

MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: MELINDA SULLIVAN

RE: NOVEMBER BOARD MEETING

DATE: November 29, 2023

I hope you and your families are all doing well. We have a full agenda this month.

BOARD EDUCATION – National Core Indicators (NCI)

NCI is a nationally recognized source of information about individuals with developmental disabilities receiving services across a large sampling of states. California has been using it for many years. Juan Maldonado, Special Projects Coordinator, will provide a review of the most recent NCI surveys for Lanterman.

EXECUTIVE DIRECTOR'S REPORT – ACTION ITEMS

I'm bringing forward 2 action items for your consideration. First, I'm bringing forward the proposed Board Training Plan, which must be submitted to the Department of Developmental Services (DDS) in December. I'm also bringing forward the Center's Alternative Staffing Model for your review before submitting to DDS. You will recall that the Center has worked with our Alternative Staffing Model for 15 plus years.

EXECUTIVE COMMITTEE – ACTION ITEM

The ARCA board has developed membership standards and an application. The executive committee reviewed and is recommending membership to the board.

NOMINATING COMMITTEE

By time we meet we will have had our Board Recruitment Fair. The committee will provide a quick report.

**BOARD OF DIRECTORS MEETING**

Wednesday, November 29, 2023

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_jJ0j50OBRdmF8CqYIU3INQ

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 • October 25, 2023	Louis Mitchell
	4	BOARD EDUCATION • National Core Indicators (NCI) Presentation	Melinda Sullivan Juan Maldonado
ACTION ACTION	5	EXECUTIVE DIRECTOR'S REPORT • Board Training Plan • Alternative Staffing Model	Melinda Sullivan
	6	EXECUTIVE COMMITTEE • ARCA Membership	Louis Mitchell Melinda Sullivan
	7	ADMINISTRATIVE AFFAIRS COMMITTEE • Summary of Insurance • Review of Financial Statements	Lili Romero Kaye Quintero
	8	NOMINATING COMMITTEE • Board Recruitment Fair	Al Marsella Melinda Sullivan
CLOSED SESSION	9 ACTION ACTION	EXECUTIVE SESSION • Approval of Minutes • Real Estate • Litigation • Personnel	Louis Mitchell Melinda Sullivan
	10	ADJOURNMENT	Louis Mitchell

APPROVAL OF MINUTES

LOS ANGELES COUNTY DEVELOPMENTAL SERVICES FOUNDATION

Board of Directors

October 25, 2023

MINUTES

PRESENT

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

NOT PRESENT

Gloria Leiva
Dr. Alex Li
Simon Yang

ADVISOR TO THE BOARD - PRESENT

Al Marsella

STAFF

Rose Chacana
Pablo Ibanez
Srbui Ovsepyan
Kaye Quintero
Melinda Sullivan

GUESTS

Lourdes Gomez
Uvence Martinez, DDS
Paul Quiroz

CALL TO ORDER

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

PUBLIC INPUT/ANNOUNCEMENTS

No public input was given.

APPROVAL OF MINUTES

The minutes of September 27, 2023 were approved by consensus.

EXECUTIVE DIRECTOR'S REPORT

November Board Meeting Date Change

Due to the Thanksgiving Holiday, the November meeting date of 11/22/23 will be moved to 11/29/23. The Board will go dark in December.

Board Holiday Gathering

Ms. Sullivan announced that the Center will host the Holiday Board/Committee Gathering on December 13, 2023.

Holiday Closures

Ms. Sullivan advised the Board that the Center will be closed for the upcoming holidays as follows:

- November 23-24, 2023 (Thanksgiving Holiday)
- December 25-26, 2023 (Christmas Holiday)

Service Provider Advisory Committee (SPAC) Breakfast

Ms. Sullivan advised the Board that the Service Provider Advisory Committee (SPAC) Breakfast will be held on November 21, 2023 at the Almansor Court in Alhambra. Board Members interested in attending should contact Frank Lara.

ARCA REPORT

Mr. DeBoer advised the Board that he and Ms. Sullivan attended the ARCA meeting on October 19-20, 2023, and that the highlights from the meeting were in the packet. Discussion followed.

EXECUTIVE COMMITTEE

Contract Over \$250,000.

Ms. Sullivan brought forward an ***amended contract*** to review with the Board in accordance with the Board approved policy for approval of contracts:

- **Provider/Organization:** Columbus Medical Services, LLC

Year: July 1, 2023 – June 30, 2024

Amount of original contract approved on June 28, 2023: \$1,368,696.16

Amount of amended contract: \$1,576,696.16

This organization provides the Center clinical professional staff in several areas of expertise. Staff includes nurses, psychologists, pharmacists, and dental coordinators. These professionals complete various clinical evaluations, consultations, recommendations for treatment, and technical assistance to Center staff. The contract currently includes the following clinical staff:

- (3) Nurse Consultant
- (3) Psychologist (1 bilingual)
- (1) Pharmacist
- (1) Dental Coordinator

Historically, the Center has contracted with Columbus Medical Services separately for each clinical professional. In order to simplify the process with the provider and ensure full transparency regarding our relationship with the provider, we are proposing a single contract to cover all of the clinical staff. The individual pay rates and projected number of hours needed are detailed in the contract. The total amount of the contract is ***\$1,576,696.16*** funded through Purchase of Services funding.

Mr. DeBoer moved to approve the contract with Columbus Medical Services, LLC. Mr. Smith seconded the motion, and it passed unanimously.

ADMINISTRATIVE AFFAIRS COMMITTEE

Operations Budget and Staffing Plan FY 2023-24

Ms. Quintero reviewed the FY 2023-24 Operations Budget, which details last fiscal years' actuals and compares this against our projections for this year. The Administrative Affairs Committee is recommending that the Board approve the Operations Budget as presented.

Ms. Romero moved to approve the FY 2023-24 Operations Budget as presented, Mr. Smith seconded the motion, and it passed unanimously.

Ms. Quintero reviewed the FY 2022-23 Staffing Plan, which has a comprehensive overview of the existing staffing structure. The plan includes a breakdown of the positions and related salaries and benefits costs for each division. This year, we have budgeted for an additional 24 new positions in various areas of the Center, primarily in service coordination. Discussion followed.

Ms. Villasenor moved to approve the FY 2023-24 Staffing Plan as presented, Mr. Smith seconded the motion, and it passed unanimously.

Review of Financial Statements

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

Cash Flow

The Center is projected to have \$27,539,451 available at the end of December 31, 2023.

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

In Operations (main contract) we have spent \$6,055,045 (24.8% of budget). In Purchase of services (main contract) we have spent \$43,561,957 before we add late bills. Including projected late bills, we will have spent \$48,353,130 (17.8% of budget).

Fiscal Year 2022-2023 (D-3)

This month we recorded \$4,782 in OPS and \$1,991,001 in POS. To date, we have spent 95.6% of our OPS and 70.2 % of our POS allocations.

Fiscal Year 2021-22 (C-4)

This month we recorded \$76,157 in OPS and \$25,292 in POS. To date, we have spent 99.1% of our OPS and 89.8% of our POS allocations.

NOMINATING COMMITTEE

Service Provider Advisory Committee (SPAC) Nominations

Mr. Marsella advised the Board that Mr. Ibanez and Ms. Prescott, SPAC Chair, received confirmation from 5 service providers who wish to be re-elected as SPAC members. A memo with background information on the applicants was provided to the Board. The Nominating Committee is recommending the following for re-election as follows:

<u>Name</u>	<u>Agency</u>	<u>Type of service(s)</u>
• Dee Prescott	Easter Seals	Adult Day Programs
• <i>Greg Sanchez</i>	<i>Home Instead</i>	<i>Specialist</i>
• Kelly White	Villa Esperanza	Adult Day Programs Residential Other Living Options Early Intervention Work Programs
• <i>Nancy Niebrugge</i>	<i>The Campbell Center</i>	<i>Adult Day Programs</i> <i>Residential</i> <i>Work Programs</i>
• Nicole Hajjar	Smile + Wonder	Early Intervention Specialist

Mr. DeBoer moved to re-elect the applicants as presented, Ms. Sroujeh seconded the motion, and it passed unanimously.

2023 Board Composition Survey

Ms. Sullivan advised the Board that the Center submitted the 2023 Board Composition Survey to DDS on August 15, 2023. A copy of the letter from DDS acknowledging that the Center's Board Composition meets all requirements pursuant to W&I Code 4622 was in the packet for review. Discussion followed.

Board Recruitment Fair

Ms. Sullivan advised the Board that the Center is hosting a Board Recruitment Fair on November 16, 2023 at 4:30 pm. The meeting will be held virtually and will be promoted on the Center's website, Facebook page, and e-bulletin. Board members were encouraged to attend if possible. Discussion followed.

ADJOURNMENT FOR EXECUTIVE SESSION

The Board agreed by consensus to suspend the General Session meeting at 6:39 p.m. for Executive Session to conduct business on Approval of Minutes and Litigation.

RECONVENE FOR GENERAL SESSION

The Board discussed in Executive Session the Approval of Minutes, Litigation, and 2024 Board Meeting Format.

ADJOURNMENT

The meeting was adjourned by consensus at 7:16 p.m.

Tina Daley, Secretary

/fl

BOARD OF DIRECTORS

ACTION LOG

October 25, 2023

	DESCRIPTION	ACTION	STATUS
	Approval of Minutes – September 27, 2023	<ul style="list-style-type: none">• Approved	
	Contract Over \$250,000. <ul style="list-style-type: none">• Columbus Medical Services, LLC	<ul style="list-style-type: none">• Approved	
	2023-24 Operations Budget	<ul style="list-style-type: none">• Approved	
	2023-24 Staffing Plan	<ul style="list-style-type: none">• Approved	
	Service Provider Advisory Committee (SPAC) Nominations	<ul style="list-style-type: none">• Approved	

EXECUTIVE DIRECTOR'S REPORT

ENCLOSURE

BOARD OF DIRECTORS TRAINING REPORT FOR CALENDAR YEAR 2023

Regional Center: Lanterman Regional Center

INSTRUCTIONS: Regional center shall submit to the Department by December 15th of each year, a report about trainings provided to its board of directors in that calendar year (CY).

Date	Training Topic	Frequency	Length of Training	Name, Affiliation and Qualifications of Individual or Entity Providing Training
1/24/23	Transparency – what’s new in the DDS contract and Trailer Bill Language (TBL)	Annual	½ hour	Executive Director
2/28/23	Recruitment and Onboarding strategies		½ hour	Director of Human Resources
3/27/23	Language Access Initiative		½ hour	Director of Koch Young Resource Center and Cultural Specialist
4/24/23	Self-Determination		½ hour	Director of Client Services
5/22/23	Person Centered Thinking		½ hour	Director of Client Services and Director of Training and Development
6/26/23	Home and Community Based Services Deaf Access and Hard of Hearing		1 hour to cover both topics	Director of Community Services
7/26/23	Review of Board Governance (i.e., board members’ role and responsibilities)	Annual	½ hour	Corporate counsel, Enright & Ocheltree
7/26/23	Conflict of Interest	Annual	½ hour	Executive Director

7/26/23	Whistleblower Policies (i.e., State and regional center)	Annual	½ hour	Executive Director
7/26/23	Board members' role in implementing Whistleblower Policies		Included in the above training	
8/28/23	Emergency Services		1 hour to cover both topics	Emergency Services Manager
	Medical & Dental Consent procedure			Director of Clinical Services
10/23/23	Alternative Staffing Model	Annual	1 hour to cover both topics	Executive Director
	RC Organization and Staffing Plan	Annual		Associate Director, Administrative Services

This Board of Directors Training Report was reviewed by (right click in signature box and select sign):

X

Executive Director

X

Board President

BOARD OF DIRECTORS TRAINING PLAN FOR CALENDAR YEAR 2024

Regional Center: Lanterman Regional Center

INSTRUCTIONS: Regional center shall submit to the Department by December 15th of each year, a proposed comprehensive Board of Directors' training plan for the next calendar year. Please list the proposed trainings for CY 2023 in the table below. Please include all required training topics.

Date	Training Topic	Frequency	Length of Training	Name, Affiliation and Qualifications of Individual or Entity Providing Training
1/24/24	Regional Center Performance Measures and new Trailer Bill Language (TBL)	Annual	½ hour	Executive Director
2/28/24	Language Access and Cultural Competency (LACC) Plan		½ hour	Associate Director of Client & Family Services and Manager of Koch Young Resource Center
3/27/24	Human Resources TBD	Annual	½ hour	Director of Human Resources
4/24/24	Special Incident Reporting		½ hour	Associate Director of Client & Family Services
5/22/24	Person Centered Thinking (PCT)		½ hour	Assistant Director of Client & Family Services and certified trainer
6/26/24	Person Centered Planning (PCP)		½ hour	Assistant Director of Client & Family Services and certified trainer
7/24/24	Review of Board Governance (i.e., board members' role and responsibilities)	Annual		Corporate counsel, Enright & Ocheltree
7/24/24	Conflict of Interest	Annual		Executive Director
7/24/24	Whistleblower Policies (i.e., State and regional center)	Annual		Executive Director

7/24/24	Board members' role in implementing Whistleblower Policies	Annual		Executive Director
8/28/24	Linguistic and Cultural Competency	Annual		
9/25/24	Employment Change Initiatives		½ hour	Director of Community Services

This Board of Directors Training Plan was reviewed by (right click in signature box and select sign):

X

Executive Director

X

Board President

ALTERNATIVE STAFFING MODEL SERVICE COORDINATOR-TO-CLIENT RATIO WAIVER REQUEST

November 29, 2023

Lanterman Regional Center is requesting a renewal of its Alternative Staffing Model that allows two (2) Quality Assurance and two (2) Koch-Young Resource Center positions be included in the service coordination ratio. All four of these positions either complete aspects of the service coordinator position or directly support our service coordination employees. This waiver is in addition to the 26 new positions the Center has added in the past 12 months and the 16 new service coordinator positions planned for this fiscal year.

1. Specific Changes to the Required Staffing Arrangement

Lanterman Regional Center's Alternative Staffing Model proposes to include the following positions:

- 2 FTE Quality Assurance Specialists
- 2 FTE Family Support Specialists

2. Proposed Caseload Ratios

The Center overall caseload ratio in March 2023 was 1:70, slightly below the statewide average of 1:71. Using these numbers, and with the addition of the ASM four positions described in this proposal, the estimated ratio is 1:69.

3. Rationale for the Changes

The philosophy guiding the delivery of services for people with intellectual/developmental disabilities has evolved from one of institutional reform to de-institutionalization to community support. Our service delivery system continues to evolve towards one of empowerment and self-determination. This emphasis is seen in the services themselves as well as in the ways they are delivered and financed.

To gain maximum benefit from an empowerment model, individuals who receive services have been asked to assume a new role – as an active participant in partnership with service providers. It is a model requiring that clients and their families have the information necessary to make informed decisions and choices as well as the skills and support necessary to partner with service providers.

Quality Assurance

Lanterman Regional Center (LRC) utilizes specialized Quality Assurance staff to conduct residential monitoring including one (1) unannounced Semi-Annual Visit and one (1) unannounced Annual Review per licensed residential home per year. Through years of experience, our Center has concluded that utilizing staff with specialized training results in the most effective and efficient means of reviewing and monitoring the quality of services, housing and care provided to individuals living in licensed residential homes. Our Quality Assurance staff receive special training, and remain current in Title 17 and Title 22 regulations and requirements, as well as learning best practices for residential care. These individuals also provide technical assistance to residential service providers, and complete corrective action plans as needed. Additionally, the Quality Assurance (QA) staff research and respond to complaints, provide technical assistance to residential service providers, and collaborate with Service Coordinators on all allegations of abuse involving regional center service providers.

In 1999, as part of our original request for an Alternative Staffing Model, we utilized the Citygate Survey formula to determine the number of QA work hours necessary for monitoring each home per year. As monitoring requirements have changed, we have updated our “workload detail” in order to calculate annual work hours required for completion of our Semi-Annual Residential Visits.

Annual Hours per Task/per Facility:

QA Activities at Residential Facilities	Unannounced Annual Review	Unannounced Semi-Annual Visit	QA Hours Per Facility Per Year
Preparation	1	.5	1.5
On-Site Visit	8	2	10
Write-up	3	.75	3.75
Exit Interview w/Vendor	1	.5	1.5
CAP Review	2	1	3
Technical Assistance	3	2	5
TOTAL	18	6.75	24.75

To calculate the annual QA work hours necessary for LRC to complete all residential monitoring, we multiplied the total number of QA monitoring hours necessary for each facility per year (24.75) by the total number of residential facilities monitored (136).

Annual QA hours per facility	x	Number of residential facilities	=	Annual work hours necessary to complete monitoring.
24.75	x	136	=	3,366 hours

We calculated the annual available work hours of one (1) QA staff person for completion of QA monitoring to equal:

Annual Work Hours	12 Sick Days 12 Holidays 21 Vacation Days 8 Educ/Training Days	Adjusted Annual Work Hours	% of Workday Available for QA	Annual Available Hours for QA Monitoring
2,080	- 424 hours	= 1,656	x 80%	= 1,325 hours

Please note that our original proposal in 1999 determined two Quality Assurance positions were necessary to complete these tasks for 117 residential homes. The Center now has 86 CCFs, 11 ICFs and 39 Specialized (service 113) homes totaling 136 residential homes.

Mathematically, the formula requires 2.5 FTE. Lanterman is proposing to maintain the inclusion of two FTE Quality Assurance positions in our Alternative Staffing Model to relieve our residential service coordinators of the responsibility of residential monitoring.

Family Support and Resource and Information

Since 1993, the Koch-Young Resource Center (KYRC) at Lanterman Regional Center has functioned as a focal point for the development of family-professional partnerships within the Lanterman community, including the support of service coordination activities.

The Center's commitment to the KYRC as a tool for educating, empowering, and supporting clients and families has grown stronger over the years. Consistently our clients and families communicate the importance of accurate and timely information and the KYRC is the natural vehicle for responding to the need for information. Consequently, an "information-enhanced" Family Resource Center became an essential part of Lanterman Regional Center.

For information to be useful, it must be timely and accurate. It must be readily available to the "end users" (in this case, families and clients) as well as to those people who would recommend its use (in this case, service coordinators and other regional center staff). Finally, it must be offered in a variety of formats and settings appropriate to the individual learning styles and preferences of people who consume it. For example, while some people may be comfortable learning in a classroom setting with other learners, some may prefer to learn individually using other audio-visual formats or computer-based electronic technologies. During the COVID pandemic, the KYRC met the information needs of our families by quickly pivoting and providing its 15 support groups virtually and by transforming in-person trainings to virtual trainings and online recordings.

Maintaining a system that satisfies the criteria for useful information requires substantial human and financial resources. The Early Start Family Resource Center contract that originally supported Lanterman's FRC was intended to serve only families with children under the age of three, and it was funded accordingly. The Regional Center's commitment to provide these services to individuals with developmental disabilities and their families throughout the life span has necessitated that the resources devoted to the FRC be increased. The increase in human resources is addressed in this waiver request.

The KYRC, housed within Lanterman Regional Center and supporting its service coordination and clinical functions, serves as a cost-effective vehicle for the distribution of a wide range of informational, educational, and family support services. The work of the KYRC staff complements the work of service coordinators and clinical staff by providing direct assistance, support, and access to a vast array of information and resources that address the needs of families and clients, particularly at times of critical life decisions.

In addition to being cost-effective, the approach used by the KYRC capitalizes on the existing strengths of families, mobilizing and empowering them to take increased responsibility for themselves and their children with disabilities. The approach is flexible and allows creative responses to the unique, individual needs of families as these needs change over time. It also recognizes and supports the decision-making authority of

the family as well as the individual served by the Center. The KYRC subsumes activities that would otherwise be done by service coordinators as time allows.

The Family Support Specialist. We are requesting the inclusion of two Family Support Specialists (FSS): one is Spanish speaking and the other is Korean speaking. The FSS supports families directly through one-to-one contacts as well as through formal educational and training activities. A critical task is coordination of the family orientation program that introduces families to the regional center and its resources, including the Family Resource Center, as well as our Service Coordination and Advocacy Training (SCAT) which is aimed at giving individuals served and their families the necessary skills to be active participants in the service system and more effective advocates for themselves with agencies and service providers. This past year the FSS conducted four SCAT trainings (Two in English, one in Spanish and one in Korean) with a total of 132 completing the SCAT classes and 15 family support groups, including a newly formed Filipino Support Group, continued to meet on a regular basis; using Zoom, the attendance at many of the support groups increased significantly.

Another crucial function of the FSS is coordination of the Regional Center's Peer Support Program. Through this program new families are matched with Peer Support Partners (experienced trained volunteer parents) whose first responsibility is to personally welcome the new families to the Center via welcome phone calls. Partners may also provide one-to-one emotional support and information at critical times such as when the client is first diagnosed or at any of the major life transition points. Peer Support Partners are matched on factors such as language, ethnic and cultural background, disability, and primary issues being dealt with by the family. In this way, the program recognizes the variety of cultural preferences, values, and lifestyles of our families. A total of 800 welcome calls were completed and 50 families were matched to a Peer Support Partner in 2022.

An additional component of the Peer Support Program is Parent Support Groups. These groups are tailored to a variety of disability types, cultural groups, developmental stages, and other issues of concern to families. The Family Support Specialist, in cooperation with service coordination staff, offers technical assistance and ensures the availability of human and other resources necessary for these groups to thrive. Currently the FSS supports a total of 15 active support groups.

Finally, the KYRC coordinates an Information and Referral Help Desk where clients and families can use a toll free telephone number to obtain individualized assistance. Help-Desk staff research questions on any topic relevant to services and supports for people with developmental disabilities. Information requests are answered within 24 hours. Clients and families may also access Information and Referral services through their service coordinators who, in turn, may seek assistance from the KYRC.

4. How proposed staffing arrangements will benefit clients and families

The Quality Assurance component of our proposal allows *specialized* staff to conduct the monitoring and provide technical assistance as needed, which helps to assure individuals are referred to quality services. This model also allows service coordinators to focus their efforts on the person and not be distracted by the additional responsibilities of monitoring the licensed residential homes.

The KYRC component of our proposal ensures direct and timely access to information and supports required by families and clients, particularly at times of critical life decisions. It also provides LRC service coordinators and other staff with up-to-date information that enables them to be more responsive to and more effective advocates for their families. Finally, it enables families and self-advocates to directly obtain

training, information, and support that, absent the KYRC, would be available only from service coordinators.

As the Self-Determination Program continues to expand to all interested individuals and families, this model will prove to be an effective empowerment tool, providing information, support, and training to individuals served and their family members in order to exercise self-advocacy and increase their sense of control over their own lives. The result is greater self-determined lives and greater self-reliance.

More specific benefits to families include:

- Accurate and timely information on a wide variety of topics through an automated library collection of over 9,000 catalogued items that can be accessed anytime through the Internet or onsite at the FRC.
- Direct access to the Network of Care (NoC), an on-line data base of vendored and generic/community resources.
- Response to requests for information (including information in the NoC) through the Referral Help-Desk within 24 hours.
- Individualized, disability-specific resource packets for all new eligible clients and other individuals/families upon request.
- Guide to the Regional Center: "Your Partners in Life-Long Support."
- One-to-one support for families provided by trained volunteer parents (Peer Support Partners).
- Technical assistance and support for the development and maintenance of support groups in the Lanterman community.
- Formal education and training activities that teach skills, inform and empower families, and help create leaders for the Lanterman community.

Families and self-advocates also benefit indirectly as a result of support provided by the KYRC to service coordinators. Support includes:

- Research support aimed at identifying and locating specific generic and community resources for families and clients.
- Research support focused on specific disabilities and associated services.
- Technical assistance and support to service coordination teams for the production of printed and audiovisual materials for the use of families and clients.
- Technical assistance and support to service coordination teams in providing the initial orientation to new eligible clients and their families.

Conclusion

The alternative model described in this document reflects Lanterman's philosophy of service coordination, away from the original model under which the service coordinator was virtually the sole provider of information, education, and support, providing these services one "case" at a time. The quality of services delivered under this antiquated model was subject to variation due to factors such as the service coordinator's workload and priorities at the time of the request for assistance, and his or her background, knowledge, and expertise.

Under the Alternative Staffing Model, much of the responsibility for the provision of quality monitoring, information, education, and support is shifted to regional center staff who are specialists in these areas. The QA staff are experts in residential monitoring and the provision of technical assistance to residential service providers; gathering information and evaluating it to ensure its accuracy, relevance, and timeliness, and

maintaining it in ways that facilitate easy access by users. The KYRC staff are experts in the development of educational and training activities and in their delivery. They not only improve the quality of content, but they also reduce variation in the delivery of the focused services.

These QA and KYRC positions are a critical link for service coordinators, working very closely with these professionals who may call upon them for information and support. They increase service coordinators' efficiency and productivity, and they make them more expert by ensuring that the information they use is current and accurate.

The inclusion of these four positions to the service coordination function is a very powerful intervention. It enhances the quality of the information, education, and support services provided. More importantly, it provides a consistent and reliable delivery of services that otherwise might only occur on a "catch-as-catch-can" basis in the hands of even the most conscientious service coordinator.

The personal empowerment paradigm for service coordination increases the opportunities for individuals served and their family members to exercise decision-making skills in their day-to-day living and increase their capacity to determine their own futures. This shift is very much in concert with legislative policy, as demonstrated in the Self Determination Program as well as expressed in the Welfare and Institutions Code, that calls for the service system to "meet the needs and honor the choices" of persons with disabilities and their families through the use of "information, skills, coordination, and collaboration."

EXECUTIVE COMMITTEE

EXECUTIVE COMMITTEE

November 8, 2023

MINUTES

PRESENT

Louis Mitchell, Chair
Larry DeBoer
Gloria Leiva
Lili Romero
Brigitte Sroujeh

NOT PRESENT

Tina Daley

STAFF

Kaye Quintero
Melinda Sullivan

CALL TO ORDER

Mr. Mitchell called the meeting to order at 12:03 p.m. The meeting was held via Zoom.

APPROVAL OF MINUTES

The minutes of October 11, 2023 were approved by consensus.

EARNED INCOME

Ms. Sullivan shared an Earned Income Projection for FY 2023-24. A full discussion on Earned Income will be brought to the Board in November under Executive Session.

ARCA MEMBERSHIP

Ms. Sullivan advised the Committee that ARCA has developed membership standards and practices framework. Ms. Sullivan reviewed the documents with the Committee and reported that ARCA will support its members in pursuit of those expectations and hold each accountable to meeting them. After discussion, the Committee was in agreement with the membership application and continuing to be a member of ARCA.

Mr. DeBoer moved to recommend that the Board authorize the Board President and Executive Director to sign the Membership Application and Agreement as presented, Ms. Leiva seconded the motion, and it passed unanimously.

ADJOURNMENT FOR EXECUTIVE SESSION

The Committee agreed by consensus to suspend the General Session meeting at 12:56 p.m. for Executive Session to conduct business on Approval of Minutes, Personnel, and Litigation.

RECONVENE FOR GENERAL SESSION

The Committee conducted business in Executive Session on Approval of Minutes, Personnel, and Litigation.

ADJOURNMENT

The Committee moved to adjourn the meeting by consensus at 1:00 p.m.

/fl

DRAFT

Membership Standards and Practices Framework

ARCA's mission is "to promote, support, and advance regional centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act." The organization and its Executive Director have two charges: fulfill the stated Mission under the broad policy and legislative guidance of its Board of Directors, and leading the Association to effectively define the public face of the regional center system. Success in these areas results in the preservation of local control and decision-making authority of the 21 regional centers, including the protection of this autonomy from external threats, and in working successfully with the Department, Legislature and advocacy groups to further empower the regional centers to fulfill their mission for the 400,000+ people we serve. Achievement of these mandates is only possible through collective and consistent commitments and action by all regional centers.

Henceforth, the Association will establish consistent standards for its member organizations. ARCA will support its members in pursuit of those expectations and hold each accountable to meeting them.

This work will be spearheaded by a Standards and Practices Committee, which will be a newly-created standing advisory committee comprised of seven members, including a Chair selected by ARCA's Board President in addition to three regional center Executive Directors and three Board Delegates. The Committee will recommend to ARCA's Board of Directors for its consideration standards in at least the following areas with an eye towards supporting the diverse populations served by regional centers:

1. Positive community relations;
2. Implementation of key statewide initiatives;
3. Active local political participation that advances the goals of the Association;
4. Non-adversarial appeals and dispute resolution processes;
5. Person-centered thinking and planning practices;
6. Responsiveness to those served and community partners;
7. Local board practices; and,
8. Greater consistency in purchase of service practices and patterns.

Upon request, the Standards and Practices Committee will support individual regional centers to identify sources of requested technical assistance either from consultants or other member organizations.

When prompted by significant concerns that the actions of an individual regional center present the potential for statewide implications or hampering ARCA's ability to fulfill its mission, the Committee will examine the individual situation. If appropriate, it will recommend a course of action to address and ameliorate it. Every effort will be made to identify opportunities for the individual regional center in question to again meet the standards established by the Association, including but not limited to, consultation with ARCA's Executive Director or coordinated technical assistance from other regional centers and/or consultants.

ARCA's strength comes from having all 21 of the regional centers acting in concert. However, if after a reasonable period of time following a recommendation from the Committee for correction, if an individual regional center either cannot or chooses not to meet the expectations of the Association, the Committee may recommend suspension or expulsion of the regional center from membership in the Association. During any period of suspension or non-membership, the regional center in question shall have no access to ARCA's membership benefits, which include but are not limited to, attendance at ARCA-sponsored meetings, participation in its committees, and receipt of technical assistance from the Association's Executive Director or staff. Any regional center under expulsion may apply for readmittance to the organization after a period of no less than 6 months.

DRAFT

ASSOCIATION OF REGIONAL CENTER AGENCIES, INCORPORATED

MEMBERSHIP APPLICATION AND AGREEMENT

THIS MEMBERSHIP APPLICATION AND AGREEMENT is made by and between the ASSOCIATION OF REGIONAL CENTER AGENCIES, INCORPORATED ("ARCA") and the undersigned Regional Center (hereinafter "REGIONAL CENTER").

WHEREAS, ARCA is a nonprofit public benefit corporation organized and existing under the laws of the State of California. The principal office for the transaction of business of ARCA is located in the State of California.

WHEREAS, ARCA exists to promote, support, and advance Regional Centers in achieving the intent and mandate of the Lanterman Developmental Disabilities Services Act ("Lanterman Act") in providing community-based services that enable individuals with developmental disabilities to achieve their full potential and highest level of self-sufficiency.

ARCA and the undersigned REGIONAL CENTER hereby agree as follows:

1. MEMBERSHIP. ARCA has no statutory voting members. All members of ARCA are non-voting members. Each ARCA member has two directors on the Board of Directors ("Board"). Membership in ARCA, and thus representation on the Board, is conditioned upon REGIONAL CENTERS signing of and complying with this Agreement, paying any required dues, fees and assessments, and ARCA's approval.
2. QUALIFICATION. By signing below, REGIONAL CENTER agrees that it is a "regional center" as described in the Lanterman Act and is therefore qualified to become a member of ARCA as described in the ARCA bylaws.¹
3. DUES, FEES, AND ASSESSMENTS. REGIONAL CENTER agrees to pay to ARCA such dues, fees, and/or assessments as are established from time to time by the Board of Directors of ARCA, if any. Dues, fees, and/or assessments paid by REGIONAL CENTER are not refundable upon withdrawal of this application, or upon resignation or termination/expulsion from membership.
4. TERM. If REGIONAL CENTER is approved by ARCA, this Agreement shall become effective on the date a signed copy is received by ARCA and shall terminate upon written notice of resignation by REGIONAL CENTER to ARCA, or by ARCA's termination of the membership pursuant to the procedures in ARCA bylaws (termination or expulsion). If membership is not resigned or terminated, and the member is not suspended or expelled, the membership shall continue indefinitely upon timely payment by REGIONAL CENTER of any required dues, fees, and/or assessments set by the Board and compliance with this agreement and any other requirements established by the Board.
5. BYLAWS, POLICIES AND PROCEDURES. REGIONAL CENTER hereby accepts and consents to be bound by, and promises and agrees to fully comply with, ARCA's Bylaws and all policies and procedures adopted by ARCA's Board of Directors which are now in effect or may be adopted later and as amended from time to time.

¹ Any "Regional Center" (as defined in the Lanterman Developmental Disabilities Services Act) within the State of California may be admitted to ARCA as a non-voting member. All members are admitted to membership on condition of signing any required membership application/agreement (which includes agreeing to comply with these Bylaws and any policies and procedures adopted by the Board), and the payment of such dues, fees, and assessments as shall be established by the Board.

6. BOARD MEETING PARTICIPATION. The undersigned REGIONAL CENTER agrees to bear the cost of participation by their Board representatives at Board meetings, including but not necessarily limited to travel (travel accommodations, mileage or airfare), lodging, meals, disability-related support needs, etc.

7. TERMINATION/SUSPENSION/EXPULSION. Pursuant to the ARCA bylaws, membership terminates automatically if a member resigns, or if the member entity dissolves, or if required dues, fees, or assessments are not timely paid. The bylaws further provide that after a fair procedure, a member may be suspended or expelled from membership upon a finding by the Board that the member has failed in a material and serious degree to comply with ARCA's Articles of Incorporation, bylaws, policies, procedures, or any law applicable to ARCA and its members, or has engaged in conduct materially and seriously prejudicial to the purposes and interests of ARCA.

8. NOTICES. All notices to be given under this Agreement shall be considered delivered when deposited in the U.S. Mail or with an express mail service, postage prepaid, to the parties addressed as follows:

ARCA

REGIONAL CENTER: (please fill in street address

980 9th Street, Suite 1450

Sacramento, CA 95814

9. SEVERABILITY. Should any portion of this Agreement be determined to be unlawful, and provided that such portion of this Agreement is severable, it shall be eliminated from this Agreement and the other provisions of this Agreement shall continue in effect.

10. ASSIGNMENT. This Agreement shall not be assignable by either party without the prior written consent of the other party.

11. MEDIATION/ARBITRATION FOR DISPUTES. By signing this Agreement, the REGIONAL CENTER agrees that it has not and will not file a class action suit or any other type of lawsuit against the ARCA or its directors, officers, employees, contractors, or agents. Relative to any and all disputes, claims or controversies arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation or validity thereof, the parties agree to first participate, in good faith, in an informal mediation process, using a mediator agreed upon by the parties. Either party may request informal mediation by written request to the other party. The parties will share the cost of the mediator and related expenses, but shall pay their own attorneys' fees incurred during mediation, if any. Any informal mediation shall take place in Sacramento, California if in person, or by electronic video conference (Zoom or similar) if the latter is agreed to by both parties. All offers, promises, conduct and statements, whether oral or written, made in the course of the mediation by any of the parties, their agents, employees, experts and attorneys, and by the mediator, are confidential, privileged and inadmissible for any purpose, including impeachment, in any arbitration or other proceeding involving the parties, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

If the informal mediation process is unsuccessful, the parties agree that the dispute, claim or controversy shall be submitted to JAMS, or its successor, for final and binding arbitration.

Either party may initiate arbitration at JAMS with respect to the matters submitted to mediation by filing a written demand for arbitration at any time following the initial mediation session or 45 days after the date of filing that written request for mediation, whichever occurs first. The mediation may continue after the commencement of arbitration if the parties so desire. Unless otherwise agreed by the parties, the mediator shall be disqualified from serving as arbitrator in the case. Any arbitration shall take place in Sacramento, California if in person, or by electronic video conference (Zoom or similar) if

the latter is agreed to by both parties. The provisions of this section may be enforced by any Court of competent jurisdiction, and the party seeking enforcement shall be entitled to an award of all costs, fees, and expenses, including attorneys' fees, to be paid by the party against whom enforcement is ordered. Any mediation or arbitration shall take place in Sacramento, California.

12. ATTORNEYS' FEES AND VENUE. If an action at law or in equity is necessary to enforce the required mediation and/or arbitration in paragraph 10 above, the prevailing party shall be entitled to recover its reasonable attorneys' fees and costs in addition to any other reasonable relief to which it may be entitled. With respect to any such action or proceeding, the parties agree and submit to the jurisdiction and venue of the appropriate court in the County of Sacramento, State of California.

13. GOVERNING LAW. This Agreement and any mediation or arbitration shall be subject to, construed, enforced and governed by the laws of the State of California.

By signing below, the undersigned REGIONAL CENTER represents that the statements made above are true and correct, and that it understands the foregoing agreement and agrees to abide by the terms and conditions herein.

Date: _____ REGIONAL CENTER name: _____

Signature of REGIONAL CENTER Board President, with authorization
from the REGIONAL CENTER Board of Directors

Print name of REGIONAL CENTER Board President

Telephone number(s)

Email Address(es)

Date: _____

Membership APPROVED by ARCA _____

Membership NOT APPROVED by ARCA _____

Signature of ARCA Board Officer

Print name and title of ARCA Officer