

# **BOARD OF DIRECTORS MEETING**

**DATE**: Wednesday, October 28, 2020

TIME: 6:00 PM –Board Business Promptly PLACE: Zoom - Conference Call

(Staff Generated – Please confirm with Frank Lara at

(213) 252-4902 or <u>flara@lanterman.org</u> prior to meeting date for participation)

ACTION		GENERAL SESSION	
ITEM	ORDER	AGENDA	
	1	CALL TO ORDER	Dina Richman
	2	PUBLIC INPUT/ANNOUNCEMENTS	Dina Richman
	3	APPROVAL OF MINUTES	Dina Richman
ACTION		• September 23, 2020	
ACTION	4	<ul> <li>EXECUTIVE DIRECTOR'S REPORT</li> <li>November Board Meeting Date Change         <ul> <li>November 18, 2020</li> </ul> </li> <li>Approval of the Alternative Staffing Model</li> <li>Satisfaction Survey</li> </ul>	Melinda Sullivan
	_	Leadership Training	
	5	ARCA REPORT	Melinda Sullivan Larry DeBoer
	6	ADMINISTRATIVE AFFAIRS COMMITTEE	Mark Higgins
ACTION		<ul> <li>Approval of the Operations Budget and Staffing Plan for 2020-21</li> <li>Endowment Fund – Proposal for Usage</li> <li>Review of Financial Statements</li> </ul>	Kaye Quintero
	7	NOMINANTING COMMITTEE	Al Marsella
ACTION ACTION		<ul> <li>Service Provider Advisory Committee (SPAC) Nominations</li> <li>Election of New Board Member</li> </ul>	
ACTION	8	PROGRAMS AND SERVICES COMMITTEE	Carmine
ACTION		<ul> <li>Approval of the 2020 Performance Plan</li> </ul>	Manicone
CLOSED SESSION	9 ACTION	<ul><li>EXECUTIVE SESSION</li><li>Approval of Minutes</li><li>Personnel</li></ul>	Dina Richman
	10	ADJOURNMENT	Dina Richman

# **APPROVAL OF MINUTES**

### LOS ANGELES COUNTY DEVELOPMENTAL SERVICES FOUNDATION

#### **Board of Directors**

# **September 23, 2020**

# **MINUTES**

# **PRESENT**

Gloria Leiva, Chair Rachelle Cabrera Larry DeBoer Dr. Anila Guruji Mark Higgins Kim Isaac Dr. Alex Li Jonathan Martinez Yudy Mazariegos Louis Mitchell Jae Rhee

# **NOT PRESENT**

Dr. Anthony Stein

Elizabeth Beltran Danielle Dejean Dina Richman Ana Villasenor

# **ADVISOR TO THE BOARD - PRESENT**

Al Marsella

# **STAFF**

Pablo Ibanez Carmine Manicone Kaye Quintero Melinda Sulliyan

## **GUESTS**

Mark Moreno - Model Residential Homes, Inc. Dennis Moreno - Model Residential Homes, Inc. Nikisia Simmons – DDS

# **CALL TO ORDER**

Ms. Leiva called the meeting to order at 6:05 PM. The meeting was conducted via Zoom.

## **PUBLIC INPUT**

Dennis Moreno introduced himself as guest to the meeting.

# **ANNOUNCEMENTS**

No announcements made.

# **APPROVAL OF MINUTES**

Mr. DeBoer moved to approve the minutes of August 26, 2020, Dr. Stein seconded the motion, and it passed unanimously.

# **EXECUTIVE DIRECTOR'S REPORT**

# **COVID Update**

Ms. Sullivan reported that the Center remains closed to the public and staff continue to work remotely. Ms. Sullivan shared a statistical graph showing positive cases within the LA County Regional Centers.

An update was given on the following activities:

- PPE distribution
- Food distribution
- LA Food Bank Distribution
- KYRC ZOOM Activities held from April to Date
- Non-residential services

#### **Board Composition Survey**

Ms. Sullivan advised the Board that they could find a copy of the letter from DDS in their packet acknowledging receipt of Lanterman's Board Composition Survey with its plan to come into to compliance as the Center is underrepresented in the White community.

Ms. Sullivan reported that the survey submitted to DDS will be discussed at the upcoming Nominating Committee.

# **Board of Directors Training Plan**

Ms. Sullivan advised the Board that Centers needs to have a Board of Directors Training Plan pursuant to our regional center contract with DDS. Regional Centers shall provide training and support to board members to facilitate their understanding and participation. Centers are required to submit a plan to DDS by 9/1/20 and submit an updated plan each December 15 thereafter.

Ms. Sullivan shared the plan submitted to DDS.

Mr. DeBoer thanked all those who completed the survey regarding the ARCA Academy Training for all Regional Center Board Members.

## Alternative Staffing Plan

Ms. Sullivan advised the Board that the Center is in the beginning stages of seeking support letters from Clients/Families, Service Providers, and staff before submitting the Alternative Staffing Model to DDS. It is the Centers intent to submit the plan/request in early November 2020.

# **EXECUTIVE COMMITTEE**

# Contract Over \$250,000 – Stephanie Young Consultants

Mr. Ibanez and Ms. Sullivan reviewed with the Board the following contract in accordance with the Board approved policy for approval of contracts:

**Year:** 10/1/2020 – 9/30/2022

**Amount of contract:** Stephanie Young Consultants (Crisis Support Services) / \$65,990.00 a month not to exceed \$1,583,760.00 for a two-year period.

Crisis Support Services is used as a support service for all people associated with locked facilities and those with Special Incident Reports (SIRs) involving psychiatric hospitalizations, allegations of abuse involving family members, and other at-risk clients identified by staff. The outcome is to stabilize and support the individual so they can remain in the least restrictive setting.

Discussion focused on the value of the service, its dollar amount in relation the number of families being served by the program. It was noted that the RFP process is not required in the renewal of a contract. The Board was in support of the contract renewal as presented.

Dr. Stein moved to approve the renewal of the contract with Stephanie Young Consultants - Crisis Support Services as presented, Mr. Higgins seconded the motion, and it passed unanimously.

# **ADMINISTRATIVE AFFAIRS COMMITTEE**

# RFP – Appointment of the Auditor

Ms. Quintero reported that the Center issued a request for proposal (RFP) earlier this month and the deadline for submission is September 25. The RFP has been sent to six firms. The RFP is also posted on the Lanterman website. A recommendation will be brought to the Administrative Affairs Committee in November to select a firm.

# State of Emergency Update

Ms. Quintero reported the Center submitted an application for CARES Act funding to assist with additional operating cost incurred due to COVID. DDS had encouraged all regional centers to apply for this assistance. The application is pending at this time, but it appears that Centers will be approved to receive funding assistance.

# **REVIEW OF FINANCIAL STATEMENTS**

Mr. Higgins reviewed the financial statements through July 31, 2020.

Cash Flow

No borrowing was needed.

Fiscal Year to date 2020-2021

In Operations (main contract) we have spent \$1,656,760 (7.2% of budget). In Purchase of services (main contract) we have spent \$16,222,288 before we add late bills. Including projected late bills, we will have spent \$19,122,991 (8.3% of budget)

Fiscal Year 2019-2020 (A-6)

This month we recorded \$138, 616 in OPS and \$2,782,406 in POS. To date, we have spent 95.0% of our OPS and 96.6% of our POS allocations. We are currently projecting a surplus in both POS and OPS.

Fiscal Year 2018-2019 (E-4)

This month we recorded zero in OPS and \$57,784 in POS. To date, we have spent 99.9% of our OPS and 98.4% of our POS allocations. We have a very small surplus in OPS, as well as a small surplus in POS.

# **ADJOURNMENT FOR EXECUTIVE SESSION**

Dr. Stein moved to suspend the General Session meeting at 7:05 PM for Executive Session to conduct business on Approval of Minutes, Personnel, and Litigation. Mr.DeBoer seconded the motion, and it passed unanimously.

# **RECONVENE FOR GENERAL SESSION**

The Board discussed in Executive Session the Approval of Minutes, Personnel, and Litigation.

# **ADJOURNMENT**

The meeting was adjourned at 7:10 PM

Elizabeth Beltran, Secretary

/fl

# **BOARD OF DIRECTORS**

# **ACTION LOG**

# **September 23, 2020**

DESCRIPTION	ACTION	STATUS
Approval of Minutes – <i>August</i> 26, 2020	• Approved	
Contract over \$250,000. Stephanie Young Consultants	Approved	

# **EXECUTIVE DIRECTOR'S REPORT**

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

#### **November 1, 2020**

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.

# 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-wide caseload ratio in March 2019 was 75:1. Using these numbers, and with the addition of the four positions described in this proposal, the estimated ratio is 72:1.

# 3. Rationale for the Changes

Over the last half century, 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. Currently, our service system is evolving to 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 - one involving participation as a partner with those providing services. 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 participate as partners 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 clients 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 (134).

Annual QA hours per facility	х	Number of residential facilities	=	Annual work hours necessary to complete monitoring.
24.75	x	134	=	3,316.50 hours

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

Annual	12 Sick Days	Adjusted	% of	Annual
Work	12 Holidays	Annual	Workday	Available
Hours	21 Vacation Days	Work	Available	Hours for QA
	8 Educ/Training Days	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 88 CCFs, 10 ICFs and 36 Specialized (service 113) for a total of 134 residential homes. Mathematically, the formula requires 2.5 FTE. Lanterman is proposing to include 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. It has also become increasingly integrated with the service coordination process.

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.

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 integrated with 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 and the client. It subsumes activities that would otherwise be done by service coordinators as time allows.

<u>The Family Support Specialist</u>. 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 clients and families the necessary skills to be active participants in the service system and more effective advocates for themselves with agencies and service providers

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.

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 18 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 clients are referred to quality services. This model also allows service coordinators to focus their efforts on their clients and families 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 clients themselves to directly obtain training, information, and support that, absent the KYRC, would be available only from service coordinators.

With the advent of Self-Determination, this model will prove to be an effective empowerment tool, giving clients and families the information, support, and skills they need to exercise self-advocacy and increase their sense of control over their own lives. The result is greater self-determination 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 8,000 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 clients/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 clients 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 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 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 across clients and families in the delivery of the focus 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 addition 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 will guarantee consistent and reliable delivery of services that otherwise might only occur on a "catch-ascatch-can" basis in the hands of even the most conscientious service coordinator.

The personal empowerment paradigm for service coordination increases the opportunities for clients and families 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."

# Frank D. Lanterman Regional Center **2020 CLIENT/FAMILY SATISFACTION SURVEY**

Client Geographic Location, Ethnicity and Language						
☐ Los Angeles ☐ Pasadena ☐ Foothill Region						
Asian White Black/African American Filipino Hispanic Native American Polynesia Other						
$\square$ English $\square$ Mandarin $\square$ Cantonese $\square$ Other $\square$ Spanish						
Dear Client, Parent or		Extremely Satisfied	Satisfied	Dissatisfied	Extremely Dissatisfied	Not Sure
In an ongoing effort to maintain and improve services for clients of the Frank D.	When contacting Frank D. Lanterman Regional Center (FDLRC) by telephone I am able to reach the person I am calling easily					
Lanterman Regional Center (FDLRC), we are asking for your input regarding the quality and	FDLRC staff respond to my concerns as needed in a timely manner					
effectiveness of services you receive. We hope that you will assist us by completing this	FDLRC staff communicate in a respectful and professional manner					
survey. Responses will be kept confidential and it is not necessary for you to provide	I feel FDLRC staff respect and honor my racial and ethnic culture					
your name unless you choose to do so.	I feel listened to and understood by FDLRC staff					
Following each statement, please mark an "x" in the box that most nearly represents	FDLRC staff serve as a partner with helpful, solution-based ideas					
your opinion.  Thank you for your time and cooperation. Your responses	My service coordinator is knowledgeable and informs me about relevant services and supports					
and input will assist us in improving services.	I feel comfortable as an active participant during the Individual Program Plan (IPP) / Individualized					
Please return the survey in the self-addressed stamped	Family Service Plan (IFSP)					
envelope by October 30, 2020. Sincerely,	My IPP includes the services and supports I need					
Mulinda Sullivan Melinda Sullivan	The services and supports provided have made a difference					
Executive Director	Overall, I am satisfied with the service and support that FDLRC provides					
Please share how the regional c	enter has helped make your life better.					

# Save the Date Lanterman Regional Center Presents

LANTERMAN LEGISLATIVE ADVOCACY
LEADERSHIP TRAINING



Parents, Clients, and Community Members Learn how you can influence public policy for your community in this FREE live Webinar

PRESENTED BY:
MICHELLE HEID
LEGISLATIVE EDUCATOR

October 19, 2020, 9:30 – 11:00 am

This virtual training will be conducted live via ZOOM. Attendees must have a computer with audio (speakers and optional mic for Q&A) and video capabilities. Only attendees receive a link to the online event after they complete registration.

REGISTER

**EMAIL** 

[EventbriteRegister]

training@Lanterman.org

More Info: 213-252-4976

RESERVA LA FECHA
EL CENTRO REGIONAL LANTERMAN PRESENTA
LANTERMAN CAPACITACIÓN EN LIDERAZGO EN
DEFENSA LEGISLATIVA



Padres, clientes y miembros de la comunidad Descubra cómo puede influir en las políticas públicas de su comunidad en este seminario

# PRESENTADO POR: MICHELLE HEID EDUCADOR LEGISLATIVO

# 22 de octubre de 2020, 9:30 a.m.-11:00a.m.

Esta formación virtual se realizará en directo a través de ZOOM. Los asistentes deben tener una computadora con audio (parlantes y micrófono opcional para preguntas y respuestas) y capacidades de video. Solo los registrados reciben un enlace al evento en línea después de completar el registro.

# **REGISTRARSE**

**EMAIL** 

**EventbriteRegister** 

training@Lanterman.org

Más información: 213-252-4976

# ARCA

# ARCA Summary Notes October 16, 2020

#### **DDS Report -**

**COVID-19** – California has a Vaccine Taskforce; DDS is participating in this taskforce and will keep regional centers informed.

#### Alternative Services -

**Service Access Equity (formerly the Disparity Grants)** – Notice of the next funding cycle was announced, with a

#### ARCA Report -

**New Directors** – Introductions were done for three Regional Centers; 1) Ed Araim, interim director for Central Valley Regional Center, 2) Raschell Ashley, new director for Westside Regional Center and 3) Patrick Ruppe for Harbor Regional Center.

**Self-Determination** – Far Northern Regional Center was asked to do a presentation as to the implementation of Self-Determination. It was informative and presented both success stories and challenges. All Centers are experiencing a number of families withdrawing, citing the complexity of the program as well as COVID-19; DDS has implied that it might draw some additional names in response to this.

**ARCA Academy** – ARCA received 133 responses for its Academy survey. Planning is underway, with the intent to have hourly webinars that will also be recorded so that boards can access as needed. The first webinar will focus on 'Boards and Their Communities' held the afternoon of November 14<sup>th</sup>.

**ARCA Communication Plan –** New website, with a focus on regional centers and services/supports.

**Legislative/Budget Update** – As a reminder, there were triggers for K-12 education, state colleges and state employees in the 20-21 budget that could be eliminated if federal funding was received by October 15<sup>th</sup>. We know that the federal assistance has not come, so these cuts will take effect.