

Frank D. Lanterman Regional Center

Programs & Services Committee

November 8, 2017

MINUTES

PRESENT

Lupe Trevizo-Reinoso, Chair
Oscar Carvajal
Karla Garcia-Diaz
Yudy Mazariegos
Howard McBroom

STAFF

Enrique Roman
Taeki Kim

NOT PRESENT

Marjorie Heller
Aaron Kitzman
Josephine Ko
Michiko Wilkins

CALL TO ORDER

The meeting was called to order at 10:05 A.M.

APPROVAL OF MINUTES

The minutes of September 13, 2017 will be approved when there is quorum.

FINAL CASELOAD RATIO SURVEY

Mr. Roman stated that the caseload ratio report is typically done in March. However, the department asked the center to complete the same study in October. The committee reviewed the report. Mr. Roman highlighted that we will be able to hire 8 new service coordinators.
Discussion followed.

2017 PERFORMANCE PLAN: Q3 REVIEW

The committee reviewed the third quarter update for the 2017 performance plan. Most of the discussion was regarding Goal 10; disparity data. Mr. Roman highlighted that a family guide was created for families and it is available in English, Spanish, Armenian, and Korean. This year, 100 cases were audited and 2 focus groups were conducted. Service coordinators were interviewed and they also received training on customer service, critical thinking, and interviewing.

Regarding self-determination, the department has 74 slots available and we currently have 556 clients on the interested list. There will be more updates in the future. Mr. Roman reported that as of today, the center is still waiting to hear from UCLA/NPI about renewing their contract. Lanterman was able to vendor one of the doctors and we are currently working with TELA Medicine for psychiatric needs.

The following are recommendations from the committee:

- Does the Center's reverse notification system have the capability to send text messages to families? If so, is the system capable of sending a web link to various documents like the Family Guide?
- Can Programs & Services see any documents or data regarding the statewide disparity study conducted by Children's Hospital
- All clients should be asked how they would like to receive information: e-mail, text, or physical mail (since some people really don't like physical mail for example)
- When checks are mailed, add a flyer with the checks with updates or a "did you know" notice at no extra mailing cost.
- On page 3, Goal 2, D: Mr. Roman will double check the dates for Q3

OTHER

Mr. Roman reported that in September and October, DDS hosted trainings for regional center staff and entities in the community on Self-Determination. Participants of the trainings are now equipped to provide the Self-Determination pre-enrollment informational sessions. Seven FDLRC staff attended the trainings; the Center will utilize these staff members to provide the pre enrollment informational session to the FDLRC community.

NEXT MEETING

The next meeting is scheduled for January 10, 2017.

ADJOURNMENT

The meeting was adjourned at 11:27 A.M.

/gs