

Frank D. Lanterman Regional Center

Programs & Services Committee

July 14, 2021

MINUTES

**PRESENT**

Lupe Trevizo-Reinoso, Chair

Debbie Cornejo

Oscar Carvajal

Darryl Goodus

Yudy Mazariegos

Howard McBroom

Christopher Perri

**STAFF**

Juan Maldonado

Carmine Manicone

**NOT PRESENT**

Karla Garcia

**CALL TO ORDER**

The meeting was held remotely using ZOOM and was called to order by Ms. Lupe Trevizo-Reinoso at 10:01AM.

**APPROVAL OF MINUTES**

The minutes of May 12, 2021 were reviewed and approved by consensus.

**NCI/SATISFACTION SURVEY-PRESENTATION**

Mr. Maldonado presented the 2019-2020 National Core Indicators (NCI) survey and the Lanterman satisfaction surveys. He highlighted that the NCI survey is used by DDS to assess performance in services and supports provided to people with intellectual/developmental disabilities. It has been used since 2010 and it gathers data on family outcomes that is often used to inform strategic planning, producing legislative reports, and to prioritize quality improvement initiatives. Additionally, there are four versions of the survey: Adult In-Person, Child Family, Adult Family, and Family Guardian.

The Adult Family surveys had a 25% response rate and the Family Guardian surveys had a 17% response rate. Mr. Manicone added that NCI considers these response numbers statistically

significant. The Lanterman surveys were mailed in four different languages (English, Spanish, Chinese, and Korean) and had a response rate of 20%. The committee looked at all of the questions that were asked and the percentage averages of the answers.

Mr. Carvajal suggested changing the bar graphs (for the question “overall, are you satisfied with the services and supports your family member currently receives”) because the data begins at 77%/78% and the overall data looks worse than it actually is. Mr. Maldonado will make these changes.

Ms. Mazariegos believes that parents need to be taught the chain of communication: if their service coordinator doesn’t answer or call back, who can they contact next.

Overall, the input from Lanterman’s Satisfaction Survey was positive. It was reaffirming to hear back from our community. The takeaway from the NCI survey, however, is more inconsistent and proves that there is always room for improvement. Mr. Manicone and Mr. Maldonado will be presenting this data to the community on July 29<sup>th</sup> and would like the committee’s feedback. Ms. Trevizo-Reinoso suggested sharing with the community how certain subjects will be addressed and what solutions exist. Mr. Perri suggested highlighting the above and below average areas while keeping all of the current slides. Ms. Mazariegos suggested asking service coordinators for their feedback on the survey results. Discussion followed.

#### **PLAN FOR OFF-SITE VISIT AT A PROGRAM SITE DISCUSSION**

Mr. Manicone asked the committee if they are interested in having an off-site visit/meeting this year since this is something that would occur annually in pre-pandemic times. This would happen in October or November. The committee is interested in doing this and discussed location choices and the current pandemic situation. Villa Esperanza is a possible option.

#### **REVIEW CALENDAR/COMMUNITY MEETING**

Mr. Manicone reported that the committee will review the Performance Plan in August before the community meeting. The meeting will take place September 29<sup>th</sup> and this committee will host it via Zoom. This committee will also have a regular meeting on the second Wednesday of the month.

#### **OTHER-**

The committee briefly discussed vaccinations. Ms. Trevizo-Reinoso shared that Easter Seals had a massive vaccination campaign and surpassed 70% vaccinations of staff.

#### **NEXT MEETING**

The next committee meeting is scheduled on August 11, 2021.

## **ADJOURNMENT**

The meeting was adjourned at 11:40A.M.

/gs