

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
Monday, October 9, 2017**

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**PRESENT:** Dena Pfeifer, Lori Smith her facilitator, Claire Lazaro, Rush Bailey, Margaret Heinz, Cindy Mix, Carmen Calder, Dena Hernandez, Daime Hoornaert, Lisa Culley, Mo Rashid, Charles Scott Edwards his facilitator, Mary Sheehan, Wilma Murray, Tony Anderson, Tom Martin, Emily Grunder, Chris Sugabo her facilitator, Olivia Honch facilitator trainee

**ABSENT:** Tom Bowe, Elizabeth Victor-Martinez, Kori Heuvel, Lynda Mendoza

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Claire Lazaro, Chairperson, called the meeting to order at 4:30 p.m.

**1.0 PUBLIC COMMENT**

- Dena Hernandez thanked VMRC for the Cultural Fair and thought VMRC did a great job of putting it together.
- Dena Hernandez shared the following:
  - Multicultural event on Saturday, October 7, 2017 had over 400 people attend and George Lewis from SCDD from North Valley Hills did a great job emceeing the event.
  - FRN and SCDD will be providing an IEP Workshop at First 5 in Jackson on October 11, 2017 – if interested call Dena for more information.
  - The flyer for the Young Adult Program from Stockton Unified Open House.
  - Save the date UCP & Xi Chi Sigma host PROM “Spark of the Night”, Saturday, October 28, 2017

**2.0 REVIEW OF MINUTES**

**M/S/C (Pfeifer/Bailey) Approve the minutes of September 11, 2017 as written.**

**3.0 CLINICAL**

We still have not heard of the mental health grants.

We have quite a few good ideas, regarding Dental resources. Tony has done a great job looking for resources. We are hoping that DDS will be adding funding for dental services. DDS has not given a definite answer.

**4.0 RESOURCE DEVELOPMENT**

Carmen Calder made it thru the vendor surveys. It took a lot of work to get it completed. Resource development & VMRC staff made calls to get vendors to participate. We are on point and we are now waiting to get the e-mail from DDS to change the rates.

5.0 **QUALITY ASSURANCE**

5.1 **Alerts:** Patricia Green was on vacation. Carmen has been working with staff to complete a lot of the alerts that they had pending. Staff is working to create a better tool to share information with this group. Quite a few alerts pending, however there were 89 open alerts, 66 closed. With the majority being technical assistance that we have provided. Some were unsubstantiated and a few corrective action plans. We have met with the vendors and they are working on compliance.

6.0 **CASE MANAGEMENT**

- Caseload ratio report and transfer report will be reviewed at each meeting. Discuss additions to report.

Transfer in/out for 2017			
Files Received		Files sent out	
January	23	<b>January</b>	<b>31</b>
<b>February</b>	<b>41</b>	February	19
March	38	March	25
April	33	April	14
<b>May</b>	<b>53</b>	<b>May</b>	<b>31</b>
June	21	June	21
<b>July</b>	<b>41</b>	July	12
<b>August</b>	<b>41</b>	August	28
September	40	September	29
October	51	October	27
November		November	
December		December	
<b>TL for 2017</b>	<b>382</b>	<b>TL for 2017</b>	<b>237</b>

- We have hired 21 of the 25 expansion positions; however we are also back filling vacated position. HR has ramped up their process and interviewing. Last week we had 13 interviews with 3 offers made.
- Public Meetings held at VMRC on 9/19—10-11am pertaining to Respite Service Standard and 11-12noon to discuss the Annual Performance Contract. (Handouts/vote on Respite Service Standard.)
- Recent and upcoming events, trainings, and conferences—
  - 3 days of Cultural Competency training with Barbara Stroud during the week of 9/18/17 at VMRC for all VMRC staff and up to 150 vendors.
  - Remembrance Day, 9/18. Park View and Rural Cemeteries.
  - DDS Self-Determination trainings—9/6—E. Bay; 10/5—Alta; 10/18—CVRC.

- Cultural Connection held on 9/30.
- National Leadership Training 10/15-10/20 in San Gabriel-Pomona—Robert Fernandez and Danielle Wells will be attending for VMRC.
- Supported Life Conference held 10/5 and 10/6. Judy Rhodes from San Andreas office attended.
- 11/2—Health Policy Advocacy training at Modesto VMRC office for the public.
- 10/10/17 – Disability and Diversity Day for Caltrans
- 10/18/17 – Modesto Boys & Girls Club
- 10/20/17 – Healthy Aging & Fall Prevention
- 11/18/17- Stockton Hmong New year 2017-2018
- 11/2/17 – Community Resource Fair
- Person-Centered Thinking and Training to occur starting in January, 2018.
- Recruitment for VMRC SC staff is in full force - 13 interviews in Stockton were held last week and 8 will be held in Modesto next week.

Daime asked about our phone directory on our website. Per Cindy it should be updated in the near future due to a project. So hopefully we should see improvement.

#### 7.0 **TRANSPORTATION**

Wilma - there has been a slight increase in rates in the foothills

Modesto dial a ride

Continuing communication with RTD

UBER-There is no tracking vs. RTD riders. In place of dial a ride. Out a pocket fee – must use a credit card. 10/21 there is another meeting.

Mo Rashid brought flyers for a DRAIL Symposium that will be held October 25 & November 29. 10:00 a.m. to 11:30 a.m.

#### 8.0 **NEXT MEETING**

Tuesday November 13, 2017, 4:30 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 5:30 p.m.

Recorder: Cindy Strawderman