



Valley Mountain Regional Center - Board of Directors Meeting

10/21/19

VMRC Stockton Office, Cohen Board Room

702 N. Aurora Street, Stockton, CA 95202

Dial-In Number: 1-866-299-7945, Conference Passcode: 7793177#



Valley Mountain Regional Center - Board of Directors Meeting, 10/21/19

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A. Call to Order, Roll Call, Reading of the Mission Statement

Margaret Heinz

"The mission of Valley Mountain Regional Center (VMRC) is to support people with developmental disabilities as they enrich their lives through choices and inclusion. VMRC is committed to securing quality, individualized services in collaboration with families and the community."

A quorum is established with 10 board members in attendance

B. Review and Approval of Agenda

Margaret Heinz

Committee Action

C. Review and Approval of Board Meeting Minutes of August 19, 2019

Margaret Heinz

Committee Action

Board Meeting Minutes, 08 19 19.docx

Page 5

D. Presentations

1. Baby Steps

2. Performance Contract

Cindy Mix

Committee Action

a. Public Comment/Questions on the Performance Contract

FINAL Performance-Contract-Plan-2020.pdf

Page 13

E. Consent Items

Margaret Heinz

Committee Action

1. Finance Committee Minutes of 09/04/19

Fin Com. Minutes 09 04 19.pdf

Page 31

2. Finance Committee Minutes of 10/02/19

Fin Com Minutes 10 02 19.pdf

Page 33

3. Executive Committee Minutes of 09/04/19

Exec. Com. Min. 09 04 19.pdf

Page 35

4. Executive Committee Minutes of 10/02/19

Exec. Com. Min. 10 02 19.pdf

Page 38

Public Disclosure and Transparency.pdf

Page 44

5. Consumer Services Committee Minutes of 09/09/19

Con Serv Min 09 09 19.pdf

Page 46

6. Consumer Services Committee Minutes of 10/07/19

Minutes 10 07 19.pdf

Page 52

7. Tony Anderson's Report

F. Committee Reports

1. VMRC Professional Advisory Committee (CLASP)

Liz Herrera-Knapp, CLASP Appointee

Next Meeting, Monday, October 28, 10:00 AM, VMRC Stockton Office, Cohen Board Room

2. Consumer Services Committee

Dena Pfeifer, Chair

Next Meeting, Monday, November 4, 4:00 PM, VMRC Stockton Office, Cohen Board Room

3. Self-Determination Advisory Committee

Next Meeting, Thursday, October 24, 3:30 PM, VMRC Stockton Office, Cohen Board Room

4. Consumer Advisory Council (SAC6)

Lisa Esteves, Chair

Next Meeting,

5. Finance Committee

Elizabeth Victor-Martinez, Chair

Next Meeting, Wednesday, November 6, 5:30 PM, VMRC Stockton Office, Cohen Board Room

6. Legislative Committee

Lynda Mendoza, Chair

Next Meeting, TBD

7. Nominating Committee

Linda Collins, Chair

Next Meeting, TBD

8. Bylaws Committee

Lynda Mendoza, Chair

Next Meeting, TBD

9. Special Events Committee

Tina Vera, Chair

Next Meeting, TBD

G. Public Comments

H. Executive Director's Highlights and Comments

Tony Anderson

I. Other Matters

J. Board Member Visits

K. President's Report
Margaret Heinz, President

1. Executive Committee Report

2. Transparency and Disclosure Policy

Committee Action

L. Next Meeting

Margaret Heinz

Monday, December 16, 6:30 PM, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret Heinz



Board of Directors Meeting

08/19/2019 | 06:00 pm - 07:30 pm - Pacific Time (US & Canada)

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

Board Members Present: Margaret Heinz, President, Mohamad Rashid, Vice President, Elizabeth Victor-Martinez, Secretary, Andrea Rueda, Dena Pfeifer, Linda Collins (via phone), Robert Balderama, Tom Toomey, Lisa Esteves, Tina Vera, Alicia Schott, Erria Kaalund

Board Members Not Present: Emily Grunder (informed absence), Nadia Robinson (informed absence), Liz Herrera Knapp (informed absence), Cherina Shaw (informed absence), Lynda Mendoza, Noemi Santiago, Tracie Leong

Margaret Heinz, President, called the meeting to order at 602pm.

A. Call to Order, Roll Call, Reading of the Mission Statement

B. Review and Approval of Agenda

Margaret Heinz asked for a motion to approve the agenda. The board approved unanimously.

C. Review and Approval of Board Meeting Minutes from July 15, 2019

Margaret Heinz asked for a motion to approve the board meeting minutes from 07/15/19. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved unanimously.

D. Presentation - Caseload Ratios

Tony Anderson, Executive Director - See attached presentation (pages 22-44).

After the presentation Tony opened up the meeting for public comment by board members and general public about his presentation.

Board Member Robert Balderama commented that he can see how difficult of a job it can be for caseworkers and that he appreciates the caseworkers.

Board Member Alicia Schott commented that she is frustrated by the report and asked about possible part time positions for Service Coordinators that have not yet completed their degrees.

Board Member Tina Vera asked if there was an internship program for VMRC. Tony replied that we have done a few internships and a few of the interns have stayed on as staff.

Dora Contreras, grandmother of a consumer stated that she has public school experience. She suggested an internship and mentor program. Tony commented that a program like that does still have a cost to it.

Bud Mullanix, HR Director, commented that VMRC actually does have an internship program and are recruiting from UOP. We have done fairs there to attract students who are juniors or seniors. The pay is \$15/hour to start with hopes that they stay after graduation. Bud stated their schedules are a challenge. Bud mentioned that there is about a \$10,000 difference between an intern and full time.

Dora asked about the salary schedule for VMRC. Dora mentioned that benefits are important too when recruiting.

Claudia Reed, CFO, commented that the salary scale is on the website.

E. Consent Items

Finance Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

Executive Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

F. Committee Reports

1. CLASP - No report.
2. Consumer Services Committee - Dena Pfeifer - She met with Tony, Doug, Cindy and Cindy to discuss this year's committee meetings. I am excited for the New Year. The schedule of meetings is posted to the website. The first meeting is on September 9th at 4pm.
3. Self-Determination Advisory Committee - Mohamad Rashid - We had our meeting last Thursday, 08/16. Liz Harrell from DDS came to speak about Independent Facilitators. The presentation was very informative. The next meeting is Thursday, 09/19, at 330pm.
4. Consumer Advisory Council (SAC 6) - Lisa Esteves - No report. She will submit the report to Doug for next week.
5. Finance Committee - Elizabeth Victor-Martinez - There were no questions on minutes from Finance Committee meeting. Fiscal year for 2019 is over. Elizabeth recommended that the budget change that increased Community Care Facility budget and the increase in the Day Program budget be looked at by the Consumer Services Committee as to why is the trending changing? All reports were approved at the Finance Committee meeting. Next meeting is September 4th at 530pm.
6. Legislative Committee - Emily Grunder resigned as chair. Lynda Mendoza is the new chair. Lynda is not in attendance tonight. The next meeting will be on 08/26/19 at 12pm.

7. Nominating Committee - Linda Collins - Nothing to report. Very pleased at the new board members. They are active and involved. I went on a site visit and there were 2 new members who also visited. We are continuing to focus on representatives of the Mountain counties. Next meeting is TBD.

8. Bylaws Committee - Lynda Mendoza, no updates.

9. Special Events Committee - Tina Vera, no updates.

G. Board Member Visits

Mohamed Rashid - I visited VIP in Modesto, It's a 6 person home. Boys and Girls. Located in a nice neighborhood. Very spacious, but not room for a wheelchair. The home is nice.

Doug Bonnet - The Board Member Visit binder will be passed around to board members to sign up for future visits.

Margaret Heinz - I visited a care home last Friday. The home was beautiful, warm and welcoming. The care provider was very appreciative of the board members who came out to visit as well.

H. Public Comment

Margaret Heinz - She recognized Anthony Hill for 30 years of service with VMRC. He is the new Executive Director at San Gabriel Pomona Regional Center. We are very excited for you. Thank you for the excellent support that you provided to VMRC staff, board, community and consumers. Margaret presented Anthony with a VMRC polo shirt.

Dora Contreras - ICC sponsoring "A Conversation with Judy Mark" this Friday, 08/23 at 1pm at the Best Western. Requested VMRC post the flier for the public to see.

Griselda Estrada - Asked to reopen the policy for Respite and to invite the community to give their opinion. The families want to participate in the making of the policy. We know that there are no limits for Respite.

Irma Ojeda - I have a 29 year old son with Autism. He only gets 18 hours of respite monthly that are not utilized because nobody wants to work that short amount of hours. I don't think it is right. I do know that new vendors come up. I would like to suggest for these vendors to consider our opinions to offer these services or programs to us. Nobody knows the necessities, stresses and frustrations of these people more than the family. It's time to create and develop things that will make an impact and offer a different future for these individuals.

Mary Elena Diaz - My daughter is a regional center consumer. I support the Latin community. We had Early Start services which was very little help. When my daughter turned 3 she didn't have the help of the regional center. The school district denied speech therapy. My daughter regressed. VMRC should consider that not every client has the same necessity and needs. That's why you should listen to every client. Some of our kids need 2 or 3 services. We are talking about all of the Latin community.

Mariela Ramos - Has a son with autism, will be 21 years old next month. She is here to request the policy for personal assistant be open to the public to participate. Request has been brought to the board since February of this year. We haven't received a response. Please give us a response.

Jose Lara - Father of 2 children of VMRC, one is 8, one is 20 years old. There should be more clarity, more transparency. POS for our children's services are sometimes denied. We should know who is approving and who is denying these services. Who is the committee who is in charge of this? Maybe we aren't presenting our needs correctly? Maybe we aren't wording it right? Maybe our children pay the price for our ignorance. Who can we talk to? Who can we explain the needs to? My request is more transparency and to know who are the people approving or denying the expenditures.

Maria Solano - I have 2 teenagers, 21 and 18, both have Autism and are VMRC consumers. Their only service is 20 hours of respite. One day we won't always be with our kids. All I want is for them to have services. Please consider that they have needs, each one of them in different ways.

Jeanette Cardenas - I am with ICC. I totally support what Jose Lara and my Hispanic community are saying. Who is the committee of the POS department? Who is the president? I will leave you my email so that I can receive it.

Nancy Sanchez - I'm with ICC. I have a daughter who is a client of VMRC. I support the comments of Mr. Lara. I would like to know who are the people in the POS department? I talk with all the community. It's important information for us as a parent to know.

Elizabeth Gomez (via phone) - I am the director of ICC. Thank you for the opportunity for public comments. We are a group of advocates. We address disparities in the community. Thank you to the Board and VMRC for the support of sending out information of who we are and what we do. We have an event on 08/23. Judy Mark will be in the area and giving out lots of information and answering questions. Please help us pass out the word of the training. Please post in Constant Contact emails that are sent out. Thank you for your help.

I. Executive Director's Report - Tony Anderson

According to our latest performance measures as reported by the Department of Developmental Services as on July 2019, did you know...

1. Valley Mountain Regional Center (VMRC) is ranked number 11 in size compared to the 21 regional centers, 8 less than Tri-Counties Regional Center and 525 more than Harbor Regional Center.
2. 179 children served by VMRC are in Foster care. This makes up 2.18% of our child population and ranks 10th in the state.
3. Over half of VMRC's population are children (8202) – 55%
4. 99% of the children live at home.
5. VMRC is the 9th largest regional center for child caseload.
6. We are the 13th largest regional center for adult caseload.
7. 6th largest user of Family Home Agency services.
8. 12th largest user of ILS (8.4% of adults) and the 7th largest user of SLS (8% of adults)
9. While 60% of the adults we serve live at home with a parent/family member or own home, VMRC is ranked 19th out of 21.
10. We serve the 2nd most consumers in large Community Care homes (2.79%) and the 3rd most in the state in large (size over 7 consumers) facilities.
11. We are processing the 9th most consumers in intake and while we are ranked 5th most processed under 142 days, we are 5th worst in over 143 days though it's only 6 people and no one beyond the 240 day mark).

12. Bonus Fact: every year we average about a caseload and a half of people who transfer in to the VMRC region from other regional centers (net number).

Other Highlights

1. We'll be making significant advances in technology this year plus Doug hosted a website focus group.
2. Cultural Diversity: three regular community groups Employment is a key service we're providing.
3. The Training and Development Workgroup update.
4. Discussion "Are We A Culture of No?" about the value and art of case management.
5. CLASP Conference.
6. Since the last board meeting we had three retirements of long time employees. Mary Sheehan (40 years), Sharlyne Nomellini (almost 40 years), and Shelli Margarite (about 30 years), and one resignation from Anthony Hill (almost 30 years).
7. Getting ready for the new era of transparency and continuous disclosures.
8. A lot happening with Early Start.
9. Caseload ratios have got to be addressed this year.
10. Self-Determination is going to start before the calendar year is up.
11. Communication, board development will be dominate areas.
12. Doug has organized a meeting with legislative policy staff tomorrow and all the senior leaders will present as as well Carlos and Enos.

J. Other Matters

1. Review and Approval of Compliance Manger Position - Bud and Tony explained the job description (see attached pages 45-46). Margaret asked for a motion to approve the position. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved the position unanimously.

K. President's Report

Margaret Heinz - Executive Committee met on 08/07/19. Meeting was short and sweet. There was nothing notable to share.

L. Next Meeting

Monday, October 21, 2019, 600pm, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret adjourned the meeting at 730pm.

PERFORMANCE CONTRACT PROJECT

Regional Center: Valley Mountain Regional Center

Calendar Year 2020

Public Policy Performance Measures

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
A. Number and percent of RC caseload in DC	<ol style="list-style-type: none">1. Continue development of the "Paulsen Community", a three pod, 5-bed each delayed-egress adult facility.2. Develop off-site programming for consumers residing in the "Paulsen Community".3. Monthly CPP meetings with Case Management and Resource Development to review progress of CPP activities.4. Maintain After-Hours Response System services and develop training for vendors and staff for utilization purposes5. Increase collaboration with San Joaquin County Mental Health and facilitate access to local mental health services as needed by dually diagnosed consumers by finalizing a Memo of Understanding.6. Collaborate with Stanislaus Behavioral Health Recovery Services, utilizing the finalized Memo of Understanding. and attending meetings held with mutual staff every 2 months to ensure access to local mental health services.7. Twice monthly and/or as needed Problem Solving Team meetings to address emerging issues with individual consumers.8. Legal Services Review Team meets as needed to address forensic consumer issues and consumers at risk of re-arrest and/or developmental center placement.9. Perform psychotropic medication reviews for consumers exhibiting behaviors that put them at risk of placement in more restrictive settings.10. Continue collaborative work with local law enforcement and

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>protective oversight agencies. Creation of programming to involve police officers in care home visitation. Maintain Memoranda of Understanding, if applicable.</p> <ol style="list-style-type: none"> 11. Continue development of new residential facilities serving adults with significant behavioral and emotional challenges. 12. Develop more psychiatric services as demand dictates, including the addition of contracted professionals and/or mobile crisis services. Refer consumers as appropriate to psychiatry clinics to secure appropriate diagnosis and follow-up treatment. 13. Provide training to Service Coordinators in maintaining “high risk” consumers in the community, utilizing innovative, creative treatment related services/supports options. 14. Orientation provided to law enforcement/court staff as requested related to consumer involvement in the criminal justice system. 15. Case Management Specialists provide intense case management to consumers at highest risk for institutionalizations. 16. Utilize Comprehensive Assessments to identify consumer community placement readiness. 17. Continue to reduce DC placements by achieving and maintaining less than 14 VMRC consumers in developmental centers.
B. Number and percent of minors residing with families	<ol style="list-style-type: none"> 1. Provide family education and counseling through collaborative efforts with Family Resource Network, county Behavioral Health and Recovery Services, El Concilio, county SELPAs, Housing Authorities, and Managed Care Medi-Cal providers. 2. Participation in county interagency meetings to address the needs of children in our service area. 3. Participation in Person-Centered Planning sessions and

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>assistance in developing meaningful IPPs.</p> <ol style="list-style-type: none"> 4. Meet and coordinate services with individual families and foster parents caring for minor consumers. 5. Work with county CPS and community children's service agencies to support minor consumers living with families. 6. Assess for respite, daycare, and behavioral needs, as well as other supports to maintain children in the family home. Review tools used for appropriateness on a regular basis. 7. Encourage the use of Independent Living Services (ILS) in an effort to promote individual independence. 8. Provide nursing care/respite to families with medically fragile children. VMRC will pursue EPSDT funding for these children. 9. Co-sponsor annual Early Start Symposium. 10. Refer siblings of consumers to Sib Shops offered by Family Resource Network. Promote expansion of program to include 14-18 year olds. 11. Offer environmental assessments and appropriate mobility equipment to enable consumers to live in their family home. 12. Offer child/adolescent psychiatric services for consumers not served by the mental health system. 13. Offer group Parent Behavioral Training classes and Behavioral Instructional Services in English and Spanish to support parent education of positive behavioral interventions to reduce maladaptive behaviors and increase independence. 14. Increase wrap-around services for children living with families, using a combination of in-depth behavioral assessments, followed by a combination of work with consumer and parent training in the home to reduce problem behaviors and address sexual boundary awareness for adolescents. 15. VMRC clinical staff will develop procedures and work with service coordinators to secure behavioral services that are

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>needed by all consumers, both children and adult. Private insurance, and managed care Medi-Cal will be utilized first, service coordinators will help guide consumers and families to these sources. VMRC will continue to provide crisis behavioral intervention as needed.</p> <p>16. Identify potential homelessness and provide necessary resources. Work collaboratively with other social service agencies to provide homeless VMRC consumers with ongoing service.</p> <p>17. Continue to incorporate emergency preparedness into planning team discussion and resultant objectives.</p> <p>18. Implement Everbridge Notification system for information and follow up, as needed.</p> <p>19. Assist consumers and families when transitioning to the Self Determination Program.</p>

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
C.. Number and percent of adults residing in independent living	<ol style="list-style-type: none"> 1. Survey case carrying staff to determine housing needs, followed by focus groups to discuss the survey findings in order to devise a plan for collaborative efforts with community partners in developing affordable and/or alternative housing options for consumers who choose to live on their own.. 2. Offer Self-Advocacy support for better access to living arrangement of choice via educating consumers to assist in voicing their opinions. 3. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 4. Continue to offer environmental assessments and appropriate mobility equipment to enable consumers to live independently. 5. Offer psychiatric services that are not provided by mental health to adult consumers in need for stabilization purposes. 6. Automated calling for emergency notification. 7. Maintain informational network to discuss best practices for ILS/SLS providers. 8. Maintain quality services by ensuring ILS/SLS providers have objectives and expectations as reflected in the IPP. 9. Ensure utilization of community generic resources such as CalFresh, CalAble, County IHSS and County Mental Health Services. 10. Use of public transportation and mobility training where offered to optimize independence. 11. Continue to incorporate emergency preparedness into planning team discussion and resultant objectives. 12. Implement Everbridge Notification system for information and follow up, as needed. 13. Assist consumers and families if transitioning to the Self Determination Program.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
D. Number and percent of adults residing in supported living	<ol style="list-style-type: none">1. Survey case carrying staff to determine housing needs, followed by focus groups to discuss the survey findings in order to devise a plan for collaborative efforts with community partners in developing affordable and/or alternative housing options for consumers who choose to live in the community with supports.2. Continue regular Supported Living Network meetings.3. Provide orientation trainings to vendors and direct support staff with tools to better serve consumers receiving SLS.4. Continue involvement in annual informational seminar to discuss current trends and best practices for SLS providers in

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>an effort to better serve consumers.</p> <ol style="list-style-type: none"> 5. Offer Self-Advocacy support to access living arrangement of choice. 6. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 7. Maintain quality services by ensuring SLS providers have clear objectives and expectations as reflected in the IPP. 8. Develop plans to assist in roommate identification to increase affordability and attain positive profile matches. 9. Incorporate emergency preparedness into planning team discussion and resultant objectives. 10. Implement Everbridge Notification system for information and follow up, as needed. 11. Assist consumers and families if transitioning to the Self Determination Program.
<p>E. Number and percent of adults residing in Adult Family Home Agency homes</p>	<ol style="list-style-type: none"> 1. Work with Adult FHAs to develop new family home options to serve adults with behavioral challenges. 2. Develop new Adult Family Home Agency vendor option. 3. Increase the percentage of consumer parents retaining parental rights by assisting in AFHA supported services, i.e. 637 Waiver to allow adult consumers with children to be placed in Adult Foster Family Homes together. 4. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 5. Incorporate emergency preparedness into planning team discussion and resultant objectives. 6. Implement Everbridge Notification system for information and follow up, as needed. 7. Assist consumers and families if transitioning to the Self Determination Program.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>F. Number and percent of adults residing in family homes (home of parent or guardian)</p>	<ol style="list-style-type: none"> 1. Provide support services to families caring for adult family members in the family home. 2. Encourage the use of Independent Living Services (ILS) in an effort to promote individual independence. 3. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs. 4. Work with county agencies to support adult consumers living with families during times of crisis. 5. Develop behavioral management program services to adults in the foothill counties to support them to live at home with their families, or to remain in their care homes. 6. Continue to develop wrap-around services for adult consumers residing in family homes which will include those with behavioral and medical concerns. 7. Provide nursing respite (LVN staff) through home health agencies for consumers who are medically fragile, pending availability. Assistance with NF Waiver applications to occur as long wait list exists. 8. Educate local hospitals of potential consumer behaviors and potential issues. 9. Provide current information to consumers and families about available generic/community resources. 10. Review and monitor support needs to include ILS in the family home to support independent living skills. 11. Self-Advocacy resources and pertinent community agency collaboration will be utilized to develop improved process for residential transition. 12. Continue to provide environmental assessments and modifications/equipment for consumers with mobility issues who reside in family homes. 13. VMRC clinical staff will develop procedures and work with Service Coordinators to secure behavioral services that are needed

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>by all consumers, both children and adult. Private insurance, and managed care Medi-Cal will be utilized first, service coordinators will help guide consumers and families to these sources. VMRC will continue to provide crisis behavioral intervention as needed.</p> <p>14. Continue to provide training to staff on Supported Decision Making and Advanced Care Planning for End of Life transitions. From this training, VMRC will develop procedures and have resources available for Service Coordinators. VMRC will provide, in collaboration with community partners, training on these topics for consumers, families and residential care providers in 2020.</p> <p>15. Incorporate emergency preparedness into planning team discussion and resultant objectives.</p> <p>16. Implement Everbridge Notification system for information and follow up, as needed.</p> <p>17. Assist consumers and families if transitioning to the Self Determination Program.</p> <p>18. Develop all services with cultural competence in mind.</p>

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
G. Number and percent of minors living in facilities serving > 6	<ol style="list-style-type: none"> 1. Continue existing policy of vendoring residential facilities serving six or fewer persons. 2. Develop policy for new children's residential services to serve no more than four (4) persons. 3. Facilitate development of small residential options at ongoing provider orientations and other classes. 4. Develop housing model options per the agency Strategic Plan for minor consumers, as needed. 5. Continue to develop children's facilities. 6. Regularly scheduled joint meetings with parents, advocates, community service agencies, and residential providers to develop better mechanisms for smooth transitioning to different living situations. 7. Develop sexual awareness training opportunities for children's residential providers. 8. Continuance of the agency Residential Screening Committee to ensure appropriate placements.
H. Number and percent of adults living in facilities serving > 6	<ol style="list-style-type: none"> 1. Develop housing model options for adult consumers, as needed. 2. Continue existing policy of vendoring residential facilities serving six or fewer persons. 3. Develop policy for all new adult residential development to be four (4) beds maximum. 4. Encourage development of small residential options at provider orientation and other classes. 5. Continue implementation of the agency Residential Screening Committee to ensure appropriate placements. 6. Promote the development of supported living situations for consumers as an alternative to licensed living arrangements. 7. Continue implementation of Resource Development plan using Needs Assessment process.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<ol style="list-style-type: none"> Continue to monitor the approved large facilities to maintain “home-like environments”.
<p>I. Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures</p> <ul style="list-style-type: none"> Percent of total annual purchase of service expenditures by individual’s ethnicity and age: Birth to age two, inclusive. Age three to 21, inclusive. Twenty-two and older. 	<ol style="list-style-type: none"> Prior fiscal year (FY) purchase of service data and Client Master File (CMF) will be generated to measure progress in reducing disparities and improving equity in purchase of service expenditures. VMRC will seek methods to help better analyze POS expenditure data in an effort to better understand our underserved population’s needs. Outreach efforts within community to overcome potential cultural barriers when identifying appropriate services. Work with community agencies to increase awareness of regional center services for minority populations served. Work with service providers to identify support needs and develop bilingual resources and services to improve access to all cultural, ethnic, and language specific groups. Service Coordination staff will receive training related to IPP development that ensures meaningful consumer and family participation. Participation in Person-Centered Planning sessions and assistance in developing meaningful IPPs for individuals. Develop vendors who are culturally sensitive. Provide culturally diverse volunteer opportunities for community members. Additional respite will be offered to parents attending informational meetings. Provide informational trainings pertaining to cultural understanding. Case distribution will occur for bilingual staff to carry monolingual cases in an effort to further breakdown communication barriers.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
J. Number and percent of individuals receiving only case management services by age and ethnicity	<ol style="list-style-type: none"> 1. Prior FY Purchase of service data and regional, center caseload data 2. VMRC will work in partnership with local parent and community organizations such as (Catholic Charities, Apsara, Lao Family Community Empowerment, SACAAR, Southeast Asian Agency, LGBTQ+, ICC, Fuersaz Unidas, Modesto Collaborative, Families First, and Family Resource Network) to develop and implement a series of information and training activities, 3. Outreach efforts within community to overcome potential cultural barriers when identifying appropriate services. 4. Work with community agencies to increase awareness of regional center services for minority populations served. 5. Ongoing parent training, orientation and informational sessions in participants' native language, when possible, and with interpretation at mutually agreed upon sites in the

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<p>community.</p> <ol style="list-style-type: none"> 6. Respite hours will be offered in order for parents to participate in informational meetings. 7. Provide informational trainings to staff pertaining to cultural understanding. 8. Ongoing internal review of the quality of documents translated by professional translation services. 9. Cultural Specialist will reach out to those consumers with no POS to discuss integrated resources such as disparity grant options. Follow up will occur with Service Coordinator. 10. Case distribution will occur for bilingual staff to carry monolingual cases in an effort to further breakdown communication barriers.
<p>Public Policy Performance Measures Related to Employment</p> <p>K. Number and percentage of consumers, ages 16-64 with earned income.</p>	<ol style="list-style-type: none"> 1. Utilize Employment Development Department (EDD) data provided by DDS. Review changes in number and percentage of consumers ages 16-64 with earned income as reported to EDD. 2. Continue to collaborate with EDD, DOE, WorkNet, and DOR through our Local Partnership Agreements. 3. Finalize and implement strategy to transition WAPs to viable employment skills training programs with CIE goals.
<p>L. Average annual wages for consumers ages 16-64.</p>	<ol style="list-style-type: none"> 1. EDD data, provided by DDS, and VMRC data to review/analyze --average annual wages as reported to EDD for consumers ages 16-64. 2. Continue to collaborate with EDD, DOE, WorkNet, and DOR through our Local Partnership Agreements.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
M. Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA.	<ol style="list-style-type: none"> 1. Utilize EDD data provided by DDS to analyze consumer wage data compared to people with all disabilities as reported to EDD. 2. Continue to collaborate with EDD and DOR through our Local Partnership Agreements.
N. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Collaborate with employers and vendors to develop new and additional internship programs with the goal of CIE Placement. Focus on employer/vendor partnerships to increase PIP development and promote the supports that VMRC and vendors can provide for an internship program to an employer. Additional trainings for vendors and staff on internship benefits and implementation. 3. Use incentive money to target jobs based on consumer interest.
O. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Collaborate with vendors to develop new, or enhance exiting paths of employment opportunities to CIE from Internship placements with employers. 3. Facilitate employer-vendor partnerships to increase job

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	development and job coaching to facilitate CIE Placements.
P. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Target development of Internship Programs that offer more than minimum wage rates.
Q. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom Incentive payments have been made.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Increase the percent of adults, age 22 and above, who are working in Supported Employment/Competitive Employment. Utilize CDER personal outcomes data and refine the definition of each Day Program Types (DAYP) in SANDIS and continue to update annually. 3. Continue coordinated trainings for staff and vendors that pertains to Employment First and WIOA concepts and concerns with impact of income to SSI to encourage job exploration.
R. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year.	<ol style="list-style-type: none"> 1. Data collected manually from service providers by regional centers. 2. Develop new, or enhance existing employment opportunities with employers for job placement and job coaching. Facilitate employer-vendor partnerships to increase CIE placements. 3. Develop additional Internship Programs with employers.

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
	<ol style="list-style-type: none">4. Increase vendor participation with the goal of CIE Placement.5. Develop Local Partnership Agreement model and establish agreement.
S. Percentage of adults who reported having Competitive Integrated Employment as a goal in his/her IPP.	<ol style="list-style-type: none">1. National Core Indicators Survey data—3 year cycle.2. VMRC will encourage discussion at IPP meetings and ensure documentation.

PERFORMANCE CONTRACT PROJECT

Compliance Measures

<i>Measure</i>	<i>Measurement Methodology</i>
Unqualified independent audit with no material finding(s)	Yes — based on regional center independent audit findings
Substantial compliance with DDS fiscal audit	Yes — based on DDS internal document criteria
Accuracy percent of POS fiscal projections (based on February SOAR)	Actual expenditures plus late bills as of 1/03 do not exceed 10% of the high end of the range or fall below 10% of the low end of the range reported in 2/02, with stipulations and exceptions noted in July 17, 2001, ARCA Administrators' memo. Year two recommendations contained in July 17, 2001, ARCA Administrators' memo, agreement Number 8.
Operates within OPS budget	Yes — actual expenditures plus late bills do not exceed OPS budget.
Certified to participate in Waiver	Yes/No — based on most recent waiver monitoring report
Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Yes — based on documentation regional center forwards to DDS
CDER/ESR Currency	Status codes 1 and 2 on CMF with current CDER or ESR
Intake/assessment and IFSP time lines (0-2).	Early Start Report
Intake/assessment time lines for consumers ages 3 and above	CMF—calculated by subtracting the status date from the CMF date
IPP Development (WIC requirements)	Biennial DDS review per Welf. & Inst. Code section 4646.5(c)(3)

PERFORMANCE CONTRACT PROJECT

<i>Measure</i>	<i>Measurement Methodology</i>
IFSP Development (Title 17 requirements)	Early Start Report



Finance Committee Meeting Minutes

09/04/2019 | 05:30 pm - 06:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (10)

Committee Members Present: Margaret Heinz, Alicia Schott, Connie Uychutin, Jose Lara

Committee Members Not Present: Elizabeth Victor- Martinez, Chair and Treasurer (informed absence)

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Corina Ramirez, Administrative Assistant – Resource Development, Claudia Reed, CFO

Public Present: Griselda Estrada, Parent, Mariela Ramos, Parent

Meeting called to order at 530pm by Margaret Heinz, Board President. Margaret will chair the meeting in the absence of Committee Chair and Treasurer, Elizabeth Victor-Martinez.

Margaret announced the appointment of Jose Lara, Parent and Alicia Schott, Board Member, to the Finance Committee effective today.

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent

B. Review and Approval of Finance Committee Meeting Minutes of 08/07/19

Minutes approved by unanimous consent

C. Public Comment

No public comment

D. Approval of Contracts over \$250,000

Corina Ramirez - see pages 5 – 50.

Margaret asked for a motion, Alicia Schott made the motion and Jose Lara seconded the motion. Connie Uychutin abstained. Contracts were approved.

E. Fiscal Department Update

Claudia Reed – see pages 51 - 55

1. Acceptance of Contract Status Report (CSR) – See page 51. Connie made motion, Alicia seconded it and the Contract Status Report was approved unanimously.
2. Purchase of Service (POS) and Operations (OPS) Expenditures – see pages 52 -53.
3. VMRC Monthly POS Expenditure (PEP) Summary – see page 54.
4. Cash Projection Report - No report at this meeting.
5. Acceptance of Restricted Donations – See page 55. Connie made motion, Jose seconded it and the Restricted Donations were approved unanimously.

F. Next Meeting - October 2, 2019, 5:30 pm, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 630pm by Margaret.



Finance Committee

10/02/2019 | 05:30 PM - 06:30 PM - Pacific Time (US & Canada)

Attendees (15)

Committee Members Present: Elizabeth Victor-Martinez, Chair and Treasurer, Margaret Heinz, Board President, Jose Lara, Lisa Utsey and Facilitator, Alicia Schott

Committee Members Not Present: Connie Uychutin

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Claudia Reed, CFO, Corina Ramirez, Administrative Assistant – Resource Development

Board Members Present: Lynda Mendoza

Public Present: Dora Contreras, Griselda Estrada, 2 additional parents (names not disclosed)

Meeting called to order at 531pm by Elizabeth Victor-Martinez, Chair and Treasurer.

Margaret Heinz, Board President, announced the appointment of Lisa Utsey to the Finance Committee as the SAC6 Representative (Self Advocacy Council Area 6).

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent.

B. Review and Approval of Finance Committee Meeting Minutes of 09/04/19

Minutes approved by unanimous consent.

C. Public Comment

None.

D. Approval of Contracts over \$250,000

Corina Ramirez

1. Kavere Services - Pacific Lifeskills Contract – see pages 5 - 15

2. McCray Psychological Services Contract – see pages 16 - 40

Contracts approved by unanimous consent.

E. Fiscal Department Update

Claudia Reed

1. Acceptance of Contract Status Report (CSR) - See page 41.

Contract Status Report (CSR) approved by unanimous consent.

2. POS and OPS Expenditures – See pages 42 and 43.

3. VMRC Monthly POS Expenditure (PEP) Summary - No Report this month.

4. Cash Projection - No Report this month.

5. Acceptance of Restricted Donations - No Report this month.

6. A-1 Amendment for Fiscal Year 2019-2020 – No Report this month.

F. Next Meeting - Wednesday, November 6, 2019, 5:30 PM, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 615pm.



Executive Committee Meeting

09/04/2019 | 06:30 pm - 07:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (9)

Committee Members Present: Margaret Heinz, President and Chair, Mohamed Rashid, Vice-President, Dena Pfeifer, Consumer Services Committee Chair

Informed Absence: Elizabeth Victor-Martinez, Treasurer and Finance Committee Chair

Not Present: Lynda Mendoza, Secretary, Legislative Committee Chair and Bylaws Committee Chair, Linda Collins, Nominating Committee Chair

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director

Others Present: Jose Lara, Parent, Mariela Ramos, Parent, Griselda Estrada, Parent, Maria Elena Diaz, Parent

Margaret Heinz called the meeting to order at 640pm.

A quorum has not been established. The committee will not take action on any action items.

A. Review and Approval of Meeting Agenda

Agenda was reviewed but action was not taken due to no quorum.

B. Review and Approval of Minutes of Executive Committee Meeting on 08/07/19

Minutes were reviewed but action was not taken due to no quorum.

C. Items for Discussion

1. Executive Director's Update – Tony Anderson - Since we last met a few months ago I've been preparing for the recruitment of the new Compliance Manager position and meeting with the new legal counsel to prepare for the transition for when Anthony Hill leave on September 6th.

Also we received the omnibus directive letter to the regional centers describing the details for implementation of the 2019-2020 Trailer Bill Language representing about 30 plus changes to the Lanterman Act. I've given two presentations on this and plan to prepare a summary presentation for the SCDD regional advisory committee, the CLASP conference (tentative), SAC6 self-advocates, and a comprehensive presentation for the bi-annual management team meeting.

After our last board meeting I wrapped up the caseload compliance report to include the feedback from that meeting and delivered the report to DDS as required. The next report will be the Performance Contract that has new public input requirements.

Before we meet again I will have presented to the California Leadership Institute on our disparities efforts, attended the Beyond Our gates forum at UOP, spoken at the California Memorial Project in Stockton, attended the 2 day conference of the Lanterman Housing Alliance for affordable housing, and Doug and I will have attended a weekend long WordPress training to assist us with the management of the website.

2. Notable Consumer Incidents/Complaints – Tony Anderson - We currently have a young consumer currently having what some have described as a psychotic episode. The father is very unhappy because he wanted a dramatic reduction of medications and the doctor would not honor this request. Several changes to the medication treatment plan have occurred and the child is extremely unstable. He was hospitalized for several days and eventually returned home. The home setting is extremely volatile for the child and family. Family wants a psychiatric hospitalization and the team is wanting crisis home services. A statewide crisis home search has been instituted and possible out of state placement may be requested. This case is requiring considerable case management and coordination with several professionals involved.

3. Vendor Issues – Tony Anderson - Weldwoods Adult Residential Care Home is having an open house on Wednesday September 18th from 10-2pm at 1490 Peluse Lane in Manteca. Invitation to visit the home extends to board members and neighbors.

CLASP Conference is coming up on October 8th and it should be a really great professional development event for our local providers.

4. Personnel and Union Update – Tony Anderson - Our negotiation team is meeting tomorrow to review the financial status of the regional center with representatives from SEIU. This is an exploratory meeting to discuss reopening the contract to discuss wages.

Recruiting: we have 3 openings but actively interviewing. Anticipate they will be filled in next couple of weeks.

Demographics: 330 employees 39 hired 33 terminations (Voluntary and involuntary) 1.9% growth rate 10% turnover 9.2 years average tenure

Still actively training managers and staff. Currently training on Dealing with Difficult Employees. One potential lawsuit regarding an employee who retired.

5. Other Matters – Tony Anderson - Self Determination Update - We recent received a directive from DDS that states when "purchasing initial SDP person-centered planning services (PCP), which can include assistance in developing the participant's spending plan, utilizing service code 024, "Purchase Reimbursement," regional centers may reimburse the provider directly." It says that as long as we get an invoice for PCP that the person agrees to and we get a copy of the plan then we can now reimburse the

provide. This is an improvement because the alternative is to reimburse the parent but for some that would be a financial hardship. Mohamed Rashid has stepped down as chair of the Self-Determination Advisory Committee. He will announce this at the 09/19 meeting.

D. Public Comments

Griselda Estrada - The Latin community would like to participate in the policy for the hours of respite. We want to participate in how the questions in the respite assessment evaluation are formulated. Can we please have this opportunity?

Mariela Ramos - I would like to support what Griselda said.

Maria Elena Diaz - Is there any updates on the clarity of who approves or denies the services? Who is the committee who approves or denies services for children?

Tony responded that he and Cindy Mix are the ones that approve purchases.

E. October Board Meeting Agenda – Tony Anderson – Margaret Heinz, myself and Doug Bonnet will be meeting on 09/18 to put together the agenda for the 10/21 Board Meeting.

F. Next Meeting – Wednesday, 10/02/19, 6:30 PM, VMRC Stockton Office, Cohen Board Room

Margaret adjourned the meeting at 717pm.



Executive Committee Meeting Minutes

10/02/2019 | 06:30 PM - 07:30 PM - Pacific Time (US & Canada)

Attendees (10)

Committee Members Present: Margaret Heinz, Chair and Board President, Elizabeth Victor-Martinez, Treasurer, Mohamed Rashid, Vice-President, Lynda Mendoza, Secretary, Dena Pfeifer and Facilitator, Linda Collins

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Bud Mullanix, Human Resources Director

Public Present: None

Meeting called to order at 634pm by Margaret Heinz, Chair and Board President.

A. Review and Approval of Meeting Agenda

Agenda approved by unanimous consent.

B. Review and Approval of Minutes of 08/07/19 and 09/04/19

Minutes of both meetings approved by unanimous consent.

C. Items for Approval

Tony Anderson

1. Public Disclosures and Transparency Policy – See pages 8 – 9.

This year the legislature and the governor changed the Lanterman Act in several ways and one of the primary themes for the changes fall under the category of "Transparency and Public Disclosures". On August 21, 2019 I received a letter from DDS outlining details for implementing new areas of transparency and disclosures. On September 23, 2019 the VMRC Senior

leadership reviewed edited and approved the policy for our Administrative Policy manual but it does not become official until the Board of Directors reviews and approves.

Proposed Action: staff request approval of the policy and from executive committee to be forwarded as "recommend approval" to the full board of directors.

Approved by unanimous consent.

2. Performance Contract - Handout to Committee Members – See pages 11 – 46.

1. As of May 2020, VMRC Board will hold one or more public meetings annually on prior year's performance contract objectives and outcomes.
2. The meetings may be held separately from regular board meetings and VMRC must give the audience enough information so that they can discuss it and respond if they want.
3. VMRC will announce the meeting and put this information on their website, tell it's stakeholders, and tell DDS about this meeting and information at least 30 days before it happens.
4. VMRC must make sure the meetings and materials provide language access, and must schedule the meetings at times and locations designed to promote attendance by the public. To encourage participation by diverse language, racial, and ethnic communities, VMRC must consider strategies to promote opportunities for public comment.
5. The VMRC Board must report to DDS the outcomes of each of these public meetings within 90 days of the meeting. The report must at least include:
 - a. Copies of minutes from each meeting and comments obtained from other strategies utilized to provide opportunities for public comment from diverse language, racial, and ethnic communities.
 - b. VMRC's recommendations and a plan to address areas where improvement is needed.
 - c. The contract renewal between VMRC and DDS will now also depend on DDS's assessment of the performance objectives and achievement of sufficient progress on the state's corrective action plans.
6. Activities developed with input from the local community
7. VMRC will develop annual performance objectives through meaningful participation with their local communities.
8. At least one public meeting, with ten (10) calendar days advance notice, where participants can provide input on the performance objectives and shall use focus groups or surveys to collect information from the community.
9. Statement of Assurances signed by the Executive Director.
10. Discuss any optional locally- developed public policy measures.
11. If VMRC decides to include a locally-developed public policy measure, a description of the baseline information or how it will be obtained must be included, as well as a description of how progress will be evaluated to ensure a positive impact on individuals and/or their families.
12. Annual performance objectives must measure progress in reducing disparities
13. VMRC must choose two measures the same two disparity measures used in their CY 2019 performance contracts.
14. VMRC may also choose one or more of the disparity measures that rely on data from National Core Indicators

15. VMRC must include annual performance objectives that measure progress in implementing the Employment First Policy like the measures addressing both of the following:
16. Local partnership agreements between VMRC and local educational agencies, and the Department of Rehabilitation districts.
17. Information to individuals regarding the Employment First Policy, opportunities for employment, and available supports to achieve integrated competitive employment.
18. VMRC performance contracts must include all nine measures, as well as activities developed with input from the local community.

No committee action needed at this time.

D. Items for Discussion

1. Executive Director's Report - Tony Anderson

In September I flew down to San Diego to provide a session to the IDD leadership Institute on our process and analysis of the disparity of expenditures across race/ethnicity. The session was well received, generated good questions, and the class consisted of leaders from regional centers, provider agencies, state council local offices, etc.

September was a really busy month but it doesn't compare to what we have planned for October. Big events in October include the Cultural Fair, the Mental Health Services Act Grant funded conference, The Supported Living Conference presentation, CLASP Conference, ARCA meetings, Autism and Down Syndrome Walks, Cultural and Linguistics Competence Training/Conference, and much more...

Doug and I spent an entire weekend studying and learning more about WordPress, the application we use to manage our website. We worked on going through the list of 50+ items we received during our website focus group session. We ended up completing 25 items on our list. We made a lot of progress and still have a lot more to go.

Since receiving the Omnibus Letter dated September 23, 2019, describing the Trailer Bill Language on the Lanterman Act, I completed an analysis of the DDS directive and followed this with a PowerPoint presentation. I provided the presentation to the CLASP group and the VMRC Legislative committee. Then modified the presentation further and provided a presentation to the All Managers Bi-Annual meeting and then to the SCDD North Valley Hills Office Regional Advisory Committee. I'm currently working on an audio version for advocates who have a hard time reading or just prefer to listen instead.

I attended a two day affordable housing summit on affordable housing for people with developmental disabilities. Some of the ideas that stood out include:

1. Lack of Rental subsidies is the biggest barrier to getting affordable housing and lack of supportive housing services is a problem - our rates are too low.
2. In the San Andreas area they have built over 1300 rental units in their area - it's difficult but possible and accumulates over time.
3. All advocates were recommending trying a lot of different approaches and models for affordable housing
4. A lot of regional centers started off using service code 101 for housing support services and now they're using code 089.
5. The problem with code 089 is that it was tied to the rate freeze problem.
6. One regional center advocated for continued use of code 101 as best used for rent subsidy and admin for housing services.
7. All the rest of housing services are under code 089 (housing search and maintenance only)
8. One best practice model was the San Francisco Affordable housing website application created by the mayor's office: DAHLIA San Francisco Housing Portal.

2. Notable Consumer Incidents/Complaints - Tony Anderson

Follow-up from last month: The young 11 year old consumer is still living in the family home in an inappropriate living situation with his family. The family is still very unhappy with their current living situation and they need additional support. If are providing two staff at all times in the family home and we've made 6 more referrals to out of region (2) and out of state (3) on top of the dozens of previous placement requests. The grandmother is now providing Personal Support services in the home. The home setting remains extremely volatile for the child and family. Family wants a psychiatric hospitalization and the team is wanting crisis home services. A statewide crisis home search has been instituted and possible out of state placement may be requested if a program agrees to accept him.

Another case we're watching closely is a 14 year old female consumer needing out of state placement also receiving services from Child Protective Services. All of our crisis homes for children have replied to our requests saying that her needs are too severe for their program. Close attention is being paid to her care as the situation is unsafe for her and her family.

3. Vendor Issues - Tony Anderson

The CLASP network of local providers is hosting their first ever providers conference on Oct 8th in Stockton. National Speakers are flying in to Stockton, the Director of Developmental Services will be presenting, and local presenters include VMRC, SCDD NVH, and a local provider.

4. Self-Determination Update - Tony Anderson

On Monday there will be a DDS facilitated statewide stakeholder meeting of Self-Determination for updates and status reports on how the rollout is going across the state. Also in October the SCDD will facilitate a statewide advisory committee meeting which will take place in Sacramento to be followed by our local Self-Determination Advisory committee meeting. The latest information I have is that 8 people are currently in the Person Center Planning process, we have 1 FMS vendor and 3 pending, these numbers change every week.

5. Personnel and Union Update - Bud Mullanix and Tony Anderson – Handout – See pages 10, 47 – 50.

Tony Anderson - We are still in the initial stages of the Information Requests from the union to determine their next steps for a possible wage reopener. Every year in our contract either side can request a reopener to the contract regarding wage and benefits if something changes in the finances of the organization. At this point in the process we are responding in good faith to their requests for more information.

Bud Mullanix - Been very busy in HR. Lots of training going on. Bullying, Dealing with Difficult People and Corrective Action Trainings are happening. Lots of employee issues ongoing. We have 5 current openings and interviews are ongoing. We are at 331 employees. Our growth rate is low but our turnover rate is low. We are doing well. Staff morale is good. Staff is happy and in a good place. We have an upcoming meeting next week to discuss contract negotiations.

6. Other Matters - Tony Anderson

Our appeals process will be undergoing an overhaul. Our Compliance Manager will start on October 21st and our new attorney Matthew Bahr will be assisting in our state level hearings.

E. President's Comments - Margaret Heinz

Board Retreat is on November 2nd at Wine and Roses, Save the Date has been sent out...another email will be coming out soon.

F. Public Comments

None.

G. Next Meeting - Wednesday, 11/06/19, 6:30 PM, VMRC Stockton Office, Cohen Board Room

Meeting adjourned at 735pm.



VALLEY MOUNTAIN REGIONAL CENTER ADMINISTRATIVE PROCEDURES MANUAL

Public Disclosures and Transparency

Purpose and Responsibilities

The purpose of this policy to improve transparency and the public's access to information pursuant to Welfare and Institutions code (WIC) sections 4629.5(a) and 4629.5(b). The transparency and public disclosure policy describes the information that Valley Mountain Regional Center (VMRC) will provide the public in a timely manner. This policy lists the minimum required information by law but should not be considered an exhaustive list.

VMRC Position Statement

It is our intention at VMRC to be good stewards of the public trust and to conduct our governance of the regional center in the most transparent manner possible. We recognize that we are a non-profit charitable organization awarded tax exempt status in exchange for service to the community and in addition we operate under contract with the California Department of Developmental Services (DDS) to discharge the state's obligation to people with developmental disabilities and their families as set forth in the Lanterman Developmental Disabilities Act. We accept these responsibilities seriously and earnestly.

Public Disclosures

VMRC will provide public access to information, including, but not limited to, information regarding requests for proposals and contract awards, service provider rates, documentation related to establishment of negotiated rates, audits, and IRS Form 990. These disclosures shall be implemented in compliance with applicable law(s) relating to the confidentiality of consumer service information and records, including, but not limited to, WIC Section 4514. Internal Revenue Service (IRS) Form 1023 Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code. This document included VMRC's Articles of Incorporation, VMRC Bylaws, and Internal Revenue Service (IRS) Form 990 Return of Organization Exempt from Income Tax for the three most recently filed years.

Transparency

In accordance with the WIC Section 4629, our contract with DDS, and our own intention of being fully transparent in our operations VMRC will post least all of the following on our website:

- (1) This policy as approved by the Board of Directors of VMRC.
- (2) Regional center annual independent audits.
- (3) All fiscal audits conducted by DDS.
- (4) Regional center annual reports pursuant to Section 4639.5.
- (5) Contract awards, including the organization or entity awarded the contract, and the amount and purpose of the award.
- (6) Purchase of service policies and any other policies, guidelines, or regional center-developed assessment tools used to determine the transportation,

VALLEY MOUNTAIN REGIONAL CENTER ADMINISTRATIVE PROCEDURES MANUAL

personal assistant, or independent or supported living service needs of a consumer.

- (7) The names, types of service, and contact information of all vendors.
- (8) Board meeting agendas and approved minutes of open meetings of the board and all committees of the board.
- (9) Bylaws of the regional center governing board.
- (10) The annual performance contract and yearend performance contract entered into with the department pursuant to this division.
- (11) The biannual Home and Community-based Services Waiver program review conducted by the department and the State Department of Health Care Services.
- (12) The board-approved transparency and public information policy.
- (13) The board-approved conflict-of-interest policy.
- (14) A link to the DDS website.
- (15) The salaries, wages, and employee benefits for all positions of the regional center, including, but not limited to, directors and chief executive officers.
- (16) Regional center-specific reports generated pursuant to, and for the purposes of, subdivision (h) of Section 4571 regarding Quality Assessments.
- (17) DDS will create document about the services available from regional centers and post it on their website. Once this document is completed and updated VMRC will create a link to that document. VMRC will also obtain copies of this document and deliver it to our consumers by email, weblink, US mail, and or hand delivered in-person whichever is preferred by the consumer and or their representative.
- (18) Disability Rights California and the Clients' Rights Advocate website links.
- (19) Section 4731 Consumer Rights Complaints and Fair Hearing Requests. (This does not have to be posted on our website at this time but must be reported to DDS who will post on their website. A policy for regional center posting is still being developed on the state level.)
- (20) Performance dashboard developed by DDS.
- (21) National Core Indicator outcome data.
- (22) The VMRC Board of Directors Composition Report.
- (23) Service Provider Corrective Action Plans and Sanctions. (This does not have to be posted on our website at this time but must be reported to DDS who will post on their website. A policy for regional center posting is still being developed on the state level.)
- (24) Department Directives to VMRC.
- (25) Holiday Schedule for service providers.
- (26) Home and Community Based Services Final Rule Compliance Data.
- (27) Any other reports required pursuant to WIC Section 4639.5 promulgated after the date of the approval of this policy.
- (28) The DDS Transparency Portal on its website that allows consumers, families, advocates, and others to access provider and regional center information.



Consumer Services Committee Meeting

09/09/2019 | 04:00 pm - 05:15 pm - Pacific Time (US & Canada)

Attendees (22)

Dena Pfeifer, Lori Smith her facilitator, Mohamed Rashid, Linda Collins, Margaret Heinz, Christine Hagar from OCRA, Tara Sisemore Hester, Dena Hernandez from SCDD, Chanel Murray, Liz Herrera Knapp, Robert Fernandez, Lisa Culley, Dora Contreras, Nancy Sanchez, Mariela Ramos, Maria Lara, Cindy Mix, Claire Lazaro, Patricia Green, Karen Jensen, Cindy Strawderman, Carlos Hernandez, Doug Bonnet, Daime Hooernaert

Dena Pfeifer, Chairperson, called the meeting to order at 4:00 p.m. round table introductions were made, as there are new members to the committee.

1.0 PUBLIC COMMENT

Dena Hernandez, Regional Manager, SCDD North Valley Hills Office shared the following:

- Please Welcome- Chanel Murray- our new Community Program Specialist II- she started at SCDD NVH on August 30.
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on September 24, 2019 at the Church of Latter Day Saints- Stockton from 6:00pm-8:00pm - all are welcome. Our last meeting of this calendar year! Still need a representative from Tuolumne County.
- Thanks to VMRC for their support of SAC6 August 2 Area meeting at Turner Park in San Andreas.
- SCDD North Valley Hills gave a grant to Get Safe for training in our area – 7 trainings were held the week of August 19 and were a great success! Thank you VMRC for letting us use the Community Training room for one of the self-advocate trainings! Thanks to VMRC Board Member Robert Balderama for speaking at the law enforcement training on August 22, 2019.

- Next IEP Workshop with Family Resource Network will be Thursday, September 12 at First 5 Amador.
- On August 28- Dave Vodden and Danielle Wells asked us to bring the Supported Decision Making training we hosted back in March 2019 to VMRC. Steve Ruder from UC Davis Mind Institute gave presentation on Supportive Decision Making at the unit meetings for the children's and transition units. This is an alternative to conservatorship. It went well- thanks for DRC/OCRA for joining in on this venture!

Christine Hagar, OCRA – Wanted to thank VMRC's Quality Assurance / Community Services Liaison's for their continued collaborated work with Office of Clients Rights for following up on client's rights issues and things that are not fair to the people we serve in our vendored care homes. Shout to Carlos Hernandez, the Cultural Specialist for his collaboration with FRN, SCDD, and OCRA on the Learning Series Collaborative. We are connecting with families in the foothills and valley.

2.0 REVIEW OF MINUTES M/S/C (Collins/Rashid): Approve the minutes of May 13, 2019 as written.

3.0 SAC6

Lisa Louise Esteves, the SAC6 representative was not in attendance, but provided Dena with the following: SAC6 just held our August area meeting; it was on August 2nd at Turner Park in San Andreas. We are so thankful for Tony Anderson, Claire Lazaro, and EJ Emerson & Carlos Hernandez who took time out of their busy schedules to talk about their roles at VMRC and how they serve consumers. Thank you for your continued support of SAC6. SAC6 is still unpacking in our new upstairs office at VMRC. There are pictures to hang and a few more boxes to unpack. We continue to meet monthly with Tony and talk about how we serve all regional center consumers in all five counties. We are working with Tony to identify more things we can do to support VMRC and the people they serve. Lisa Utsey, the SAC6 Vice Chairperson and Treasurer, is a member of the DDS Consumer Advisory Committee and she is finishing up a self-advocacy training on end of life care planning and advance health care directives. We are working on our November 1st area meeting and we will update you with more information at the next meeting.

4.0 CLASP

Liz Hernandez Knapp provided the following CLASP update: We are working towards our Providers Conference on October 8th at the Stribley Center. We have a few spots left open for the conference. There is going to be 60 EU's, a ton of speakers, a lot a good things going on that day. It will be the full day. \$95 for CLASP members and \$120 for non-members. We are still looking for sponsorships. So if you know of

any companies that might be willing to sponsor an event. Let Liz know or anyone on the CLASP committee know.

5.0 PROJECT DISCUSSION

Dena discussed that she would like to have a project. With the upcoming 2020 election next year, it would be a good time to have a project of having a table at the Cultural Fair on October 5th to help register people to vote. Karen Jensen of VMRC provided an update of the history of the National Voter Registration Act and went over how to fill out the forms. If anyone would like to volunteer, please let Dena know. Dena will be there, Linda Collins & Mo Rashid may be able to assist. Christine Hagar advised that ORCA would be having a table as well so they can provide publications about voting and if anyone asks about voting she will refer them to our Consumer Services table.

6.0 CLINICAL

Claire Lazaro, Clinical Director gave updates on the two grants VMRC was awarded.

- Dental grant: Karissa is looking for resources in the community and getting dentists and hygienists on board. We do have two vendors that are interested as part of Virtual Dental Home. The Virtual Dental Home is a dental hygienist that has a suitcase with them that has all of the tools they need. They will set up a table and chair as well as an x-ray machine. They can connect the results of the x-rays with a dentist in real time and the dentist can provide feedback in real time. If the consumer needs a cleaning they can do that as well as sealants. It will need to be providers that can accept Medi-Cal. We are targeting to pilot this tentatively with a Day Program, the consumers are in a familiar comfortable place and may be more receptive seeing the hygienist. In addition, transportation is always another barrier, and this could eliminate that barrier.
- Mental Health Grant. This is our 2nd year to have this. We have a conference scheduled for October 9th & 10th. Last year it was geared to the behavior health, social workers, clinicians, and licensed social workers in identifying co-current diagnosis's with people have mental health illnesses and developmental disabilities. We had trainings on that. This time we will meeting with Physicians, nurses, and psychologists. At this conference, we will be targeting the audience on who we want to attend so that we can educate them to have a better collaboration with mental health and us in working with people with developmental disabilities.

Related to the mental health grant, we are going to have an art exhibit in two venues. The dates are October 2nd in Modesto in the Conference Room 134 & September 30th in Stockton in the Cohen Board Room. Both will be at 9:00 a.m. Both are invite only. We will be displaying consumer art from our Consumers who entered the art contest at the County Fair. The consumers that won, we will be awarding prizes and showcasing their art.

There is going to be a conference sponsored by The National Seating and Mobility on November 1st. This will be geared to educate PTOT & Assistant Therapists to have more collaboration with NSM & VMRC in our national durable medical equipment. There are also plans to do this for our staff in the future.

7.0 RESOURCE DEVELOPMENT

Robert Fernandez, Manager of Resource Development shared that there was a Residential Services Orientation was held August 19th & 20th. We had 61 potential providers that registered and attended. This was almost 3 times more than we have had registered in the past. The next one is scheduled for February 19 & 20, 2020. We already have 20 registered for that orientation.

There is quite a bit of development going on. Robert passed around his most recent listing of developments. There are 104 projects in development currently. We have been averaging 90 plus. This ranges from Residential facilities, independent living skill services, SLS & Day programs. Between our last meeting, we had 3 new homes vendored. Wellwood Care Home, McCook Care Home & Champion Care Home. Champion the licensee is a former employee of VMRC.

Robert also wanted to mention, in collaboration with Patricia's team Quality Assurance, we provided training to service coordinators in all three offices "Best Practices". A standard that VMRC has in performing unannounced visits. We focused on personal incidental training. This will when Service Coordinators have a checklist that they can go thru and can ask more questions and engage the provider. This will make the Service Coordinators more confident in their review. This was well received by the service coordinators and they felt it was needed.

Tara Sisemore Hester, Assistant Clinical Director wanted to also update that the Clinical Department is working with Resource Development in the of development of quite a few Early Start & other Medical projects. They are working thru the process and going to be sending out a few RFP for some Early Start Programs in the near future.

8.0 QUALITY ASSURANCE

8.1 Alerts: The Quality Assurance Report was provided with the packet. Patricia Green, Quality Assurance Manager shared that for the period of May 1st & August 15th, the types of alerts that we responded to. The top categories were record keeping, untimely reporting, delivery of care and violation of rights.

Patricia Green also shared that there has been some turnover in the Quality Assurance Department. They currently have 2 new Community Service Liaison's in training. QA has just launched in the last month "Quick Tips" to the provider community. These are going out in e-mail blasts thru Constant Contact. The point of these to increase communication with providers on what they can do avoid formal QA action. This month we are doing SIR training in the San Andreas area at the Public Library. In October, the CLASP Conference there will be an HCBS training. We also have a Clients Rights training coming up on October 23.

9.0 CASE MANAGEMENT

Cindy Mix, Director of Case Management, handed out flyers for the Cultural Fair and Art Contest.

She also provided a copy of the Caseload Ration Report. It shows that our Lanterman caseload average is 1:79 right now. Early Start is 1:94. This report shows what the averages are for each team. As you can see, we need more staff. The other reports were included in the packet.

The transfer in status report, so far we have sent out 236 consumer files and taken in 266. Still 30 additional cases we have taken on this year. Usually in the last five years, we have needed to add on 2-3 new caseloads because of transfers.

The next report was for the POS Exception Committee and shows the approval rating. We rarely every deny cases unless they are retro to the previous fiscal year and we do not have the monies available. The Fair hearing Status report that shows what the issues were, the status of the case and their outcomes.

- Upcoming Events—Direct Service Professional Appreciation Week, 9/8-9/14; Remembrance Day, 9/16; Public Meeting regarding the Performance Contract on 9/20, 10-12 noon; 9/24, All-Managers Meeting on 10/5, Cultural Fair, 9am to 2pm; CLASP Conference on 10/8; MHSA Conference on 10/9 & 10/10; Autism Speaks Walk, 10/26.

- Lifetime Timeline training film developed and will be unveiled at the VMRC Cultural Fair on 10/5 through the day in the Cohen Board Room. It is approximately 20 minutes long. We are very proud of what was worked on.
- POS Disparity Grant Proposals are due to DDS on 9/30. Requesting community outreach funds, resource room, cultural competency training, and respite monies during parent trainings.
- Vehicle Modification requests will no longer go through mediation. They will go thru the POS Committee.
- CALFRESH--SCs assisting consumers and families to apply.
- Personnel changes--Rhonda Trout is now PM in San Andreas; Lena Dobson is PM-adults in Modesto; Tumboura Hill is the HCBS Program Evaluator working for RD; Due to Anthony Hill moving to San Gab-Pomona RC as ED, posting for a Compliance Mgr. who will oversee mediations and state-levels. The 3 Asst. Directors/Consumer Serv & Clinical will handle informal hearings.
- Self-Determination--Of 100 slots, 79 continuing at this point. Starting to schedule PCT planning sessions and IPPs. Both current SC/PM and SD SC/PM will participate. Liz Harrel from DDS presented IF info at last SD Advisory Committee meeting. Oct 1st slated for second selection.
- Mobility Project, now called Atticus is in testing mode and hope to have in the field within a few months.
- Work groups reviewing the respite assessment tool and personal assistance policy. For the next meeting there will be an action item on the Agenda to approve the new respite tool so it can go on to the board for approval. The Personal Assistance policy will be coming in the next few months.
- Electronic Visit Verification (EVV)--Initially extended to 1/2020, now CA is requesting extension to 1/2021. Services requiring EVV-respite, personal assistance, SLS, and homemaker.
- ARCA--launching a public awareness campaign. What does an SC do? This will be coming out in a month or so.

10.0 TRANSPORTATION

Wilma Murray was not in attendance and had no updates to provide at this time.

11.0 NEXT MEETING

Chair, Dena Pfeifer, announced the Consumer Services Meetings will be held monthly on the 1st Monday of the month.

The next meeting will be on Monday, October 7, 2019, 4:30 p.m., Stockton VMRC office, Cohen Board Room.



Minutes for Consumer Services Committee - 10/07/2019

10/07/2019 | 04:02 PM - 05:30 PM - Pacific Time (US & Canada)

VMRC Stockton Office Cohen Board Room

Attendees (23)

Committee Members: Dena Pfeifer; Dena's facilitator Laurie Smith; Tara Sisemore Hester; Mohammed Rashid; Linda Collins; Lisa Esteves; Lisa's facilitator Patty Perreira; Robert Balderama; Brian Bennett; Liz Herrera Knapp; Lisa Culley ; Dena Hernandez; Nicole Weiss; Daime Hoornaert

Visitors: Dora Contreras, Nancy Sanchez, Gricelda Estrada, Marra Lara, Jose Lara, Maria F. Diaz, Henry Perez, Hector Arriola, Mariela Ramos

Public Comments

Dora Contreras who has a grandson consumer wanted to take the opportunity to thank everyone involved in with the Cultural Fair held Saturday. We had great comments from families about how wonderful it was. There were things for little kids and things for big kids. And of course we had our propaganda out there and we were able to get some families that day also. So thank you.

Dena Hernandez, Regional Manager - SCDD North Valley Hills office provided the following update:

- Thanks to VMRC for a wonderful Cultural Fair this past weekend. SCDD North Valley Hills was happy to be a part of the great day!
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held in Stanislaus County in January 2020. We still need a representative from Tuolumne County
- SAVE the DATE – NSCDD North Valley Hills will be hosting a free “How to Be an Independent Facilitator” – a full day training – one day in Spanish and one day in English. The presenters are from our SCDD LA office. The dates will be November 6 (Spanish) – location to be determined and November 7 (English) – at SJCOE. Once flyers are ready to go, I will send out.
- The next SCDD Statewide Self Determination meeting is in Sacramento on October 18, 2019. The local advisory committee for VMRC elected new officers and Dena will attend this statewide meeting with the new chair Mariela Ramos. It will be a good opportunity to find out how other local advisory committees are doing.

Dora Contreras asked about the new Respite Tool and was hoping it will be presented tonight.

Review Minutes of September 9, 2019 - (M/S/C) Linda Collins/Mo Rashid with the following corrections: Under the CLASP, report participants attending will

only receive 6 CEU credits not 60 and a correction of Liz Herrera Knapp's name. No abstentions.

SAC6 Update – Lisa Louise Esteves:

The SAC6 meeting was September 14th at VMRC office in Modesto. There is a meeting on December 14th at the ARC in Sutter Creek. We will send out the annual report.

CLASP Update – Daime Hoornaert:

- Most of the things that happen at CLASP is also reported here at Consumer Services. We are continually working on our Provider conferences. We are having one tomorrow (10/8/19) at the Stribley Community Center. We have about 120 people in attendance so hopefully all goes well.
- We are also working on the Vendor Holiday Schedule with Wilma so that we have the same schedule for 2020/2021.
- Wilma did report that there is a new transportation company coming in to the Lodi area and to help ODS for relieving some of the MV Transpiration. Right now, some of the vendors are reporting that some consumers are not being picked up until 5:00 and they are doing double routs and they are very busy. Hopefully November 1st we will see some relief and anxiety.

Project Discussion - Dena Pfeifer:

The Consumer Services Committee had a table at the Cultural Fair on Saturday. We assisted with registering people to vote. We had about 15 people register. Some people did not have their ID's so we let them know they could register through their Service Coordinator. I want to thank Cindy Mix and Linda Collins helping with our table. If there any other events that we could have a table at, please let me know.

Clinical Update - Claire Lazaro & Tara Sisemore-Hester

Tara Sisemore Hester shared for Claire Lazaro:

- There is a new consent procedure. Tara provided copies of the procedure. This is basically consent for dental treatment for our consumers when the family member is not available to give the consent.
- There is a Mental Health conference Wednesday & Thursday that is mainly form Physicians & Psychiatrists, however we did open it up for Board Members. If anyone is interested, let Claire or Tara know.

Tara went over her Early Start Report that was part of the packet. The caseload Averages for Modesto are 1:98; Stockton it went down a bit to 1:80 & 1:83.4. San Andreas has gone down a bit to 1:83. However, we do have quite a few babies going thru intake, so our averages are looking to increase.

The intake statics are still very high. Recent data on Friday indicated that there is an increase just from the September numbers. We are doing more outreach, so this will also affect the caseload ratios. In San Andreas 100% of the consumers were made eligible in August. In Stockton & Modesto not as high, but there is an increase. When we looked thru screening many more can be made eligible.

Resource Development - Robert Fernandez & Brian Bennett

Brian Bennett reported provided copies of recent developments. As of today, we found out one of our Children's Enhanced Behavioral Support project is in Escrow. We looked at about 30 properties, so this is great news.

We were awarded our new CPP Projects for the upcoming fiscal year. An adult enhanced behavioral support home to serve persons who also may have Traumatic Brain Injury, this this is something new to us that we have not had available before. We were also approved to develop a Community Crisis Home to Serve Children. Those requests for proposal (RFP) will be on the announced on our website early November to make them public. We are opening another CPP project this month Pacific Life Skills which is a project between Kavere Services & UOP. They have proposed a potential open house date to invite board members and Consumer Service members, which will be October 29th. Between 10:00 a.m. & 2:p.m. Brian will send out a reminder to the board. It is here in North Stockton in a licensed residential home. Brian will provide a copy to Cindy Strawderman to send out with the minutes of this meeting.

Action item: Haynes Board & Care – more than 6 bed exception. Haynes Board & Care has been a long time partner with VMRC. Recently the owner passed away, and ownership has changed. Due to a board policy prohibiting the development of homes of 6 beds or more, we want to continue to support them to continue operations as is without change. We would like to have approval to allow the new owner to continue operations, as many of the consumers living here have been there for many years and are very comfortable being there. (M/S/C) Linda Collins/Mo Rashid/motion carried and recommended to be presented at the next board meeting.

Quality Assurance - Patricia Green & Nicole Weiss

Patricia was not in attendance; however, Nicole provided the Quality Assurance update. From the packet information, you can see that we had 39 alerts for the period, most were delivery of care, violation of rights, untimely SIR's, record keeping, etc. So far, we were only able to close 3 of the 39 as we are doing more investigation of SIR issues, which take more time. We have also lost 3 experienced staff and training 2 new staff members.

We recently provided SIR training up in the San Andreas office. We are doing another Clients Rights training on October 22nd in the Stockton office. Tomorrow we will be doing a presentation on Alerts for the year so far at the CLASP Conference. We are also providing Quick Tips to our vendors on issues that come to our attention (i.e. P&I money, spend down money, how to deal with property destruction) when we see a spike in issues we send these out to our vendors which are sent out thru constant contact and put on

Minutes for Consumer Services Committee - 10/07/... | 3

our website. We have also provided information regarding Bed Bugs tomorrow at the CLASP training. We have a number of handouts; Nicole can provide this information if anyone is interested.

Case Management - Cindy Mix

Cindy went over the reports that were included with the packet.

- Caseload ratios were at 1:82, the more we have been in years. Our children's teams are very high. Stockton youth team is 1:96.
- The transfer status report. We add at least a caseload and a half up to three caseloads per year in the balance of cases we received in comparison to what we send out. As Tara was stating with the increase in intakes, we have this many more cases coming in with transfers as well as reactivations. Our growth rate is sky rocketing.
- POS Exceptions status report.
- Special Incident Report summary. Medication Errors & Vendor Care were are largest incidents. Quarterly we will bring in our Mission Analytics trend report to review with you. This lets us know on a quarterly basis exactly what the highs & lows are regarding SIRS in our Regional Center and compares us to other Regional Centers.
- Fair Hearing statistic report. What the subject matter is; whether it was settled via informal, mediation, or state level hearing; what the outcome was.
- Cultural Fair held on Saturday, 10/5. We had a great turnout. There were 83 vendor booths this year. Everyone did a fabulous job. We appreciated all of the attendance.
- Public Meeting regarding the Performance Contract on 9/20—went to Exec Committee last week and will go to the full board on 10/21.
- Conferences and Trainings:
 - CLASP Conference on 10/8;
 - MHSA Conference in Modesto, 10/9 & 10/10;
 - Down Syndrome Buddy Walk at Mickey Grove, Oct. 19;
 - Georgetown Project Cultural Competence training on Oct. 21 and 22;
 - Autism Speaks Walk in Modesto, 10/26.
- Lifetime Timeline training film developed with Futures Explored and unveiled at the VMRC Cultural Fair on 10/5. We received some great feedback and will be using it for future training. We will be showing it at an upcoming board meeting.
- POS Disparity Grant Proposals submitted to DDS on 9/30. Requested community outreach funds, cultural competency trainings, conference development, community partnership project and translator trainings. We are supposed to hear back with approvals sometime in November.
- Self-Determination--Of 100 slots, 79 continuing at this point. Holding PCT planning sessions and IPPs. Both current SC/PM and SD SC/PM are participating. The second drawing for participants will not occur in October. Should occur in November, but no specific date yet. DDS continues to work on budget tool.

Minutes for Consumer Services Committee - 10/07/... | 4

- Mobility Project, now called Atticus is in testing mode and hope to have in the field within a few months. That will have Service Coordinators bring their surfaces into the file with them. It will have all of the documentation available for them pout in the field.
- We received information from the California Arts Council Grants, ranging from \$3,000 to \$50,000 for people who want to make proposals. Cindy will pass around a copy of the flyer. A copy will be in the minutes.
- Six SC vacancies agency wide at this time.
- Cindy introduced Karen Jensen who went over the Respite Tool Revision. A copy of the new tool was passed out and Karen went over the revisions. The tool is for Service Coordinators and families to determine respite needs, and take into consideration the individual needs of the consumer/families. Members of the audience requested a copy of the tool in Spanish to review. Cindy asked the Consumer Services Committee if they wish to act on this tonight or do we need to review and bring back next month. Members of the audience wanted an opportunity take a look at the new tool with their parent groups and provide feedback to VMRC. It was determined that it will be brought back next month for review.

Transportation - Wilma Murray

As Daime mentioned, we have some new services coming into San Joaquin County. Two vendors have the potential to expand their services because we have some new day programs coming in. The need is just great. We are trying to get the ride times down. Hopefully if all goes well, as there is difficulty hiring drivers as because we cannot pay as much as we would like, in November we should have them going.

Our other counties are doing well. Our services in the foothills area for our Watch Day Program we are looking at other routes to hopefully get those ride times down, as the program is no longer providing their own.

For public transportation, this is the beginning of the unmet needs process. Wilma provided copies of flyers for San Joaquin county hearing dates and a survey on the flyer. Every public transit agency receives state funding so they are required every year to ask for input on services that are in need. Wilma encourages everyone to fill one out. All input is evaluated to get new services in place or updates/improvements to current services. This is to ensure transit dollars are used specifically for transit needs. So far, no information from Stanislaus County has been received. Probably December or January we will hear from them as well as the foothill counties.

For San Joaquin County, the VANgo service is a great addition. It a great service that is open to the general public and provides weekend service. This is a curb-to-curb service. If you have either your discounted ID card or you are dial-a-ride certified it is \$3.00 each way otherwise \$4.00 each way. You also can ride up to three people for the same price. They have had issues because of availability, so mid-month they will increase their fleet. If you live in another county, Wilma can provide you additional information.

Next Meeting - Monday, November 4, 2019, 4:00 Cohen Board Room in Stockton