocations.

CLIENT ADVISORY COMMITTEE

Mr. Smith reported that the Committee received a presentation from START services that included:

- 24/7 crisis response
- medication review
- crisis intervention planning,
- and collaboration with community partners.

In addition, the Committee began outlining its voter registration video project with the assistance of Mr. Juan Maldonado and Ms. Maureen Wilson.

PROGRAMS AND SERVICE COMMITTEE

Service Standard - Employment Adult Day Services

Ms. Ovsepyan reviewed the updated version of the Employment Adult Day Services service standard and highlighted the changes. There were no substantial changes, mainly wordsmithing to include People First Language. The document has been reviewed by the Programs and Services Committee. The Programs and Services Committee recommend that the Board approve the Employment Adult Day Services service standard as presented.

After discussion, the Board was in agreement with the changes.

Ms. Romero moved to approve the Employment Adult Day Services service standard as presented, Mr. Smith seconded the motion, and it passed unanimously.

ADJOURNMENT FOR EXECUTIVE SESSION

The Board agreed by consensus to suspend the General Session meeting at 8:05 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 2023-2-24.

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 2023-2-24.

ADJOURNMENT

The meeting was adjourned by consensus at 8:40 p.m.

Tina Daley, Secretary

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BOARD OF DIRECTORS

ACTION LOG

April 24, 2024

	DESCRIPTION	ACTION	STATUS
	Approval of Minutes – March 27, 2024	<ul style="list-style-type: none">• Approved	
	<u>Service Standard - Employment Adult Day Services</u>	<ul style="list-style-type: none">• Approved	

DRAFT

BOARD EDUCATION

**ANNUAL ADMINISTRATIVE REPORT
CLIENT AND FAMILY SERVICES**

**ONGOING SERVICE COORDINATION
EARLY INTERVENTION**

2023

The following report represents a summary of significant accomplishments and activities of the Client and Family Services Division for calendar year 2023. The Client and Family Services Division includes service coordination teams representing the Los Angeles basin, the Foothill/Pasadena region, Early Intervention, and enhanced case management for individuals who have moved out of a state developmental center or reside in an Institution for Mental Disease. The Division's primary function is case management, service planning and coordination. The Division collaborates with the Clinical Services Department as it relates to client health and with the Community Services Unit in service monitoring and evaluation of living options services. The division also collaborates with the Koch-Young Resource Center (KYRC) with the facilitation of support groups and in the provision of accurate and timely information to clients and families. This collaboration assists the KYRC and service coordination staff in achieving a close working relationship to better serve Lanterman's families and community.

The Client and Family Services Division generates a substantial amount of federal funding through the targeted case management program, various Medicaid Waivers, and the Early Start program (Federal funds make up approximately 40% of the regional center system's total funding). This division is the cornerstone of the regional center. Its front-line staff represents the regional center to nearly 12,300 clients and families in the diverse communities of the Lanterman catchment area.

In 2023, the Department of Developmental Services (DDS) continued to provide additional guidance and amendments to the extension of waivers that were originally issued in 2020 in response to the COVID-19 pandemic. While certain exceptions were continued, such as the ability for Individual Program Plan (IPP) and Individual Family Service Plan (IFSP) meetings to be conducted remotely, if requested by the client or parent/conservator, other exceptions were slowly eliminated. Through the elimination of these provisions, such as the use of Alternative Services, which ended December 31, 2022, the Department continued to expand on different service options, such as Tailored Day Services and the continuation of some remote services. Additionally, in 2023, Trailer Bill Language was introduced to amend how regional centers are permitted to fund for social recreational, camping and non-medical therapies as well as behavior intervention services. These changes outlined specific criteria that regional centers were prohibited from implementing as part of the decision-making process as well as additional considerations for funding in order to increase access (i.e. not requiring parent participation for behavior intervention services; considering funding for 1:1 to access social recreational services). As a result of the Trailer Bill Language, the Division revised both service standards and presented a plan for community outreach to promote the changes related to social recreational services. While these new directives and service options are responding to the needs of the community, it requires staff to adapt and increase their ongoing responsibilities.

Regional Center Performance Measures

Beginning in 2022, the Department, with input from client and stakeholder communities, defined a vision and six measurement priorities for regional centers with a focus on improving the Regional Center service delivery system, including improved language and cultural access, reducing racial and ethnic disparities, enhancing equity and client's rights and improving the quality of services. These Regional Center Performance Measures (RCPM) were to be implemented statewide in three phases, from FY 2022 through 2025. In 2023, Phase I was completed and the Division successfully participated in all activities that were initiated. The following list represents examples of the directives and Trailer Bill Language (TBL) issued in 2023:

- Regional Center Performance Measures: Phase I:
 - Early Start - Child Find and Identification; Timely Access to Early Start Services: FDLRC submitted a Child Find Plan and met this measure.
 - Employment - Participation in Competitive Integrated Employment; Data Points and Reporting for CIE – FDLRC submitted baseline data to the Department; this measure is still in progress.
 - Equity and Cultural Competency – Linguistic Diversity; Language Access (IPP translation); Service Coordinator Competency in Cultural & Ethnic Diversity – FDLRC submitted baseline IPP translation data; A Cultural Competency Training Plan was developed and approved by the Department and FDLRC participated in the measure to update all caregiver language fields in client file.
 - Individual & Family Experience and Satisfaction – Consumer/Family Satisfaction with Regional Center Services – The Department is in process of developing statewide satisfaction surveys.
 - Person-Centered Services Planning – Service Plans Demonstrate Person-Centered Criteria; Service Coordination Facilitation Skills – FDLRC exceeded criteria for having minimum number of Certified PCT/P trainers and has implemented the first part of Person-Centered Thinking/Planning training to all service coordination, intake and frontline supervisors. The PCP training is in process.
- Service Coordination and Regional Center Operations – Choice of Services within Regional Centers; Timely Service Authorizations; SC Competency; Intake Process – This measure is currently in process from the Department.
- Phase II of the Regional Center Performance Measures will begin in 2024 and will expand on various reporting and training activities as identified in each of the six (6) measures. As of March 2023, changes to the appeals process were implemented, which limited the use of Regional Center attorneys unless the family also uses an attorney (or the client or authorized representative is an attorney), required the use of standardized appeals information packets and extended timelines to file an appeal and receive Aid Paid Pending.
- In 2023, the Department launched the Coordinated Family Services (CFS) pilot, which offered additional services to adults (18 years and older) living in the family home. The CFS pilot was designed to ensure that those individuals who want to live at home with family can continue to do so while they receive help to coordinate services from the community, regional center, skill development, futures planning and more. FDLRC was one of the pilot Centers who launched the program in March 2023 by vendoring two service providers who are currently serving about 30 clients and families in Spanish, Armenian and Russian. The program will be expanded to ensure services are provided in the preferred languages of all non-English speaking clients and families that may need the service.
- Changes to the implementation of the Self-Determination Program were initiated through the 099 – Self Directed Services launch, which allows clients to receive pre-transition supports from traditional services into the Self-Determination Program.

SELF-DETERMINATION

The Center continued to implement the Self-Determination Program (SDP). As of December 31, 2023, the center had 192 active participants who had fully transitioned into the program and were purchasing services through SDP. While 70 clients had transitioned in 2021-2022, an additional 72 participants completed the transition to SDP during 2023.

At the onset of the COVID pandemic, the Center converted the mandatory orientation to a virtual presentation for interested participants to access through the Center’s training platform, ARCA Learn. The PowerPoint Orientation presentation is now available in English, Spanish, Korean, and Armenian. This on-line training fulfills the requirement of clients who desire to transition to the Self Determination program. The Center also updated the Self-Determination webpage on the Lanterman web site and completed a series of five (5) informational videos on the various areas of the Self-Determination program. Currently, the complete Self-Determination webpages are available

in Spanish and Korean, and the SDP video series are translated into Korean and is now available in English, Spanish, and Korean languages.

In 2023, the Self-Determination Specialist continued to provide staff trainings on the various topics, principles and moving parts of the SDP program, including conducting a training specifically for Regional Managers on SDP IPP and budget developments. He also presented at SDP Liaison meetings, where he provided education on current directives to be communicated to their respective teams. Additionally, the SDP support group and Q&A sessions were continued for parents and prospective participants, as well as service coordinators as an opportunity to ask specific SDP questions.

The Center made a strategic decision to maintain SDP cases on the current SC Caseload instead of creating specialized caseloads; this choice seemed to work well in preparing our staff for the statewide rollout and continues to be Lanterman's preferred approach to administering the program. The SDP Specialist and Participant Choice Specialist provide support to the SC's and Managers by participating in budget planning meetings and offering ongoing consultation for individuals in the process of moving to the Self-Determination program.

REGIONAL SERVICE COORDINATION

Service coordination teams are organized by both age and, to the best of our ability, geography. In 2023, the School Age Unit grew from four to six (6) teams:

- The LA School Age Team, which serves the Central and Hollywood health districts
- The Foothill School Age Team, which serves the Pasadena and greater Glendale/Burbank areas
- The School Age Transition Team, which serves children in Los Angeles; as well as Glendale, Burbank, Pasadena, and La Canada,
- The New School Age team, which serves clients residing in Los Angeles; as well as Glendale, Burbank, Pasadena, and La Canada,
- Early Childhood I, which serves children ages 3 to 6 years old, including managing cases with Provisional Diagnosis, and
- Early Childhood II, which also serves children ages 3 to 6 years old, including managing cases with Provisional Diagnosis.

The Early Childhood teams were implemented to both help the Center meet the mandate of a lower caseload ratio of 1:40 for this age population, and to provide the needed targeted case management for the Provisional cases.

The Ongoing Unit serves older adolescents and adults via seven (7) service coordination teams organized by geography, language and living arrangement:

- The LA/Hollywood Team, which serves individuals in the Hollywood and surrounding LA area
- The LA Wilshire Team (which historically has included three (3) specialized caseloads comprised of individuals that have health and service needs associated with aging),
- The Glendale/Foothill Team, which serves individuals in the Burbank, Glendale and surrounding foothills
- The Pasadena team, which serves individuals in the Pasadena, Altadena, and surrounding foothills,
- The Residential team, which is focused on serving individuals residing in licensed residential homes,
- The Diverse Living Options (DLO) team, which was created to manage overall caseload growth, consolidate specialty caseloads, and reduce the service coordinator to manager ratio, and,
- The Older Adult Team, developed in 2023, which serves adults ages 45 years and older who live at home with family, independently/supported living or in specialized medical facilities.

Service coordination for infants and toddlers continued to be provided by the Early Intervention Unit and will be discussed later in this report.

Thirteen (13) service coordination teams provide service coordination and monitoring for approximately 10,522 clients as of December 31, 2023, which was an increase of 494 individuals served from 2022.

During calendar year 2023, the School Age Unit was comprised of six service coordination teams: Los Angeles School Age Team, Foothill School Age Team, the School Age/ Transition Team, the New School Age team, and the two new Early Childhood teams. These six teams served 5,477 clients, which is an increase of 724 clients from 2022. Below is a breakdown of caseload ratios as of December 31, 2023 by team:

- LA School Age – 910, an increase of 26 (Caseload ratio of 82:1, compared to 80:1 in 2022)
- Foothill School Age – 1018, an increase of 2 (Caseload ratio remained the same at 92:1)
- School Age Transition – 1142, an increase of 39 (Caseload ratio of 103:1 compared to 100:1 in 2022)
- New School Age– 992, an increase of 14 (Caseload ratio of 90:1 compared to 89:1 in 2022)
- Early Childhood I – 705, an increase of 163 (caseload ratio of 64:1)
- Early Childhood II – 710, an increase of 480 (caseload ratio of 65:1)

The Ongoing Unit serving adolescents and adults is comprised of the Glendale/Foothill team, Pasadena team, LA Hollywood team, LA Wilshire team, the Residential team, the Diverse Living Options team and the newly developed Older Adult team. The Ongoing Unit served 5,045 clients, which is a slight decrease of 24 clients from 2022. In previous years, the growth for the Ongoing Unit has been larger due to the transfers from the School Age Unit. However, during the 2023 year, school age case transfers were slowed down to address high caseload sizes and allow for additional growth positions to be added. With the additional team development and growth positions, it is expected that the school age case transfers will resume during the upcoming year. In addition, the Unit continues to receive cases from other regional centers (as transfers) and via the Center's Intake department. Below is a breakdown of caseload ratios by team:

- Pasadena – 880, this represents a decrease of 64 individuals, primarily due to case transfers out to other regional centers. (The caseload ratio for the team decreased to 80:1, from 86:1 in 2022).
- Glendale– 837, this represents a decrease of 143 individuals, primarily due to transferring older adult clients to the new Older Adult team. (The caseload ratio decreased to 76:1, from 89:1 in 2022)
- LA Hollywood– 763, this represents a decrease of 226 individuals, again due to case transfers to the Older Adult team. (The caseload ratio for this team decreased significantly from 90:1 in 2022 to 69:1 in 2023).
- LA Wilshire– 881, a decrease of 108 individuals, also as a result of case transfers to the Older Adult team. (The team's caseload ratio decreased to 80:1, from 90:1 in 2022)
- Residential – 577, a decrease of 22 individuals. (Caseload ratio decreased to 58:1, as compared to 60:1 in 2022).
- Diverse Living Options – 553, a decrease of 13 individuals. (Caseload ratio of 55:1 – this lower ratio is primarily due to the special nature of the caseloads.)

The Older Adult team was developed in 2023, with 7 out of 10 Service Coordinator positions filled by December 31, 2023. As a result of the new development, there are no previous baseline data to compare. By the end of the year, 2023, the following data was reported for the Older Adult team:

- Older Adult – 554 individuals served, with 7 service coordinators (caseload ratio of 79:1)

SPECIALIZED SERVICE COORDINATION

In-home caseloads are organized by age and language need. Specialization in school age caseloads has been a successful strategy for this regional center. The School Age Unit has developed expertise and competency in order to assist families during the important school years of their children. Residential service caseloads continue to be specialized because of the significant differences in the service coordination and monitoring requirements.

The Diverse Living Options team continued to serve several specialized caseloads, allowing these Service Coordinators to continue to maintain their unique focus. Two (2) Community Living Options (CLO) SC's provide

specialized service coordination to 54 clients who moved to the community from a state developmental center since 1994 and/or clients who may have complex service needs and require an enhanced level of case management. The specialized service coordination is mandated at a 1:25 ratio and is staffed by two Community Living Specialists (CLS). This enhanced level of service coordination includes monthly visits for the first six months after community placement, quarterly progress reviews, annual IPP development, court reports, and special resource development and re-direction efforts to assist and maintain community placement.

During 2023, this specialized team assisted four (4) individuals to move out of an Institution for Mental Diseases (IMD). These types of transitions are an extremely time-consuming and challenging process due to the need for specialized resources, legal and forensic involvement and, at times, family involvement.

By close of 2023, the Center had one (1) individual residing at Porterville Developmental Center and one (1) individual residing Out-of-State. Through the Center's 2024 Community Placement Plan, our CLO team will focus its efforts on assisting seven (7) individuals total residing in an IMD to move into a less restrictive, more homelike setting.

With the development of the Older Adult team, a new unit was implemented with the focus on supporting older adults and their specialized medical and other needs. Many of the caseloads support individuals with complex health and service needs associated with the aging process and have planning needs for future living based on their own health issues as well as those of their family members. These service coordinators provided service coordination for up to 540 individuals. These service coordinators have a close working relationship with Clinical Services, often working in partnership with the nurses to provide proper follow-up activities related to the associated health issues. Additionally, the Center through the Regional Manager/Liaison for Aging Agencies, began to network and outreach to community-based organizations focused on Aging to develop relationships and share resources for the community and aging caregivers. Relationships between the Saint Barnabas Social Services and Caring Futures through the Arc of California were developed and will continue to be fostered over the next year.

COORDINATION AND PLANNING ACTIVITIES

Service Coordinators completed Individual Program Plans (IPP), Annual Reviews and Quarterly Reviews (for people living independently or in residential facilities). They attended Individual Education or Transition Plan meetings at the request of parents to provide assistance in advocating for appropriate programs. Additionally, in coordination with being an Employment First Center, and the implementation of federal and State legislation including the HCBS Settings Rule, service coordinators explored employment opportunities for our clients before making referrals to specialized/segregated programs.

With the addition of the Regional Center Performance Measures, Service Coordinators had another layer of requirements added to their workload in the form of multiple trainings. All Service Coordinators and frontline supervisors were required to fully complete an 18 hour Person Centered Thinking Training series that started in the middle of the year and was completed by the end of 2023. Beginning in the Spring 2024, all Service Coordinators and frontline staff will be required to complete the next phase of this training series on Person-Centered Planning facilitation. In addition, by the end of 2023, the state mandated Implicit Bias training was also implemented. All Service Coordinators, intake staff and frontline supervisors were required to register and begin the self-paced, multi-part online training series on Implicit Bias. This training will continue through the Spring of 2024, with a total of 5 courses to be completed online and one in person course.

Placement activities for people considering out-of-home placement and for individuals needing to move to a new living arrangement continued during 2023. While the Center and much of the state relaxes COVID-19 restrictions, such as the requirement for vaccination or a negative COVID test 72 hours prior to placement, all placement recommendations and planning continued to be thoroughly reviewed by the Regional Managers and Assistant Director's, as needed.

Note: At close of 2023, 14.79% of all adult clients served by FDLRC lived in a licensed setting, while 83.88% lived in home settings. For children, 99.85% resided in a family home and only .11% lived in out of home settings. For the Center in 2023, 94% of all clients (children and adults) resided in a home like setting.

Service coordinators also assisted with support groups and engaged in liaison activities to residential facilities as well as a number of major programs including those under the auspices of the Department of Children and Family Services and Department of Mental Health.

Service coordinators completed 1,526 special incident reports including abuse investigations; medical and psychiatric hospitalizations; lost or missing individuals; injuries and acts of aggression and mortality: this represents a decrease of 641 special incident reports as compared to 2,167 reported in 2022. This significant decrease is largely attributed to the decline of COVID-19 related special incident reports.

EARLY INTERVENTION

The Early Intervention Unit (E.I.) provided coordination of services for infants and toddlers with and at risk for having substantial developmental delays. In 2022, the Center saw the numbers of children receiving E.I. services increase from 1959 in January to 2080 by year's end. This represents an increase of 121 infants and toddlers receiving E.I. case management services, which essentially resulted in the caseload ratio for SC's in the Early Intervention Unit at 50:1 for the year. As mandated, toddlers received transition services at 2 1/2 years of age, and were reviewed for eligibility determination for ongoing services at 3 years of age.

In 2022, DDS issued a directive to reduce caseload sizes for children from birth through 5-years of age. In order to come into compliance with this directive FDLRC began planning late in 2022 to add a new E.I. team in the first quarter of 2023. As such, a new E.I. team was created including a Regional Manager and Secretary, as well as 10 Service Coordinators.

During the year, 825 children in the E.I. team were assessed for ongoing eligibility prior to their third birthday. Of those 896 children, 517 (63%) toddlers were determined to have a substantially handicapping developmental disability and continued to receive ongoing services and 319 (39%) infants and toddlers were determined to have made substantial developmental gains and were no longer eligible for regional center services under the Lanterman Act. Additionally, 149 (18%) children were found provisionally eligible and will continue to receive services until re-assessment prior to their fifth birthday.

Statistically, these figures indicate an increase of 34% in the number of children determined to be status 2 and eligible for ongoing services from previous years. The addition of the provisional eligibility category also saw the number of children exited from the Center reduce by 20%, which means that more children will continue to benefit from services available through the system during a key period of their development.

State and federal regulations for provision of E.I. services require that service coordinators and management staff complete multiple and complex responsibilities within a very specific and brief timeframe. E.I. Service Coordinators must complete the client's initial Individualized Family Service Plan (IFSP) within 45 days of the initial referral call. A new IFSP is completed annually for each client, and IFSPs must be reviewed with the family quarterly and E.I. service coordinators are required to conduct at least quarterly contact. Service coordinators begin a process of reassessing and transitioning all clients at 2.6 years-of-age, to ensure that the child is prepared to exit the federal Early Start program or be transferred for regular regional center services by 3 years-of-age. This transition process requires close coordination with the local school districts, is often difficult for families, and frequently requires advocacy from the Service Coordinator to ensure a smooth and successful transition for the child and family.

Historically, early intervention staff have coordinated genetic and prenatal diagnostic services for persons at risk of having a child with a developmental disability, however the community standard for health care plans typically include genetic and prenatal services and the regional center has not experienced these types of requests. However, the regional center would coordinate these diagnostic services if needed. The regional center continues to coordinate

early identification and prenatal services for pregnant women with developmental disabilities in the Lanterman catchment area.

The Early Intervention staff participate in interagency committees and task forces, and provide community presentations and training on prevention and early intervention services. During the past year, outreach activities were conducted with agencies such as the Department of Children and Family Services and First Connection Early Identification & Intervention Task Force.

PROVISIONAL ELIGIBILITY

The Developmental Services Budget Trailer Bill in July 2021 amended the W&I Code section 4512 and expanded eligibility by allowing a child who is three or four years of age to be “provisionally eligible”. If the child has a disability that is not solely physical in nature and has significant functional limitations in at least two areas of major life activity they remain eligible for services until age 5. Determination for Provisional Eligibility is based on two significant deficits in areas including self-care, receptive and expressive language, learning, mobility, and self-direction. A child found provisionally eligible shall be reassessed before turning five years of age to determine eligibility for ongoing Lanterman services. At year-end 2023, Lanterman had 278 children receiving services under Provisional Eligibility, an increase of 119 children from 2022.

Lanterman initially made the decision to create one specialty caseload for children found provisionally eligible. In 2021, this caseload was maintained on the Foothill School Age team. With the formation of the Early Childhood teams in 2022, each Early Childhood team has a specialized caseload responsible for the provisionally eligible children. Service Coordinators for Provisional cases are responsible for tracking these children and ensuring that reassessments are scheduled beginning at 4.6 years of age.

ADMINISTRATIVE

The Client and Family Services Division is responsible for coordinating administrative projects and initiatives under the general contract with the Department of Developmental Services. Some of these administrative projects include the Home and Community Based Services (HCBS) Waiver Program, which generates federal funding for the State of California; the coordination of appeals as defined by the Lanterman Act (usually associated with eligibility determination and the purchase of services); and the investigation of complaints as described in section 4731 of the Lanterman Act, and Risk Mitigation activities.

HUMAN RESOURCES/TRAINING AND DEVELOPMENT

For the year, the Center recruited 47 Service Coordinator positions total, which was a 7% increase from the 44 Service Coordinator positions filled in 2022. Lanterman continues to use temporary service coordinators to provide coverage in instances where a service coordinator is on leave to provide coverage in order to meet the needs of clients and their families.

Post-COVID 19 pandemic, the majority of the New Service Coordinator Orientation Training (SCOT) series has been modified to on-line and virtual formats made available through ArcaLearn, although a few sessions are now held in person. In 2023, SCOT training was conducted for a total of 55 Service Coordinators.

In addition to the SCOT trainings, in early 2022 and continued through all of 2023, the Division, in collaboration with the Training and Development Unit created and implemented the Brown Bag Training Series – a weekly, informal training session for all new service coordinators on topics such as Person-Centered Planning and IPP development, assessment of service needs, generic and vendored service options; SIRs and risk management, SDP and more. During the second half of the year, the Brown Bag trainings brought in subject matter experts to provide additional training on topics such as School Districts and transitional services, Employment, Housing, Medi-Cal, and Clinical Services. Additionally, in collaboration with the Special Projects Coordinator, T&D created over 71 How-To instructional videos on how to complete documents, purchase of service requests, special incident reports, and more. These videos were made available through the ArcaLearn portal and available to all staff.

In-service topics conducted in 2023 included National Core Indicators, Person Centered Thinking (PCT) – Dignity of Risk, Federal Programs, START Services, Good Grief – How to have Difficult Conversations with Families, PCT – The Perfect Week, Greater Los Angeles Agency of Deafness (GLAAD), HCBS Compliance and the Role of the Service Coordinator and CCS.

The Division also continued to provide training opportunities outside of the Center for ongoing professional development. The Regional Managers maintained open communication with representatives of the Department of Children and Family Services via periodic meetings and the Associate Directors participated in regular meetings with representatives from LA County Departments of Mental Health, Children and Family Services and Probation. Regional Managers and Service Coordinators participated in meetings with service providers, community agencies and advocacy groups to enhance communications, provide mutual training and to further advocacy efforts.

HOME AND COMMUNITY-BASED WAIVER

As regional center budgets rely on federal funds, Lanterman continued to participate in the Home and Community Based Services (HCBS) Waiver Program. Clients who receive Medi-Cal benefits, reside in their own homes or community care facilities, and demonstrate substantial behavioral, medical or self-help deficits are eligible for participation in the HCBS Waiver Program. Client records were reviewed and certified by two Qualified Intellectual Disability Professionals (QIDP), with the assistance of two nurse consultants as the need arose, for continued participation in the Waiver program. While the HCBS Waiver is a source of purchase of services (POS) funding for the regional center, the strict eligibility and documentation requirements are a challenge for the service coordination teams as caseloads continue to grow within the Center.

The Center maintains its HCBS Waiver Certification and completed a full HCBS audit in February of 2022. DDS conducted a review of HCBS Waiver clients, Community Care Facility (CCF) consumer records, Targeted Case Management, Nursing Home Reform and HCBS 1915(i) SPA program clients. Based on the audit, the Center was 99% in compliance for the consumer record review, 100% in the CCF record review, and 99% in compliance for the HCBS 1915(i) SPA. The Center is in substantial compliance and maintains certification to participate in the Medicaid Waiver program. The next scheduled HCBS Waiver audit will be conducted in January 2024, with the sample size significantly increasing from 72 in the 2022 audit to 125 in 2024, an increase of 53 consumers. As of 12/31/2023, the center has 3,540 clients enrolled in the Medicaid Waiver Program, which is a decrease of 73 clients. This decrease is likely due to the Care's Act being lifted and receiving the directive from DDS to terminate clients who no longer qualify for the waiver program, including individuals who do not have full scope Medi-Cal, no open qualifying service or not meeting the level of care requirements, in addition to clients passing away and case transfers. In addition to the HCBS Medicaid Waiver program, there were 163 clients enrolled into the SDP program as of 12/31/2023, which is an increase of 62.

FAMILY COST PARTICIPATION PROGRAM

This requirement, which was passed into law in January of 2005, requires parents to share in the cost of certain services (respite, camp and day care) purchased by the regional center for their children. It initially only applied to families who have a child 3 through 17 years old living in the family home, however as part of the 2009-10 budget, trailer bill language expanded this program to include children from birth to three years of age.

During the COVID-19 pandemic, DDS issued a Directive in 2020 waiving the requirements of both the Family Cost Participation Program (FCPP) and Annual Family Program Fee (AFPF). Any requirements related to the FCPP pursuant to Welfare and Institutions (W&I) Code section 4783, and the AFPF pursuant to W&I Code section 4785, continues to be waived.

ANNUAL FAMILY PROGRAM FEE

As was noted above, the requirement for calculating AFPF fees was also suspended by DDS Directive during the COVID-19 pandemic. This law, which was passed by the State of California in July of 2011, requires parents to share

in the cost of services purchased by the regional (beyond those for which a copay is being assessed under the Family Cost Participation Program) for children (17 years of age and younger). The law applies to children living in the family home, not eligible for MediCal, and family income must exceed 400 percent of the federal poverty level.

COORDINATION OF APPEALS

The responsibility of appeals coordination, including both informal appeals at the regional center and state level hearings with the Office of Administrative Hearings, is coordinated in the Client and Family Services Division.

A total of 32 new requests for Fair Hearing were filed in 2023, an increase of 9 appeals from the prior year. The 32 appeals break out into the following categories:

- 11 Service Requests
- 5 Eligibility
- 1 Request for Delay in Services
- 1 rental assistance
- 1 Request to not transfer case to local regional center
- 3 Retro Reimbursement
- 1 Residential Share of cost funding request
- 1 Request for termination of duplicate authorization
- 7 Service Requests in the Self Determination Program (SDP) 1 Out-of-State Program/placement

Requests for fair hearings may be resolved in a variety of ways. Below are the results of the appeals resolved in 2023:

- 19 were settled before going to hearing
 - 1 was determined to be a complaint and dismissed prior to hearing
 - 10 were resolved in an informal meeting
 - 8 were resolved in mediation
- 8 went to hearing
 - Four decisions were in favor of the Regional Center
 - 2 matters were dismissed at hearing without prejudice due to family not attending hearing
 - 1 eligibility decision was in favor of the client
 - 1 SDP service decision was in favor of the client, with conditions for the Regional Center to increase monitoring to assess for health/safety concerns
- 5 pending
 - 4 matters will be heard in 2024
 - 1 pending outcome of the fair hearing

COMPLAINT INVESTIGATION

Separate from a service appeal discussed in the preceding section, the Lanterman Act, under section 4731, affords each client or family member the opportunity to pursue a complaint if it is believed that the rights of the individual have been denied. The division coordinates the investigation and resolution of such complaints. In 2023, there were twenty-three (23) service complaints, compared to twenty (20) in 2022. Examples of complaints range from dissatisfaction with individual regional center staff, failure to provide services or address concerns in a timely manner, and dissatisfaction or concern with a regional center provider.

A total of 23 complaints were filed in 2023, with the following results:

- Seven (7) of the complaints were regarding dissatisfaction with Service Providers or failure of providers to implement services
- Three (3) of the complaints were regarding the Regional Center failing to provide timely Notice of Actions following service denials.
- Three (3) of the complaints were centered on the failure to implement services agreed upon in the IPP
- Three (3) of the complaints were centered on the Regional Center's failure to secure housing options or offer additional services.
- Two (2) of the complaints were regarding the Regional Center failing to provide timely Informal Decision letters following an informal meeting for a service request.
- Two (2) of the complaints were centered on staff not responding in a timely manner to initiate service or a lack of responsiveness to families.
- One (1) complaint was related to dissatisfaction with their Service Coordinator.
- One (1) complaint was centered on the Service Coordinator providing misinformation about SDP and other service options.
- One (1) complaint was related to the Regional Center's communication to the Department of Developmental Services specific to that individual.
- One (1) complaint was related to the Regional Center failing to include and release information to father about child's service decisions and related information.

It should be noted that oftentimes complaints might have more than one topic of concern; in these cases, parts of the complaint may be substantiated while other aspects of the complaint may be unsubstantiated or inconclusive. This formal response to complaints allows the regional center to investigate concerns, reach a determination of the complaint and make recommendations for potential policy and procedural changes as appropriate. The twenty-three (23) complaints listed above contained multiple areas (63) of concern with the following outcomes:

- Twenty-six (26) were found unsubstantiated
- Twenty-two (22) were substantiated and the issues were resolved
- Four (4) were partially substantiated and the issues were resolved
- Seven (7) were inconclusive
- Three (3) complaints were determined to be out of the scope of a 4731 complaint and one (1) complaint was undetermined.

RISK MITIGATION

The Department of Developmental Services initiated a Risk Assessment and Mitigation Program, requiring each regional center to form a Risk Management Committee comprised of quality assurance, clinical, training and service coordination staff. Lanterman's Quality Management Committee monitors its Risk Assessment and Mitigation Program; it met quarterly to review the regional center's performance related to mortality reviews, trends and patterns in special incident reporting and to develop training and technical assistance for staff and service providers related to health care and safety issues.

EXECUTIVE DIRECTOR'S REPORT

May Revise Update

On Friday, May 10th, the Governor released his proposed May Revise for the 24-25 budget year. **California Health and Human Services Agency (CHHS)** Secretary Dr. Mark Ghaly hosted a conference call overviewing the May Revise. Unfortunately, the service provider rate delay remains unchanged.

Proposed May Revise changes for 24-25 fiscal year include four (4) new reductions for our service system:

- 1) Tribal engagement and outreach for Early Start services - \$0.8M from FY 2024-25, \$0.8M from FY 2025-26
- 2) Health and Safety Waiver Application Assistance - \$3.0M from FY 2024-25, \$3.0M from FY 2025-26
- 3) Direct Support Professional Internship Program - \$20M from FY 2022-23
- 4) Emergency Preparedness Resources - \$1.1M from FY 2024-25, \$1.1M from FY 2025-26

What are the next steps? By time you receive this packet, the following steps will have occurred:

- The full May Revision will have been released no later than May 14th.
- The Assembly's initial hearing on our topics (often referred to as Sub 2) will be held on May 16th and its final hearing will be on the 22nd.

The Senate (referred to as **Sub 3**), didn't have confirmed dates in time to be in this summary; however it's likely the Senate will meet sometime between May 15 - 23.

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Assembly
California Legislature


STEPHANIE NGUYEN
ASSISTANT SPEAKER PRO TEMPORE
ASSEMBLYMEMBER, TENTH DISTRICT

COMMITTEES
BUSINESS AND PROFESSIONS
COMMUNICATIONS AND CONVEYANCE
JOBS, ECONOMIC DEVELOPMENT, AND
THE ECONOMY
PUBLIC EMPLOYMENT AND RETIREMENT
PUBLIC SAFETY

SELECT COMMITTEE
CHAIR: MENTAL HEALTH ACCESSIBILITY
WITHIN NON-ENGLISH SPEAKING
COMMUNITIES

March 8, 2024

The Honorable Corey Jackson
Chair, Assembly Budget Subcommittee 2 on
Human Services
1021 O Street, Room 6120

The Honorable Caroline Menjivar
Chair, Senate Budget Subcommittee 3 on
Health and Human Services
1020 N Street, Room 502

Re: Request for Uninterrupted Implementation of Disability Service Provider Rate Increase

Dear Chairs Jackson and Menjivar,

I respectfully request that implementation of the disability service provider rate increase continue, that was slated to begin on July 1, 2024, and not be delayed.

As you know, disability service providers assist and provide supports for those with intellectual and developmental disabilities. Chronic underfunding for decades has led to workforce shortages that are unsustainable and put individuals with disabilities and their families at risk.

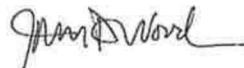
Sustained funding for the disability community and the providers that serve them is crucial for the developmental disability services system to function. Delaying the rate increase will not only exacerbate work force shortages already stressing the system, but the system also could miss out on receiving potentially \$400 million in matching federal funds to support service providers.

Please join me in safeguarding California's developmental disabilities services system by supporting the service providers that individuals with disabilities and families across the state rely on.

Respectfully,



STEPHANIE NGUYEN
Assemblymember, District 10



JIM WOOD
Assemblymember, District 2



MEGAN DAHLE
Assemblymember, District 1



JAMES GALLAGHER
Assemblymember, District 3



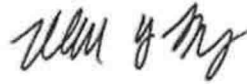
JOE PATTERSON
Assemblymember, District 5



MIA BONTA
Assemblymember, District 18



JIM PATTERSON
Assemblymember, District 8



PHILIP TING
Assemblymember, District 19



HEATH FLORA
Assemblymember, District 9



LIZ ORTEGA
Assemblymember, District 20



LORI WILSON
Assemblymember, District 11



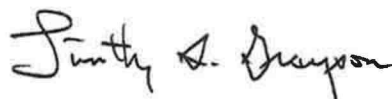
DIANE PAPAN
Assemblymember, District 21



CARLOS VILLAPUDUA
Assemblymember, District 13



JUAN ALANIS
Assemblymember, District 22



TIMOTHY GRAYSON
Assemblymember, District 15



ALEX LEE
Assemblymember, District 24



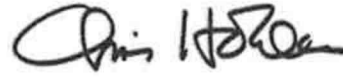
MATT HANEY
Assemblymember, District 17



ESMERALDA SORIA
Assemblymember, District 27



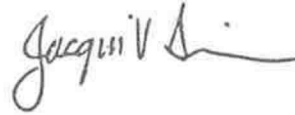
EVAN LOW
Assemblymember, District 28



Chris Holden
Assemblymember, District 41



DAWN ADDIS
Assemblymember, District 30



JACQUI IRWIN
Assemblymember, District 42



JOAQUIN ARAMBULA
Assemblymember, District 31



LAURA FRIEDMAN
Assemblymember, District 44



DEVON MATHIS
Assemblymember, District 33



JAMES RAMOS
Assemblymember, District 45



TOM LACKEY
Assemblymember, District 34



GREG WALLIS
Assemblymember, District 47



EDUARDO GARCIA
Assemblymember, District 36



BLANCA RUBIO
Assemblymember, District 48



Pilar Schiavo
Assemblymember, District 40



MIKE FONG
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ELOISE GÓMEZ REYES
Assemblymember, District 50

TRI TA
Assemblymember, District 70

RICK ZBUR
Assemblymember, District 51

LAURIE DAVIES
Assemblymember, District 74

MIGUEL SANTIAGO
Assemblymember, District 54

MARIE WALDRON
Assemblymember, District 75

LISA CALDERON
Assemblymember, District 56

BRIAN MAIENSCHIN
Assemblymember, District 76

PHILLIP CHEN
Assemblymember, District 59

BRIAN DAHLE
Senator, District 1

BLANCA PACHECO
Assemblymember, District 64

ROGER NIELLO
Senator, District 6

AVELINO VALENCIA
Assemblymember, District 68

SHANNON GROVE
Senator, District 12



SCOTT WILK
Senator, District 21



ROSILICIE OCHOA BOGH
Senator, District 23



HENRY STERN
Senator, District 27



KELLY SEYARTO
Senator, District 32



DAVID MIN
Senator, District 37

KEEP THE PROMISE COMMUNITY RALLY

We need and deserve the supports and services promised in the Lanterman Act.

The already
promised rate
increase is
needed NOW!

Let's come together!



Service Providers
Individuals Served

Families

Community Members

The rate increase shouldn't
be on hold any longer!

MAY 31ST, 2024
10:00AM TO 12:00PM



LOCATION:
100 S VINCENT AVE
WEST COVINA, CA 91790

Wear a blue
shirt to show
your support!

Reminder:
Please don't block any
vehicle or business entries
and exits.

#KEEPTHEPROMISE