

VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, February 3, 2020

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PRESENT: Dena Pfeifer; Lori Smith Dena's facilitator; Dena Hernandez; Crystal Enyeart; Ronda Sexton Crystal's facilitator; Linda Collins; Mark Collins; Daime Hoornaert; Dora Contreras; Gricelda Estrada; Mariela Ramos; Maria Lara; Jose Lara; Lisa Culley; Tara Sisemore Hester; Robert Fernandez; Patricia Green; Doug Bonnet; Christine Couch; Claire Lazaro; Cindy Mix; Cindy Strawderman

ABSENT: Robert Balderama; Mohamad Rashid; Liz Herrera Knapp; Wilma Murray; Brian Bennett; Nicole Weiss; Tony Anderson

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Dena Pfeifer, Chairperson, called the meeting to order at 4:05 p.m.

1.0 PUBLIC COMMENT

- Christine Couch: March is Developmental Disabilities Awareness month, and wanted to know if Consumer Services would like VMRC to do anything specific. Media posts on FB page, anything you want done we can make it happen throughout the month of March.
- Dena Hernandez:
 - State Council would like to thank Doug Bonnet & all of VMRC. Doug was able to send out our State Plan survey to everyone on VMRC website. We are to collect 400 surveys before the end of February, and we are just about at 400. It can be found at the State Councils website. Thank you VMRC
 - The 2020 Census coming up. It's important to get the word out folks with disabilities to make sure they are completing the census. The State Council is collaborating with CFILC (California Foundation on Independent Living Centers) and DREDF (Disability Rights Education and Defense Fund). March 3rd there are going to be two events. One in Modesto and the other in Stockton. She is hoping to have the flyer soon. There will be refreshments & speakers to talk about the importance of completing the census. It's connected to dollars and cents and services.
- Dora Contreras (ICC) she has experienced families that are asking for services that go into POS Exceptions. My question is: Is the POS Exceptions Committee interdisciplinary? And if so, who sits on this committee that makes the decisions to negate the services for some of our families.
- Mariana Ramos (Chair of the Self Determination Committee) it has come to her attention that some vendors are not open to provide services to families in the self-determination. What is VMRC doing about this?

2.0 REVIEW OF MINUTES:

There was not enough members of Consumer Service Committee Members to approve the minutes of January 6, 2020. We will hold them over for next meeting.

3.0 SAC6 UPDATE: Crystal Enyeart provided the following update:

- We are ready for our first self-advocacy area meeting for the 2020 year. It is on Friday, February 7 at the Stribley Center. We are excited to announce the CHOICES t-shirt and video winners. Tony has agreed to attend the area meeting and say a few words! Doug, Carlos and Christine will be there as well. Christine worked with Angie to make sure we have information on voting, the voter's choice act for our Calaveras and Tuolumne County advocates, and information on the census.
- The CHOICES conference is an exciting event for self-advocates – the t-shirt artwork will be displayed on at least 500 t-shirts. We hope you are planning on attending the CHOICES conference on April 3.
- We continue to meet monthly with Tony, Doug and Christine to work on important issues for self-advocates. Christine is our new VMRC liaison and we want to thank Tony for letting us continue to work with her.
- Our first board meeting is March 14 and we are proud to collaborate with Howard Training Center's Community Integration Program for this meeting. The self-advocate representatives from the CIP program are hosting us at their Modesto day program location.

4.0 CLASP UPDATE: Daime Hoornaert provided the following:

- Last week we had a Lawyer come in to speak with the vendors regarding Labor laws and the 2020 employment law updates that will affect the vendors. That was a very interesting presentation.
- We continue to be sending out professional development information. Getting a survey back from the vendors so that we can provide ongoing trainings at our meetings.
- We are continuing to work on the 2nd annual provider conference that will be held in November 2020. I am trying to get speakers and everything organized.

5.0 CONSUMER SERVICE PROJECT/PRESENTATIONS: Brian Bennett was not in attendance to provide a presentation on "How Services are Developed". We will ask him back next month to provide this presentation.

6.0 CLINICAL UPDATE:

Claire Lazaro:

- We will have a screening clinic for our early start intake. This will be our 2nd, the last one we had in January, the 2nd will happen on 2/24 in room 103.
- We are going to have a dental screening clinic. One in Modesto and one in Stockton. Modesto 2/27 in room 153. All of the referral service coordinators will provide information to our Dental Coordinator who will look at it and schedule which ones who are supposed to come. The Stockton clinic will be held on 2/28 in room 154.

Tara Sisemore Hester:

- Went over the reports that she provided in the packet.
- We are hiring 7 new Early Start service coordinators to get our caseloads down to a good level. 7 total in all 3 offices.

7.0 RESOURCE DEVELOPMENT:

Robert Fernandez provided the following update:

- RSO (Residential Services) orientation Feb 19 & 20. This will be for new residential providers or existing providers that are opening new homes are required to attend RSO.
- Administrator Orientation Feb 19. These are for individuals who are administrators that are required to attend on emergency basis and/or through Quality Assurance like CAP requirements. This is something new that we are providing to individuals that have been in the business for a while to not require them to attend the comprehensive 2 day sessions. We have 30 signed up for RSO and 15 for the Administrative orientation.
- HCBS (Home and Community Based Services) Vendor & Staff Training. Tumboura Hill is in charge of this. We held on Jan 29; and other trainings are scheduled for Feb 25; March 10 & April 21. VMRC is doing as much as we can to provide HCBS services in preparation for March 2022.
- CPP (Community Placement Program) Grant Recipient – Horizon Day Program. They will be serving individuals who are non-ambulatory and high medical needs, restricted health conditions. They have been doing staff trainings while they wait for the City & Licensing permits to clear.
- We are in the process of determining the Resource Development/Clinical Manager Position. This is a new position that will help with Resource Development in the clinical aspect, but also helping with Clinical resource development. This position will also be over the Foster Youth Trauma Informed Care (AB2083) to be a participant in the collaboration with all the agencies involved. This will be a new service at VMRC.

8.0 QUALITY ASSURANCE:

5.1 Alerts: Patricia went over the information on the Alert report. For the period of December 16, 2019 through January 15, 2020 there were 25 Alerts opened. 9 were closed.

9.0 CASE MANAGEMENT:

- Cindy Mix went over the Reports that were attached to the packet. The caseload ratio report was not available, however currently we are at 1:80 cases.
- Hiring of Case Management staff to reduce caseload ratios—
 - Effective in mid-January, Liz Diaz and Angie Shear split a Children's team. Liz will continue to work on SD and Angie on Project Management
 - Creating a new adolescent team in Stockton, ages 12 to 17

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- Current transition team will take on more young adults
- Hiring of 22 new Service Coordinators split between CM and ES
- 2 new 1:25 Specialized caseloads for Deflection team
- Resignation of Cultural Specialist Carlos Hernandez. We are hoping to backfill soon. Carlos's last day Feb 14th.
- Self Determination Program—
 - Person-Centered Planning and IPP meetings continue daily
 - We have 4 in SDP; 8 working on budgets; 8 working on spending plans; 1 unsure of continuing
 - A 3rd SD Service Coordinator will be added as of next week—Michelle Poaster
 - Offering monthly SD trainings—next training is Monday and Tuesday, 2/10 and 2/11—9-12noon in Stockton—6 CEUs offered
 - PCP trainings—12 CEUs offered
- SSI/SSA rate changes occurred on 1/1/2020—currently completing Attachment A's for those residing in board and care homes
- As a follow up to our recent strategic plan-- VMRC, with assistance from Kinetic Flow will be sending out surveys to consumers, families, vendors and staff during early Spring
- An IHSS training is being planned by Fuezes Unites, a parent group to be held on 3/27 in the board room—a flyer will be coming out soon
- VMRC has applied for 2 separate grants—one for a FTE position to develop Family Home Agencies (FHA) and another for POS Disparity monies—community outreach efforts and education. Should hear outcome by March.
- Atticus-Mobility Project is moving forward. 10 mobile devices being tested. Eventually all SCs will have a Surface to better generate IPPs in the field.
- We are working on adding goals to IPPs re: End of Life care as well as Emergency Preparedness. We recently had 2 vendors ask to join the work group and wanted to ask a member of Consumer Services Committee to join for added input.
- Implemented internal Listening Sessions to hear of staff concerns. We will be looking at further streamlines to assist in time management.
- Electronic Visit Verification (for IHSS/SLS) implementation has been extended to 2021

10.0 TRANSPORTATION:

Wilma was not in attendance, no transportation update provided.

11.0 NEXT MEETING:

March 2, 2020, 4:30 p.m., Stockton VMRC office, Cohen Board Room.

The meeting was adjourned at 4:56 p.m.

Recorder: Cindy Strawderman