

VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, May 4, 2020

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PRESENT: **Committee Members:** Dena Pfeifer, & Lori Smith her facilitator; Daime Hoornaert; Liz Herrera Knapp; Margaret Heinz; Mohamad Rashid
 VMRC: Brian Bennett; Christine Couch; Cindy Mix; Claire Lazaro; Colia Howell; Danielle Wells; Douglas Bonnet; Erin Goudreau; Nicole Weiss; Cindy Strawderman; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson
 Guests: 209-XXX-5904; 209-XXX-5673; Carlos Hernandez, Interpreter; Dena Hernandez, SCDD; Elio's iPhone; Gricelda Estrada; iPad; Lisa Culley, Family Resource Network; Margarita Torres; Mary; Rachelle Munoz; Rgome; Sandra Graham; Stella Hernandez, Casa de Stella

ABSENT: Robert Balderama; Linda Collins; Nadia Robinson; Wilma Murray;

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Dina Pfeifer, Chairperson, called the meeting to order at 4:00 PM.

1.0 PUBLIC COMMENT

Dena Hernandez, Regional Manager- SCDD North Valley Hills Office, was late to the call, however wanted to share her update:

- Thank you to VMRC for signing onto the Personal Protection Equipment (PPE) Letter – letter attached.
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on Tuesday, May 26, 2020 and will be a zoom meeting. Details to follow. All are welcome to participate.
- State Council on Developmental Disabilities Cycle 43 Program Development Grant requests for proposals is due May 20, 2020. The proposals must relate to either SCDD State Plan Goals= Employment or Housing. Info can be found at www.scdd.ca.gov/NorthValleyHills page.
- Self Advocacy Council 6 will be hosting SAC6 Zoom Chats- info is posted on the SAC6 and SCDD, and VMRC Facebook page. The SAC6 leadership has worked hard to connect with their peers during this pandemic.

2.0 REVIEW OF MINUTES

M/S/C (Rashid/Enyeart): Approve the minutes of April 6, 2020 with the update of: the CLASP report did not include SCDD was also a collaborator in obtaining PPE's for RSP's anyone in need PPE supplies.

3.0 SAC6 UPDATE

Crystal Enyeart shared the following:

- We are encouraging self-advocates to be safe and stay healthy. We hosted a zoom call for about 70 self-advocates with Tony Anderson. It went really well and self-advocates are asking for another call. We will work with Tony to schedule another one.
- We are excited to announce that Rachelle Munoz is our new coordinator. She will support us with managing our business.
- We held our goals meeting via zoom and worked on our goals for the 2020-2021 year.
- Our next board meeting is scheduled for June.

4.0 **CLASP UPDATE**

Daime Hoornaert shared the following:

- CLASP members approved to use \$2000.00 out of our fund to purchase PPE (Gloves, eye protection, gowns and masks) for CLASP member in need of this equipment.
- Membership: CLASP currently has 83 members. This is the highest member count CLASP has had.
- CLASP members voted to keep the current officers and committee members for the next year:
 - **Officers:**
 - President: Corinne Seaton
 - Vice President: Diana Bonnet
 - Secretary: Chris Martin
 - Treasurer: Marisol Moreno
 - Membership: Karyn Gregorius
 - **CLASP Representatives:**
 - VMRC Board: Elizabeth Knapp
 - Finance and Personnel: Connie Uychutin
 - Consumer Services: Daime Hoornaert
 - Legislation: Candice Bright
 - By laws: Rita Redondo
 - VMRC nominating: Daime Hoornaert
 - Provider Conference Chair: Candice Bright
- Residential Service Provider Group: They have begun meeting again monthly. During this COVID-19 period, RSP's are having several concerns:
- RSP's are working around the clock to provide coverage, searching and standing lines to make supply purchases. Staff are leaving and some are having difficulty finding staff. Hourly rate too low, Unemployment rate is good, why work when you can stay at home and get the Unemployment rate. They are doing their own Day Programming and want to know they can't be paid more.
- RSP aren't medical providers, they should be getting hazard pay

- RSP's are providing Day Program services for those Day Programs who are not reaching out. Someday programs are sending packets, standing outside of a car for 5 minutes a week, or not coordinating with RSP times for Zoom classes. Some packets are not appropriate for some individuals, not person centered.
- Increase Utilities increase cost of supplies (copying, laminating, PPE) and food, increase behaviors and Property destruction across the board, not just behavior homes or negotiated rate homes. **DDS has promised PPE equipment, but RSP's would have to drive to Sacramento.
- RSP's are afraid if they complain, there will be retaliation. Some RSP's reported that this has happened in the past
- Day Program Network: will begin meeting to discuss what all are doing to reach out to individuals, share resources, etc. Most are waiting for a directive for DDS.
- DDS is expected to develop a Day Program directive giving expectations of what day programs should be doing during this "Shelter in Place".

5.0 **CONSUMER SERVICE PRESENTATIONS**

There were no presentations

6.0 **CLINICAL**

6.1 Claire Lazaro shared information

- Went over the attachments to the meeting packet: CDC Sick with 2019 nCoV Fact Sheet; DDS Expectation on Hospital Discharges & other Placement 4/9/2020; Discharge Algorithm during COVID-19 4/7/2020; Discharge algorithm during COVID-19 from Other Placement 4/8/2020; FAQs on Discharge Isolation during COVID-19 4/8/2020
- This week we worked with the local hospitals the advocacy regarding hospital visitations, Claire will share in our next consumer services meeting. We are aware that there are hospitals that have a no visitation policy. If you go to a hospital or emergency room, you need your support person. Now the department of health has advised them that persons with disabilities need the support person and the hospital should allow at least one person with them. And when they are in the hospital, the patient may have 2 individuals with them.

6.2 Tara Sisemore Hester shared the following:

- Tara went over the caseload ratios that were included in the packet.
- The expansion positions have not started yet.

- Early Start Service Coordinators have reached out to all consumers/families to make sure they have the support they need.
- Tara went over the Intake status provided in the packet.
- We are anticipating intake will start to skyrocket. We have just posted two new intake coordinator positions.
- We just posted a Sr. Intake position that will serve all 3 offices where needed.
- Remote services have been going well. The parent-coaching model has blossomed, as the parent needs to facilitate the services. The provider have found it very useful and will include this in their intervention in the future.
- Working with Resource Development to develop new services for Early Start.
- One of the hands on providers is providing hands on service remotely.

7.0 **RESOURCE DEVELOPMENT**

Brian Bennet shared the following that they are continuing to work with DDS to create Surge homes.

Robert Fernandez shared the following

- We have HCBS vendor training two weeks ago.
- Last week we had Day Program Orientation via Zoom & SLS/ILS orientation the following day.
- Our next scheduled orientation is August for Residential Services. I hope that we will be back in the office.
- Doing interviews with service providers and administrators thru Zoom.

8.0 **QUALITY ASSURANCE**

8.1 **Alerts**: Nicole Weiss shared that we only had 12 alerts for the period of March 18 thru April 15. Most of those were untimely SIRs.

9.0 **CASE MANAGEMENT**

9.1 Cindy Mix reviewed the Case Management Reports.

- Caseloads ratios have increased 1:92, which is extremely high. Up from 1:88 last month. Due to loss of staff, several promoted and no longer carrying case loads. We had a few resignations. Even though we continue to hire not everyone is able to start right now.
- Transfer in/out report thus far this year 128 came in and 92 that went out. That leaves 36 additional cases. If this keeps going this will mirror the other years prior. Every year it seems we need 1-2 caseloads additional.

- We received the SIR report – the top number of SIR's were unplanned hospital & death. We are not receiving as many SIR's as we were receiving, as day programs, schools, etc. are closed.

Christine Couch shared the following information regarding Fair Hearings as of April 20, 2020:

- The OAH, Office of Administrative Hearings, has rescheduled all mediation and state level hearings for June. We continue to hold informal meetings via zoom conference calls.
- We have 2 open Lanterman eligibility cases. One adult and one child. Both are scheduled for state level hearings in June.
- We have 3 open service request cases. One is for ABA compensatory funding and is pending a state level hearing in June. Another is for HCBS waiver eligibility and has an informal meeting in April, a mediation in June and a state level hearing in July. The third is for SPED attorney fees and has a state level hearing scheduled in June.
- Since April 20th, we have received 3 additional fair hearing requests and those are being scheduled for June, July & August.

9.2 Cindy Mix shared the following update for Case Management:

- We are continuing to meet with families since March, and most of our meetings have been remote as families and consumers are good with this. 2-3% want to meet face to face. We are extending the IPP's. Some families do not want service in their homes. We are assisting with many resources.
- We are assisting with Cal Fresh, PPE's requests, food bank access, even meal deliveries in some cases.
- We have contacted all consumers either directly or by letter. We did a wellness check last week by Everbridge our mass notification system. We had a few parents call to advise to stop contacting us, and some wanting more contact.
- We have generated Title 19 reports from Sandis showing our contacts and outcomes. These are interdisciplinary notes. In our last report, we had a 99.4% contact rate.
- We are now processing Participant directed services. This was a directive from DDS. Many of those we have approached already had services in place and did not opt for that service. We have only had 10-12 requests.
- We have had very positive feedback from consumers and families with the remote access meetings via Zoom. We have noticed the meetings have been a bit shorter, but they have been jproducti8ogv.
- We are planning a virtual Transition Fair for our consumers who will be exiting school programs. We are very excited about this and have a lot of ideas. It is planned for May 27th. Dena Hernandez has been working on the fliers that will be going out soon. Thank you Dena!
- Had a recent statewide ARCA meeting regarding Employment. Supported employment is being provided remotely & the state will be coming out with a

- frequently asked questions sheet so people will know about what is going on with employment. We had some consumers that had jobs and are now unemployed and collecting unemployment, as well as we have some consumers in essential jobs that are still working. There is a trend in adding number of participants in group employment. Not the number of vendors, but the number of people in the group.
- At the ARCA meeting the also talked about the budget. Tony will talk more of that in an upcoming meeting. They are expecting us to have some tough times ahead. Some of this is due to the delayed tax deadline to July. There will be a May revise as well as an August revise. They are expecting some decreased revenues.
 - There was a meeting today at the capital targeting budget issues. There will be some tough decisions ahead. Some of the bills on the table, one being the reduced caseloads for the 3, 4 & 5 year olds has been taken off the table, as well as few others.
 - Everything is continuing with transfers between Regional Centers.

10.0 TRANSPORTATION

Wilma Murray was not in attendance

11.0 NEXT MEETING

Monday June 1, 2020, 4:00 p.m., **Via Zoom. Meeting ID: 950 7752 3583; Password 228038. Call in number 669-900-6833**

The meeting was adjourned at 4:40 p.m.

Recorder: Cindy Strawderman