



Consumer Services Committee Meeting

Via Zoom

April 6, 2020

<https://zoom.us/j/816279410?pwd=dTVwQkRIYzJzNEljZkY5SXV1MUpMQT09>

CALL IN NUMBER ~ 1 669 900 6833

Meeting ID: 816 279 410 ~ Password: 748556

Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee

PUBLIC COMMENT

REVIEW OF MINUTES - MARCH 2, 2020

CSB Minutes Draft 3.2.2020.docx

SAC6 UPDATE

Self Advocacy Council 6 VMRC consumer services report for April 2020.pdf

CLASP UPDATE

CONSUMER SERVICES PROJECTS / PRESENTATIONS

CLINICAL UPDATE

CLINICAL

Clinical Services Department COVID-19 2020_03_17.pdf

[Tony Anderson Constant Contact Advisory](#)

[COVID-19 FAQs](#)

INTAKE

INTAKE STATISTICS.pdf

RESOURCE DEVELOPMENT UPDATE

QUALITY ASSURANCE UPDATE

Quality Assurance.pdf

CASE MANAGEMENT

REPORTS

Caseload Ratios March 30, 2020.pdf

Transfer Status Report.pdf

POS for Feb.pdf

POS for Mar.pdf

SIR Report - Feb 16 2019 to Mar 15 2020.pdf

Fair Hearing update as of March 18.pdf

CASE MANAGEMENT UPDATE

TRANSPORTATION

NEXT MEETING - MAY 4, 2020

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

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

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.

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

Self-Advocacy Council 6

April 6, 2020

Report to the VMRC Consumer Services Committee

Our first board meeting was scheduled for March 14. In order to keep everyone healthy and safe from the virus, we cancelled our meeting. Our next scheduled board meeting is June 13.

We were excited to participate in the transition fairs and POS Disparity meetings, but those had to be cancelled too.

Right now, we are encouraging self-advocates to be safe and stay healthy.

Sincerely,

Crystal Enyeart
SAC6 representative to the VMRC board



Clinical Services Department
COVID-19
03/17/2020

Current Procedures for Clinical Services

Please keep in my that these procedures could change daily or even more often.

Intake:

Effective immediately all intake staff will not engage in face to face meetings with consumers. This includes the station appointments in Modesto. Intake assessments onsite will be postponed at least for the next 14 days and likely extended to 30 days and reassessed every 14 days thereafter. The Intake Coordinator can attend intakes remotely via skype, facetime or by phone. The vendors will assess offsite in the family's home when possible. We will be relying on parent report much more than we typically do. Intakes will look very different while we are in this crisis. We may send consumers for evaluation based on the parent's report. DDS will be giving us more directives soon.

Telemedicine:

I have talked with PCSD and Orchid Health. We will keep Telemedicine Clinic open. If there is a VMRC staff, or consumer's care provider who comes with the consumer, or the consumer themselves will not be able to come due to concerns on the novel coronavirus (maybe they are part of the high risk individuals), they can cancel and reschedule. PCSD and Orchid Health is okay with the SC not being present for the Telemed appointment. But we would still need someone to assist the consumer to go in and out of the office. Both Orchid Health and PCSD are willing to refill medications for the next 30 days if the cancellation is due to the concerns of the novel coronavirus.

VMRC staff can give PCSD business cards so consumer and families can directly contact them for issues with medications. If consumers and

families are having trouble with the pharmacy, Dr. McManus recommends consumers/families call them directly, leave a voicemail (which they check 2-3 times a day and triage to Robin, NP or Dr. McManus or Dr. Lowry), and PCSD will call the pharmacy directly. There has been more success with this process.

For Orchid Health, SC can give their office number (858-876-3105) to consumers and families to call when there are issues regarding medications or medication refill. Brandy will be able to answer during office hours. After office hours, please leave a message and it is routed to Dr. Tata.

Both Orchid Health and PCSD are working on a telemedicine access that is HIPAA compliant where consumers can directly communicate with them and be seen through that remote electronic communication. They will contact me when they have more details on it.

VMRC Telemedicine staff will ask scheduled consumers prior to coming to the office screening questions such as if they have traveled recently, have any cough, fever, shortness of breath or has anyone in their home that is ill. If any is positive, we will recommend rescheduling visit 2 weeks out.

Dr. Hart's psychiatric service is face to face. For the next 30 days, we will cancel all appointments with Dr. Hart.

OT/PT Clinics:

We will continue to have our OT and PT clinics open. Our VMRC Clinical Project Coordinators will ask scheduled consumers prior to coming to the office screening questions such as if they have traveled recently, have any cough, fever, shortness of breath or has anyone in their home that is ill. If any is positive, we will recommend rescheduling visit 2 weeks out. If there is a VMRC staff, or consumer's care provider who comes with the consumer, or the consumer itself will not be able to come due to concerns on the novel coronavirus (maybe they are part of the high risk individuals), they can cancel and reschedule. Consumers and families may request remote electronic communication as a form of service delivery and the OP/PT professionals will assess consider that if

the appointment can be done remotely. If not, the appointment will be rescheduled.

Reminder: Please continue practicing social distancing 3-6 feet apart and good hand hygiene.

INTAKE STATISTICS

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	165	130	103	79%
Modesto	102	87	78	90%
San Andrea	18	13	13	100%
Total	285	230	194	84%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	32	29	15	52%
Modesto	38	31	22	71%
San Andrea	9	6	4	67%
Total	79	66	41	62%

VALLEY MOUNTAIN REGIONAL CENTER



Detailed Alert Data

Date Opened	Presenting Issue	Action	Finding	Date Closed	Control #
2/20/2020	Violation of Rights	Deferred	N/A	2/27/2020	2020-02-09.0
2/20/2020	Delivery of Care				2020-02-10.0
2/20/2020	Recordkeeping				2020-02-11.0
2/27/2020	Delivery of Care				2020-02-14.0
2/27/2020	Delivery of Care				2020-02-12.0
2/27/2020	Staffing / Supervision				2020-02-13.0
3/3/2020	Delivery of Care				2020-03-02.0
3/3/2020	Delivery of Care				2020-03-03.0
3/3/2020	Health-Related Concerns				2020-03-01.0
3/4/2020	Untimely SIR	Technical Assistance	Unsubstantiated	3/4/2020	2020-02-15.0
3/4/2020	Recordkeeping				2020-03-04.0
3/5/2020	Delivery of Care				2020-03-05.0
3/12/2020	Delivery of Care				2020-03-10.0
3/12/2020	Food Service				2020-03-06.0
3/12/2020	Delivery of Care				2020-03-07.0
3/12/2020	Delivery of Care				2020-03-08.0
3/12/2020	Delivery of Care				2020-03-09.0
3/12/2020	Violation of Rights				2020-03-06.2
3/12/2020	Delivery of Care				2020-03-06.1
3/13/2020	Untimely SIR				2020-03-11.0
3/13/2020	Recordkeeping				2020-03-12.0
Total					21

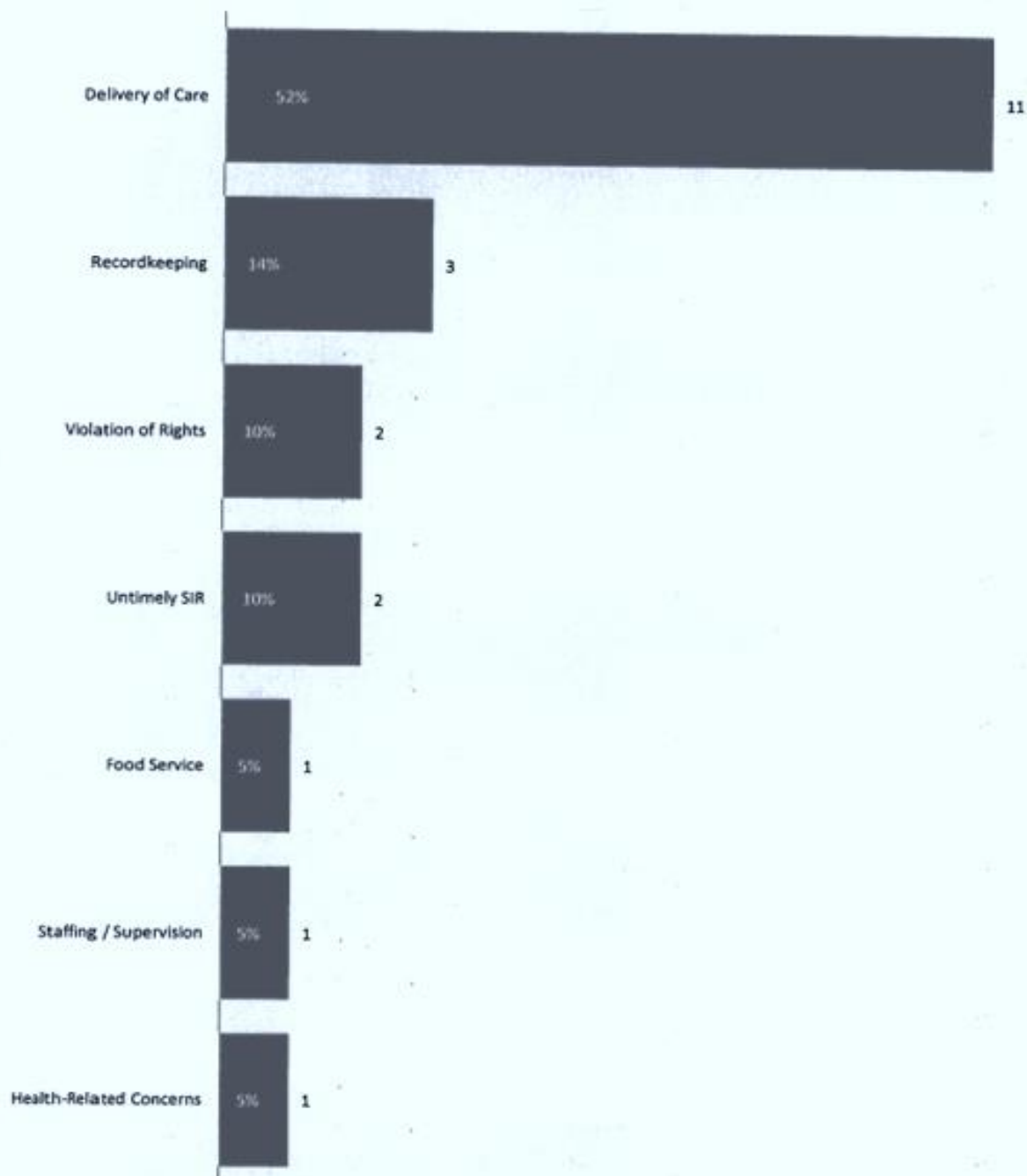
VALLEY MOUNTAIN REGIONAL CENTER



QA Alert Report

2/16/2020 - 3/15/2020

Alert Presenting Issues Received



VALLEY MOUNTAIN REGIONAL CENTER

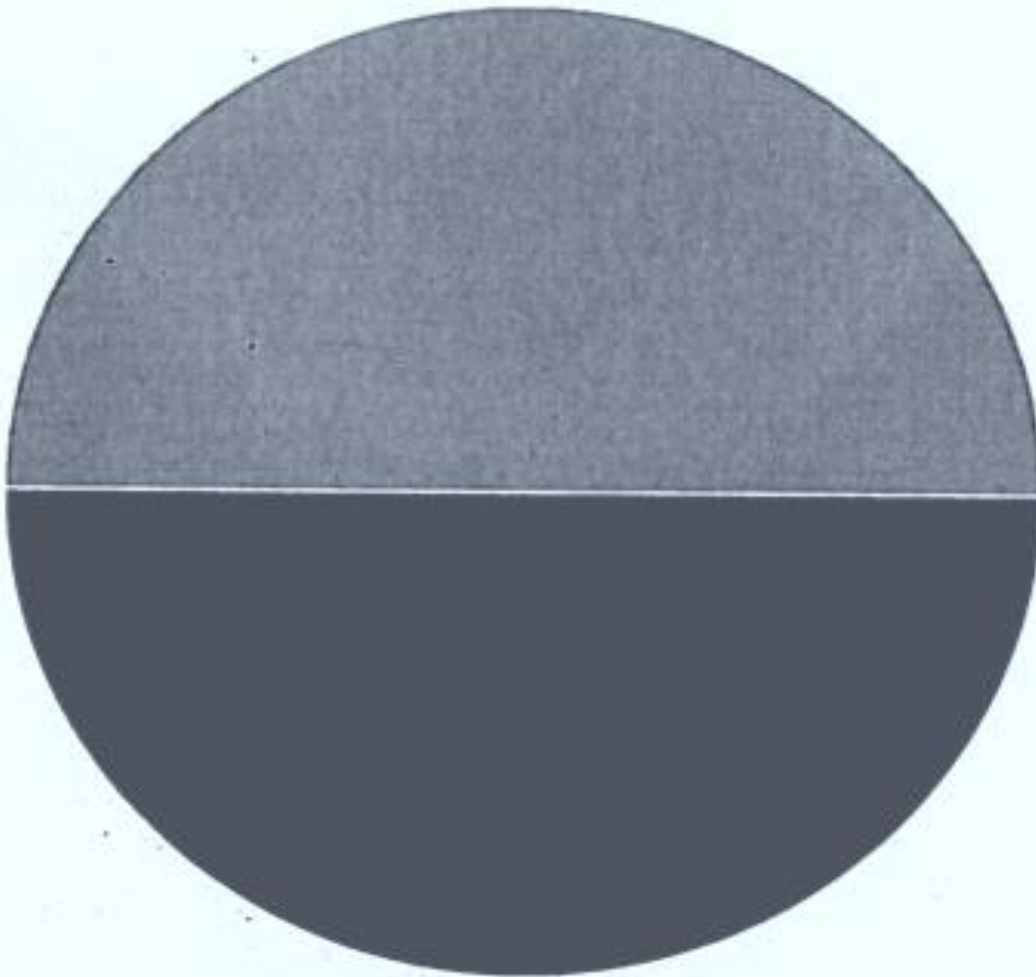


Alert Findings

Unsubstantiated

1

50%



1

50%

Caseload Ratio Report

3/30/2020

- **Lanterman Caseload Averages:**

Number of Status 2 consumers assigned to team divided by number of staff = average per caseload—

SA—980 / 11.5 =85

SD—167 --*Deflection numbers not used in caseload ratio calculation

SG—976 / 10.5 = 93

SN—966 /11 = 88

ST—1,033 / 12.5 = 83

SC—545 / 6.5 = 84

SK—1,045 / 10.5 = 100

SS—552 /4.5=123

SY—1,174 /10.5 = 112

AM—925 /13 = 71

MA—906/10.5=86

MG—929/12.5=74

MT—792/11.5=69

MK—823/11.5=72

MY—1,021/11=93

Total Lanterman Consumers—12,834 minus 167 (Deflection) =12,667

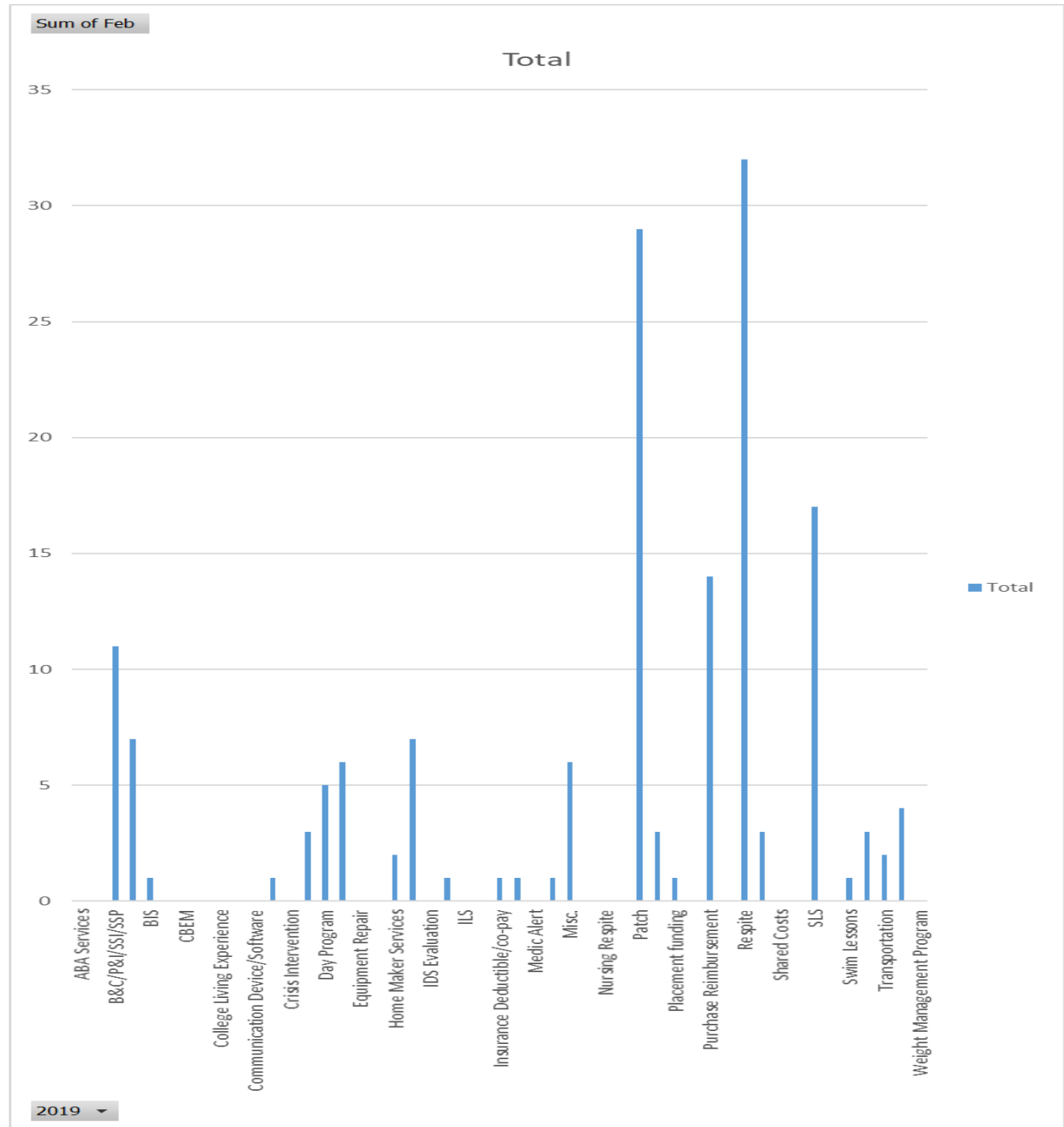
Team Caseload Ratio Total of 1,233 divided by 14 teams =1:88

Consumer File Transfer Status - To and From VMRC

2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	20	March	17
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2019	99	Total for 2019	74

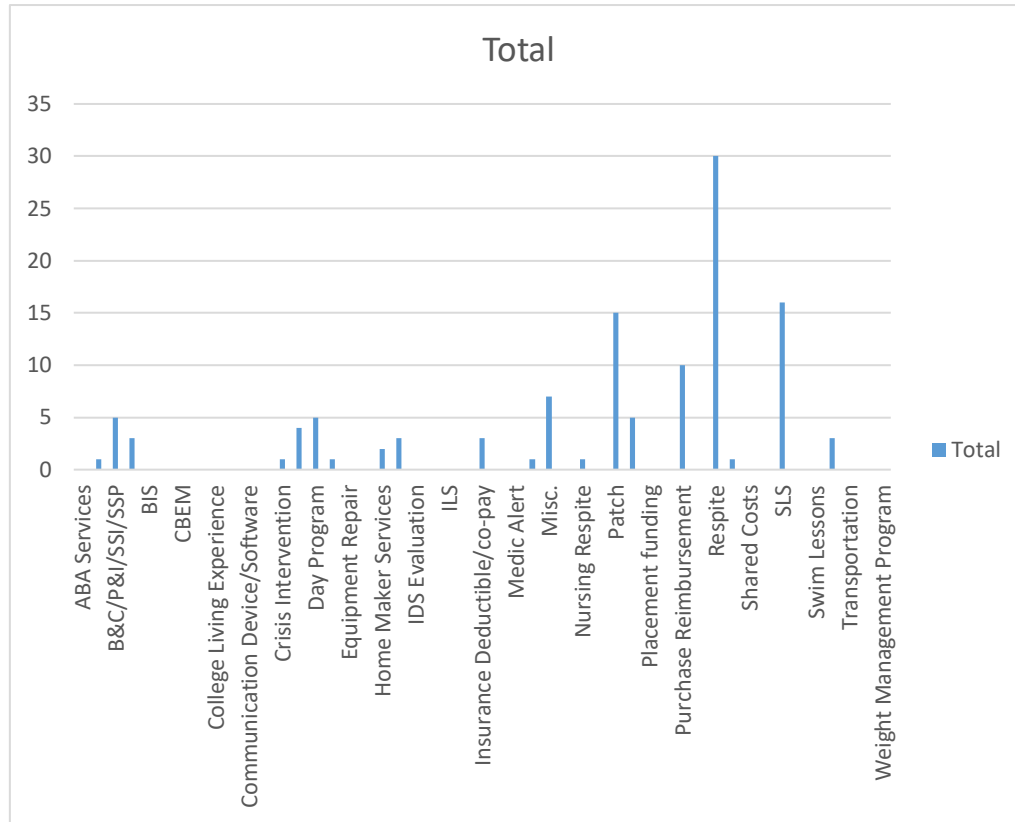
February 2020 POS Exception Statistics

SERVICES	Sum of Feb
B&C/P&I/SSI/SSP	11
Bed Hold	7
BIS	1
Competency Training	1
Day Care	3
Day Program	5
DME	6
Home Maker Services	2
Home Modification	7
ILP	1
Insurance Deductible/co-pay	1
Med Part D co-pay	1
Mileage	1
Misc.	6
Patch	29
Personal Assist	3
Placement funding	1
Purchase Reimbursement	14
Respite	32
REST/RAPID	3
SLS	17
Swim Lessons	1
Translation	3
Transportation	2
Vehicle Modification	4
Grand Total	162



March 2020 POS Exceptions Statistics (thru March 12, 2020)

Services	Sum of Mar
Attorney	1
B&C/P&I/SSI/SSP	5
Bed Hold	3
Crisis Intervention	1
Day Care	4
Day Program	5
DME	1
Home Maker Services	2
Home Modification	3
Insurance Deductible/co-pay	3
Mileage	1
Misc.	7
Nursing Respite	1
Patch	15
Personal Assist	5
Purchase Reimbursement	10
Respite	30
REST/RAPID	1
SLS	16
Translation	3
Grand Total	117

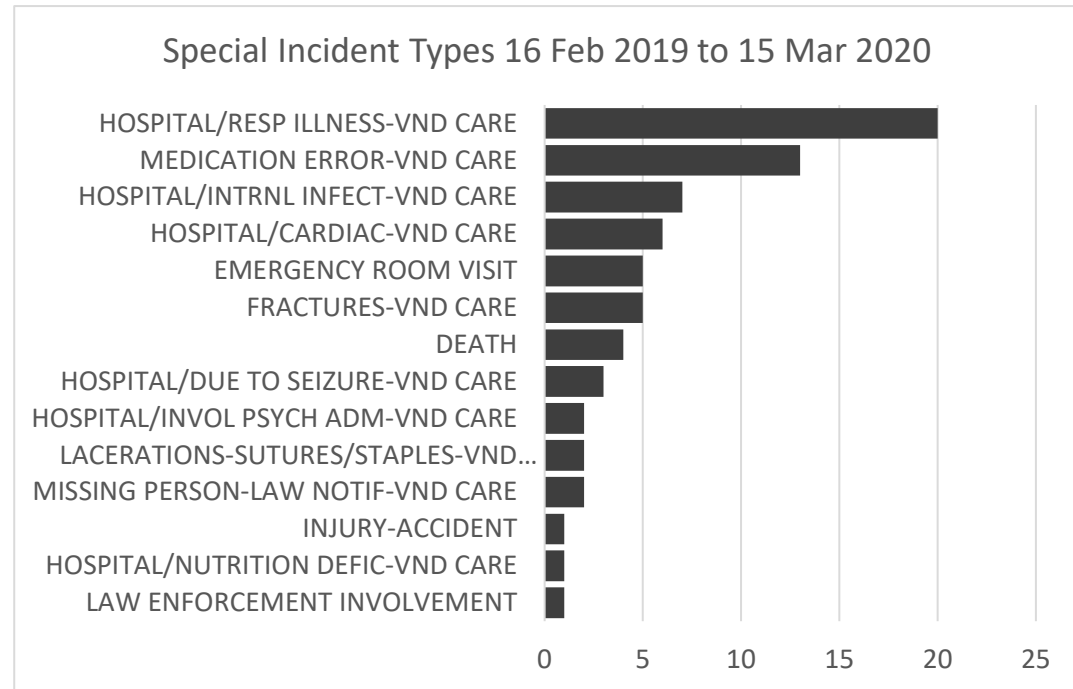


16 Feb 2020 to 15 Mar 2020

Special Incident Report

Consumer Count: 72

Special Incident Types	Count	Percent
HOSPITAL/RESP ILLNESS-VND CARE	20	27.8%
MEDICATION ERROR-VND CARE	13	18.1%
HOSPITAL/INTRNL INFECT-VND CARE	7	9.7%
HOSPITAL/CARDIAC-VND CARE	6	8.3%
FRACTURES-VND CARE	5	6.9%
EMERGENCY ROOM VISIT	5	6.9%
DEATH	4	5.6%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	4.2%
MISSING PERSON-LAW NOTIF-VND CARE	2	2.8%
LACERATIONS-SUTURES/STAPLES-VND CR	2	2.8%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	2.8%
LAW ENFORCEMENT INVOLVEMENT	1	1.4%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	1.4%
INJURY-ACCIDENT	1	1.4%
Grand Total	72	



Fair Hearing update as of March 18, 2020:

We have 3 open Lanterman eligibility cases.

Two are for adults and one is for a child.

Two are pending an informal meeting and the third is ready for state level hearing.

We have 2 open service cases.

One we have submitted a motion to dismiss as the service being appealed came after the consumer was found not eligible for regional center services.

The other is for funding SPED attorney fees.