



Consumer Services Committee Committee

Monday, March 2, 2020

VMRC Stockton Office Cohen Board Room

702 N. Aurora Street

Stockton, CA, 95202

If you need accommodations during the meeting (i.e. translator), please notify us at least 3 days in advance of the scheduled meeting.

Dial-In Number 209-955-3678 - Meeting number 3656 - Attendance Access code 702

Meeting Book - Consumer Services Committee Meeting March 2, 2020

Consumer Services Committee

Public Comment - 5 minutes	Discussion
Review of minutes from February 3, 2020	Action
CS Minutes Draft 2.3.2020.docx	
Self Determination Orientation.pdf	
Person Centered Thinking Training.pdf	
SAC6 Update - Crystal Enyeart	Information
CLASP Update - Daime Hoornaert	Information
Clinical Update	Information
Claire Lazaro	Information
Tara Sisemore Hester	Information
January 2020 Intake Statistics.pdf	
Resource Development	Information
Brian Bennett - How New Services/ Programs are Developed	Education
Robert Fernandez	Information
Quality Assurance	Information
Nicole Weiss	Information
Patricia Green	Information
Quality Assurance Alerts.pdf	
Case Management - Cindy Mix	Information
Reports	Information
Transfer Status Through 2-20-2020.pdf	
POS Exception Tracking 19-20.pdf	
Special Incident Reports Dec 16 2019 to Jan 15 2020.pdf	
Case Management Update	Information
Transportation - Wilma Murray	Information
Next Meeting - Monday, April 6, 2020	Information

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

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

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
 - Current transition team will take on more young adults
 - Hiring of 22 new Service Coordinators split between CM and ES

Minutes of Consumer Services Meeting

Date: Monday, February 3, 2020

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- 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

Self Determination Orientation Trainings

Would you like to know how Self Determination Works?

Were you selected to participate in Self Determination?

Come Learn About the Program



Self Determination Trainings

All trainings are 2 sessions, 3 hours each. You must attend both days

6 CEU Units offered

February 10 and 11 from 9-12 at the Stockton Office

March 3 and 12 from 9-12 at the Stockton Office

April 15 and 17 from 9-12 at the Stockton Office

May 18 and 22 from 9-12 at the Stockton Office

June 9 and 10 from 9-12 at the Modesto Office

Please contact Angelique Shear at (209) 955-3294 or ashear@vmrc.net to register for one of the orientation sessions.

One session of training is mandatory if you have been selected and not already attended. Anyone is welcome at any session

Putting Together Great Ideas for Creating



Person Centered Plans

Join Valley Mountain Regional Center for an exciting and interactive training

Person Centered Thinking Training

Trainings Held in Modesto Office

March 25-26 9 AM-4 PM

November 3,5,10,12 10 AM- 1 PM

Trainings Held in Stockton Office

January 21, 23, 28, 29 10 AM-1 PM

May 14-15 9 AM- 4 PM

September 21-22 9 AM-1 PM

Training Held in San Andreas (Location TBD)

July 14-15 9 AM-4 PM

Attendance at all days for the training is required

12 CEU Units offered

To Register Contact Angelique Shear

ashear@vmrc.net or 209-955-3294

translation available upon prior request

January 2020 Intake Statistics

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	136	113	87	77%
Modesto	126	104	83	80%
San Andreas	16	13	13	100%
Total	278	230	183	80%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	37	30	22	73%
Modesto	26	21	9	43%
San Andreas	9	4	2	50%
Total	72	55	33	60%

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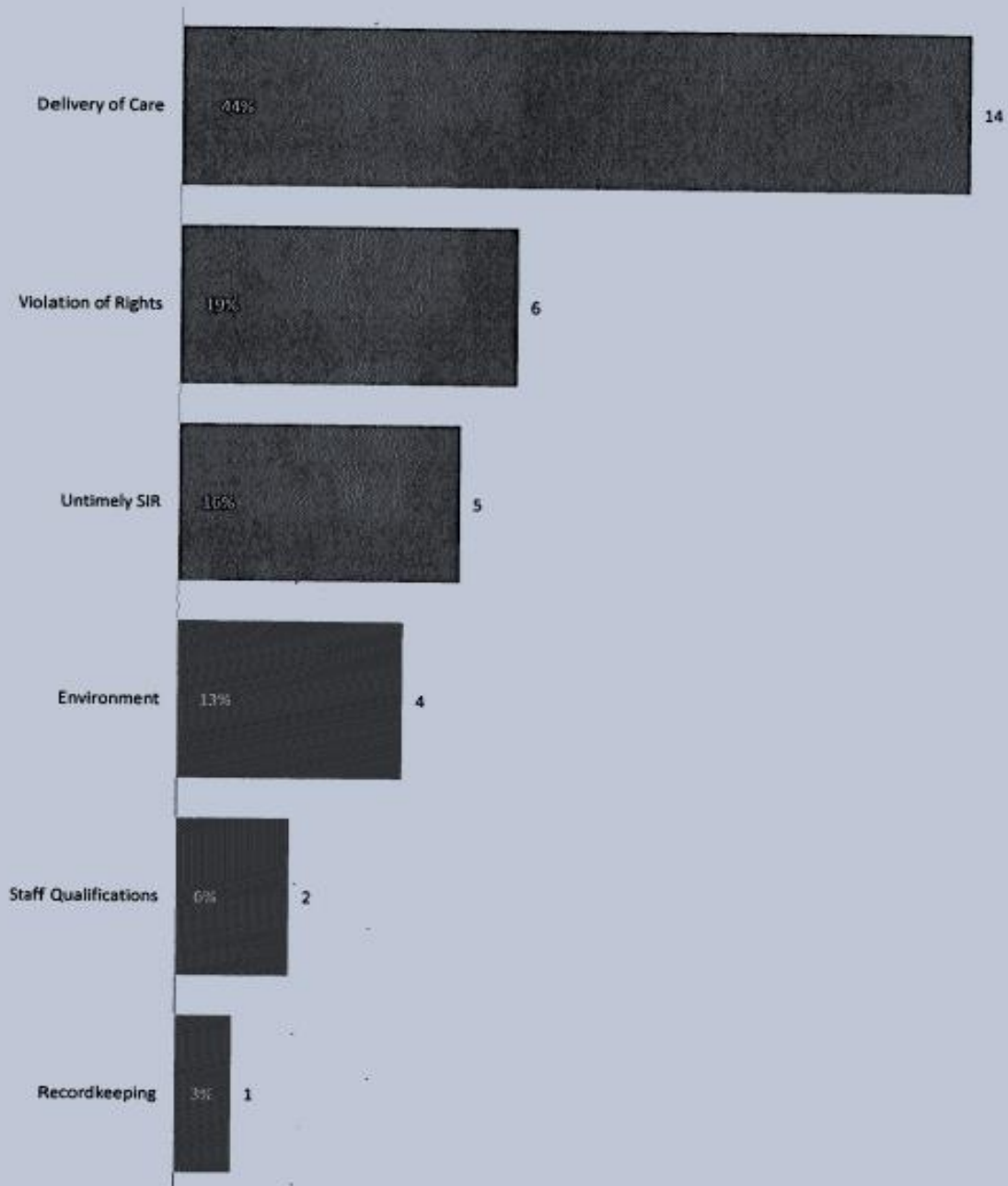
Detailed Alert Data

Date Opened	Presenting Issue	Action	Finding	Date Closed	Control #
1/21/2020	Delivery of Care				2020-01-12.0
1/21/2020	Delivery of Care				2020-01-13.0
1/22/2020	Delivery of Care				2020-01-15.0
1/22/2020	Violation of Rights				2020-01-14.0
1/22/2020	Delivery of Care				2020-01-14.1
1/23/2020	Delivery of Care				2020-01-16.0
1/23/2020	Delivery of Care				2020-01-16.2
1/23/2020	Delivery of Care				2020-01-16.1
1/27/2020	Delivery of Care				2020-01-18.0
1/27/2020	Delivery of Care				2020-01-17.0
1/30/2020	Untimely SIR				2020-01-20.0
1/30/2020	Untimely SIR	Substantial Inadequacy	Substantiated	2/10/2020	2020-01-19.0
1/30/2020	Delivery of Care				2020-01-21.0
2/3/2020	Environment				2020-01-22.3
2/3/2020	Untimely SIR	Substantial Inadequacy	Substantiated	2/10/2020	2020-01-26.0
2/3/2020	Violation of Rights				2020-01-22.2
2/3/2020	Delivery of Care				2020-01-22.1
2/3/2020	Violation of Rights				2020-01-22.4
2/3/2020	Violation of Rights				2020-01-25.0
2/3/2020	Delivery of Care				2020-01-24.0
2/3/2020	Environment				2020-01-23.0
2/3/2020	Delivery of Care				2020-01-22.0
2/3/2020	Environment				2020-01-23.1
2/4/2020	Untimely SIR				2020-02-02.0
2/4/2020	Untimely SIR	Substantial Inadequacy	Substantiated	2/10/2020	2020-02-01.0
2/6/2020	Violation of Rights				2020-02-03.0
2/6/2020	Recordkeeping				2020-02-04.0
2/7/2020	Staff Qualifications				2020-02-05.0
2/7/2020	Environment				2020-02-05.1
2/11/2020	Violation of Rights				2020-02-06.0
2/14/2020	Staff Qualifications				2020-02-07.0
2/14/2020	Delivery of Care				2020-02-08.0
Total					32

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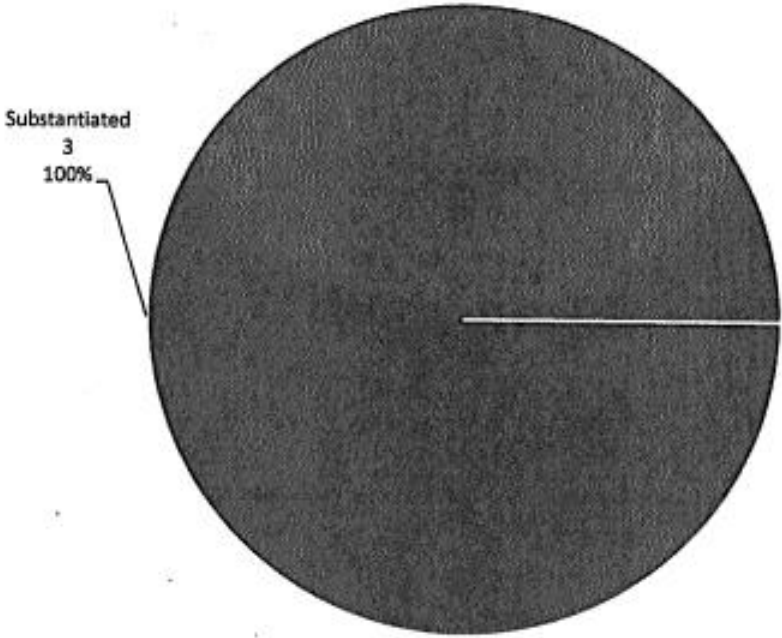
Alert Presenting Issues Received



VALLEY MOUNTAIN REGIONAL CENTER



Alert Findings



Consumer File Transfer Status - To and From VMRC

2014				2015				2016			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	39	January	28	January	12	January	14	January	39	January	26
February	25	February	12	February	25	February	12	February	34	February	21
March	24	March	14	March	47	March	16	March	19	March	25
April	28	April	21	April	34	April	16	April	31	April	19
May	30	May	24	May	35	May	18	May	35	May	23
June	21	June	16	June	24	June	22	June	30	June	14
July	36	July	35	July	20	July	37	July	37	July	32
August	28	August	26	August	37	August	29	August	31	August	8
September	32	September	28	September	46	September	15	September	31	September	52
October	29	October	24	October	43	October	25	October	25	October	25
November	22	November	17	November	30	November	26	November	49	November	15
December	25	December	31	December	16	December	18	December	31	December	32
total for 2014	339	Total for 2014	276	total for 2015	369	Total for 2015	248	total for 2016	392	Total for 2016	292

2017			
Files Received		Files sent out	
January	23	January	31
February	41	February	19
March	38	March	25
April	33	April	14
May	53	May	31
June	21	June	21
July	41	July	12
August	41	August	28
September	40	September	29
October	53	October	30
November	52	November	57
December	41	December	19
total for 2017	477	Total for 2017	316

2018			
Files Received		Files sent out	
January	53	January	37
February	33	February	20
March	28	March	24
April	36	April	31
May	32	May	32
June	39	June	28
July	39	July	23
August	51	August	35
September	41	September	22
October	43	October	23
November	37	November	30
December	33	December	18
total for 2018	465	Total for 2018	323

2019			
Files Received		Files sent out	
January	33	January	32
February	31	February	37
March	36	March	33
April	49	April	21
May	33	May	26
June	25	June	26
July	33	July	38
August	42	August	25
September	39	September	38
October	41	October	32
November	28	November	15
December	26	December	23
total for 2019	416	Total for 2019	346

2020			
Files Received		Files sent out	
January	37	January	28
February	17	February	17
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2019	54	Total for 2019	45

POS Exceptions 2019-2020

2019	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	June
ABA Services					1	1	1				
Attorney	1	1				1					
B&C/P&I/SSI/SSP	11	7	9	20	13	5	8	11			
Bed Hold	9	6	6	7	3	3	10	5			
BIS				1	3	1		1			
CAMP	3	1	1	1							
CBEM		2		1							
Chiropractor	1										
College Living Experience				3	1						
College Tuition	1						1				
Communication Device/Software	1	1									
Competency Training							1	1			
Crisis Intervention		1			1						
Day Care	5	3	2	8	7		2	3			
Day Program	7	3	1	1	2	6	3	5			
DME	5	5	1	4	7	4	2	3			
Equipment Repair											
GPS Tracking Device	1		1	1	1						
Home Maker Services	4		4	1	2	1	1	2			
Home Modification	3	6	1	5	2	1	3	7			
IDS Evaluation	1		3								
ILP	3							1			
ILS	5	1		2		1	1				
Incontinence Supplies	5	3	1								
Insurance Deductible/co-pay	1			7	3	2	2	1			
Med Part D co-pay	3		1		1			1			
Medic Alert	1			1		1					
Mileage	1	4	2		1	2	4	1			
Misc.	7	9	10	10	12	7	3				
Non mobile rate											
Nursing Respite	2	5	4	3	5	2	4				
Overnight Staffing											
Patch	42	41	43	35	25	13	34	20			
Personal Assist	3	4	4	11	7	6	3	3			
Placement funding	4			1	2	1	1	1			
Program Support	4	1									
Purchase Reimbursement		3	4	6	11	3	8	9			
Residential Program	4			2							
Respite	43	33	37	42	33	35	34	27			
REST/RAPID	2		1	2	3	1	2	1			
Shared Costs	1										
SLP		2	3								
SLS	23	30	32	29	13	27	9	14			
Social Recreation	1	3	1								
Swim Lessons								1			
Translation	1	4	7	4	2	2	7	2			
Transportation	9			1	4	2	1	2			
Vehicle Modification			1	12	3	1	3	4			
Weight Management Program	1			1							
TOTAL POS	219	179	180	222	164	129	148	126	0	0	0
Approved	203	169	172	197	143	120	140	116			
Deferred	8	6	5	11	8	6	6	8			
Denied	8	4	3	14	13	3	2	2			

16 Dec 2019 to 15 Jan 2020 Incident Report Count: 86

Special Incident Types	Count	Percent
MEDICATION ERROR-VND CARE	16	15.0%
DEATH	14	13.1%
HOSPITAL/INTRNL INFECT-VND CARE	13	12.1%
HOSPITAL/RESP ILLNESS-VND CARE	11	10.3%
EMERGENCY ROOM VISIT	8	7.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	6	5.6%
ALLEGED PHYSICAL ABUSE-VND CARE	4	3.7%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.8%
LACERATIONS-SUTURES/STAPLES-VND CR	3	2.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.8%
PERSONAL ROBBERY	2	1.9%
LAW ENFORCEMENT INVOLVEMENT	2	1.9%
INTERNAL BLEEDING-VND CARE	2	1.9%
HOSPITAL/CARDIAC-VND CARE	2	1.9%
HOSPITAL/DIABETES-VND CARE	2	1.9%
FRACTURES-VND CARE	2	1.9%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.9%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.9%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	1	0.9%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	0.9%
SUICIDE THREAT	1	0.9%
SEIZURES	1	0.9%
AGGRESSIVE ACT TO SELF	1	0.9%
AGGRESSIVE ACT TO STAFF	1	0.9%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.9%
INJURY ACCID-DISLOCATION-VND CARE	1	0.9%
INJURY-ACCIDENT	1	0.9%
HOSPITAL/OTHER	1	0.9%
AGGRAVATED ASSAULT	1	0.9%
HOSPITAL/INTERNL INFECTION	1	0.9%
Grand Total	107	100.0%

