

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, September 14, 2020**

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PRESENT:

Committee Members: Margaret Heinz; Daime Hoornaert; Dena Pfeifer, Lori Smith her facilitator; Liz Herrera Knapp; Rachelle Munoz, Crystal Enyeart's facilitator

VMRC Staff: Brian Bennett; Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Nicole Weiss; Robert Fernandez; Tara-Sisemore Hester; Tony Anderson

Visitors: Dena Hernandez; Irene Hernandez; Lisa Culley; Ron Luis; 209-XXX-5904

ABSENT: Crystal Enyeart; Robert Balderama; Mohamad Rashid; Linda Collins; Nadia Robinson.

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Dena Pfeifer, Chairperson, called the meeting to order at 4:10 p.m.

1.0 PUBLIC COMMENT

- Dena Hernandez Regional Manager- SCDD North Valley Hills Office shared the following:
 - Thank you to VMRC for collaborating with SCDD & SAC6 again for the recent Personal Protection Equipment (PPE) drive throughs.
 - The State Council on Developmental Disabilities is holding its council meeting on zoom tomorrow Sept 15 from 10am-3pm. This statewide meeting is open to all. Details can be found on the SCDD website.
 - Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on Tuesday, September 22, 2020 and will be a zoom meeting. Guest Speaker is Tony Anderson to discuss the VMRC Strategic Plan. All are welcome to participate.
 - SCDD is working on a virtual training platform that will house many trainings on various topics that will be open and free to all. It is in the early stages and I will keep you posted as it unfolds!
 - Senator Jerry McNerney is hosting a virtual town hall on 2020 Voting and the US Census tomorrow from 2pm-3pm Featuring California Secretary of State Alex Padilla With Special Guest Stockton Mayor Michael Tubbs
 - The California Memorial Project is next Monday and will be virtual- must register to participate at this worthwhile event. Info to register was sent out in the VMRC Health Advisory.

2.0 REVIEW OF MINUTES

There was no quorum for a vote to approve the minutes from June 1, 2020. Held over to next month's meeting.

3.0 SAC6 UPDATE

➤ **Crystal Enyeart was not in attendance, however her facilitator Rachel Munoz read Crystal's notes:**

- We are continuing to encourage self-advocates to be safe and stay healthy and follow CDC guidelines not only with the COVID-19 but also with the poor air quality.
- On August 7th we held our 15th Friday Zoom Chat, the topic was on Self Determination Program. Kerstin Williams from Sac 6 and Angie Shear- VMRC gave a wonderful presentation. This was one of our largest Zoom chats and we had over 100 individuals on this chat.
- On August 12th Sac 6 partnered with SCDD and VMRC to hand out PPE equipment in San Joaquin County at the VMRC office for a third round. We handed out PPE equipment to vendors and care providers in a contactless drive through style.
- On August 14th we had our 16th Friday Zoom Chat, the topic was on Disability Resources Agency for Independent Living (DRAIL). Mohammed Rashid & Kholoud Rashid from Community Organizers were our guest speakers. We had over 40 individuals on this Zoom Chat.
- Sac 6 had their quarterly Finance Committee meeting via zoom on August 19th.
- On August 21st we had our 17th Friday Zoom Chat, the topic was VMRC Purchase of Services (POS) info, who does VMRC spend the money for services on? How can it be open and fair to all? Our guest speaker was Gabriela Lopez- VMRC Cultural Specialist & Sac 6 members. We had over 45 individuals on this Zoom Chat.
- Sac 6 had their monthly Leadership Meeting with Tony on August 27th. We are continuing to get the word out about self-advocacy.
- On August 28th we had our 18th Friday Zoom Chat, the topic Feeling safe Being Safe Disaster Preparedness presented by Sac 6 Chairperson Lisa U. and Nicole Patterson from the Department of Developmental Services (DDS CAC). We were able to mail out red disaster packets to individuals. You can also find the material on the DDS website under consumer's corner.
- We will be having our Sac 6 Board meeting on September 12th via Zoom.

- We will also continue working with VMRC and SCDD to distribute PPE Equipment to the community as needed.
- Also, our Fall Chatter Letter was published and up on the VMRC website under Self Advocacy tab.
- A huge THANK YOU to Tony Anderson, Gabriela Lopez and Angie Shear for all your help during our August Friday Zoom Chats.

4.0 **CLASP UPDATE**

➤ Daima Hoornaert shared the following:

- Vendors are celebrating Direct Support Professional Recognition week. Thanking DSP's for their hard work they are doing to support individuals during this time. They would like to thank the State Council – North Valley Hills Office for their giving DSP's decorative masks for their service.
- CLASP provider conference. There is ongoing planning for the virtual conference series. Instead of doing a 1-day conference, they are looking at 3 possible days to be held in November.
- The Vendors would like to thank the State Council, SAC6 and VMRC for the collaboration for the distribution of the PPE that they have been handing out to everyone.
- The Residential Service Provider group continues to meet ongoing to discuss issues and creative ideas to support residents and staff. Along with the Day Program network, the next meeting is September 23rd at 8:00 a.m. There is ongoing discussion for the August 31st DDS directive regarding policies & procedures for utilizing Alternative Non-Residential Services during COVID-19 state of emergency.
- Day Program Residential Group, which is a collaboration with VMRC, State Council, Licensing, Day program providers & residential service providers. The group has had two meetings to discuss and problem solve creative ways to support individuals in their living environment and alternative service delivery. We do not have a targeted next meeting.
- Next CLASP meeting is September 28th @ 10:00 a.m.

5.0 **CONSUMER SERVICES PROJECTS OR PRESENTATIONS**

We have no presentations today, hopefully we can star them soon.

Dena Pfeifer brought up how often the Committee would like to meet. **It was agreed that the committee would meet monthly, on the First Monday of the month.**

6.0 **CLINICAL**

There was no quorum for a vote to approve the END OF CARE PLANNING DOCUMENT & IPP OBJECTIVE FOR END OF LIFE CARE. This will be held over for next months meeting.

- Claire Lazaro discussed:
 - the documents that were attached to the meeting packet: Guide to Consumer travel during COVID-19; Visitation with Families & Outdoor Exposure with highlights; DDS Expectation on Hospital Discharges and other placement; In-Person meeting procedure; & CDPH Visitor Guide all Facilities.
- Tara Sisemore-Hester shared:
 - The intake statistics for August. We are down dramatically from last year for intakes. We have reached out to Physicians that make referrals to us, and they are not seeing many children in all of the counties. Some of the physicians have reached out to families, some were doing video meetings and some declined in office visit.

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	84	64	56	88%
Modesto	79	67	52	78%
San Andreas	10	6	6	100%
Total	173	137	114	83%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	28	26	16	62%
Modesto	10	6	3	50%
San Andreas	3	2	2	100%
Total	41	34	21	62%

- DDS is working on putting together a media campaign to pull in more referrals that don't go into the Doctor's offices. We are trying to problem solve together. This has been an issue all through the state.
- The Education Webinar. If you look at the Health Advisory, there was a link included to the webinar our Education Specialist did with DRC, FRN, State Council, SELPA Directors and other entities. To talk about distance learning. If you want the link you can e-mail Tara and she will send for you.
- We have some Occupational Therapist Vendor interest right now. This is good news!
- We have a few Early Start Autism ABA providers on deck to provide services. We had been working with Resource Development to process Clinical Vendors. We really appreciate their work.

7.0 RESOURCE DEVELOPMENT

- Brian Bennett shared:
 - Resource Development is continuing to develop homes and a possible SURGE. We are working with Licensing & DDS to develop our Residential Homes. We had been encouraging potential vendors for private rooms for safety.
 - We had a call with Community Care Licensing and they provided some updates. There are changes and new PIN's that have come out. There is a heavy focus on relocation and disaster plans, since there have been wildfires in California. We have been paying close attention to our mountain counties to make sure our providers are better prepared.
 - We are also continuing to work with our non residential service providers. To collect from them their updated Enclosure A's to show what services they are providing to consumers moving forward.
- Robert Fernandez shared:
 - On August 12 & 13, we had our Residential Services Orientation. This was our first Zoom due to COVID. It went well, we had 19 attendees. As far as development of residential services, they continue even through COVID.
 - HCBS on last Wednesday, Tumboura Hill provided information trainings for Home and Community Based Services providers whose homes are greater than 6 beds. He will continue to reach out and provide those trainings.
 - As far as non residential services, Brian & Wilma will be doing an informational session on the 17th from 1-2 for those providers. This is specific for transportation providers. ON the 18th we are hosting an info session for any other non residential service providers.
 - We have added the HCBS final rule compliance report, that every Regional Center is required to provide, to our website on August 31st and is available as a public disclosure.

8.0 QUALITY ASSURANCE

- 5.1 **Alerts:** Nicole Weiss shared that there were 65 alerts for the period of May 18, 2020 through August 11, 2020. 17 centered around Delivery of care; 16 for Recordkeeping; 11 for untimely SIR; 9 Violation of Rights; 6 Health related concerns; 3 environment; 2 staff qualifications & 1 for food service. The Alert findings found that 12 were unsubstantiated; 3 were N/A; & 17 were substantiated.

9.0 CASE MANAGEMENT

9.1 **Reports:**

- Caseload Ratios
- Transfer Status Report
- POS Exception Report
- SIR Report
- Fair Hearing Report. Christine Couch provided the following update:
 - The OAH, Office of Administrative Hearings, has scheduled all mediation and state level hearings as Microsoft TEAMS video meetings. We continue to hold informal meetings via zoom conference calls.
 - We have 5 open Lanterman eligibility cases. Two adults and three children.
 - We have 1 open service request case which is currently being heard in a State Level Hearing.

There was no quorum for a vote to approve the PERSONAL ASSISTANCE POLICY. This will be held over for next month's meeting.

9.2: **Case Management Update:**

- Cindy Mix shared:
 - New Adolescent Team--Cindy Jimenez returning. 14, 15, 16 year old's.
 - Consumer Contact --2nd mass campaign. W/monthly Everbridge
 - Additional Services Due to COVID--Extending all DP through Oct. All due to school closings through December 31st.
 - Day Services-Service Coordinators conducted surveys to obtain information about needs and preferences. Shared info with the programs who are completing their own surveys now by contacting consumers. Enclosure As will be completed by programs and it will be determined if Alternative Services are needed. If so, the regional center will be informed, and a confirmation letter will be sent out to the consumers. If it is decided that traditional services will continue but held remotely, there will be no need for an IPP Addendum.
 - VMRC staff are reminded that Health Passports and personal profiles being completed are a good way for those providing medical treatment to know our consumers and be able to better assist them.
 - Food Distribution has continued to occur on a monthly basis. Service Coordinators compile a list of needy consumers and families. The Presentation Pantry has donated at least 50 bags per month and our Cultural Specialist has a team of staff and volunteers delivering.
 - We are planning a Diaper Drive in the near future, hopefully in October. Donations are being secured now.
 - We are planning a Voter Registration Campaign--Next PPE distribution date;

we will assist in completing registrations.

- On Sept. 23rd, we will hold a public meeting re: our Performance Contract for the upcoming year and provide NCI to review how we are doing in various areas based on consumer input.
- Self-Determination--28 now on program.

10.0 TRANSPORTATION

➤ **Wilma Murray was not able to attend, however Cindy Strawderman read the following in her absence:**

- Free public bus service is still being provided by Tuolumne, Calaveras and Stanislaus Counties. Calaveras has also recently added a free grocery pick-up and drop-off service! Please see the attached flyer for more info.
- Modesto Max has introduced a new commuter bus line between the Modesto Transit Center and the Stockton downtown Transit Center which includes a stop at the Manteca Transit center. The service hours include mid-day trips so this service could easily be used for cross county needs such as doctor's appointments. See the attached flyer for more info.
- San Joaquin Regional Transit started charging their regular fares for all bus lines on August 30th. There are also significant changes to the Dial A Ride (DAR) and VanGo systems.
- DAR is now only available for trips within the Stockton city boundaries versus allowing trips between all cities – this cut back is due to budget/funding cuts. However, they are also offering a new program called My-Ride which allows ADA certified passengers (DAR riders) to find their own drivers, sign them up with RTD to drive them anywhere in the County for any purpose. RTD will reimburse the driver @ \$.50 cents per mile. See the attached for more info.
- The VanGo service has the biggest change. VanGo will no longer service trips that start and end in any city. At least one leg of the trip must be in the unincorporated/rural part of the County and the fare will be mileage based. A flat charge of \$4 for the first 5 miles and \$.50 per mile after that. They will no longer honor DAR tickets on VanGo and fare can only be paid as cash or credit card (thru a mobile app). Flyer is attached with information
- We are working with RTD on a solution to allow us to fund VanGo for consumers who need this service. More on that to follow. In meeting with RTD, they stressed that these changes are emergency measures and they will be making adjustments over the next few months based on feedback from stakeholders and their own analysis of service.

- The Tracy Tracer system has added weekend On-Demand service which is a great addition as they were running only limited service on Saturdays and there was no Sunday service. This will allow for more community access. Flyer is attached.
- Our contract transit providers are all developing potential service plans, in alignment with COVID-19 and DDS (draft) guidelines in anticipation of services that day programs might be able to offer. We are also seeing a slight increase in care homes who are expressing interest in transporting their own consumers – recognizing that transportation for our contract providers will be a challenge under the current operating environment. That has been much appreciated!

11.0 **NEXT MEETING**

October 5, 2020, 4:00 p.m., Via Zoom. Dial in number: 669-900-6883. Meeting ID: 912 6700 7341; Passcode 108771.

Or by internet: <https://zoom.us/j/91267007341?pwd=MFlXckFnQlhRbFFlVUk3b3ZrdTRIUT09>

The meeting was adjourned at 5:14 p.m.

Recorder: Cindy Strawderman