



Consumer Services Committee

4:00 P. M.

Monday, October 5, 2020

VIA Zoom - Dial In Number: 669-900-6833

Meeting ID: 912 6700 7341 - Passcode: 108771

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



Meeting Book - Consumer Services Committee

Consumers Services

PUBLIC COMMENT - 3 MINUTES	DISCUSSION	
REVIEW OF MINUTES	ACTION	
CSB Minutes Draft 6.1.2020.pdf		Page 4
CSB Minutes Draft 9.14.2020.pdf		Page 13
SAC6 UPDATE CRYSTAL ENYEART	INFORMATION	
CLASP UPDATE DAIME HOORNAERT	INFORMATION	
CONSUMER SERVICES PROJECTS/PRESENTATIONS DENA PFEIFER	INFORMATION/EDUCATION	
2020-2021 CSB Schedule.pdf		Page 21
CLINICAL UPDATE	INFORMATION	
Claire Lazaro		
Advance Care Planning - IPP Objective 2020_04_22.pdf	Action	Page 22
Medication Basics webinar from Dr. Kehoe		
Tara Sisemore-Hester		
RESOURCE DEVELOPMENT BRIASN BENNETT & ROBERT FERNANDEZ	INFORMATION	
QUALITY ASSURANCE NICOLE WEISS & PATRICIA GREEN	INFORMATION	
ALERTS	INFORMATION	
Consumer Services - Alert Report 9.2020.pdf		Page 24
CASE MANAGEMENT CINDY MIX	INFORMATION	
CASE MANAGEMENT REPORTS CINDY MIX	INFORMATION	
Transfer status Through 9-23-2020.pdf		Page 26

POS Exceptions August 2020.pdf

Page 27

Special Incident Reports Aug 16 2019 to Jul 15 2020.pdf

Page 28

FAIR HEARING STATUS UPDATE
CHRISTING COUCT

INFORMATION

CASE MANAGEMENT UPDATE
CINDY MIX

INFORMATION

Personall Assistance.pdf

Action

Page 29

TRANSPORTATION
WILMA MURRAY

INFORMATION

4:00 P.M.

NEXT MEETING - November 2, 2020 - Via Zoom

Via Zoom - DIAL-IN NUMBER : 1-669-900-6833
Meeting ID: 912 6700 7341 – Passcode: 108771

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, June 1, 2020**

=====

PRESENT: **Committee Members:** Linda Collins; Daime Hoornaert; Emily Grunder; Liz Herrera Knapp; Dena Pfeifer, Lori Smith her facilitator; Margaret Heinz; Mohamed Rashid; Crystal Enyeart
 VMRC: Brian Bennett; Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Doug Bonnet; Erin Goudreau; Nicole Weiss; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson
 GUESTS: Carlos Hernandez, Translator; Dena Hernandez; Lisa Culley; Rachelle Munoz; Ryan; Valerie Segura; 209-XXX-1128; 209-XXX-5904

ABSENT: Robert Baslderama; Nadia Robinson;

=====

Dena Pfeifer, Chairperson, called the meeting to order at 4:03 p.m..

1.0 PUBLIC COMMENT

Dena Hernandez, SCDD North Valley Hills Office shared the following:

- Thank you to VMRC for collaborating with SCDD & SAC6 on the two Personal Protection Equipment (PPE) drive throughs this week.
- I wanted to say great job on the 3 VMRC Transition Fairs that occurred last week. I was proud to be on the planning team and appreciated all the VMRC staff who pulled those together quickly!
- Next SCDD North Valley Hills Regional Advisory Committee (RAC) meeting will be held on Tuesday, July 28, 2020 and will be a zoom meeting. Details to follow. All are welcome to participate.
- Self Advocacy Council 6 will be hosting SAC6 Zoom Chats during the month of June- 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/Herrera Knapp): Approve the minutes of May 4, 2020 as written.

3.0 SAC6 UPDATE

Crystal Enyeart shared the following:

- We are continuing to encouraging self-advocates to be safe and stay healthy.
- On May 1st we had our 2nd Zoom CHAT call with the topic being Health and Wellness. Advocates shared helpful activities that they are doing to stay healthy at home and

answered any questions others had. There were about 37 individuals on the Zoom call. Tony Anderson gave a brief update about what VMRC is doing during this time.

- On May 8th we had our 3rd Zoom CHAT with the topic being Coronavirus update: There were about 39 individuals on the Zoom call. Clair gave a corona virus update Tony gave an update on DDS and what Day Program openings may look like.
- On May 15th we hosted our 3rd Zoom Chat there were about 48 individuals on the Zoom call. This Zoom call topic was all about the US Census. Sac 6er's and Dena Hernandez from SCDD office gave lots of great information on Census, such as, why is it important to complete a census, how to fill out a census and what if I live in a care home.
- Our next Friday Zoom Chat is on May 22nd and that topic is on Scams & fraud and how we can prevent not being a victim.
- We published our Spring Chatter Letter 2020, which is posted on the VMRC website under Self Advocacy Council 6.
- Our next board meeting is scheduled for June, which will be via zoom.

4.0 **CLASP UPDATE**

Daime Hoornaert, North Valley Hills – SCDD shared the following:

- CLASP members approved the Provider Conference Budget of \$12,000. Conference is currently scheduled for November 2020. On going discussions of possible virtual conference, if mass gatherings continue to be postponed.
- Membership: CLASP currently has 86 members. 3 new members from last month.
- PPE-Vendors are thankful to SCDD and VMRC collaboration with distribution of PPE.
- CLASP members concerns:
 - The May 7, 2020 DDS directive where there is an expectation to use PPP funds 1st. Some interpreted the directive as required.
 - “Absence funds are provided based on the expectation that other sources of funding are not currently available to providers due to the impact of COVID-19. Accordingly, absence funds are provided as a funding source of last resort. Providers are expected to first seek and apply for all available COVID-19 relief funding before receiving absence funds through regional centers. An application for available “payroll” loan forgiveness or reimbursement program, including but not limited to, the Paycheck Protection Program, Economic Injury Disaster Loan Emergency Advance Program or any other similar federal or state programs for which the provider qualifies should be sought first. Claims submitted to the regional center for absence funds must be reduced by the amount the provider receives from other available sources, including the programs listed. Providers may not receive funding from absence payments and other

relief sources in excess of what the provider otherwise would have received by providing services to consumers absent the State of Emergency.”

- Members are concerned if the loan isn’t forgiven, the debt they will incur. Not what the monthly payment could be, on top of possibly having a %1 interest rate. Repayments could be substantial, all depending on the size of the loan, which varies with vendors.
- Also, other funding sources stated in directive had closed to vendors when Directive was given out.
- Billing guidance for April was given after most vendors billed. Billing for May is unclear for many vendors. CLASP has requested that Debbie Beyette be invited to the next CLASP meeting for clarification.
- The state budget and the impact to provider rates if the Heroes act doesn’t pass. Could trigger the 14-day mandatory closure dates and decrease service code rates across most service codes from 7% up to 14%. CLASP encouraging everyone to talk with their state and federal elected officials.
- Workers Comp: Employer Liability during COVID 19 Pandemic.
 - “On May 6, 2020, California Gov. Gavin Newsom signed Executive Order N-62-20 (EO N-62-20), which creates a rebuttable presumption, for purposes of receiving workers’ compensation benefits, that employees who test positive for or are diagnosed with COVID-19 contracted the virus while at work. With this executive order, California becomes the latest state to expand workers’ compensation benefits to employees during the pandemic.”
- Residential Service Provider Group: Ongoing issues:
 - RSP’s are still looking for additional staff to cover shifts. Having difficulty with staff leaving and hiring new staff. Many people are content with receiving the additional \$600 unemployment or don’t want to work the shifts offered.
 - Several providers may look into Creative Day services for their residents.
- Day Program Network:
 - Programs are collaborating with each other about re opening procedures. UCP San Joaquin invited CLASP Leadership, SCDD Regional Office 6, VMRC staff and others CLASP members to view their proposals for reopening. It was a great presentation and good questions were asked and answered.
 - Transportation-this will impact programs and dates for opening. Providers are unclear of Contracted Transportation plans for starting services again. Many individuals use contracted transportation to get to and from Programs and we haven’t received info on their re-starting procedures. May inquire at an upcoming CLASP Meeting.

5.0 **CONSUMER SERVICES PROJECTS/PRESENTATIONS**

There were no projects or presentations at this time.

6.0 **CLINICAL**

Claire Lazaro advised that we have been working on “End of Life” training for our Service Coordinators. This was supposed to be sometime in March or April, but because of COVID will have to be pushed out to this fall. In the meantime we are presenting to you the “Thinking Ahead” booklet in English & Spanish that was attached with the meeting packet. Also there an “End of Life” subcommittee that has been meeting to come up with a document to include in the IPP as part of the IPP objective about end of life planning and advance care directive. We are actually presenting it to Consumer Services for review and hoping to get an approval to get this included with our IPP’s so that discussion for advance care planning and supported decision making can begin. If you need further information it is on page 55 & 56 of the meeting packet.

On pages 57 & 58 of the packet, Claire wanted to make the committee aware of the letter received from California Department of Health regarding facility visitation. During COVID-19 there are many hospitals that are not allowing visitors. However, individuals with developmental disabilities who need their support person with them are being denied access. On May 2nd, the California Department of Health issued a letter indicating that individuals with developmental should be allowed their support person with them so that the support person can participate in the health care of these individuals. This can be printed and shared. Claire has e-mailed this letter out to most of the hospitals in our catchment area.

Tara Sisemore Hester went over the intake numbers. For Modesto, the numbers dropped in March & April, but are coming back up for May. For Stockton, March & April went down dramatically, in May we are looking at about 2/3 of what we are normally receive. We are anticipating an increase in intake numbers, once pediatrician offices re-open. San Andreas had a dramatic drop for May. Tara had a phone call with DDS on Friday; this is a trend that is being seen at all Regional Centers within the State. They are looking at several avenues on focusing on child fine. Tara will have more information at our next meeting.

7.0 **RESOURCE DEVELOPMENT**

Brian Bennett shared that Resource Development was able to identify a service provider for our Children's Enhanced Behavior Support Home. We held 5 separate interview cycles. But we identified this provider on Friday. Their name is Merakey. They are currently working with ALTA California & San Diego Regional Centers. Their home office is based in Philadelphia, PA, but are starting to open EBSH homes for Adults & Children in California. We are happy to be working with them. We have updated our RFP section of our website to indicate that Merakey is our new Children's EBSH Service Provider.

This home was found and acquired over a year and a half ago, and is close to being completed and licensed. This is in North Stockton which is in Lodi Unified's area, so we have been in contact with Lodi Unified.

8.0 **QUALITY ASSURANCE**

8.1 **Alerts:** **Nicole Weiss** advised that there were 16 alerts for this last month. Most revolved around delivery of care. Which we look at right away and provide assistance as quickly as possible.

We have been following up on all of the COVID SIR's that we have received. We are also following up with care homes that had consumer's returning from a potentially exposure setting such as emergency rooms, psychiatric facility, or parental homes. Anytime they leave the care home and come back, Claire or Angela speak with them to make sure they understand the isolation protocols. QA follows up about a week later to see how they are doing. If there is an issue, it is usually because some of the consumers not wanting to follow or understand the protocol. We do a lot of brainstorming and problem solving with the providers to make it work better for everyone involved.

9.0 **CASE MANAGEMENT**

9.1 **Reports:** **Cindy Mix** went over the reports for the month. The caseload ration report was not included in the packet as it was just completed today. Our numbers look a bit better than last month. We are down to 1:88 again. Last month we were at 1:92. We have hired some new staff. We have increased our consumer population by about 100 as far as transfer in's, reactivations & new cases. That is one service coordinator/caseload. We have done a change in distribution of two caseloads from children's teams in Stockton. One went to Angie Share and one to Liz Diaz.

Christine Couch gave an update regarding Fair Hearings.

- Today we started preparing for hearings to be held over Microsoft Teams. OAH does not use Zoom. We put in a ticket with our IT department to download that app.
- The OAH, Office of Administrative Hearings, has informed us that all mediation and state level hearings scheduled for June will be in person meetings. We are coordinating all mediations and hearings in either the Modesto or Stockton offices, in large conference rooms, to accommodate social distancing.
- We have 3 open Lanterman eligibility cases. Two adults and one child. Two are scheduled for state level hearings in June and the third is scheduled in September.
- We have 4 open service request cases. One is for ABA compensatory funding and is pending a state level hearing in June. Another is for ABA co-pay funding, with an informal meeting this month and a state level hearing in June. The third is for SPED attorney fees and has a state level hearing scheduled in June. The fourth is for mileage reimbursement and speech therapy funding – OAH granted our motion to consolidate both of these requests into one hearing scheduled for August.
- We were able to resolve the HCBS waiver eligibility request after our informal meeting based upon guidance provided by DDS. We are thankful for VMRC team members who worked diligently on this matter and contributed to the resolution.
- At this time we have no 4731 complaints.

9.2 Case Management Update:

- Due to COVID-19, our annual **Transition Fairs** were held remotely. Three Zoom fairs occurred this year to recognize graduates and provide helpful, well-rounded information for futures planning. The agendas consisted of presentations from Supported Living and Independent Living Service providers, as well as resources pertaining to college programs throughout the state such as Taft College, Fresno State, UCLA, and Delta College. Employment and community resources were presented to the graduates by the Family Resource Network, State Council, and Department of Rehabilitation. And, VMRC-vendored day services and supported employment programs provided various options for those choosing that avenue. In addition, there were raffle prizes donated by the presenters and virtual dance parties held to continue the celebration. Stanislaus County met by Zoom on 5/27, the foothill counties of Amador, Calaveras, and Tuolumne met on 5/28, and San Joaquin County on 5/29.
- Presentation Food Pantry donated **food bags** to 71 families in May who are part of our regional center. Another 55 food bags have been donated and distribution is scheduled for June 6. Thanks to our Cultural Specialist Gabriela Lopez for coordinating the effort and staff who helped with delivery.

- **PPE Distribution**--Large orders of masks, sanitizer, and other items came in from DDS and SCDD. There will be a drive-thru distribution center at our Stockton office on Thursday morning of this week and Friday morning at our Modesto office.
- Directives recently received from DDS--
 - **SEP-** Because many are seeing a reduction or loss of jobs in the Supported Employment Program (SEP) area, the SEP providers can submit a form requesting to change existing groups, change work hours or work days, stagger the work schedule, and or terminate the group and transfer of consumers to another Supported Employment Program. If a SEP group has decreased work hours or days, or has been furloughed due to COVID-19, the provider should show this on the DS 1963 form. This communication has very important directions for the SEP providers for filling out this form.
 - **SIRs** Special Incidents Related to COVID-19 in SANDIS From now on providers and regional centers must complete a special incident report, clearly show in the incident description it applied to any of the following events:
 - An individual tests positive for COVID-19;
 - An individual receives medical attention at a hospital, emergency room, or urgent care clinic due to COVID-19 symptoms; or
 - An individual's death is related to COVID-19, either by confirmed COVID-19 positive testing or by medical diagnosis unconfirmed by testing.
- **Finger Print Clearance and Exemption Transfer**-- Department of Social Services advises of a faster way to transfer their background clearance from one licensed facility to another (homes, day programs, etc.). They did this to help provider get staff during the current COVID-19 outbreak. The CDSS notice says, "If an individual has an active clearance or exemption, they should not be re-fingerprinted as this may delay the processing of the transfer. Licensees may contact their local Community Care Licensing (CCL) office to verify the individual's status." ... "Individuals seeking to transfer from one licensed facility to another licensed facility will be allowed to work at the new facility while the transfer request is pending."
- **Self-Determination Program** continues. Currently 14 people are on the program, 72 of 110 have attended the orientation, 14 people chose to not participate, 30 people need a PCP/IPP, PCP/IPP has been held for 42 people, 13

people are working on budgets and 15 have signed budgets and are developing their spending plans. PCP/IPP meetings continue to be held 4 meetings in March since Stay at home was implemented, 6 in April, 6 in May as of the writing of this report and 5 already scheduled for June. SDAC meets the third Thursday of every month via Zoom. SDP Orientation's next scheduled training is June 10th via Zoom, 9am to 12 noon. Registration is available on FB or VMRC's website. Advised during an ARCA meeting that SD is undergoing a state financial analysis as the program is reported to be about 28% higher in costs than traditional services although it was initially thought to be cost neutral.

- **Budget Concerns** --Still concerns, but it appears to be a moving target due to how things will be handled on a state and federal level. Locally, we are looking to increase our Medicaid Waiver through Institutional Deeming and reviewing our highest cost consumers for necessary expenditures and/or alternatives.
- **Return to Workplace Plan**--unveiled to managers and staff last week. Our buildings will remain closed to the public, but we are surveying managers to see how we can stagger having staff in the office (based on need)and gradually return to the workplace
- **PG&E Power Shut-offs** are expected in the near future--We will be meeting with PG&E staff this week to discuss power shut-offs they plan due to potential fires in the state. We will be working on sending out notifications and helping consumers and families prepare for any power outages, making a Resource Guide and Hotline Assistance available.
- **Asian American Survey** being completed. We have contacted about 40% of our clientele to discuss their experiences during COVID-19 and hope to have information to report within a few weeks.

10.0 **TRANSPORTATION**

Wilma was not able to attend this evening. An update was provided to Cindy Strawderman on June 2nd that Wilma wanted to be shared.

- Modesto MAX : Free rides for essential services has been extended thru June 30th.
- Turlock Transit: Resumed full normal service schedules, effective June 1st. Rides are still free
- AND, I was horrified to see that I forgot to include the Stanislaus Transit System (START) when I did that Advisory update so here you go: Stanislaus Regional Transit Ph # 800-262-1516. Resumed full normal schedules, effective June 1st. Rides are still free on regular fixed route. Shuttle service and ADA services are regular fare. Visit the website for more info: www.srt.org
- **For our contracted transit providers:** All have developed tentative plans to address COVID-19 directives for health and safe as well as inclusion of any local County

health directives and adjust those requirements as updates are given. This will allow for quicker start-up once specifics are available for re-opening of day programs.

11.0 **NEXT MEETING**

Consumer Services will not meet again until September 2020

The meeting was adjourned at 4:48 p.m.

Recorder: Cindy Strawderman

DRAFT

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

=====

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.

=====

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 Rachelle 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**

➤ Daime 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=MFIXckFnQ1hRbFF1VUk3b3ZrdTRIUT09>

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

Recorder: Cindy Strawderman

Meeting Schedule for 2020-2021 Board Term
1st Monday of the Month Every Other Month
(Dates and Locations Subject to Change Upon Board Action)

Date	Location¹
09/14/2020 Monday 4 pm to 5:00 pm	Consumer Services, VIA Zoom
10/05/2020 Monday 4 pm to 5:00 pm	Consumer Services, VIA Zoom
11/02/2020 Monday 4 pm to 5:00 pm	Consumer Services, VIA Zoom
12/07/2020 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
01/04/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
02/01/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
03/01/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
04/05/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
05/03/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
06/07/2021 Monday 4 pm to 5:00 pm	Consumer Services, Location TBD
July/August 2021	NO CONSUMER SERVICES MEETINGS

¹ For board members unable to travel to the board meeting location a conference line will be available. The public will also have access to the published conference line phone number and pass code which will be included after the address as part of the Agenda heading.

Instruction to SC:

Mail out the 'Thinking Ahead Booklet' to the Individual prior to the IPP meeting. Individual will complete the booklet with support from family, care provider, SLS, ILS or day program staff, as needed. Planning Team will discuss the responses at the IPP meeting, which will be incorporated in the IPP objective.

Advance Care Planning / Supported Decision-Making

- Describe individual's baseline abilities – ability to feed self, type of diet (regular / puree / mechanical soft / no restrictions / g-tube) ambulation skills, use of hands, does the individual use any DME, continent / incontinent.
- Communication – Describe how the individual communicates - verbal, non-verbal, receptive skills, ability to demonstrate understanding of medical procedure.
- Unique traits – Nickname, preferred activities, any special accommodations, likes / dislikes.
- Legal / Authorized Representative – Is the individual conserved? Does Conservatorship include power over medical decisions? Does the individual have Power of Attorney for medical decisions? Does the individual have an Advanced Health Care Directive? Is there a POLST in place?
- Next of Kin / Circle of Support – Who are the people this individual relies on to make health care decisions and their contact information?
- End of Life Planning –
Has there been an 'End of Life Planning' conversation with the individual? ☐ Yes ☐ No
What is the individual's choice? Understanding of DNR? Is there a POLST in place?
- If Individual is unwilling to discuss 'End of Life Planning' – note that it will be reviewed at the next meeting.

Organ / Tissue Donor - ☐ Yes ☐ No

As a non-conserved adult, _____ is presumed to have the capacity to make informed decisions regarding *his / her* health care, residence, psychiatric care and other objectives implemented in her IPP. If a physician is concerned about _____'s capacity to consent for medical treatment, Planning Team will assist _____ with making an informed decision, including, but not limited to, the risks and benefits of said decision. If there remain concerns about _____'s capacity, the family and/or VMRC Medical Director will be contacted. In the event of a medical emergency, if no family member or next of kin can be contacted, the Planning Team will follow Section 4655 of the California Welfare and Institutions

OUTCOME # _____ : Provided with support, _____ will be able to make decisions that require informed consent.

PLANS:

's Role -

- Individual will consent to all services and supports as stated in her IPP, as he / she so chooses.
- _____ will provide his / her Planning Team contact information of family members to contact in case of emergency.

c.

What supports will help _____ achieve his / her outcome.

- d. Planning Team will provide support in weighing risks and benefits with _____ to assist with making informed decision.
- e. Service Coordinator / Service Providers will ensure that _____'s record has the current contact information of _____'s next of kin or family members.
- f.

Regulatory Standards (if applicable) -

- g. In the event of a medical emergency, if no family member can be contacted, the IDT will follow Section 4655 of the California Welfare and Institutions Code.
- h. This objective will stay in place until a court rules that Individual is no longer able to give informed consent.
- i.

Funding Source: _____ **Start Date:** _____ **Target Date:** _____

QA Incoming Alert Report

8/16/20 – 9/15/20

Alerts		
Control#	Presenting Issue	Alert Date
2020-08-10.0	Untimely SIR	8/18/2020
2020-08-11.0	Delivery of Care	8/21/2020
2020-08-12.0	Violation of Rights	8/21/2020
2020-08-13.0	Violation of Rights	8/21/2020
2020-08-14.0	Untimely SIR	8/21/2020
2020-08-15.0	Untimely SIR	8/21/2020
2020-08-16.0	Violation of Rights	8/24/2020
2020-08-17.0	Delivery of Care	8/27/2020
2020-08-18.0	Delivery of Care	8/31/2020
2020-08-19.0	Delivery of Care	8/31/2020
2020-08-19.1	Delivery of Care	8/31/2020
2020-09-01.0	Health-Related Concerns	9/2/2020
2020-09-02.0	Health-Related Concerns	9/2/2020
2020-09-03.0	Untimely SIR	9/3/2020
2020-09-04.0	Delivery of Care	9/8/2020
2020-09-05.0	Delivery of Care	9/8/2020
2020-09-06.0	Delivery of Care	9/8/2020
2020-09-07.0	Other	9/8/2020
2020-09-08.0	Delivery of Care	9/8/2020
2020-09-09.0	Recordkeeping	9/8/2020
2020-09-10.0	Untimely SIR	9/8/2020
2020-09-11.0	Violation of Rights	9/8/2020
2020-09-12.0	Health-Related Concerns	9/10/2020
2020-09-13.0	Untimely SIR	9/11/2020
2020-09-14.0	Untimely SIR	9/11/2020
2020-09-15.0	Untimely SIR	9/14/2020
2020-09-16.0	Violation of Rights	9/15/2020
2020-09-17.0	Untimely SIR	9/15/2020
2020-09-18.0	Untimely SIR	9/15/2020
2020-09-19.0	Untimely SIR	9/15/2020
2020-09-20.0	Untimely SIR	9/15/2020
2020-09-21.0	Untimely SIR	9/15/2020

QA Closed Alert Report

7/01/2020 – 9/23/2020

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2020-07-01.0	Untimely SIR	7/6/2020	Substantiated	Technical Assistance
2020-07-03.0	Violation of Rights	7/10/2020	Substantiated	Substantial Inadequacy
2020-07-03.1	Delivery of Care	7/10/2020	Unsubstantiated	Technical Assistance
2020-07-06.0	Untimely SIR	7/13/2020	Substantiated	Technical Assistance
2020-07-11.0	Untimely SIR	7/17/2020	Substantiated	Technical Assistance
2020-07-16.0	Delivery of Care	7/24/2020	Unsubstantiated	None
2020-07-16.1	Delivery of Care	7/24/2020	Unfounded	None
2020-07-17.0	Recordkeeping	7/27/2020	Substantiated	Technical Assistance
2020-07-18.0	Untimely SIR	7/31/2020	Substantiated	Technical Assistance
2020-08-04.0	Untimely SIR	8/4/2020	Substantiated	Technical Assistance
2020-08-08.0	Untimely SIR	8/6/2020	Substantiated	Technical Assistance
2020-08-10.0	Untimely SIR	8/18/2020	Substantiated	Technical Assistance
2020-08-15.0	Untimely SIR	8/21/2020	Substantiated	Technical Assistance
2020-09-07.0	Other	9/8/2020	Unfounded	None
2020-09-10.0	Untimely SIR	9/8/2020	Substantiated	Technical Assistance
2020-09-14.0	Untimely SIR	9/11/2020	Unfounded	Technical Assistance
2020-09-24.0	Untimely SIR	9/21/2020	Substantiated	Technical Assistance

Consumer File Transfer Status - To and From VMRC

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

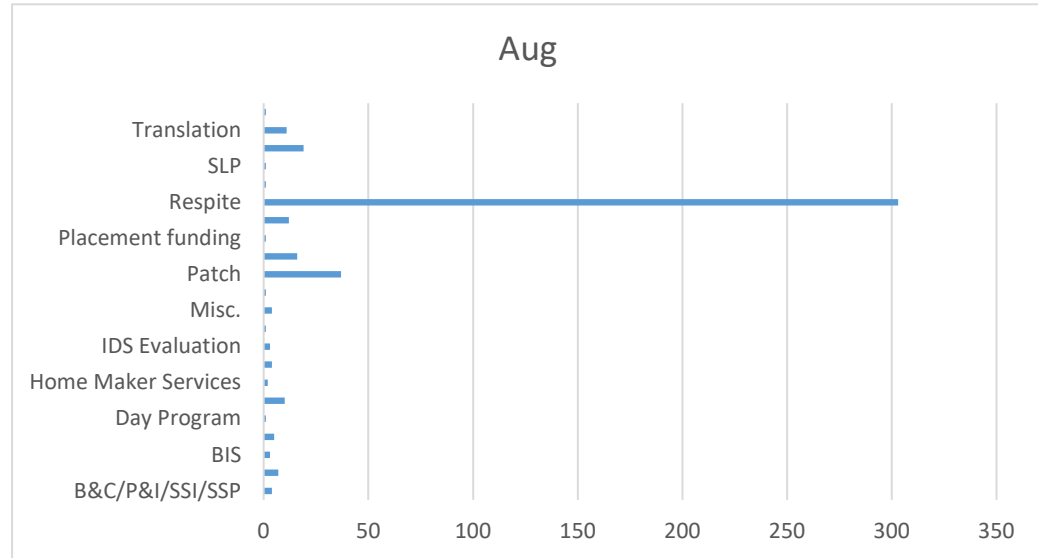
2018			
Files Received		Files sent out	
January	53	January	37
February	33	February	20
March	28	March	24
April	36	April	31
May	32	May	32
June	39	June	28
July	39	July	23
August	51	August	35
September	41	September	22
October	43	October	23
November	37	November	30
December	33	December	18
total for 2018	465	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	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	18	September	23
October		October	
November		November	
December		December	
total for 2020	281	Total for 2020	208

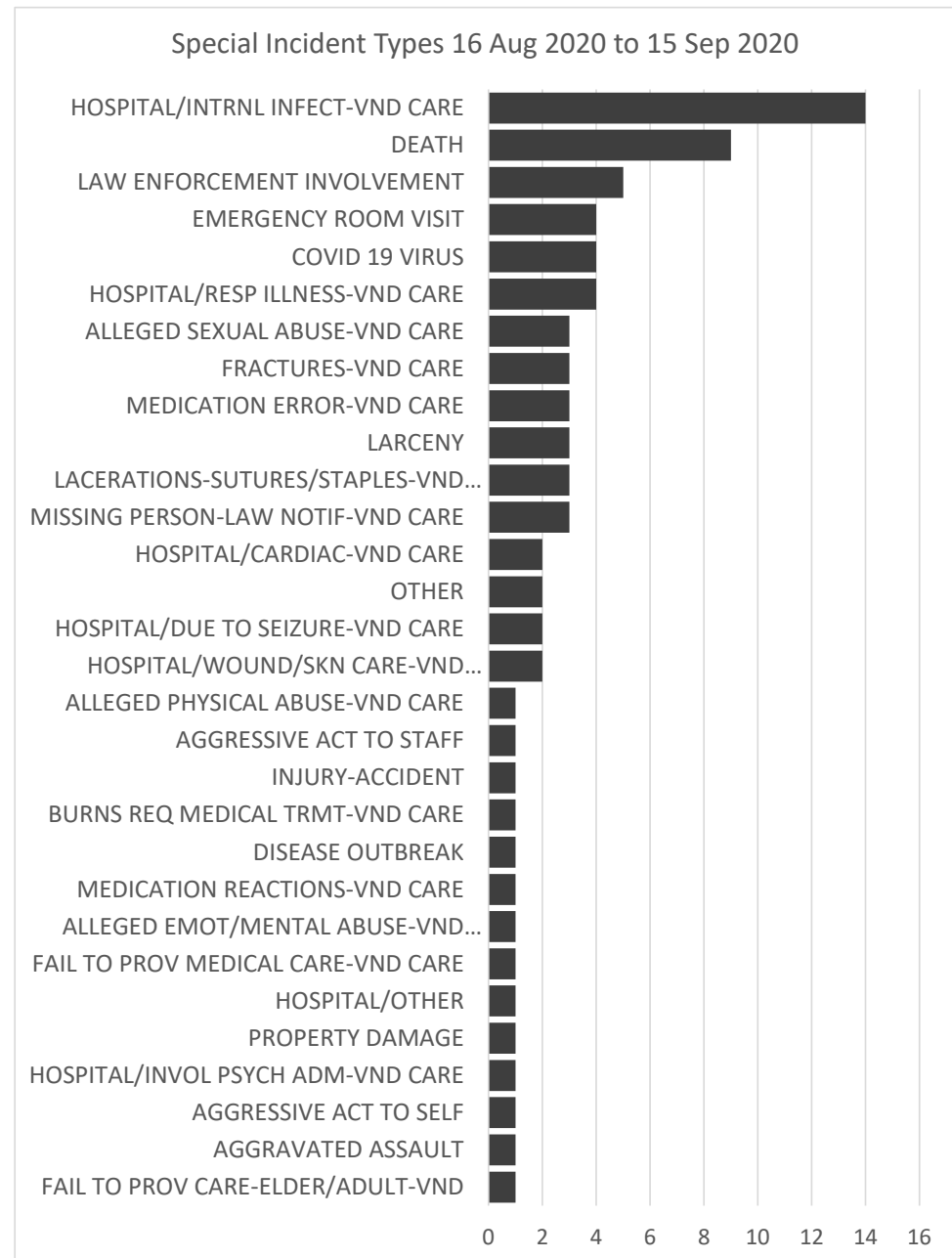
POS EXCEPTIONS - August 2020

2020/2021	Aug
B&C/P&I/SSI/SSP	4
Bed Hold	7
BIS	3
Day Care	5
Day Program	1
DME	10
Home Maker Services	2
Home Modification	4
IDS Evaluation	3
Mileage	1
Misc.	4
Nursing Respite	1
Patch	37
Personal Assist	16
Placement funding	1
Purchase Reimbursement	12
Respite	303
REST/RAPID	1
SLP	1
SLS	19
Translation	11
Vehicle Modification	1



16 Aug 2020 to 15 Sep 2020 Incident Report Consumer Count: 53

Special Incident Types	Count	Percent
HOSPITAL/INTRNL INFECT-VND CARE	14	17.5%
DEATH	9	11.3%
LAW ENFORCEMENT INVOLVEMENT	5	6.3%
HOSPITAL/RESP ILLNESS-VND CARE	4	5.0%
COVID 19 VIRUS	4	5.0%
EMERGENCY ROOM VISIT	4	5.0%
MISSING PERSON-LAW NOTIF-VND CARE	3	3.8%
LACERATIONS-SUTURES/STAPLES-VND CR	3	3.8%
LARCENY	3	3.8%
MEDICATION ERROR-VND CARE	3	3.8%
FRACTURES-VND CARE	3	3.8%
ALLEGED SEXUAL ABUSE-VND CARE	3	3.8%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	2.5%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	2.5%
OTHER	2	2.5%
HOSPITAL/CARDIAC-VND CARE	2	2.5%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.3%
AGGRAVATED ASSAULT	1	1.3%
AGGRESSIVE ACT TO SELF	1	1.3%
HOSPITAL/INVOL PSYCH ADM-VND CARE	1	1.3%
PROPERTY DAMAGE	1	1.3%
HOSPITAL/OTHER	1	1.3%
FAIL TO PROV MEDICAL CARE-VND CARE	1	1.3%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	1.3%
MEDICATION REACTIONS-VND CARE	1	1.3%
DISEASE OUTBREAK	1	1.3%
BURNS REQ MEDICAL TRMT-VND CARE	1	1.3%
INJURY-ACCIDENT	1	1.3%
AGGRESSIVE ACT TO STAFF	1	1.3%
ALLEGED PHYSICAL ABUSE-VND CARE	1	1.3%
Grand Total	80	



Service Standard

Personal Assistance

Draft

Personal Assistance is the coordination of support, care and supervision in the person's home and/or a variety of settings to enable or maintain integration in the community. Personal Assistance focuses on keeping individuals safe while providing direct support in a variety of settings, including work, appointments, community activities, and in their own home. The goal is to assist with the safety and supervision of individuals at home and in the community to encourage choice, inclusion, and independence.

Valley Mountain Regional Center (VMRC) recognizes that some consumers require additional support for medical and/or daily living skills in order to participate in age appropriate and community based activities. When natural supports and/or generic resources are insufficient to minimize the risks to the health and safety of a consumer, VMRC may provide personal assistance. Personal assistance is typically provided to individuals in order to help them perform tasks that someone could accomplish if he or she did not have a disability. This can include personal care, daily living skills, attending appointments, medication reminders, household activities, support, and supervision. The Planning Team, having utilized all available generic resources and current services and supports, including natural supports, determines the amount of personal assistance hours needed. Hours are based on the needs of the individual identified in the Individual Program Plan process, utilizing the Consumer Services Assessment Tool. These may be services provided in the home, post-secondary school, work and in community activities.

Personal Assistance service is normally geared toward individuals 12 years of age and older. If the Planning Team determines a need for an individual younger in age, and criteria is met through completion of the Checklist and Assessment, the request will be forwarded to the POS Exception Committee.

The person providing the service must be at least 18 years of age and cannot be the consumer's spouse or parent.

Consideration for Personal Assistance shall be based on the following:

- The need is identified and described by the Planning Team and identified as a combination of caregiving and support as opposed to training.
- Documentation exists pertaining to family/extended family availability to provide natural supports.
- Generic resources are identified and are in place (i.e. IHSS, Nursing Waivers, EPSDT, and Disability Student Services).
- The service is necessary to maintain residency in the community.
- The critical needs to be met by the assistance of attendants shall be clearly identified. VMRC places a high priority upon preserving the dignity of independence and promoting least restrictive alternatives. The concept of lowest level of care necessary shall guide the frequency, duration and intensity of the service provided.
- These services shall not duplicate those already being purchased by VMRC or other public entities.

- If parents are unable to provide care due to disability or illness.
- If parents are sleeping due to job responsibilities or they are caring for other family members who have significant needs.

As part of the IPP process, the Planning Team may make exceptions to VMRC's considerations/guidelines. Exceptions may include, but are not limited to:

- A family whose financial resources indicate that they are living at poverty level (e.g. Public Assistance programs – TANF and Food Stamps recipients).
- Situations that will result in maintaining a child in the family home and prevent either the CPS removal or voluntary placement of a child in out-of-home care.
- Situations involving the need for extended summer and other periods when school is not in session may be reviewed on an individual basis. This exception does not include typical family/federal holidays.
- Situations where parent's employment is inconsistent and/or does not lend itself to a routine setting which would meet a child's care needs (i.e. swing shifts requiring off hours, an unemployed parent seeking employment/job interviews).