

VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, March 2, 2020

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PRESENT: Dena Pfeifer, Lori Smith Dena's facilitator; Tara Sisemore Hester; Nicole Weiss; Maria E Solano; Christine Couch; Brian Bennett; Crystal Enyeart; Teresa Price her facilitator; Liz Herrera Knapp; Dora Contreras; Dena Hernandez; Lisa Culley; Daime Hoornaert; Mariela Ramos; Mohamed Rashid; Natalie Baker Mohamed's facilitator; Danielle Wells; Cindy Mix; Angelique Shear; Cindy Strawderman; Tony Anderson; Gaby Lopez; Doug Bonnet; Wilma Murray

ABSENT: Linda Collins, Robert Balderama; Nadia Robinson; Claire Lazaro

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

1.0 PUBLIC COMMENT

Dena Hernandez shared the following:

- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on Tuesday, March 24, 2020 in Amador at the Arc of Amador Campus from 6:00pm-8:00pm - all are welcome. Tony Anderson will be speaking about the P.O.S Disparities to gather input.
- State Council on Developmental Disabilities Legislative Policy Priorities and Legislative Package handouts
- CHOICES deadline to register for the conference is Friday, March 6,2020- would love to have VMRC Board members attend.

Mariela Ramos asked the following:

- How is VMRC making sure that the vendors are being accessible and open to Self Determination participants? (Daime Hoornaert will cover this in her report)

Maria Solano shared the following:

- Why do Hispanic families not have access to the EIBT program? They are part of the VMRC services but not part of the EIBT services. (Tara Sisemore Hester will respond during her report).

Dora Contreras asked the following:

- How can they locate the items from Consumer Services on the VMRC website? (A tutorial will be provided after the end of Consumer Services)

2.0 **REVIEW OF MINUTES**

M/S/C (Rashid/Enyeart): Approve the minutes of February 3, 2020 with the correction of changing the next meeting time from 4:30 to 4:00.

3.0 **SAC6 UPDATE**

Crystal Enyeart shared the following information:

- We held our Area Meeting for self-advocates on Friday, February 7 at the Stribley Center. We had 125 people attend and it was a fun meeting!
- 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. Our next goal is to be more involved at VMRC. Stay tuned for more on this!
- Our first board meeting is March 14 and we are proud to partner 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 shared the following:

- Regarding Self Determination. The vendors in attendance had quite a few questions. Dena was going to ask on of the SD employees could attend the April meeting to provide an update and answer questions.
- Some Supported Employment vendors are concerned because they have not received payment from DOR. They were told there was a 7-step process and many are not being paid.
- Our president has created a nominating committees of 4 members to get together a slate for the upcoming year
- We continue to do our provider conference planning for the conference in November.
- Many of the vendors are working on the HCBS self-assessment to see where they are in getting people out in the community and making sure they are meeting the requirements.
- Our membership continue to grow.

5.0 CLINICAL

Claire Lazaro was not in attendance; however, Tara Sisemore Hester shared the following in her absence:

- Local CAPTAIN team preparing for the upcoming Autism Forum on April 28th, 2020. No flyers yet. – Save the date.
- Site visit at Medic Alert last February with other VMRC staff. They have assigned a Community Partner Liaison to various organizations and agencies they work with, similar to VMRC to help with processes or requests.
- End of Life Planning team met last February. They are working on including goals in IPP to start talking about advanced directives, what is the capacity of the consumer to decide, who are the support system and families, what is their role, what can happen if they get sick. The team includes VMRC staff, and community stakeholders such as the ARC, SAC-6, care home vendor, SCDD, FRN, and OCRA. There is another meeting on April.
- Dental Screening done on 2/27 at Stockton and on 2/28 at Modesto. One consumer came at Stockton and three at Modesto. Adult to pediatric population. We had 2 volunteer registered dental hygienist advanced practitioners to help our dental coordinator make this possible. A great story is that one of the consumer that was seen was referred to have general anesthesia but when seen at the dental screening, does not need general anesthesia and will benefit from regular cleaning and regular dentist.
- In-service on Consumers in the Hospital by SJMC Special Needs Nurse Doreen Bestolarides today, 3/2 at 10 am. This helped our SC learn what is needed when our consumers are hospitalized, how they can collaborate with Doreen and other hospital staff in the goals of care and discharge planning.
- Have had meetings with school, comp programs and aba vendors in streamlining the assessment tool for ES and we plan to use DAYC-2. They are on board with this. Training has started on 2/27 and there will be two more trainings for other participants to attend.

To address the EIBT question Tara stated for children in early start, the IFSP team determines services and EIBT would be an option/service possibility. For children over age 3 that are eligible for Special Education, the education agency along with the IEP team determines appropriateness because EIBT is an education program.

Tara also went over the Intake statistic for January:

- For early start cases, they keep increasing in all offices. The majority of them have been made eligible
- For over three we still have increases Children that are coming in thru the system. Stockton still has the large influx of referrals coming in.

6.0 **RESOURCE DEVELOPMENT**

Brian provided an update on Resource Development projects.

- We have 127 projects pending that include residential, supported living, day programs, and independent living all with active letters of intent.
- We recently hosted Residential Services Orientation with 49 potential vendors attend. We also held another class in February for Administrator Orientation where we had 25 either new administrators or administrators who were on some sort of plan of corrective action from the Quality Assurance department who needed to either be re-certified or retrained. We also hosted HCBS training. We had 42 active vendors attend. We will hold additional trainings on March 10th & April 21st. Those all go out to the vendors thru Constant Contact. We will be hosting Day Program Orientation on April 15th & Supported Living and Independent Living Orientation on April 16th.
- We added a new Program Manager Jason Toepel who was promoted from Community Services Liaison in Resource Development. His job will be to manage and oversee new Clinical resource development as well as AB2083 which is an assembly bill that requires the Regional Center to work with local CPS to place foster youth.

Brian provided a presentation on “How New Services/Programs are Developed”.

7.0 **QUALITY ASSURANCE**

5.1 **Alerts**: Nicole went over the Current alert report. There were 32 alerts for the reporting period. Most were centered around of Delivery of Care; Violation of rights; untimely SIR; Environment; Staff Qualifications, and Record Keeping. There were 3 Alerts that were substantiated.

8.0 **CASE MANAGEMENT**

8.1 Reports

Cindy Mix went over the reports that were provided in the meeting packet with the exception of the Caseload ratio report. Total Lanterman Consumers 12,804 minus 167 (Deflection) = 12,637. Current Case Management caseload ratio is 1:86.

An overview was provided on how to access Consumer Services agendas on the VMRC website. From the home page go to Board of Directors/Board Committees/Consumer services and scroll down to the meeting you wish to review.

8.2 Case Management update. Cindy Mix shared the following:

- March is National SW Month and Developmental Disabilities Month.
- Hiring of staff continues--

- Many internal promotional opportunities creating Service Coordinator backfills. 2 new 1:25 Specialized caseloads for Deflection team. Educational Specialist, 3 QA Community Services Liaisons,
- Hired Cultural Specialist—Gabriela Lopez, SC from our Modesto office.
- Developing a new adolescent team in Stockton, ages 12 to 17. This will occur when space is available. Major move to occur over the next 2 months.
- Self Determination Program—
 - Person-Centered Planning and IPP meetings continue
 - We have 4 in SDP; 4 working on budgets; 16 working on spending plans; 1 dropped out last week.
 - Michelle Poaster joined the Self Determination team as an SC.
 - Offering monthly SD trainings and PCP trainings. Flyers available.
- 6 POS Disparity public meetings to be held in March. Flyers are available. 10 outreaches.
- Recent meeting held in Sonora with parents. UC Davis speaker. Hope to add UC videos to LMS
- An IHSS training is being planned by Fuezes Unites, a parent group to be held on 3/27 in the boardroom. 9:00 – 5:00. Tickets are \$25 (no refunds) and pre-registration is recommended.
- VMRC had applied for 2 separate grants—one for a FTE position to develop FHAs and another for POS Disparity monies—we were approved for \$100,000 for process education of interpreters and translation processes. No word on FHA grant.
- We have resurrected the Streamline Committee. Begin meeting in March.
- End of Life Committee continues to work on goals and will be meeting with family member and vendor volunteers.
- Electronic Visit Verification (for IHSS/SLS) implementation has been extended to 2021
- VMRC sent 3 staff to a Leadership Conference last week—Doug Bonnet, Janelle van Dyke, and Danielle Esbit.
- VMRC sending many staff to the Choices Conference on 4/3. Internal deadline—3/3.

9.0 **TRANSPORTATION**

Wilma Murray provided the following information regarding transportation.

- We are pretty impacted on all of our contract services. Wilma is in the process of reviewing all of the routes with our vendors to see if we can get consumers into programs that are closer to where they live, should they choose, to avoid having

consumers on long bus rides and contract vendors can pick up more passengers. We are looking also a more use of public transportation.

- Wilma is on many committee meetings with Regional Transit Agencies and they have made comment that they wanted to end travel training. The travel trainer has moved out of state so there have been no referrals. They will NOT be ending this, so we need to continue to making referrals, as there are probably many folks who could use this.
- We have very few unmet transit needs, all many not be ideal but they are out there. We have Van Go! There is also a need in the Lathrop area for transportation, so please contact the City Council to ask for this service. The more comments they received the better it will be. Help Wilma advocate as we have quite a few consumers living in that West Lathrop area.
- Turlock is doing a few changes, expanding routes, changing time lines and fare increase.
- We have the MAC people are interested in connecting service into Manteca. They are working with the City of Manteca and transfer on to RTD.
- RTD is interested in working with us come up with alternatives for our consumers in Day Programs who use public transportation. Possibly dedicating some of their busses for them. They have an arrangement with UCP in Stockton, who provides to and from services and RTD received the fare. The first meeting for that is in two weeks. Wilma has a couple of consumers she wants to pilot the program.
- In January, Stanislaus had received some funds to increase their services to the Escalon, Lathrop & Manteca area. VOGO! Similar to Uber – free of charge. They are currently looking for drivers. Wilma has information for both drivers & riders.

10.0 **NEXT MEETING**

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

The meeting was adjourned at 5:03 p.m.

Recorder: Cindy Strawderman