

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, December 7, 2020**

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PRESENT: Committee Members: Margaret Heinz, Board President; Dena Pfeifer, Chair; Lori Smith, Dena's Facilitator; Daime Hoornaert, CLASP; Crystal Enyeart, SAC6
VMRC: Brian Bennett; Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Liz Herrera Knapp; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson
Guests: Dena Hernandez, SCDD; Irene Hernandez; Lisa Culley FRN; Rachelle Munoz; 209-XXX-X896

ABSENT: Mohammad Rashid; Linda Collins; Nadia Robinson

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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:

- Happy to announce that the Junior League of San Joaquin has awarded \$5,000 or the diaper drive we wanted to hold for those in need. Thank you to Daisy Plovnik from Jr League for meeting with me and submitting the application. Thanks to Lisa Culley from Family Resource Network for being the fiscal agent and to Gabriela Lopez from VMRC for collaborating with us on this! Stay tuned for details!

2.0 REVIEW OF MINUTES

There was no Quorum for a vote to approve the minutes of October 5, 2020 or November 2, 2020. This will be brought back to January 4, 2021 meeting for vote.

3.0 SAC6 UPDATE

Crystal Enyeart, SAC 6 representative shared the following:

Monday November 2nd, Sac 6 chairperson Lisa U. had a zoom meeting to prepare a training for VMRC SC's. This group started working on making an End-of-Life Training in plain language.

On November 6th we had our Friday Zoom Chat, this Zoom Chat was on Cyber Bullying- Lets End This! Presented by Sac 6 members. We thought this would be a good topic with everyone staying home and more and more people are on the internet we wanted to let people know how to stay safe and not get bullied, and what steps to take if you are.

Also, on November 6th, Sac 6 helped hand out PPE equipment in San Joaquin County in a contactless drive thru style. We were at the Valley CAPS PLUS location in Manteca.

On November 10th Sac 6 held their quarterly finance meeting.

On November 12th, Sac 6 Chairperson Lisa U. had another meeting regarding the "End of Life Training."

November 13th Sac 6 members Lisa U and I, along with Dena Hernandez from SCDD and VMRC staff drove to Sutter Creek to hand out PPE Equipment.

November 20th Sac 6 Chairperson Lisa U. had her last meeting with DDS-Consumer advisory Committee. Lisa has represented Sac 6 on this committee for 6 years.

Also, on November 20th Sac 6 hosted their 30th Friday Zoom Chat. This topic was presented by Sac 6 self-advocates and what self-advocacy means to us. After the zoom chat sac 6 members volunteered to hand out PPE equipment with VMRC and SCDD at UCP in Turlock.

Upcoming events:

We are continuing to work with VMRC and SCDD to distribute PPE Equipment to the community as needed. We are discussing other PPE distribution days in December. Locations are Tracy, Lodi, and Stockton area. When these days are scheduled you can find the information on the VMRC website.

You can find more information about our upcoming Friday Chats on the VMRC website under the Sac 6 tab.

4.0 CLASP UPDATE

Daime Hoornaert shared the following:

- Our current membership, we have 80 paid members.
- We have a new Vice President; her name is Marnie Dick. She is a residential service provider in the mountain counties
- We are very excited for Liz Herrera Knapp with her new position as BCBA for VMRC. But unfortunately, with that she has to resign from CLASP, but we will be looking to refill her seat on this committee.
- CLASP provider conference was held in November. It was a huge success and well received.

- We have the residential service provider group. Marnie had created a survey for the provider group to share any concerns. She presented at the Day Program Network, concerns that they had. If they did have a specific concern, for them to go to the specific program and discuss how we could support them.
- The next meeting for the next Day Program meeting on January 6, 2021 @ 8:00.
- At the last CLASP meeting we had a great presentation on the 2021 Labor laws by Jamie Mousad from the las offices of Smart,
- Our next clast meeting is December 28th @ 10:00 a.m.

5.0 **CLINICAL**

Claire Lazaro shared the following:

- Welcome to Elizabeth Knapp as our BCBA. WE are excited to be working with her.
- Dr. Barbara Johnson is retiring this month, her last day will be officially 12/30. We have found a new staff Psychologist that will be starting on the 17th of December. Her name is Dr. Rosa Mora. She is a clinical psychologist with experience with mental health.
- The website has webinars under events/clinical. Tele dentistry, Cerebral Palsy, Medication basics, part 1 & part 2. If they want to claim CEUs contact Lorraine Rodriguez.
- We are also working on the remote oral health project. I will be presented on Friday 12/11 to the task force on Oral Health for Aging Californians with special needs.
- Claire shared information regarding the COVID cases, she wanted to emphasize how vulnerable our consumers are with regards to COVID-19. Consumers with developmental disorders & Intellectual disabilities do have a higher risk of death. And a headline rom the Annals of Internal Medicine: COVID-19 Mortality Risk in Down Syndrome: Results from a Cohort Study of 8 Million Adults. There is 10 times at risk of death, and 4 times at risk of being hospitalized.
- She also shared that VMRC is working on the logistics of doing onsite COVID testing in the Stockton Office for our consumers, providers, staff. We are working with a company called Biocept. It would be a drive thru event similar to our PPE distribution.

Tara Sisemore Hester Shared the following:

- We have seen an increase in Intake number in Modesto and San Andreas. Lanterman for all 3 offices is a bit slow because we cannot be able to do in person testing, so we are really relying on documentation from Schools.

OFFICE	# ES CASES PROCESSED ALL	# ES CASES PROCESSED	# MADE ELIGIBLE	% ELIGIBLE
Stockton	95	81	68	84%
Modesto	83	64	52	81%
<u>San Andreas</u>	<u>13</u>	<u>10</u>	<u>10</u>	<u>100%</u>
TOTAL	191	155	130	84%
OFFICE	# 3+ CASES PROCESSED ALL	# 3+ CASES PROCESSED	# MADE ELIGIBLE	% ELIGIBLE
Stockton	21	19	10	53%
Modesto	15	9	6	67%
<u>San Andreas</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0%</u>
TOTAL	37	28	16	57%

- We have started an outreach campaign with our partners. We have created brochures that we will send out to parent groups, community partners, LEA's, Early Start Vendors & homeless shelters. We will hold calls to discuss with our partners.
- We are continuing Early Start virtual services.
- We are interviewing for our 2nd intake specialist on the 14th.

6.0 RESOURCE DEVELOPMENT

Robert Fernandez shared the following:

- Update on vacancies on our residential homes as of today:
 - Children's Homes – out of 29 homes total there are 100 possible beds. 50 are vacant at this time.
 - Adult Homes –
 - Level 2 homes – possible 327 beds, vacancy 132 – 60% at capacity
 - Level 3 homes – possible 478 beds, vacancy 113 – 74% at capacity
 - Level 4 homes – 554 possible beds, 110 vacancies – 80% at capacity
 - Negotiated rate homes – 161 possible beds, 39 vacancies – 75% at capacity.

Brian Bennett shared the following:

- Plan for Investigative QA Policy 2020-2021 (document was provided in meeting booklet)

- We are in the process of developing a formal written plan regarding our investigative approach when we receive complaints.
- Hoping to have this completed in the new year.
- Being mindful of everyone's needs
- EBSH Service Provision Awarded to Telecare Corp (document was provided in meeting booklet)
 - EBSH home for persons with Traumatic Brain Injuries.

7.0 **QUALITY ASSURANCE**

- 5.1 **Alerts:** Brian Bennett shared the following. For the period of 10/16/2020-11/15/2020 there were 16 open alerts, 3 closed and 11 pending. Of the 3 closed 2 were unfounded (delivery of care & health related concerns) and 1 was substantiated (IPP implementation).
- We have been receiving multiple reports from families or consumers, in an effort to get ahead of this we will be hosting an info-session this Wednesday the 9th 11:00 a.m. for all residential providers. We will emphasize the urgency of following the State & CDC guidelines regarding COVID.

8.0 **CASE MANAGEMENT**

Cindy Mix went thru the following reports:

- Caseload Ratio Report –
 - Total Lanterman Consumers—13,370 minus 171 (Deflection) =13,199
 - Overall Agency Caseload Ratio—13,199 consumers divided by 162.5 Service Coordinators = 1:81
- Transfer Status Report as of 11/20/2020
 - There has been a total of 346 transfer in files and 268 transfer out files. The difference is 78, still equivalent to one full case load of transfer in files for this year.
- POS Exception Report for October.
 - There were a total of 250 Purchase of Service Exceptions. With Respite still being the largest number of 129, followed by Patch and Personal Assistance.
- SIR Report
 - For this last month, Medication Errors & Hospital/Internal Infection errors were the top at 10 each.
- Fair Hearing Report: Christine Couch shared the following report:
 - We have 6 open Lanterman eligibility cases. Two adults and four children.

- We received a hearing decision on the previous open service request case and VMRC prevailed. The other open service request case was withdrawn by the parent. There are currently no pending service request hearing cases.
- The seven 4731 complaints were completed. Two whistleblower complaints were completed as well. There are currently no pending complaints.

Case Management Update:

- Increase in positive COVID cases statewide. Since Dec 1, the most we have had thus far. As of last week, DDS reported 4,435 consumers have tested positive for COVID since March of this year. And 2,724 staff have tested positive. I don't have the number of deaths but did hear that a 39-year-old Porterville staff recently passed away. As of today, VMRC has:
 - **289 positive consumer cases and 15 deaths**
 - **19 positive VMRC staff cases**
 - **2 positive volunteer case**
 - **107 positive provider cases and 1 death**
- Apparently there has been an outbreak at College Hospital and isolation plans are being reviewed. Surge beds are scaling up within the state and testing is increasing—there is a test being introduced with a 19-hour turnaround. Re: vaccinations, we are hearing that the infrastructure for flu shots does not work for this vaccine due to the phases necessary. ARCA and DDS are advocating strongly for health workers, DSPs and consumers in residential facilities be a top priority.
- Many DDS Directives have again been extended or sent out with amended information. The latest list of extensions can be found on our website or in a recent Health Advisory.
- Due to COVID, we have extended all related PATCH, Respite, Personal Assistance, Homemaker and Day Care services through 6/30/2021.
- The DDS Consumer and Family Survey has gone out and available via Survey Monkey. Feedback is requested re: how COVID has affected the community and their services. Due by 12/18.
- Day Program/Work Program high risk policy was completed in November and distributed to staff and vendors. We are following the CDC guidelines for participation. VMRC clinical staff will be involved in IDT meetings and consumers will be advised of the risks. Day program participants will not be able to attend if in the highest risk category but can attend if in the 2nd category with a doctor's note. If in a work program, participants will be advised of the risks, but if they opt to work, will sign an acknowledgement of the information given to them.
- We had five SC new hires this week and will have an SOT in SA sometime this month. Six (6) new SCs started work in early November. So, a lot of training is occurring.
- Service Coordinators and Program Managers attended a Participant-Directed Service training provided by DDS on November 5, others for families held throughout the month and more trainings will be scheduled for regional center staff. Service categories include

respite, day care, transportation, nursing and day services, plus during COVID--personal assistance, ILS, and supported employment.

- Self-Determination Program update—we have 34 in the program now, 73 have completed orientations. We have 37 PCP/IPPs completed and 11 working on a budget and 13 working on their spending plans. Orientations for all interested will begin again in the New Year. DDS is working on additional guidance pertaining to waiving of the FMS fee.
- Medicare Part D Plan reviews for consumers who have Medicare only will conclude today. Plans for consumers that are dual eligible and have both Medicare and Medi-Cal will begin January 1, 2021.
- Information is now requested from DDS pertaining to the Specified Consumer Reporting Process. We will send in a monthly report of all tracking of minors or adults in ER, Psych facilities or shelters over 3 days. The report will also include information of any consumer residing out-of-state that will be kept on an ongoing basis.
- The Atticus platform which will allow SCs to complete all reports in the field (when able to) will be test piloted this month by 3 case management teams. The system should be rolled out by the time face-to-face meetings start up again.
- 65 Thanksgiving meals were delivered by staff volunteers to consumers and families on the Wednesday before Thanksgiving, purchased through donations to the Popplewell Fund. And 58 food bags were donated by Presentation Pantry and delivered to consumers on Saturday, Nov 21 by staff.
- Several case management teams are adopting consumers for holiday give away's and our staff have been approached by community members and will be working with those coordinating toy drives and meal preparation for consumers and families in need.

9.0 **TRANSPORTATION**

There were no updates for transportation

10.0 **NEXT MEETING**

Monday, January 4, 2021, 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 5:01 p.m.

Recorder: Cindy Strawderman

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