

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
Monday, January 6, 2020**

=====

**PRESENT:** Dena Pfeifer; Lori Smith her facilitator; Margaret Heinz; Robert Fernandez; Liz Herrera Knapp; Patricia Green; Lisa Culley; Claire Lazaro; Christine Couch; Crystal Enyeart; Linda Collins; Chanel Murray Tony Anderson; Cindy Mix; Cindy Strawderman; Daime Hoornaert (by phone)

**ABSENT:** Dora Contreras; Maria Elena Diaz; Gricelda Estrada

=====

Dena Pfeifer, Chairperson, called the meeting to order at 4:07 p.m. and introductions were made.

**1.0 PUBLIC COMMENT**

Chanel Murray – SCD North Valley Hills Office shared the following:

- The choices conference will be held on April 3 this year. The entries for the T-shirt and Video contest are due on January 13th. Choices committee will be voting on those entries at their meeting on January 15<sup>th</sup>. The winners will be announced the SAC6 meeting on February 7<sup>th</sup> at the Stribley Community Center.
- State Council Office will hold their next Regional Advisory Committee meeting on Tuesday, January 21<sup>st</sup> at the VMRC Modesto office. The guest speaker will be Christine Couch to discuss her new role. This meeting is open to all.
- We are still looking for input on the state plan survey. We need your help. If you have not taken the survey, go to their website [www.SCDD.ca.gov](http://www.SCDD.ca.gov) and click on the survey link. And if you have already taken the survey “Thank You”!
- Our office will be working with Disability Rights Education & Defense Fund and The California Foundation on Independent Living Centers to help educate people about the 2020 Census. Stay tuned for more information and we are hoping the get VMRC to assist with outreach services.

**2.0 REVIEW OF MINUTES**

**M/S/C (Heinz/Herrera Knapp): Approve the minutes of December 2, 2019 as written.**

**3.0 SAC6 UPDATE**

Crystal Enyeart shared the following:

- Our final board meeting was December 14 at the ARC in Sutter Creek for the 2019 year. Thank you to Doug, Carlos and Christine for attending.
- We held elections and are proud to announce our new officers and leadership team:
  - Lisa Utsey, Chairperson and Treasurer
  - Catrina Castro, Vice Chairlady
  - Jessica Quesada, Secretary

- Crystal Enyeart, Sargent at Arms and our new VMRC Board and Consumer Services Committee representative. Crystal will begin attending the meetings in January!

#### **4.0 CLASP UPDATE**

Daime Hoornaert provided the following information:

- Tomorrow (1/7/2020) CLASP is holding a mixer/wine tasting, to meet people as an appreciation to the vendors. We are working on Professional Development so that we can get an idea of what training the vendors are looking for in the future.

#### **5.0 CONSUMER SERVICES PROJECTS**

Christine Couch gave a presentation on her new role at VMRC.

#### **6.0 CLINICAL**

Claire shared the following:

- We have continued the monthly meetings with Health Plan of San Joaquin and quarterly meetings with the other Managed Care Insurance companies (like Anthem Blue Cross & Kaiser) to discuss other consumer issues.
- We have meetings with our PT/OT vendors to take about preparing for transition as some of our staff and vendor staff are retiring, so we have to plan for that.
- Our Dental Coordinator attended a meeting with the Oral Health Task Force from ARCA. So when they plan a statewide meeting with all Regional Center Dental Coordinators sometime in May.
- We have had other consumers that needed end of life care advance directives, so we are now coordinating with the Collation for Compassionate Care CA to have a training on advance directives. This will happen sometime in February or March. We will also have a subcommittee with Program Managers to discuss this topic.

Tara Sisemore Hester was not available; Claire shared the Intake statistics for November.

#### **7.0 RESOURCE DEVELOPMENT**

Robert Fernandez provided the following update:

- ODS (Open Door Services) is moving to a site within a block from VMRC. They are keeping their old site, but will be working in the new site. We have toured the site and believe it is a more efficient space.
- EBSH (Enhanced Behavior Support Homes) VMRC RD is in development of a Children's home and an adult home.
- Residential Services Orientation will be held on February 19 & 20 for all new providers with approved letter of intent to provide residential services.

- Administrator orientation is happening the same day Wednesday, February 19<sup>th</sup>. This is a new training for individuals who are administrators and have already received the initial training.
- Day program orientation April 15<sup>th</sup>.
- SLS/ILS Orientation on April 16<sup>th</sup>.
- We do have a Level 4i ARF in the Manteca area that will soon be vendored. Excellent Residential Care. Hopefully they will be vendored this week.

## 8.0 QUALITY ASSURANCE

- 5.1 **Alerts:** There were 29 alerts for this last month. 8 of these have been closed. Presenting issues were Delivery of Care; Violation of Rights; Environment; Staffing/supervision; Untimely SIR; Recordkeeping; IPP Implementation.

## 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:
- Self Determination Program—
    - Person-Centered Planning and IPP meetings continue daily. 17 completed.
    - 3 Spending Plans completed (of those, 2 started SD services on 12/1 and 1 on 1/1/20; and 11 spending plans are in process.
    - We are adding a 3<sup>rd</sup> SD Service Coordinator.
    - We are developing a training for vendors to better understand the program.
    - Starting in February, we will be offering monthly SD orientations to prepare for June, 2021 when all can access the program.
    - 4 vendors for FMS/ 1 vendor for PCP
    - Of the initial 100 slots, 79 are continuing in the program. A re-draw happened on 11/22, which added 32 names.
    - Latest numbers after 2nd draw--Total current participants=110 (- Stockton-62 Modesto-41 SA-7) Attended orientations—71; Need to attend—34; Still want orientations from Initial draw—2; not interested in program--3
  - Hiring of Case Management staff to reduce caseload ratios—
    - Effective in mid-January, 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.
    - Also--Senior Case Management/High Risk Consumer Specialist; 3 CSLs; Trainer, Educational Specialist;
  - SSI/SSA rate changes occurred on 1/1/20. Attachment A's completed for all living in B&C.

- VMRC, with assistance from Kinetic Flow will be sending out surveys to Consumers, Families, Vendors, and Employees during early Spring, as a follow up to our recent Strategic Plan.
- Several teams adopted families and donated holiday items.
- Trainings being attended this month—Contentious IEPs, Nuts & Bolts of IEP Facilitation, Role in Assisting Students Impacted by Environmental Adversity, Trauma or Foster Placement, and Looking at Behavior through a New Lens.
- Case Management is looking to revise our IPP Cover Sheet. It will be brought as an informational item to the next Consumer Services meeting.
- Glossary Handout

9.3 Updated Respite Assessment Tool **M/S/C (Heinz/Collins) (with the correction of the revision date on page 1)** this will go on to the board at the next meeting for approval then it will be forwarded to DDS for final approval.

#### 10.0 TRANSPORTATION

Wilma Murray provided the following information:

- There are a few new routes in the foothills and Stanislaus County areas. We are looking at a vendor for San Joaquin County; they should be starting Feb 1 in the North County. We are looking at another vendor for in San Joaquin County.
- RTD:
  - VanGo! Hours have expanded. Will run until 10:00 pm daily. They have added more vehicles. Dial-a-ride tickets can be used for VanGo! You can have an additional 3 riders with you for the same fare.
  - A public hearing is being held on January 17<sup>th</sup> to discontinue one of the Hopper routes to Mountain House.
  - Bridges program expanding to San Joaquin County. They are slowly making their way up here. They have 6 volunteer drivers currently. They are still looking for drivers.

#### 11.0 NEXT MEETING

February 3, 2020, 4:00 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 5:00 p.m.

Recorder: Cindy Strawderman