



South Central Los Angeles
Regional Center
for persons with developmental disabilities, inc.

**SOUTH CENTRAL LOS ANGELES REGIONAL CENTER
MINUTES OF THE BOARD OF DIRECTORS MEETING**

January 24, 2017

7:00pm – 9:00pm

President, Veronica Moser opened the **January 24, 2017 Board Meeting** with roll call:

Members Present:

Veronica Moser
Mark Grimes
Alfredo Farfan
DeShawn Kelly

Diana Ugalde
Teyanna Williams
Sherita Rogers
Ascary Navarro

Kristen Gozawa
John Wagoner
Irma Nunez
Irene Cortez

Members Absent:

Ramona Gallegos
Stephanie Arlaud

Sandra Casado
Wanda Cathran

Staff Present:

Dexter Henderson
Marsha Mitchell
Ebony Montgomery

Reuben Lee
Deanna Corbin

Robert Johnson

Maria Figueroa
Patricia Jimenez

Crystal Smith
Diamond Lee

Maura Gibney
Donnicus Cook

Denise Thornquest, DDS

Public:

Fernando Gomez
Maricela Donate
Martha Gascon
Alejandro Lopez
Josefina Blarcas
Karen Saldana
Blanca Martinez

Xiomara Lopez
Beatrice Herrera
Sandra Maichelli
Teresa Flores
Rogaid Fuegozo
Gledy Aceitano
Maria Moreno

Natalie Urrutia
Maria Lopez
Alicia Cortez
Francisca Vera
Clara Fuegozo
Georgina Leon
Amada Garcia

Daysi Funes
Maria Leonor Dimas
Maria Arroyo
Freddy Sanchez
Herlinda Rodriguez
Abner Antunez
Jose Carrasco

Rubi Saldana
Maria Ramirez
Epifanio Sanchez
Judy Marks
Amada Reyes
Chris Arroyo

President, Veronica Moser requested the board's approval of the **December 13, 2016** Board Minutes as presented.

BOARD ACTION:

To Approve SCLARC Board Minutes of December 13, 2016

M/S/C: I. Nunez/ M. Grimes/Unanimous

SCLARC BOARD MEMBERSHIP - Dexter Henderson

Mr. Henderson welcomed newly elected Vendor Advisory Chair, John B. Wagoner to his seat on SCLARC's Board of Directors. Mr. Henderson introduced Mr. Wagoner by reading his biography. Mr. Wagoner is a SCLARC vendor and Executive Director at ARC Mid-Cities in the City of Downey.

PUBLIC INPUT:

President, Veronica Moser acknowledged the 32 parents in attendance and asked that the board move the order of the meeting, allowing public input. 10 parents and 2 outside agency people completed speaker cards to speak. 1 Parent did make comments who, did not complete a speaker card. Translation equipment and a translator was available for the meeting.

12 parents completed speaker cards for public input.

1. Fernando Gomez, Parent
2. Maricela Donate, Parent
3. Alicia Cortez, Parent
4. Christofer Arroyo, State Council
5. Martha Ramirez, Parent
6. Amada Reyes, Parent
7. Xiomara Lopez, Parent
8. Rubi Saldana, Parent
9. Maria Lopez, Parent
10. Judy Mark, L.A Autism
11. Maria Moreno, Parent
12. Martha Gascon, Parent
13. Abner Artunez

Comments and Concerns from Parents:

Because of the number and length of the comments, we summarized the general sentiments and themes presented during the meeting.

- Parents often do not receive the annual statement of services, and when they do receive it, they do not understand it.
- Many vendors aren't able to serve the clients – there are waiting lists for social skills and other services. There are no quality respite services - agencies often send different to our home to give respite.
- No consistency in caregivers. Families have no say in the behavior therapy worker and/or agency for their child.

- Parents requested childcare so that they can attend board meeting and other informational RC meetings.
- The Clinical process is very difficult – parent is concerned that most of the people in the clinical department are consultants, the clinical team often wants a large number of documents from other agencies and the wait for services is long.
- Services take a long time to be put in place and families aren't able to receive retroactive funding.
- Judy Mark stated that she is a parent advocate for Autism Society and they have a warm line answering parent calls and assisting parents. She reported that many of the families that call are SCLARC parents and they are not able to manage the volume of incoming calls. She also emphasized to the board, their responsibility to the SCLARC community.
- Many parents stated that they wanted to be a part of the SCLARC family and want to assist in making the organization better.
- Parent asked what was the board's function.
- Mother stated that she was told SCLARC could not do anything for her twin daughters. Her daughters have severe behavioral issues and now see a psychologist. She stated her daughters turned 22 in December and she hopes SCLARC will help her with their transition from high school into a new day program. She has already identified a potential program that may be appropriate for them.
- Parents want information sent to them by mail. Many families do not have access to the internet/email.
- Service Coordinators often tell families that their children do not qualify for Regional Center services because it is the parent's responsibility to first apply for generic resources.
- Families want more than just respite services.
- The board meeting times listed on the website is incorrect.
- Chris Arroyo, SCDD representative, shared information regarding a conference taking place March 2nd that parent's should register to attend. He also stated that he was told the SCLARC Parent Advisory Committee does not exist any more. He spoke on the low attendance in training at SCLARC which he feels is a sign that there is a disconnect between SCLARC and its consumers and families. Mr. Arroyo also informed the families of trainings for parents that take place in Glendale.

Executive Director, Dexter Henderson assured the parents that their concerns were heard and noted. He reminded the parents that this was not the forum to discuss their individual cases. The agency will respond to your letter and follow up with each of you. President, Veronica Moser closed public input by speaking to the parents as a parent of a young adult with developmental disabilities. She spoke for the board when she said, “We hear you.” Ms. Moser encouraged the parents to be patient with the regional center system and to continue to be educated, knowledge is power. Learning how to advocate for your loved ones is empowerment. I promise, SCLARC will do their part.

AGENCY DIRECTORS REPORTS

BUDGET UPDATE & FINANCE REPORT – Robert Johnson

Controller, Robert Johnson did not present the **POS Expenditure Projection Report**, the **Statement of Revenue and Expenditures**, and the **Balance Sheet** on behalf of CEO, Roy Doronila. President, Veronica Moser tabled the financial highlights until the March 28, 2017 board meeting.

COMMUNITY SERVICES AND FAMILY SUPPORTS REPORT – Marsha Mitchell

Director, Marsha Mitchell welcomed SCLARC’s guest parents to the meeting and spoke briefly to their concerns before turning the meeting over to FRC Manager, Crystal Smith.

FRC Manager Crystal Smith introduced SCLARC’s new “Navigator” program. Ms. Smith presented a power-point presentation to the board introducing the “Navigator” program designed to supplement the work of the Service Coordinators, improve family and staff knowledge of generic resources and provide personal assistance to families in requesting services. The program will offer families and consumers intensive support and follow up from intake and throughout their regional center experience. Individual appointments will be held over the phone or in person to discuss and provide assistance with various matters, including eligibility outcomes, consumer transitions, SCLARC services and generic resources in the community. Families will also be provided with support to apply for needed services through their medical insurance provider, and enroll in benefit programs such as WIC, Medi-Cal, HISS, SSI, and others. Navigators will also coordinate with Service Coordinators and consumers to explore appropriate regional center services. The Navigator team will also develop and facilitate ongoing trainings and provide individual consultation to consumers, families, and professionals. *(SCLARC Navigator Program attached)*

The following comments were made after the Navigator Presentation:

Fernando Gomez stated that SCLARC's navigator program was well thought out and comprehensive. He sees the program addressing the disparity but would like to also see an effort to address the issue of equity.

Parent stated that even though the navigator program is a good idea, the Service Coordinator's still need additional training.

Abner- Father wanted to know who is responsible for the navigator program if it is not successful. He also stressed the importance of accountability and how he agreed with the mother who spoke before him in reference to additional training for the SC's.

CONSUMER AND SUPPORT SERVICES REPORT – Reuben Lee

Mr. Lee spoke to the board regarding SCLARC's implementation of a Saturday service schedule. In our continuing efforts to augment and enhance services, SCLARC proudly announces that we will be open on Saturday February 11, 2017 from 9:00 Am to 2:00 PM. SCLARC's Leadership Team anticipates that opening on Saturday will give our families more options that will enable our staff to meet the needs of the individuals we serve.

This is a pilot program that will occur the second (2nd) Saturday of each month for the next 3 months. At the end of this period SCLARC's Leadership Team, with input from staff, families and consumers, will decide if and how we will continue the program. Please help us spread the word to ensure that this program is successful.

Reuben Lee also spoke on the subject of consumers with no services and services authorized but not used or underutilized services. In February 2017 SCLARC staff will call a sampling of consumers with No Services/ Under Utilized Services to discuss their current needs. We will be selecting Service Coordinators and Team Leaders to make contact with these individuals. Staff will be assigned a list of consumers to call; review consumer case records to obtain current and historical information; recommend and refer consumers to appropriate services (both SCLARC and generic agency funded). Staff will also complete ID Notes and POS related to each contact. Through this project, we are hoping to close the disparity gaps related to POS and to maximize services for our consumers.

VENDOR ADVISORY COMMITTEE REPORT – John B. Wagoner

The VAC report was tabled until March 28th, board meeting.

CONSUMER ADVISORY COMMITTEE REPORT - Desiree Boykin/ Ascary Navarro

The CAC report was tabled until March 28th, board meeting.

Executive Directors Report - Dexter Henderson

Mr. Henderson gave a brief summary about the Governor's Budget Highlights. He also provided handouts which explain the State Budget Process and The California Legislative Process.
(see attached)

PUBLIC INPUT: Moved to the top of the meeting.

ADJOURNMENT:

President, Veronica Moser adjourned the January 24th, 2017 Board of Directors Meeting at 9:45pm.

NEXT MEETING:

The next SCLARC Board of Directors meeting will be held on March 28, 2017, **at SCLARC, 2500 S. Western Avenue, 4th Flr. Legacy Community Room**

Submitted by:

Deanna Corbin
Executive Secretary

Date

Approved by:

Sandra Casado
Board Secretary

Date