

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, October 5, 2020**

=====

PRESENT: Committee Members: Dena Pfeifer, Lori Smith her facilitator; Crystal Enyeart, Rachelle Munoz her facilitator; Daime Hoornaert; Liz Herrera Kanpp, Mohamed Rashid
 VMRC: Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Nicole Weiss; Tony Anderson.
 Guests: Armando Carrazco; Dena Hernandez; Irene Hernandez; Lisa Culley; Ron Luis

ABSENT: Linda Collins; Nadia Robinson

=====

Dena Pfeifer, Chairperson, called the meeting to order at 4:03 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 this week and next Personal Protection Equipment (PPE) drive throughs and for “housing” the recent PPE orders we received from the Gov’s office of Emergency Services.
- The State Council on Developmental Disabilities is holding Public Comment online until November 9, 2020 on the DRAFT State Plan for 2022-2026. I would appreciate it if you would please look at the State Plan and give any feedback or comments. It is available in English and all the threshold languages and Plain Language. The link is <https://scdd.ca.gov/stateplan/>

2.0 REVIEW OF MINUTES

M/S/C (Rashid/Enyeart): Approval of minutes of June 1, 2020 & September 14, 2020 with corrections.

3.0 SAC6 UPDATE

Crystal Enyerat, Self-Advocacy Council 6 shared the following:

- On September 3rd Sac 6 partnered with SCDD and VMRC to hand out PPE equipment at the VMRC office in Stockton. We handed out PPE equipment to vendors and care providers in a contactless drive through style.

- On September 4th we held our Friday Zoom Chat, the topic was on Coping with Grief and Loss with Dr. Dave Demetral.
- Also, on September 4th Sac 6 partnered with SCDD and VMRC to hand out PPE equipment at VMRC office on Modesto, this was also a contactless drive through style.
- On September 11th we had our Friday Zoom Chat, the topic was on Person Centered Planning with Sac 6 members and Dena Hernandez from the SCDD North Valley Hills Office.
- On September 12, 2020 we held our Sac 6 Board meeting via zoom.
- On September 18th we had our Friday Zoom Chat, the topic was on Law Enforcement and YOU- How to be safe in our communities together with Sac 6. We had over 60 individuals on this zoom.
- Sac 6 had their monthly Leadership Meeting with Tony on September 24th. We are continuing to get the word out about self-advocacy. We also reviewed topics for upcoming topics for Friday Zoom Chats.
- On September 25th we had our (22nd) Friday Zoom Chat, the topic was on Disability Culture- What is important to you -What do you need to know with Sac 6 member Robert Balderama, Andrew Imparato from Disability Rights CA and Christina Mills Executive Director off CA Foundation for independent Living Centers (CFLIC).
- Upcoming events:
 - We are continuing to work with VMRC and SCDD to distribute PPE Equipment to the community as needed. We have days scheduled in October for Stanislaus County, San Joaquin County, and the Foothills.

4.0 CLASP UPDATE

Daime Hoornaert, CLASP representative shared the following:

- Currently our clasp membership is at 70
- Clasp provider conference there is still ongoing planning the virtual conference series that will be held November 5th, 10th and 17th. This gives vendors the opportunity to collect 60 CEU's for attending all three series. The group basically divided the three series because vendors are so busy right now.
- The vendors continue to be thankful to the state Council, SAC6 & VMRC's collaboration with distribution of PPE and that we are looking forward to the next drive thru on October 7 at the Stockton VMRC office.

- We had a presentation from Ernest Supply where they presented the group about their PPE's that they have for sale
- The Residential Service Provider group continues to meet to discuss issues. Several RSPs are struggling with staff leaving they are hiring staff and pay for all of the requirements needed and then they may only stay for a month so that's an ongoing struggle
- The Day Program Network -vendors are thankful on getting direction on alternative service implementation timelines, alternative services reporting requirements, service rates for September and October, & service rates for November and ongoing. But we are concerned with the late notices we received requesting all nonresidential service providers to complete assessments on consumer needs prior to submitting billing for September 2020. We received notice on October 1, which was kind of a struggle and also they said there would be no extensions of billing if you hadn't had this completed. Our next meeting will be October 14 at 8 AM
- The Residential Service Workgroup has not met in the last month
- Our next CLASP meeting will be on October 26 at 10:00

5.0 CONSUMER SERVICES PROJECTS AND PRESENTATIONS:

Our 2020/2021 schedule is in the packet. Please remove "every other month" because we will be holding our meetings every 1st Monday of the month, and having meetings monthly. Cindy Strawderman will provide an updated schedule at the next meeting packet

6.0 CLINICAL

Claire Lazaro shared the following:

- We held the "Medication Basics" webinar from Dr. Kehoe. The link to that is in your packet, you can access that through VMRC's YouTube channel.
(https://www.youtube.com/watch?v=bEn4_21cdQY).
- Those that want CEU claimed on that just email Lorraine Rodriguez for the quiz, she will send you the quiz and you can send it back to her when it's completed. You will then receive your certificate

M/S/C (Rashid/Enyeart): Approval of the "END OF CARE PLANNING DOCUMENT & IPP OBJECTIVE FOR END OF LIFE CARE".

Claire also shared the intake numbers:

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	108	80	64	80%
Modesto	81	63	48	76%
San Andreas	9	6	6	100%
Total	198	149	118	79%
Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	31	27	11	41%
Modesto	10	9	7	78%
San Andreas	6	4	3	75%
Total	47	40	21	53%

6.0 RESOURCE DEVELOPMENT

Nicole Weiss shared the following:

- some exciting news is that we have found a house for the location of the children's crisis home that we are in the process of developing this just happened last week. We had shared before that we were in the process of developing a children's crisis home and another enhanced behavior support home for adults. The newest one will be for individuals who have traumatic brain injuries or need treatment similar to people with traumatic brain injuries. This is exciting because right now we have consumers who are down in Southern California in Apple Valley receiving treatment because we have we don't have anything close for those with brain injuries. Later this month resource development is going to have a Zoom meeting for anyone who is interested in providing the service provision for those two homes. The RFPs were published late last month and hopefully we can sign some contracts by the end of the year
- Our EBSH home for children is being developed as you've heard that we are trying to bring back 4 children that are currently receiving treatment in other states or out of our catchment area so that we can bring them closer to our home community. We are excited about that and so are the parents
- Our EBSH home for adults with autism is coming along nicely we are anticipating consumers moving in hopefully early January. We are excited because one of our consumers who has been living in an Institute for mental disease is coming back to our area and will be able to see his family much more often than currently because College Hospital is way down south and takes many hours to get there.

7.0 QUALITY ASSURANCE

5.1 **Alerts:** Nicole Weiss shared the Alert Report. There were a total of 32 one alerts reported for the period of 8/16/2020 through 9/15/2020. Most of the alerts were centered around Untimely SIR, Delivery of Care, Violation of Rights & Health related concerns. 17 alerts were closed with 12 that were Substantiated, 2 Unsubstantiated and 3 unfound.

- In regards to the late SIR's, due to COVID we have not been giving untimely SIR's substantiated inadequacies for those, understanding that our providers are under additional stress due to COVID. A lot of our untimely SARs are dealt with basically calling the provider and reminding them of the timeline. I have not seen our report from DDS, we get a report of where we stand regarding untimely SIRs. It's my understanding a lot of other regional centers are dealing with them the same way.
- We started doing zoom trainings. Our first of a series of two trainings on clients rights the first one was on October 1st. We receive some very good reports on that. Christine Couch was on the call and did a great job of assisting. We are not charging vendors for the CEU's because we would like them to learn so we are giving them a test at the end of the training sessions. A couple of people have failed so they have been invited to attend one of the other sessions.

8.0 **CASE MANAGEMENT**

Cindy Mix shared the Case management Report Statics:

- Caseload Ratios: Total Lanterman Consumers—13,074 minus 168 (Deflection) =12,906; Team Caseload Ratio Total of 1,179 divided by 14 teams = **1:84**
- Transfer Status Report: as of September 30, 2020, there were 18 consumer files received for the month, with a year to date total of 281 received. There were 23 files transferred to other Regional Centers for the month, with a year to date total of 208. We are still running at about a full caseload of transfers received for the year to date.
- POS Exception Report: There were a total of 447 POS Exceptions for the month of August, with the majority being for Respite.
- The SIR Report: There were 80 Special Incident Reports received for the period of August 15, 2020 through September 15, 2020 impacting a total of 52 consumers. 14 of these were related to HOSPITAL/INTERNAL INFECTION-VENDOR CARE which represents 17% of the reports.

Fair Hearings:

Christine Couch shared the following:

- We have 6 open Lanterman eligibility cases. Two adults and four children. The 4 children cases were from fiscal year 2019/2020 and the two adults this fiscal year.
- We have 1 open service request case which is currently being heard in a State Level Hearing.
- We received one 4731 complaint which is currently being reviewed and our proposed decision is due to the complainant by October 9. This one has been closed, but since my e-mail to Cindy Strawderman, we have received 3 more.

Cindy Mix shared the following information regarding Case Management:

- We are forming our new Adolescent Team—Cindy Jimenez is the Program Manager and Kalleann Sokbour is the SSC. We have a few staff transferring to the team and we are in the process of transferring all 14 year old's now.
- A public meeting was held on 9/23 to review NCI info from the 17-18 FY. Discussed last year's Performance Contract and revising the plan. Feedback accepted through today. Revised plan going to the Board of Dir on 10/19. Due to DDS by 12/1/20
- DDS is developing a Self-Advocate and Family Survey that will be sent out soon asking how people feel about their needs being met during COVID.
- We have received some funds through the CARES Act and a portion of those funds have been determined to be used on technology equipment and Wi-Fi needs. More info soon about criteria and distribution.
- Internally, we will be focusing on SANDIS error reports. Need good data in system for emergency needs.
- A board retreat was held on 9/26 to begin the Strategic Planning process. The plan will encompass 3 years once completed.
- Staff will be attending 2 separate conferences this month—The Help Group's Advances and Best Practice in Autism Spectrum Disorder on 10/16 and 10/17, and The Supported Life Conference on 10/22.
- An update on our Self-Determination Program—we have 29 in the program, 73 have completed orientations, orientations, and all PCP and IPP meetings continue, and we have over 1,000 on the interested list. Effective 7/1/21, all who are interested can participate. We are planning more trainings to educate staff and families.
- As most have heard, Nicole Weiss is retiring. Her last day is November 2nd. We will miss her tremendously. She has been a powerhouse employee for VMRC. We have posted the Deflection Program Manager position and will be interviewing next week. We will also be posting for an FHA Coordinator due to receiving grant money to develop the FHA concept.
- Re: Alternative Services pertaining to day programs—Alt Services requires an IPP Addendum. If Traditional services continue, that will not require an Addendum.

- Assessment Surveys will be completed per consumer by each program vendor by 10/9 and returned to Resource Development
- RD will review and ensure that the services they say will be provided are services that are included on the Enclosure A's that the vendor submitted.
- Survey information will be sorted by program/team/case management code.
- The lists will be sent to each team and the SC will review and compare the information with the information they obtained in the VMRC Day Program surveys done a few weeks ago, ensuring that needs and preferences have been honored.
- Confirmation letters (signed by the SC and PM) will then be sent to the consumers, noting the services they will receive and the fact that the program will complete an ISP for those services by the end of October.
- Rates for Alternative Services will be received from DDS.
- RD and Fiscal staff will ensure the rates are entered into SANDIS with correct service codes.
- Purchase of Services (POS) will be submitted by case management staff.
- Re: COVID—VMRC's numbers are: Consumers—178 cases/11 deaths; Staff—11 cases/no deaths; Providers—70 cases/1 death; Volunteers—1 case.

M/S/C (Enyeart/Herrera Knapp): Approval of the "PERSONAL ASSISTANCE POLICY" and will be presented at the next board meeting.

9.0 **TRANSPORTATION**

Cindy Strawderman shared that that Calaveras and Tuolumne are providing free rides thru the end of 2020 and that Turlock Transit is discounting fares thru Jun 2021

10.0 **NEXT MEETING**

Monday, November 2, 2020, 4:00 p.m., **Via Zoom - DIAL-IN NUMBER: 1-669-900-6833**
Meeting ID: 912 6700 7341 – Passcode: 108771

The meeting was adjourned at 4:49 p.m.

Recorder: Cindy Strawderman

DRAFT