



## KERN REGIONAL CENTER

*Striving to Achieve Equality,  
Independence and Empowerment*

### Board of Directors Meeting Agenda January 26, 2021

General Business		
1. Call to Order and Introductions	Action	Oscar Axume
2. Approval/Additions to Agenda	Action	Oscar Axume
3. Meeting Minute Approval December 1, 2020 (Attachment 1)	Action	Oscar Axume
4. Public Input	Info.	Et al
Unfinished Business		
Reports		
5. Board President Report	Info.	Oscar Axume
6. Financial Report	Info.	Tom Wolfgram
7. Staff Report <ul style="list-style-type: none"><li>National Core Indicators (NCI) In-Person Survey FY 2017/2018</li></ul>	Info.	Cherylle Mallinson
8. VAC Report	Info	Shawn White
New Business		
Good and Welfare		

Meeting Location and Time:  
Via Zoom Webinar at 6:30 PM

<https://us02web.zoom.us/j/82739865747?pwd=TU94WVpNQVJOUjdWejNrdUJTLzIXOT09>

Webinar ID: 827 3986 5747, Password: 043557  
Dial in Number: 1-669-219-2599  
Next Board Meeting:  
February 23, 2021

**Kern Regional Center  
Board of Directors Meeting**

**January 26, 2021**

**6:30 – 8:00 p.m.**

**Zoom Webinar**

*3200 N. Sillect Avenue ∞ Bakersfield, CA 93308 ∞ 661-327-8531*

**MINUTES**

**KRC BOARD MEMBERS PRESENT:**

Oscar Axume, President  
Kevin Gosselin  
Ryan Jones  
Nickolerene Mensch, Treasurer  
Mark Tolentino  
Martin Vasquez, Secretary  
Simon Verdugo  
Shawn White, VAC

**KRC BOARD MEMBERS ABSENT:**

Jasmeet Bains, MD, Vice President

**STAFF PRESENT:**

Kristine Khuu, Assistant Director of Client Services  
Cherylle Mallinson, Director of Community Services  
Celia Pinal, Director of Client Services  
Tom Wolfgram, CFO

**GUESTS PRESENT:**

Megan Mitchell  
Cynthia Sanchez

**INTERPRETER:**

Nidya Madrigal Navia

**CALL TO ORDER**

Oscar Axume, President, called the meeting to order at 6:45 PM. A quorum was present. All Board Members were present with the exception of Dr. Jasmeet Bains. Dr. Michi Gates, Executive Director, was also absent.

**APPROVAL/ADDITIONS TO AGENDA**

A motion was made to accept the agenda for the Board of Directors meeting dated January 26, 2021 with the exception that Item 7, Executive Director's Report, would be deleted due to Dr. Gates absence.

M/S/C (Gosselin, Mensch)

Ayes = 8; Nays = 0; Abstained = 0

Motion Carried



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## REVIEW OF MINUTES

A motion was requested to approve the minutes of the Board of Directors meeting held on December 1, 2020.

It was noted that John Noriega's name was incorrectly listed as a Board Member on the minutes. Motion was made to approve the Board Minutes dated December 1, 2020, with the exception of removing John Noriega's name from the Board Members listed on the minutes. Mr. Axume abstained since he was not present at this meeting.

M/S/C (Mensch, Vasquez)

Ayes = 7; Nays = 0; Abstained = 1

Motion Carried

## PUBLIC INPUT

No public input was submitted in advance and no public input was presented at this meeting.

## UNFINISHED BUSINESS

No unfinished business was presented.

## BOARD PRESIDENT REPORT

President Axume opened by thanking the Board Members, Dr. Michi Gates, and all the staff for the great work done over the past months. It has been an unprecedented time during which we have been able to successfully keep serving our clients.

President Axume announced that he will be stepping down as President, effective at the February 2021 Board Meeting. He is now being required to give increased attention to his personal business and will not have the available time to continue to devote to the Board of Directors as President. He would, however, like to remain a Board Member. He has spoken with the current Vice President, Dr. Jasmeet Bains, about becoming the new Board President. If she accepts this role, this will leave the Vice President position open. President Axume spoke about Mark Tolentino or Nicolerenee Mensch as possible candidates for the Vice President position.

Ryan Jones asked for clarification in the nomination process. He asked if a Board Member can nominate themselves or other candidates. President Axume asked for members to consider candidates for President, Vice President, and other positions that may open up if present members were to move out of their current positions. Discussion of candidates for these offices will be postponed until the February Board Meeting.

## FINANCIAL REPORT

*Tom Wolfgram, CFO*

- Operations Report as of December 31, 2020 (Attachment 2)
  - There are 15 new employees. Payroll expenditures will increase which will reduce the amount of under-expenditure in the wages and benefits line.



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- Purchase of Service Report as of December 31, 2020 (Attachment 3)
  - Community Placement Plan is over budget, but the B3 allocation should be coming out with the actual amounts for the current year, so it will show actual proposed expenditures for the year from the state next month on the February report.
  - The estimated unbilled services gives a YTD expenditure of \$95 Million, which is \$12 Million more than provided at this time last year.

## STAFF REPORT

*Cherylle Mallinson, Director of Community Services (Attachment 4)*

- National Core Indicators (NCI) In-Person Survey

Ms. Mallinson gave a thorough presentation of the National Core Indicators (NCI) In-Person Survey with a question and answer period following. This PowerPoint document will be posted to the Kern Regional Center Website and is also available to view on the Department of Developmental Services website.

Questions presented by the Board:

- Q. President Axume referred to Slide 23, Language & Cultural Competence, and questioned why NCI does not have any data in any of the four charts.
- A. Ms. Mallinson responded that NCI did not have any responses during this survey, which is unusual.
- Q. Mr. Gosselin questioned why the NCI Report covered the 2017-18 Survey when we are in 2021. This information seems outdated and may not be a good indicator of where we are presently.
- A. Ms. Mallinson explained that this is how the NCI Group collects data. Interviews, gathering of information and getting the data into documentation is a slow process that takes a few years for NCI to complete. This is a downside with the NCI in that they are always working back to prior years, similar to our audits. We were hoping that 2018-19 would be published by now, but it is possible that COVID-19 has caused another delay. Ms. Mallinson thanked Mr. Gosselin for the question and assured him that he was not alone in his concern.
- Q. Mr. Gosselin then asked, in light of the time difference of the data, do the reported demographic results on Slide 7 align pretty well with our current Kern Regional Center culture. Does the data give a good representation?
- A. Ms. Mallinson stated that the data is pretty close to our current demographics. More of the white population respond versus the Hispanic community; however, the data still seems reliable. The 47% White response and 39% Hispanic response compares well with our current demographics of 52% White and 49% Hispanic. It's relatively close. It would have been nice to have higher numbers with African-American and other ethnicity groups, but that did not get captured in this particular survey. We anticipate that future demographic reporting responses will be better.
- Q. Mr. Gosselin, referring to Slide 14, Service Coordinators, remarked that the scores seemed to be lower than what we would like to see. Is there data that we can reference to explain why the scores were low? It would be good to pinpoint that information to see if service delivery can be improved.



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- A. Ms. Mallinson stated that she can request that information from NCI to see if there might be details that could give insight as to why the score was low, so that opportunities for improvement can be identified.
- Q. President Axume asked if these surveys are done every year.
- A. Ms. Mallinson was not completely certain as she has seen these reports for many years, but this is her first experience to delve deep into the data and create a report for the Board of Directors. She pulled up Slide 5, showing when Surveys 1–4 were published. Looking at the fiscal year publishing dates of past surveys, it appears that they are completed every 2 years.
- Q. Mark Tolentino asked if future reports, such as the NCI Report given today, could be posted to the website so that it is available to the public.
- A. Ms. Mallinson answered that the NCI Report is on the website, but she recognized that the KRC website is under a lot of construction and revamping at this time and that some of the reports are hard for users to access. Work is taking place to make the website more user-friendly so that users are able to access these reports, Board of Directors minutes, and other data much more easily.

Shawn White apologized that he did have an item to add to the agenda at the start of the meeting, but neglected to make a motion.

A motion was made to amend the agenda and add 9. Vendor Advisory Committee. This agenda item will be added to every agenda from this meeting forward.

M/S/C (Mensch, Axume)

Ayes = 8, Nays = 0; Abstained = 0

Motion Carried

### **Vendor Advisory Committee Report**

*Shawn White, Board Member*

The Vendor Advisory Committee met today. There was no report by the Executive Director due to her absence. Cherylle Mallinson gave a detailed presentation on what's going on in the community with COVID-19. Information was presented on a testing site and how organizations can have staff trained to implement testing. The committee spoke about whether testing for staff is mandatory, where they can get tested, and explained the Tier System and where our staff would fall within the Tier System. Also discussed was how and where the people that we serve can get the vaccine and the efforts in working with DDS to ensure that the people that we serve can be moved up in the Tier System. Ms. Mallinson reported on the monthly rates that came in. Many of the vendors said that they did not receive a confirmation e-mail detailing the rates or how the rates were established. Ms. Mallinson said she would look into that and get the e-mail out to the vendors. Shawn, speaking for himself, said he did receive his e-mail today.

Yolanda Cruz from the State Council on Developmental Disabilities gave a presentation about a council that she is now a part of called Crisis Intervention Training, International. Basically, that council was developed to train police officers/law enforcement on how to interact and deal with people with mental health issues. Yolanda said they joined the council with the purpose of adding our community into that



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conversation. She gave some great information. We plan to schedule an additional half-hour presentation, given by expert law enforcement from Seattle, outlining some of the training that they are implementing through law enforcement.

During the session specific to only the vendors, 2 concerns were brought up.

1. Vendors feel that they should be more involved in topic conversations before they are presented to the Board of Directors (e.g., the NCIS presentation given tonight on the National Core Indicators). They asked that Mr. White work with Regional Center leadership to place Board of Directors topics on the agenda so the vendors are able to receive the information and contribute.
2. No reports have been received from the Director of Case Management for the past few meetings.

**In response to the first concern**, Cherylle Mallinson relayed that an invite was sent out to all the VAC members about the NCI Presentation so that their participation would be ensured. An e-mail is sent 30 days in advance of the VAC meeting each month and the meeting is also published in the newspaper. The VAC Committee and the Board of Directors meetings are both open to the public, families, and clients, as well as community-based organizations not related to KRC. All are welcome to participate and join. Ms. Mallinson is happy to work with Mr. White to add the agenda item in addition to these measures, as needed, during VAC Committee Meetings.

**Celia Pinal, Director of Case Management, responded to the second concern.** She will work on getting a replacement for herself when she is unable to attend the VAC Meetings. She was unable to attend the last 2 meetings due to work load issues. Ms. Pinal will designate a replacement to attend future VAC Meetings that she is unable to attend.

- Q. A question was posed by Mr. Gosselin about the future presentation on Crisis Intervention Training being implemented with Seattle law enforcement. Mr. Gosselin asked if Kern County and Bakersfield City local law enforcement had been made aware of the presentation and the possibility of future training locally.
- A. Mr. White responded that the presentation given by Yolanda Cruz, as well as the presentation by Seattle law enforcement, are informational only. However, Ms. Cruz is working on some grants for training that might be available to local law enforcement in the future. Mr. White will stay abreast of any information from Ms. Cruz on that effort and report it back to the Board of Directors as it becomes available.

## ADJOURNMENT

With nothing further to discuss, President Oscar Axume adjourned the meeting at 7:35 PM.

**The next meeting will take place on Tuesday, February 23, 2021 at 6:30 p.m.**



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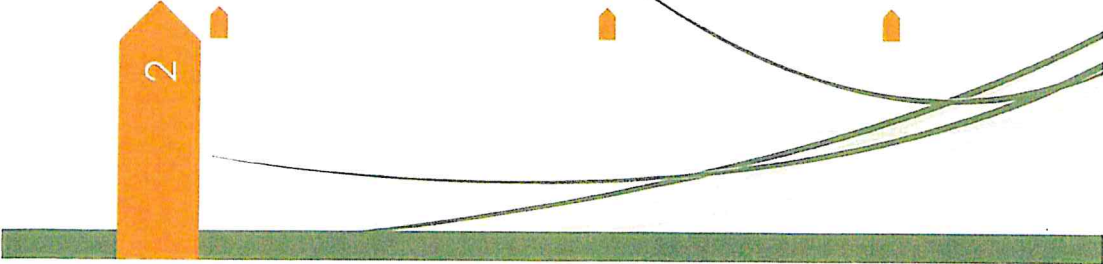


# NATIONAL CORE INDICATORS (NCI) IN PERSON SURVEY FY 2017/2018

KERN REGIONAL CENTER  
BOARD OF DIRECTORS  
PRESENTATION JANUARY  
2021



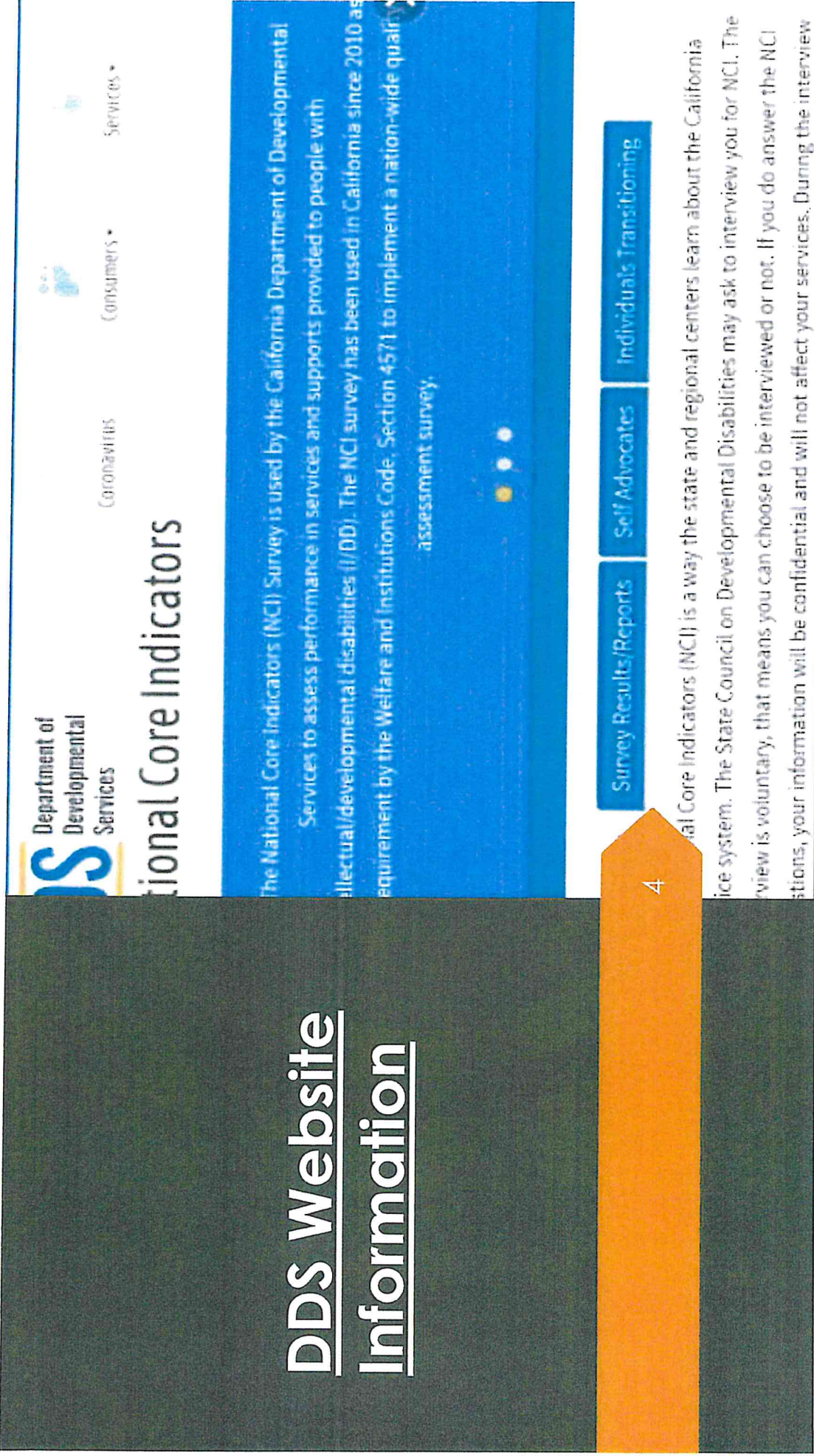
# What is National Core Indicators?

- 
- ▶ The NCI program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI).
  - ▶ The National Core Indicators (NCI) is a tool that has been used in California since 2010. It is a requirement by law (Welfare and Institutions Code, Section 4571) that the State implement a nation-wide quality assessment survey.
  - ▶ This is an important effort to collect accurate, reliable, and valid consumer and family satisfaction measures, as well as consumer outcome data.

## Trailer Bill Language (TBL) Affecting Statutes of 2019

- Welfare and Institutions Code 4571 was amended to require regional centers to annually present data collected from the findings
- Required public meeting & 30 day notice to individuals and families

# DDS Website Information





# Resources and Surveys

## Resources

- (Video) [Why is NCI Important?](#)
- (Video) [What to Expect During an NCI Interview](#)
- (Video) [Adult In Person Survey 2015](#)
- (Video) [Self-Advocacy Conference 2015](#)
- [Consumer Corner](#)
- [Frequently Asked Questions](#)
- [Reports](#)
- [User-Friendly: Adult Family Survey 3, FY 16/17](#) [PDF](#)
- [User-Friendly: Child Family Survey 2, FY 15/16](#) [PDF](#)
- [User-Friendly: Family Guardian Survey 3, FY 16/17](#) [PDF](#)
- [User-Friendly Regional Center reports](#)

## Data Briefs

- [NCI Adult Consumer Survey FY 14/15 Data Brief](#) [PDF](#)
- [NCI Adult Consumer Survey FY 11/12 Data Brief](#) [PDF](#)
- [Statewide Reports](#)
  - [Adult In-Person Survey](#)
    - [Adult In-Person Survey 4, FY 17/18](#) [PDF](#)
    - [Adult In-Person Survey 3, FY 14/15](#) [PDF](#)
    - [Adult In-Person Survey 2, FY 11/12](#) [PDF](#)
    - [Adult In-Person Survey 1, FY 10/11](#) [PDF](#)
  - [Adult Family Survey Reports](#)
    - [Adult Family Survey 2, FY 13/14](#) [PDF](#)
    - [Adult Family/Family Guardian Surveys 1, FY 10/11](#) [PDF](#)
  - [Family Guardian Survey Reports](#)
    - [Family Guardian Survey 2, FY 13/14](#) [PDF](#)
  - [Child Family Survey Reports](#)
    - [Child Family Survey 2, FY 15/16](#) [PDF](#)
    - [Child Family Survey 1, FY 12/13](#) [PDF](#)
- [Regional Center Reports](#)

# Information Comes from Three (3) Distinct Survey Sections

Background information

Section I – Satisfaction

Section II Answered by the direct meeting

# Demographic Results

## Age Group

18-22	23-54	35-54	55-74	75+
10%	38%	31%	18%	1%

## Race

American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino	White	Other or 2 or more
1%	2%	8%	39%	47%	2%



# Demographic Results Continues...

## Preferred Language

English	Spanish
70%	20%

## Residence Type

Parent's or Relatives Home	Own Home or Apartment (ILS/SLS)	Foster Care (FHA) 2 or more people with disability	Foster Care (FHA) 1 person with disability	Residential Facility (I CF) 4-6 Residence with disabilities	Residential Facility (CCF) 2-3 Residence with disabilities
48%	19%	5%	1%	7%	2%

# Demographic Results Continues...

## Residence Type

Residential Facility (CCF) 4-6 Residence with disabilities	Other Specialized Institutional Facility
18%	1%

# Choice

10

Chart 9. Can change case manager/service coordinator if wants to (proxy respondents were allowed for this question)

Can change case manager/service coordinator if wants to

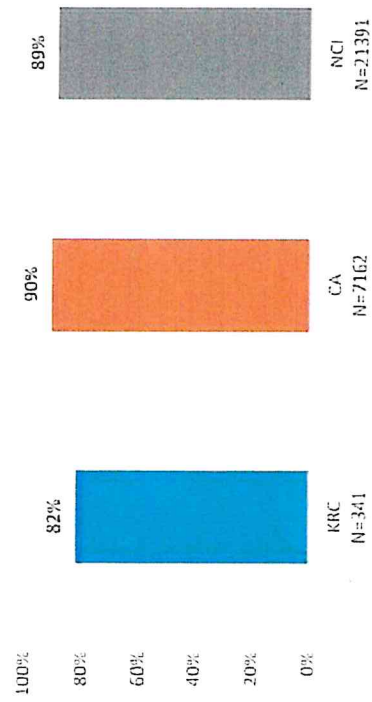


Chart 3. Chose or had input in choosing paid community job (proxy respondents were allowed for this question)

Chose or had input in choosing paid community job

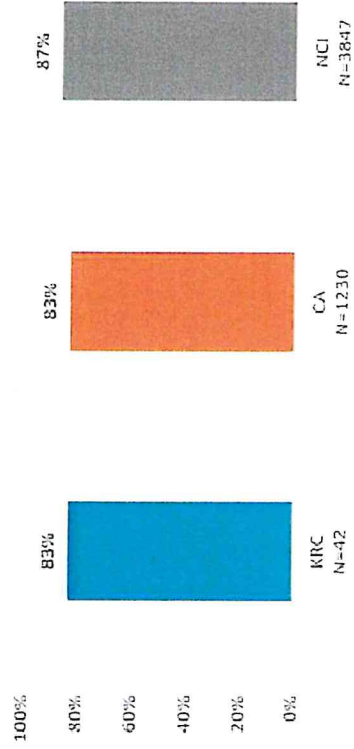


Chart 1. Chose or had input in choosing where they live (if not living in the family home; proxy respondents were allowed for this question)

Chose or had input in choosing where they live (if not living in the family home)

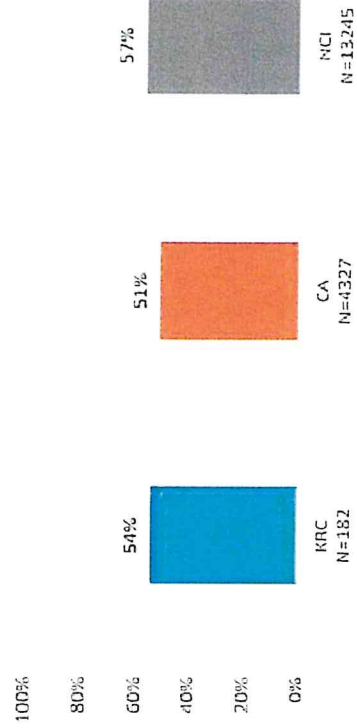




Chart 10. Has a paid job in the community (information may have been obtained through state records) \*\* 9

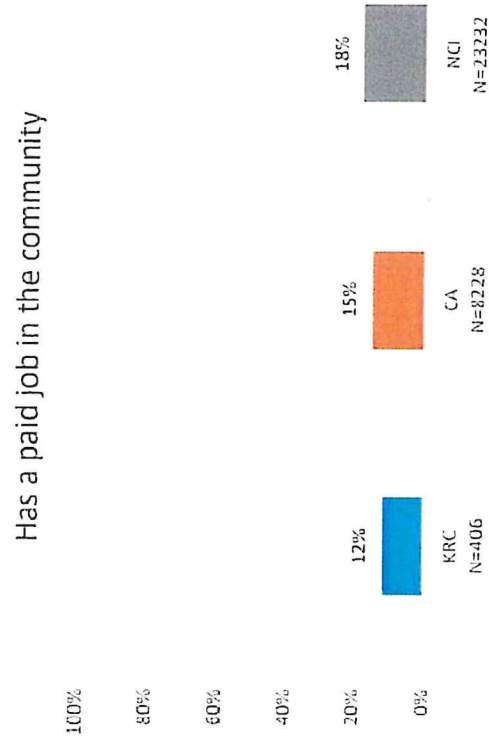
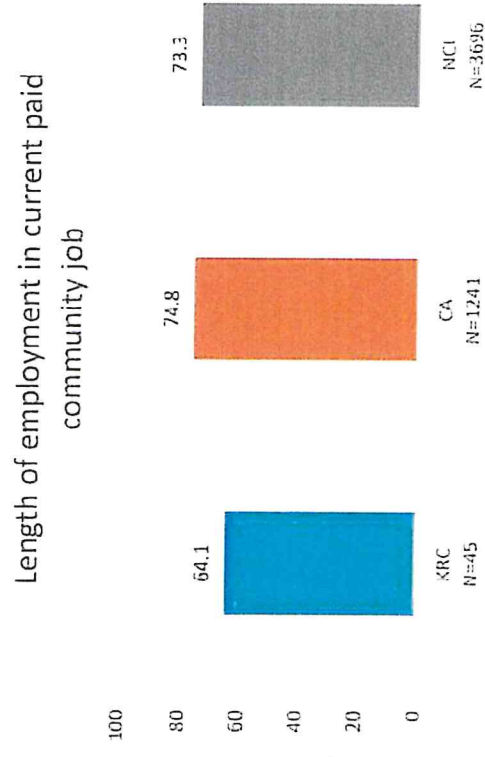


Chart 14. Length of employment in current paid community job (in months; information may have been obtained through state records) \*\* 9



# Employment

# Relationship

12

Chart 35. Has friends who are not staff or family members

Has friends who are not staff or family members

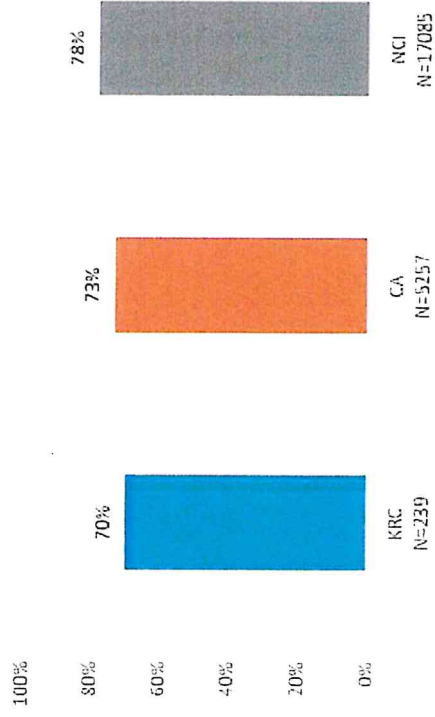


Chart 36. Has friends (may be staff or family) and can see them when wants

Has friends (may be staff or family) and can see them when wants

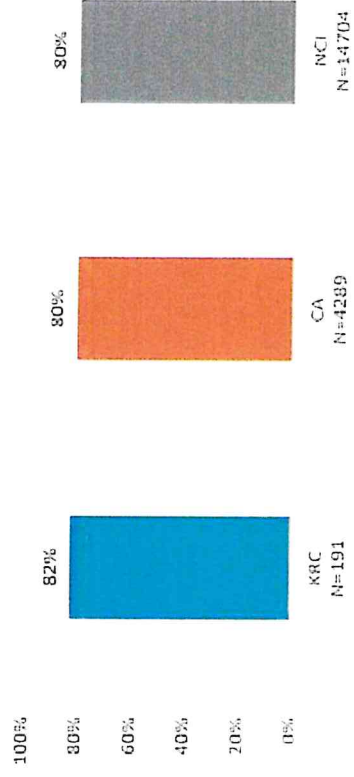


Chart 37. Has best friend (may be staff or family)

Has best friend (may be staff or family)

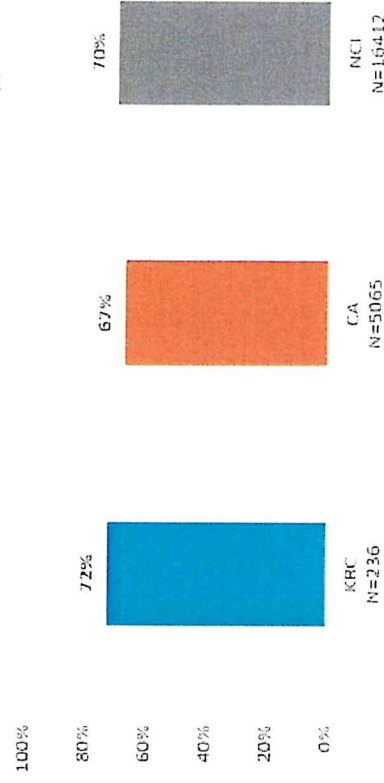


Chart 45. Likes home or where lives

Likes home or where lives

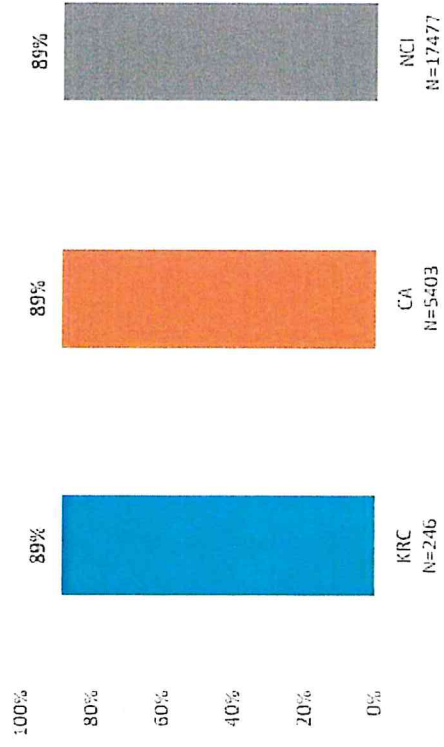
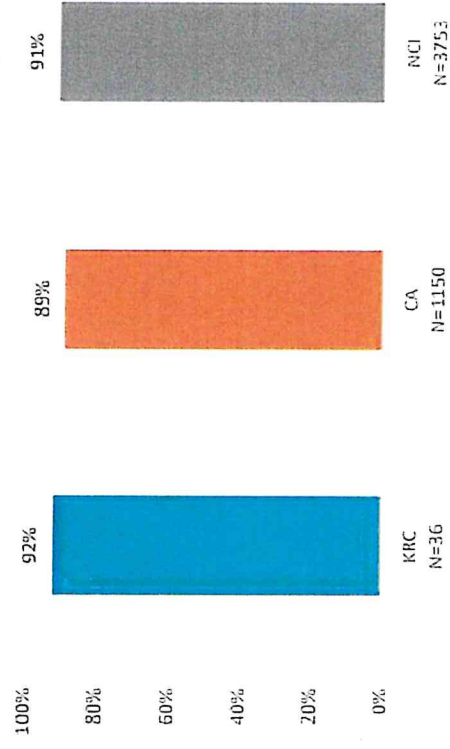


Chart 47. Has a paid job in the community and likes job

Has a paid job in the community and likes job

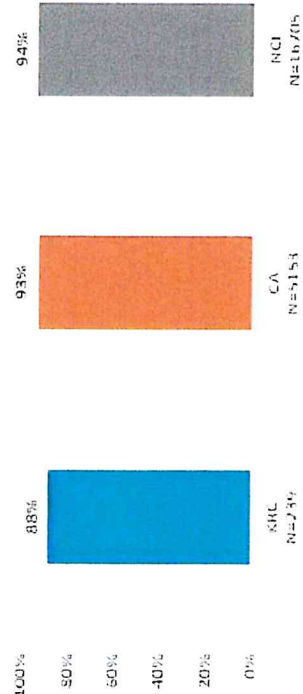


Satisfaction

# Service Coordinators

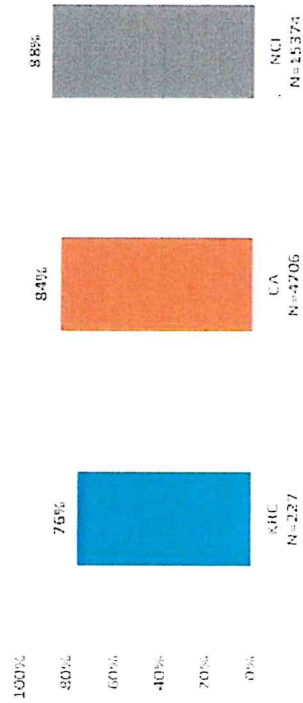
**Chart 5.1. Has met or spoken with case manager/service coordinator**

Has met or spoken with case manager/service coordinator



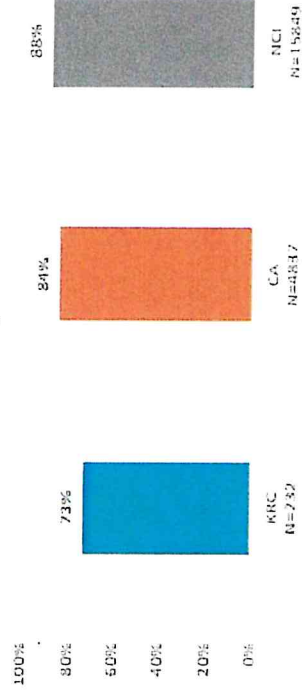
**Chart 5.2. Able to contact case manager/service coordinator when wants**

Able to contact case manager/service coordinator when wants



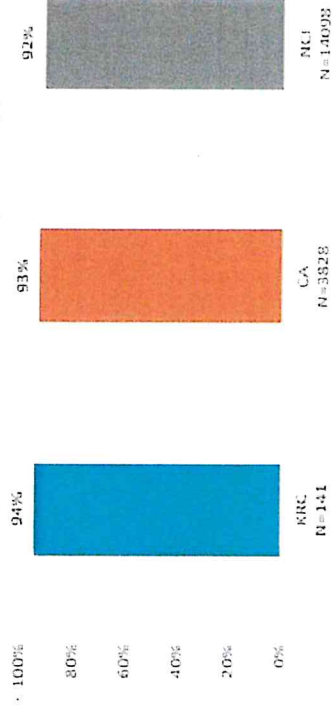
**Chart 5.3. Case manager/service coordinator asks person what s/he wants**

Case manager/service coordinator asks person what s/he wants



**Chart 5.4. Staff come and leave when they are supposed to**

Staff come and leave when they are supposed to





# Service Coordinators Continues ....

15

Chart 5.5. Took part in last IPP meeting, or had the opportunity but chose not to

Took part in last IPP meeting, or had the opportunity but chose not to

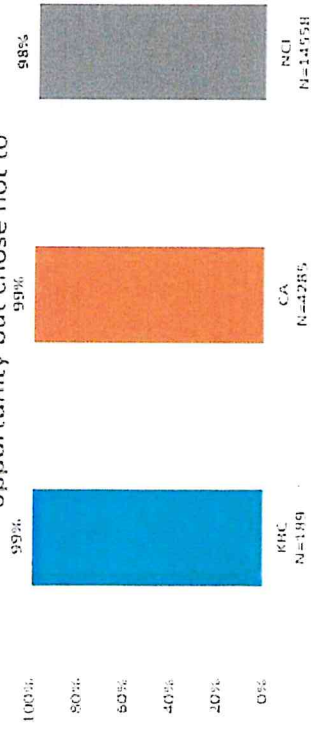


Chart 5.7. Last IPP meeting included people s/he wanted to be there

Last IPP meeting included people s/he wanted to be there

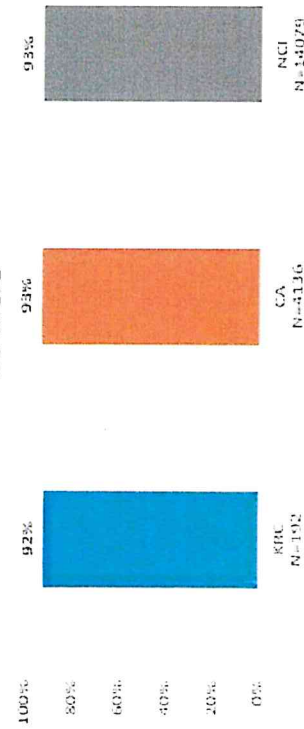


Chart 5.6. Understood what was talked about at last IPP meeting

Understood what was talked about at last IPP meeting

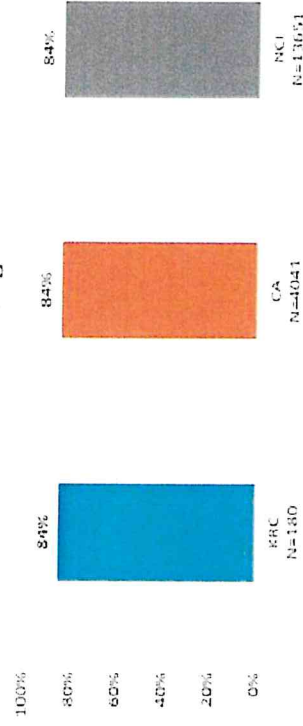
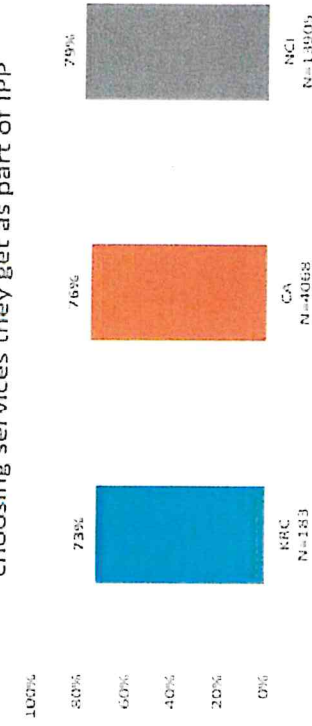


Chart 5.8. Person was able to choose or had some input in choosing services they get as part of IPP

Person was able to choose or had some input in choosing services they get as part of IPP



# Access

Chart 59. Has a way to get places needs to go

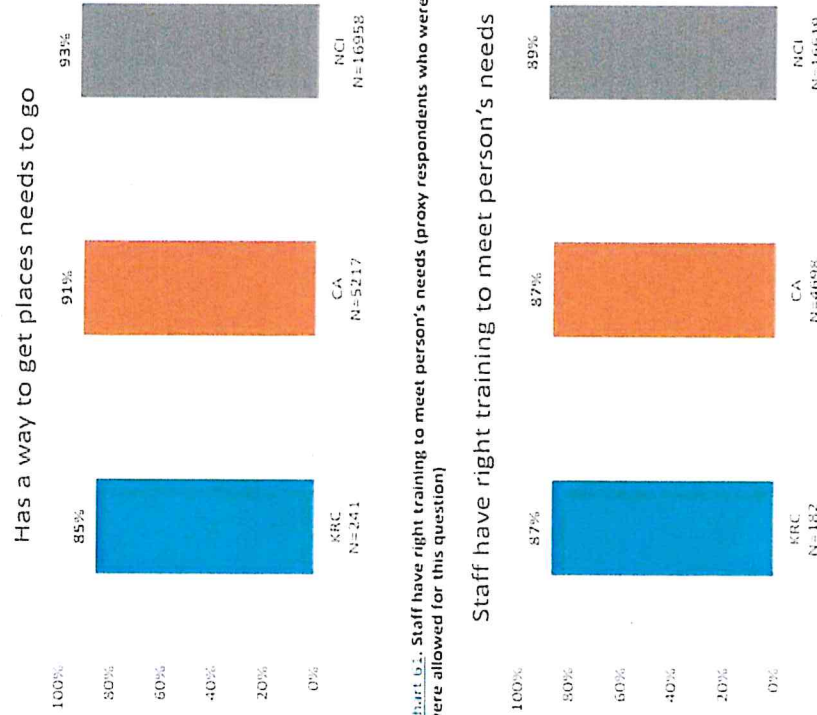
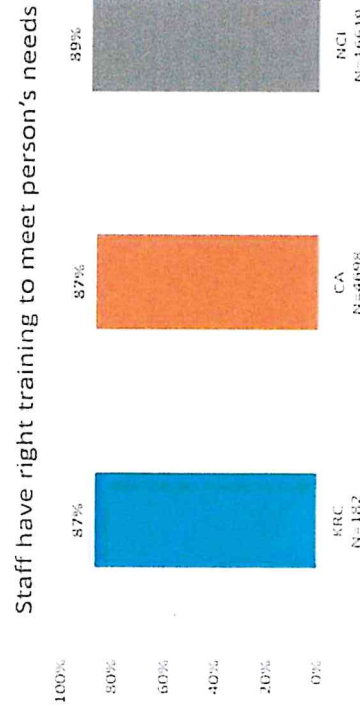
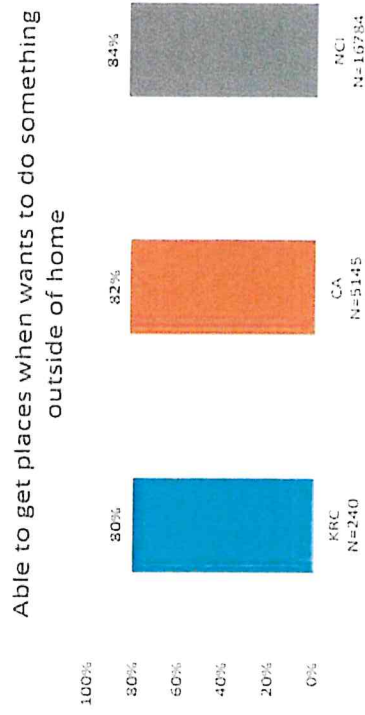


Chart 61. Staff have right training to meet person's needs (proxy respondents who were not staff were allowed for this question)



Staff have right training to meet person's needs

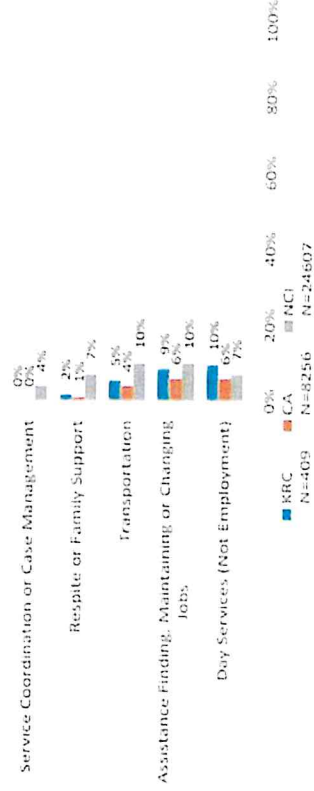
Chart 60. Able to get places when wants to do something outside of home



Able to get places when wants to do something outside of home

Chart 62. Additional services needed (proxy respondents were allowed for this question)

Additional services needed



# Health

Chart 65: Has a primary care doctor or practitioner (information may have been obtained through state records)\*\*

Has a primary care doctor or practitioner

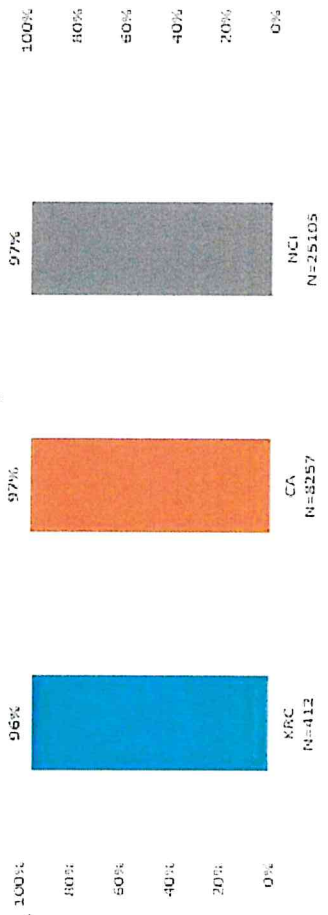


Chart 66: In poor health (proxy respondents were allowed for this question) -

In poor health

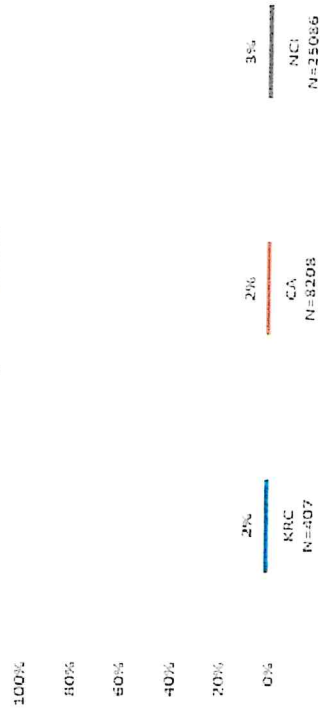


Chart 67: Had a complete physical exam in the past year (information may have been obtained through state records)\*\*

Had a complete physical exam in the past year

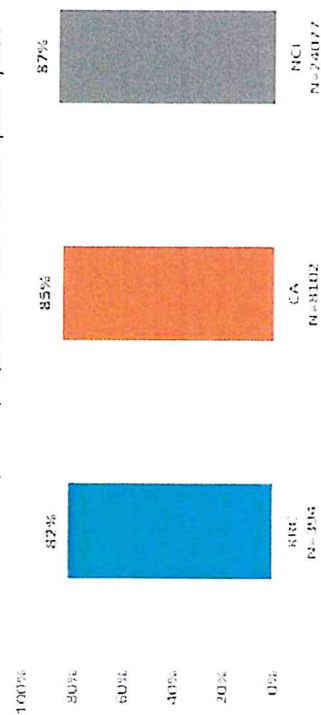
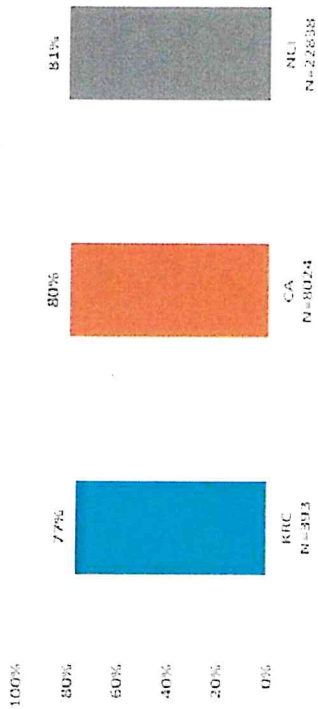


Chart 68: Had a dental exam in the past year (information may have been obtained through state records)\*\*

Had a dental exam in the past year

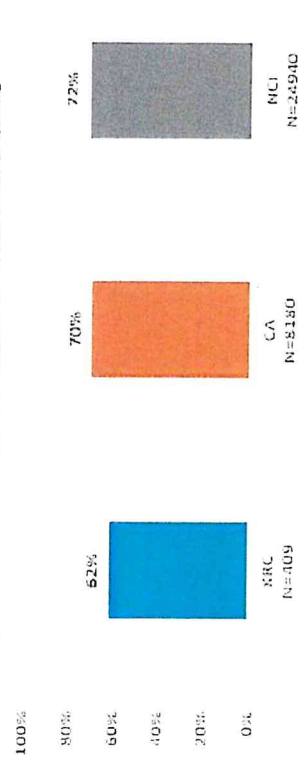




# Wellness

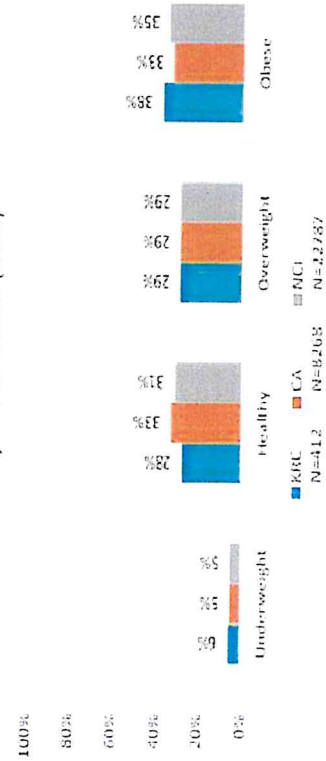
**Chart 83.** Exercises or does physical activity at least once per week for 10 minutes or more at a time (proxy respondents were allowed for this question)

Exercises or does physical activity at least once per week for 10 minutes or more at a time



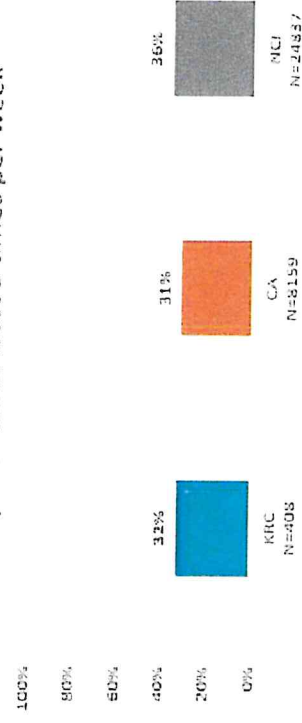
**Chart 85.** Body Mass Index (BMI) category (information may have been obtained through state records)\*\*

Body Mass Index (BMI)



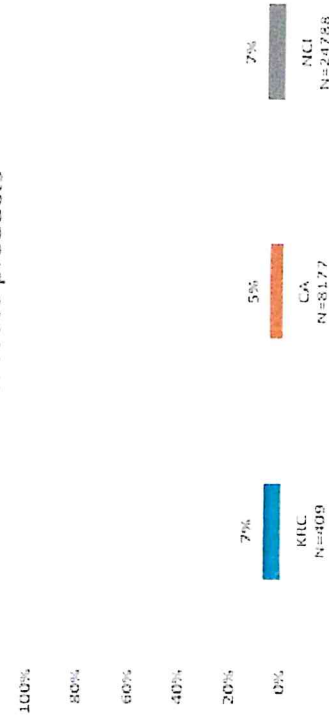
**Chart 84.** Exercises for the muscles in the arms, legs, back and/or chest at least 3 times per week (proxy respondents were allowed for this question) \*

Exercises for the muscles in the arms, legs, back and/or chest at least 3 times per week



**Chart 86.** Uses tobacco products (information may have been obtained through state records) \*\*

Uses tobacco products



# Rights & Respect

Chart 87. Has a key to the home (proxy respondents were allowed for this question)

Has a key to the home

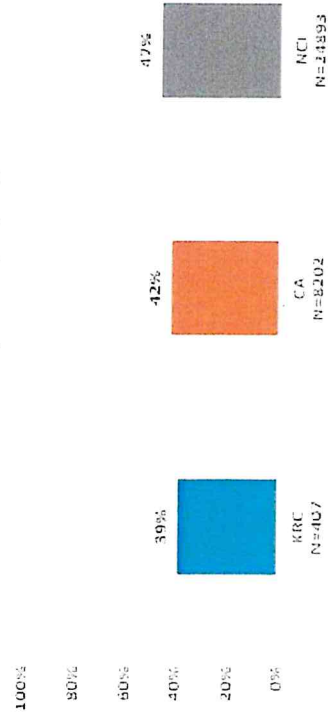


Chart 89. Can lock bedroom (proxy respondents were allowed for this question)

Can lock bedroom

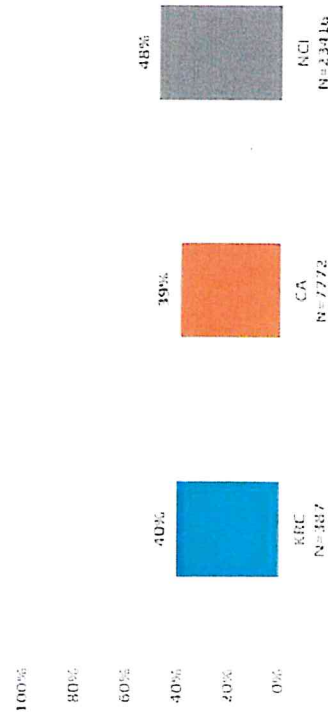


Chart 88. People (who do not live in the home) let person know before entering home

People (who do not live in the home) let person know before entering home

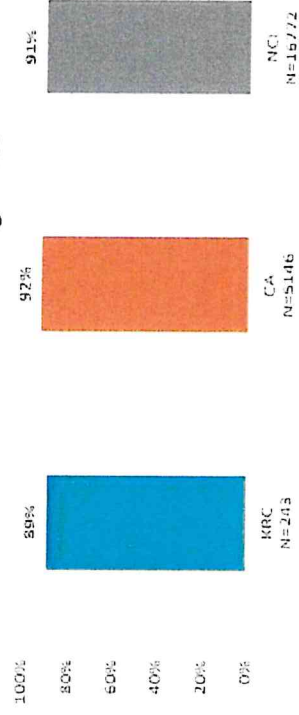
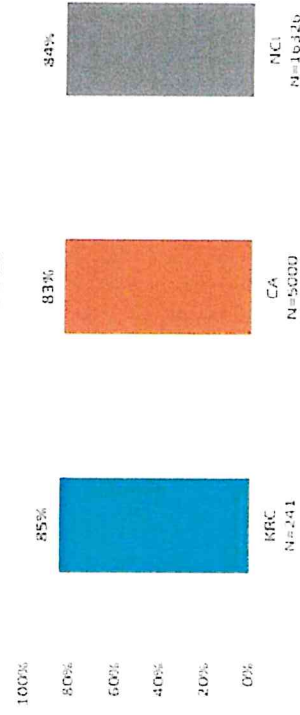


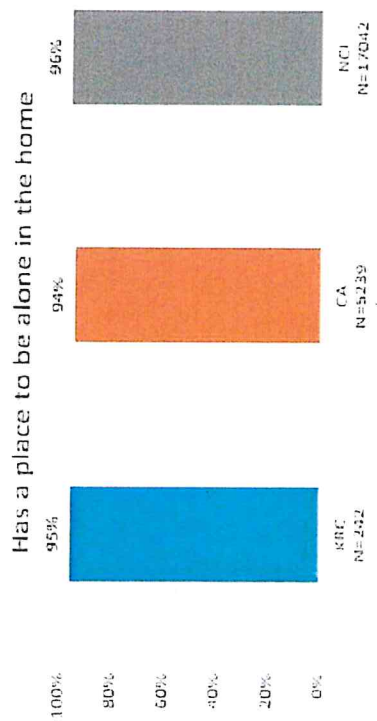
Chart 90. People let person know before entering person's bedroom

People let person know before entering person's bedroom

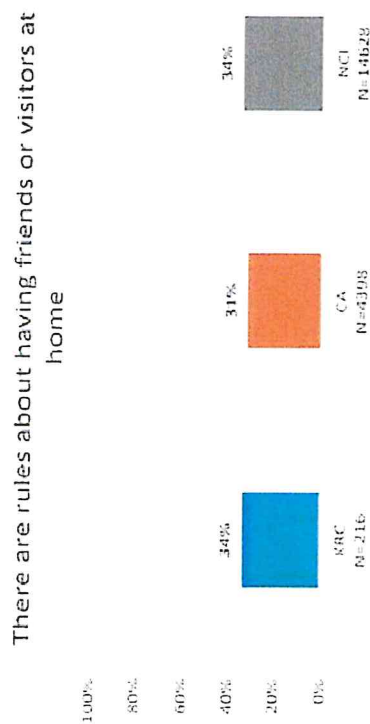


# Rights & Respect Continues.....

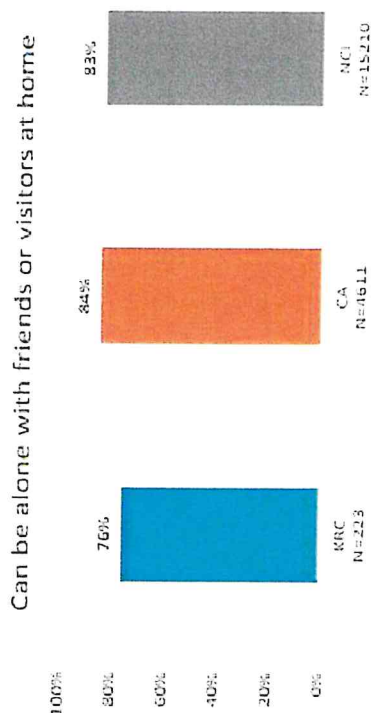
**Chart 91. Has a place to be alone in the home**



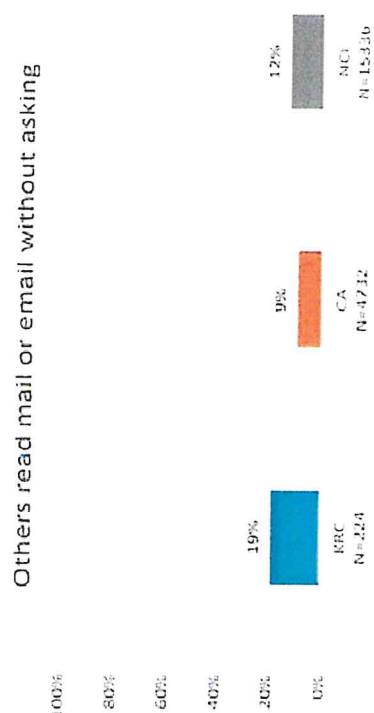
**Chart 92. There are rules about having friends or visitors at home**



**Chart 93. Can be alone with friends or visitors at home**



**Chart 94. Others read mail or email without asking**





# Rights & Respect Continues.....

Chart 95. Can use phone and internet when wants

Can use phone and internet when wants

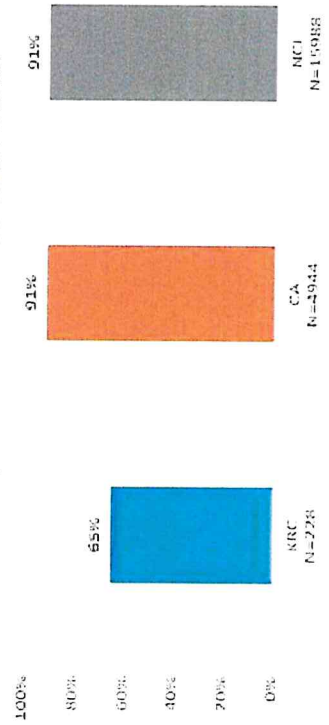


Chart 97. Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to (proxy respondents were allowed for this question)

Has attended a self-advocacy group, meeting, conference or event or had the opportunity and chose not to

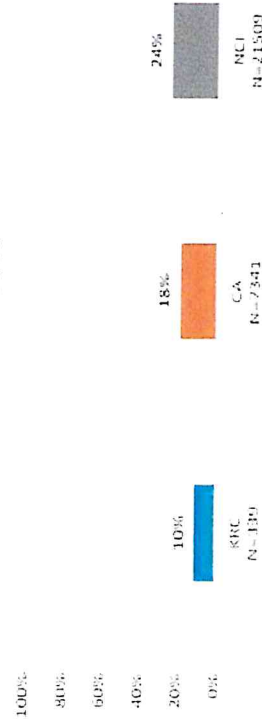


Chart 96. Staff treat person with respect

Staff treat person with respect

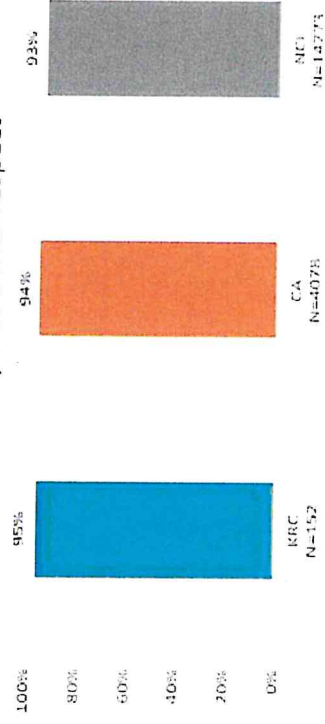


Chart 98. Has voted in local, state, or federal election, or had the opportunity and chose not to (proxy respondents were allowed for this question)

Has voted in local, state, or federal election, or had the opportunity and chose not to

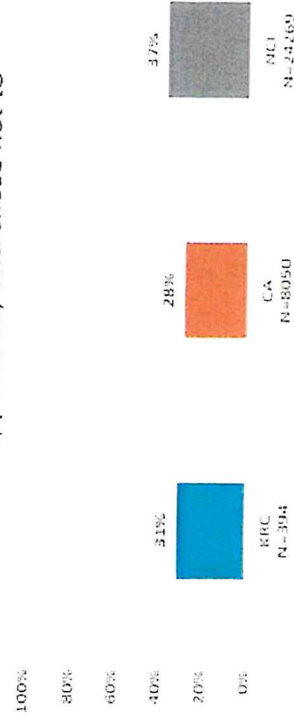


Chart 99. There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place)

There is at least one place where the person feels afraid or scared (in home, day program, work, walking in the community, in transport, or other place)

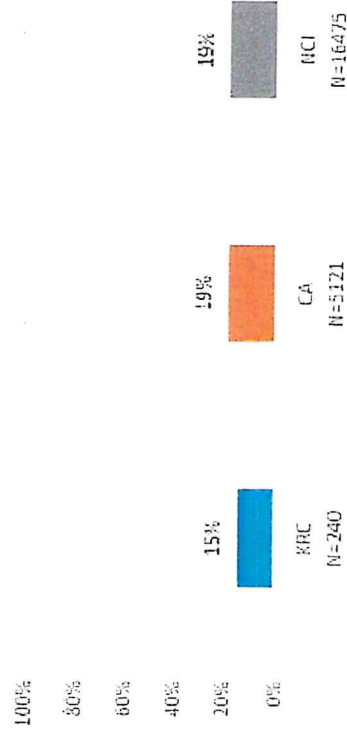
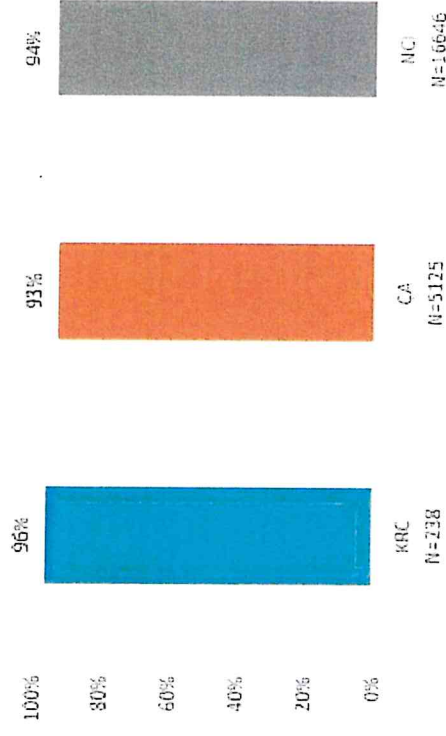


Chart 100. Has someone to go to for help if they ever feel scared

Has someone to go to for help if they ever feel scared

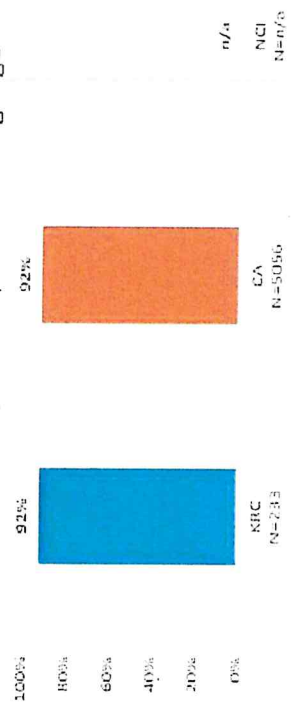


## Safety

# Language & Cultural Competence

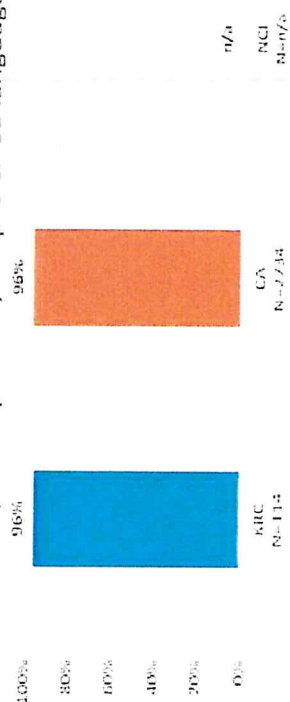
**Chart 10.1.** There are staff (or a family member) at person's home who speaks his/her preferred language\*

There are staff (or a family member) at home who speak person's preferred language



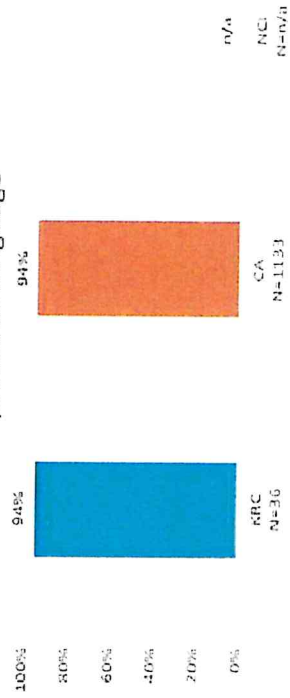
**Chart 10.3.** There are staff at person's day program or workshop who speak his/her preferred language\*

There are staff at person's day program or workshop who speak his/her preferred language



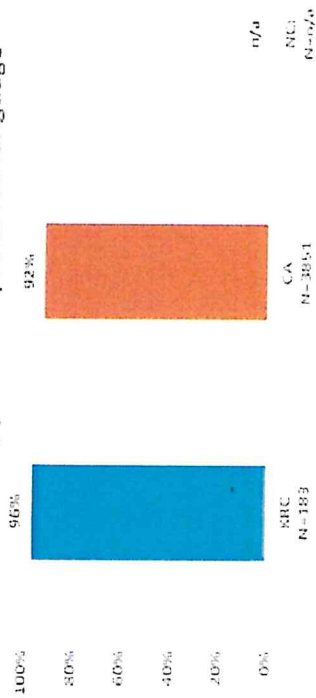
**Chart 10.2.** There are staff at person's job who speaks his/her preferred language\*

There are staff at person's job who speak his/her preferred language



**Chart 10.4.** Got a copy of IPP in his/her preferred language\*

Got a copy of IPP in preferred language





## Next Steps

- ▶ Report to be submitted to DDS within 60 days that includes:
  - ▶ Copies of presentation
  - ▶ Minutes from the community meeting
  - ▶ Attendees comments
  - ▶ Regional Center recommendations and plans to use the information to address regional center priorities and/or strategic directions to improve specific areas of performance, or both



## Resources

- Kern Regional Center latest results of the National Core Indicators (NCI) Adult In-Person Survey complete report (**NCI KRC FY1718**).
- Department of Developmental Services National core Indicators website as well, <https://www.dds.ca.gov/rc/nci/>
- Kern Regional Center Website [www.kernrc.org](http://www.kernrc.org)



# QUESTIONS?