

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, December 2, 2019**

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PRESENT: Dena Pfeifer, Lori Smith her facilitator; Carlos Hernandez; Dena Hernandez; Robert Fernandez; Tara Sisemore Hester; Daime Hoornaert; Mariela Ramos; Jose A Lora; Wilma Murray; Liz Herrera Knapp; Catherin Mulita; Linda Collins; Mark Collins; Mohamed Rashid; Margaret Heinz; Nicole Weiss; Lisa Culley; Dora Contreras; Griselda Estrada; Tony Anderson; Emily Grunder; Maria E. Solano; Jeanette Cardenas; Maria Elena Diaz

ABSENT: Lisa Louise Esteves

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Dena Pfeifer, Chairperson, called the meeting to order at 4:06. Introductions were made.

1.0 PUBLIC COMMENT

Dena Hernandez provided the following information:

- Thank you to the VMRC staff who participated at the TBODS (The Brighter side of Down Syndrome) 5th Annual Strategies for Educating Children with Down Syndrome. It was held in Stockton on November 18, 2019 and about 100 people attended.
- CHOICES Conference April 3, 2020. There will be a t-shirt and video contest. Entries are due by January 13, 2020. Questions can be directed to Dena 209-473-6944.
- SCDD North Valley Hills will be giving out a mini grant in 2020; stay tuned for details on that.
- SCDD North Valley Hills next Regional Advisory Committee will be held on Tuesday, January 21, 2020 at the VMRC Modesto Office. Guest speaker will be Christine Couch on her new role and Mohamed Rashid on his role at DRAIL; Open to all.
- SCDD State PLAN Survey – we need your help – please take the short survey to let us know what SCDD should work on for the next State Plan! Go to www.scdd.ca.gov and click on the survey! THANK YOU! We need to hear from 400 folks in our 5-county region at the least! Share the word. Dena has hard copies of the survey if that works better for anyone.

Lisa Culley shared the following information:

- Family Resource Network is having their annual Holiday Open House at our office this week Saturday 11-1 to give back to the families we serve. We have food, games, crafts and Santa. If you want to come, please RSVP.

2.0 REVIEW OF MINUTES

M/S/C (Heinz/Heinz): Approve the minutes of November 4, 2019 as written. Daime Hoornaert abstained.

3.0 SAC6 UPDATE

Lisa Louise Esteves was not in attendance, Dena Pfeifer read the following:

- Our next board meeting is December 14 at the ARC in Sutter Creek. We will hold our annual elections for the officers for the 2020 year. I will share some of what we learned at the VMRC board retreat with the other SAC6 board members.
- We are busy planning our February Area Meeting. It will be Friday, February 7 at the Stribley Center. Tony will give a welcome to everyone and we will find out who won the CHOICES t-shirt and video contest. It will be a fun time with music by the PCS DJ's and a photo booth by the PCS People 1st group. Our SAC6 t-shirts and some candy and soda will be for sale. We hope to see you there. Be sure to RSVP!

4.0 CLASP UPDATE

Currently we are at a 65 membership and growing. We are also planning on January 7th a mixer for vendors at a winery to network. We have confirmed the holiday schedule with the two optional closure dates of Columbus day and Veterans Day. Vendors will let Wilma know if they will be closed on those days. We are continuing planning on the 2nd Annual Vendor Conference; November 17th, 2020 at San Joaquin County Office of Ed. We are looking at ongoing trainings where vendors can obtain CEU's.

5.0 CONSUMER SERVICES PROJECTS

Dena Pfeifer asked if anyone would like to volunteer to give a presentation at our next meeting in January. We will ask Christine Couch to give a presentation on her new role at VMRC.

6.0 CLINICAL

Claire was not in attendance, Tara shared the following:

- There was the Education in Motion Conference hosted by the National Seating and Mobility and VMRC held on November 1 at the Cohen Board room. This training was geared towards physical therapists, occupational therapists and assistant PTs.
- Most Clinical staff attended the Early Start Symposium held on Nov. 5th at the San Joaquin County Office of Education.
- A 2-day CAPTAIN Summit was attended by Tara, Claire, Angelique Shear and Danielle Wells at Sacramento on November 6th and 7th. A lot of representatives from the school district, regional center, and family resource centers all over California attended this Summit. CAPTAIN Stands for California Autism Professional Training and

Information Network. Tara is one of the leaders of this statewide group. The focus was evidence-based therapies for autism, developments in other CAPTAIN Teams, and presentation on the Phase 2 of the National Standards Project, from the National Autism Center.

- The Association of Regional Center Agencies (ARCA) Clinical Directors had a statewide meeting held at VMRC and North LA, and communicated via Zoom video conferencing on November 14th. One focus of discussion was the Assembly Bill 5 Worker Status on Employees and Independent Contractors and how this will affect the regional centers and their relationship with licensed professionals. The Clinical Directors have agreed to ask the ARCA Executive Directors group for guidance regarding this.
- Attended the Statewide Task Force on Oral Health for Aging Californians and People with Special Needs on 11/22. Dental coordinators from various regional centers all over the state attended the meeting, dentists and dental hygienists. There was a presentation on innovations on dental health that RC in southern CA that is approaching oral health in a multidisciplinary approach, including behaviorist, OT, PT on board, especially during the desensitization phase. Some of the dental check-up with registered dental hygienists happening in Day Programs and the consumers are very comfortable with it and like it because they are in a familiar environment. Dr.
- Bryan Nokelby, the Dental Program Consultant for the Medi-Cal Dental Program of the California Department of Health Care Services was there to discuss and explain the use of Code D-9920, wherein dentists can use this code when there have been additional time spent providing dental for people with special needs and complicated health conditions. Detailed explanation should be provided by the dentists to get this approved.
- November 13th, San Andreas had the training on ESES - Early Start Electronic Scheduling. And on November 20th, had an ESES 1.5 meeting to discuss improvements on this new system.

Tara Sisemore Hester went over the Intake statistics for October.

7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez provided the following update:

- We have newly vendored care home Adult residential facility "Glenbrook". Double 41 here in Stockton.

- Tumboura Hill is the HCBS coordinator for VMRC. VMRC has recognized 16 homes that are 7 or more beds that we will work with to ensure HCBS compliance by the March 17, 2022 deadline
- We have received 18 grant proposals from Vendors so that they can be HCBS compliant. This is a significant number as the 1st year we only had 1. We will review as a team as The submissions need to be submitted to DDS by December 13th.

8.0 **QUALITY ASSURANCE**

- 5.1 **Alerts**: We had less alerts than last month. There were 13 alerts for this last month. Presenting issues were: Violation of Rights; Delivery of Care; Staff Qualifications; Untimely SIR; Recordkeeping; Environment; Food Service; Health Related Concerns; Other.

We are going to refill Tumboura's position. We have posted 2 Senior Community Services Liaisons. One will focus on Vendor Training & the other monitoring of patch and staffing hours and assist Resource Development on HCBS..

9.0 **CASE MANAGEMENT**

- 9.1 Cindy Mix Provided a copy of the Caseload Ratio report and went over the Transfer Status Report, POS Exceptions, SIR & Fair Hearings form the last month.

- 9.2 Cindy Mix also provided the following update:

- Re: SIRs—We are piloting the Therap program with several vendors which involves nearly 600 consumers. Training occurred with staff and vendors. Our highest percentage of SIRs over the last couple of months are categorized as Hospital/Internal Infection-Vendor Care. We will be reviewing commonalities and addressing with clinical staff and vendors.
- Self Determination Program—
 - Person-Centered Planning and IPP meetings continue.
 - Our first 2 budgets have been certified and SD services began on 12/1 for those consumers.
 - We are adding a 3rd SD Service Coordinator.
 - We are developing a training for vendors to better understand the program.
 - Of 100 slots, 79 are continuing in the program. A re-draw happened on 11/22, we should be finding out soon and orientations will begin.
- Starting in February, we will be offering monthly SD orientations to prepare for June, 2021 when all can access the program.
 - New positions are being added to Case Management teams—
 - 15 new Service Coordinators agency-wide, 1 Program Manager, and 2 Senior Service Coordinators, a 2nd SIR Coordinator and an SOT.
 - Liz Diaz and Angie Shear will split a Children's team. Liz will continue to work on SD and Angie on Project Mgt.

- Creating a new adolescent team in Stockton, ages 12 to 17.
- Current transition team will take on more young adults.
- We donated Thanksgiving dinners to 28 needy families this year.
- Our Stockton Transition Team coordinated a donation drive for winter items for the homeless during November's Homeless Awareness Month.
- Reminder trainings are occurring for case management staff. PMs received training and will provide to their teams by February 1st re:
 - VMRC's Mission, Vision, and Values
 - Employee Code of Ethics
 - Title 19 Documentation
 - Consumer Property and Valuables Inventory
 - Complaint Process
- We recently held a public meeting to gain feedback on our respite tool revisions. Informational item, to be brought back for action at January meeting.

9.3 Cindy Mix provided an update on the changes to the Respite Assessment tool. Please review and bring back any questions at the next meeting.

10.0 **TRANSFPOTATION**

Wilma Murray provided the following information:

- In Stanislaus County – we have been able to add additional services to UCP and a couple other sites as we were having a waiting list. That started today.
- In Tuolumne area – we added another route next week.
- In San Joaquin County- we have two vendors are coming on board to elevate stress on our existing vendors. Potentially 12/16th and the other Mid January. RTD VanGo! Wilma provided a handout on the process and how to use. The should be adding more vehicles this month.
- In the foothills, The Amador Transit Board is expanding. Wilma provided an handout for this as well.
- Just found out last week that is an expansion of the Bridges program. People can come and volunteer as drivers and be reimbursed and IRS rate. They are doing a pilot program for San Joaquin & Stanislaus Counties. Currently they are looking for drivers. More to come once Wilma receives the information. There will be some public transit workshops in December for unmet needs.

11.0 **NEXT MEETING**

January 6, 2020, 4:00 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 4:51 p.m.

Recorder: Cindy Strawderman

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