



# Consumer Services Committee

4:00 P. M.

Monday, January 4, 2021

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

Meeting ID: 912 6700 7341 - Passcode: 108771

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



## Consumer Services Committee - January 4, 2021

### Consumers Services

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CLASP UPDATE DAIME HOORNAERT	INFORMATION	
CONSUMER SERVICES PRESENTATION Claire Lazaro	COVID-19 Update	
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INFORMATION

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TRANSPORTATION  
BRIAN BENNETT

INFORMATION

February 1,  
2021 - 4:00  
P.M.

NEXT MEETING

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



## **Minutes for \* Meeting Book - Consumer Services Committee**

10/05/2020 | 04:00 PM - Pacific Time (US & Canada)

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

### **Attendees (1)**

Cindy Strawderman

### **PUBLIC COMMENT - 3 MINUTES**

### **REVIEW OF MINUTES**

### **SAC6 UPDATE**

### **CLASP UPDATE**

### **CONSUMER SERVICES PROJECTS/PRESENTATIONS**

### **CLINICAL UPDATE**

### **RESOURCE DEVELOPMENT**

### **QUALITY ASSURANCE**

### **CASE MANAGEMENT**

### **TRANSPORTATION**

### **NEXT MEETING**

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
Monday, November 2, 2020**

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**PRESENT:**     **Committee Members:** Dena Pfeifer, Lori Smith her facilitator; Crystal Enyeart; Liz Herrera Knapp  
                 **VMRC:** Cindy Strawderman; Doug Bonnet; Katina Richison; Christine Couch; Robert Fernandez; Claire Lazaro; Cindy Mix; Tara Sisemore-Hester; Tony Anderson; Brian Bennett  
                 **Visitors:** Carlos Hernandez, translator; Keisha; Dena Hernandez; Lisa Culley; Christine Waterman.

**ABSENT:**     **Mohamed Rashid; Daime Hoornaert; Linda Collins; Nadia Robinson**

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Dena Pfeifer, Chairperson, called the meeting to order at 4:05 p.m.

**1.0   PUBLIC COMMENT**

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

- Just a reminder of my request from last meeting to check out The State Council on Developmental Disabilities Public Comment period 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/>
- SCDD North Valley Hills and SAC6 will be holding a Disaster Preparedness training as our office received 150 emergency backpacks from the American Red Cross. Stay tuned for details- it will be for self-advocates and families.

**2.0   REVIEW OF MINUTES**

**There was no Quorum for a vote to approve the minutes of October 5, 2020. This will be brought back to December 7, 2020 meeting for vote.**

**3.0   SAC6 UPDATE**

Crystal Enyeart shared the following information:

- On October 2<sup>nd</sup> we had our Friday Zoom Chat, this Zoom Chat was in combination with DDS Consumer Advisory Committee and the main topics were on 1. Town Hall with DDS on Alternative Delivery of Nonresidential Services and 2. Voting! Lots of great and important information was shared with self-advocates.
- Since the month of October is National Employment Month sac 6 Zoom Chats are all focused on employment.
- October 7<sup>th</sup> Sac 6 partnered with VMRC and SCDD North Valley Hills Office and distributed PPE equipment in San Joaquin County in a contactless drive thru style.

- October 9<sup>th</sup> Friday Zoom Chat topic was Employment and YOU! Presented by Enos Edmerson VMRC Employment Specialist. After our Zoom Chat was over Sac 6 also distributed PPE equipment in Stanislaus County in a contactless drive thru style.
- October 14<sup>th</sup> Sac 6 partnered with VMRC and SCDD North Valley Hills Office and distributed PPE equipment in San Andreas County in a contactless drive thru style.
- On October 16<sup>th</sup>, our Friday Zoom hat was on National Core Indicators (NCI) and SCDD State Plan with George Lewis from SCDD North Valley Hills Office.
- October 23<sup>rd</sup> Friday Zoom Chat topic was on National Disability Employment Awareness Month presented by PJ Swan, from the SCDD grant "Let's Work"! PJ shared her personal story with other self-advocate to empower other to achieve their employment dream!
- October 29<sup>th</sup> Sac6 presented a training to the new VMRC staff on what Sac6 is and what we do. Also, on October 29<sup>th</sup> Sac6 had their monthly Leadership meeting with Tony Anderson.
- October 30<sup>th</sup> Friday Zoom Chat was on Employment Wrap up presented by Tony Anderson from VMRC and we had a Halloween Bingo & Costume Contest with Prizes. It was lots of fun to wrap up the end of the month with a contest.
- Lastly a huge congratulations to Sac6 member Emily Grunder who recently got appointment to the California Office of Emergency Services Committee.
- Some other great news is Sac6 has finally got an ASL interpreter to assist with our Friday Zoom Chats.
- 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 areas such as ceres, Turlock, Manteca, and Tracy. When these days are scheduled you can find the information on the VMRC website.
  - Sac6 is also working on Plain Language of End of Life definitions, presentation.

#### 4.0 CLASP UPDATE

Liz Herrera Knapp provided the following update:

- Current Membership: 71 paid members
  - CLASP President Corinne Seaton has stepped down as CLASP President. Vice President, Diana Bonnett is now the President. CLASP is looking for interested members who want to be appointed as Vice- President.
- CLASP Provider Conference:
  - CLASP PROVIDER CONFERENCE Nov 5, 10, & 17 ONLINE. 6 CEUs \$25 REGISTRATION "Vision 2020" This is an online series over 3 days with knowledgeable and inspiring speakers. The series will kick off on 11/5 10am to 12:30pm with Director Nancy Bargman and Dr. Laura Brackin, then 11/10 10am to 12pm with Vance Taylor (OES) and Nicole Paterson (DDS) & ending on 11/17 10am to 1pm with Jason Freeman (Advocate) & VMRC QA/RD (CEUs).

- So far 71 attendees have signed up.
- Residential Service Provider Group: Met once in October. Most RSP's need staff! They discussed if they are starting in person visits to the facilities and only those that were necessary were in person, others were done remotely.
- A survey was sent to RSP's to answer questions put forth by Brian Bennett last month.
- Having hiring difficulties? 77% said yes having difficulties with keeping staff and replacing staff. It is time consuming and costly to do both.
- Seeing increased staff costs? 88% said yes having financial hardship due to increased costs of staffing.
- Seeing increased program costs (food, internet, power)? 88% said yes.
  - \*\*\*Out of the total of those who responded, 39% own more than one home.
  - RSP's want to know what they should expect in regard to vaccines in residential facilities. Tony will get an answer to Marni. There is a Change in staff COVID testing to 25% every 7 days, costing way more to test staff now.
  - BIOCEPT will send kits for COVID testing for free but need a Doctor NPI number to oversee. If anyone knows a Doctor willing to do this, please contact Marni.
- Day Program Network: Discussed Alternative Services new rates which haven't been established by DDS yet. Discussed Health Advisory contacts for Public Health for reopening info.
  - Next meeting is on November 12, 2020 @ 8 AM.
- Day Program/Residential Workgroup: Has not met in this last month.
- Next CLASP meeting is November 23, 2020 @ 10:00.
  - <https://zoom.us/meeting/register/tJwsf-ytrzkrHdfK2up2FqVnGu2UkzGKeHWV>
- CLASP PROVIDER CONFERENCE:  
<https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ehcqijyw6a430fd5&oseq=&c=&ch=>
- Marni Dick [marnijd@sbcglobal.net](mailto:marnijd@sbcglobal.net)

## 5.0 **PRESENTATION:**

Katina Richison, Special Projects manager provided a presentation on "SIR Reporting Relative to the Previous Year"

## 6.0 **CLINICAL**

Claire Lazaro shared the following:

- We had a vision screening training for our providers on October 8<sup>th</sup>. It was recorded we sent them a copy. Prior to that week, we had the training for our staff.

- On October 15<sup>th</sup> I had a meeting with Turo University Medical Group (TUMG). They reached out to us as they plan to have a residency program with ST. Joseph. We will now have a new generic resource through them. One of their Physicians Dr. Suess, is a child psychiatrist and is now contracted thru Community Medical centers. They will accept medic al & Medicare.
- On October 16 we had another medication basics by Dr. Kehoe. This was attended by staff and other vendors. They can claim CE.
- We had several interviews for the new clinical staff. Clinical Admin Assistant & BCBA.
- I was in communication with Collation for Compassionate Care of California (CCCC). They are going to provide training for staff who have consumers are terminally ill or dealing with end of life. This will be on December 14 & 15.
- One other project we are in still in the planning stages is the Pilot of the Remote Oral Health Support project. The goal is to continue to provide oral health, education to our consumers remotely during the pandemic. We are trying to identify a care home to work with on the pilot.

Tara Sisemore Hester shared the following:

- Tara shared the intake statistics for the year. Modesto Early Start has picked up, but Stockton is alarmingly low. All regional centers are focusing on community outreach. We are not seeing the referrals that we did prior to COVID. WE have created an outreach committee. FRN, our Cultural Specialist & Doug Bonnet are working on the outreach communication. We are hoping with this campaign, the meeting is Wednesday, it will pick up our numbers. We know that they are out there.
- For the OT Services, the home modification bids from contractors, with COVID, contractors are overwhelmed right now. Even though it is much better than last year, we made a lot of progress, but when COVID hit it affected us getting second bids from contractors. So, in many cases we are going with one bid so we can meet the consumer's needs. Any contractor is hard to find as everyone is staying at home and want their homes fixed or putting additions on.

## 7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez provided the following information:

- We have we have some informational sessions
  - Surge homes information session. This is information session to all providers out there who want information as far as being a surge home. These were developed obviously because of the COVID situation, and we are going to provide that information again. With the fall weather there's going to be a surge of some sort and so we are providing informational session sessions for

providers again that's going to happen November 19th Thursday from 11:00 to 1:00 PM.

- Another informational session we're going to be doing is the Unmet Needs. We talk about services that we currently don't have as a regional center and so we're going to provide informational session. This will be held on December 10th from 11:00 to 1:00 PM
- In Addition, Tumboura who is our HCBS program evaluator he will be doing several trainings. For the month of November, November 10th & November 18<sup>th</sup>; and then for December, December 2<sup>nd</sup>, December 8th and December 17th all trainings are from 10:00 AM to 12:00 PM HCBS.
- Lastly one of our homes at resource developments developing through the CPP grants EBSH for the traumatic brain injury consumers, we are doing provider interviews on November 20<sup>th</sup>.

## 8.0 **QUALITY ASSURANCE**

5.1 **Alerts**: Brian Bennett shared the current QA report for the period of 9/16 – 10/15.

## 9.0 **CASE MANAGEMENT**

Cindy Mix went thru the following reports:

- Caseload Ratio Report – Total Lanterman Consumers—13,230 minus 173 (Deflection) =13,057. Overall Agency Caseload Ratio—13,057 consumers divided by 159.5 Service Coordinators =1:82. We have an additional team listed at 12, we have 2 Service Coordinators at this time, but we are working on moving the cases over as we transfer Service Coordinators. Next Month you will see a better representation.
- Transfer Status Report as of 10/22/2020 – There have been a total of 311 transfer in files and 234 transfer out files. The difference is 77, still equivalent to one full case load of transfer in files for this year.
- POS Exception Report for September. There were a total of 436 Purchase of Service Exceptions. With Respite still being the largest number of 310, followed by Patch and Personal Assistance.
- SIR Report – For this last month, Medication Errors & Hospital/Internal Infection errors were the top at 9 each.
- Fair Hearing Report:
  - Christine Couch shared the following report:
    - Nothing has changed on our Lanterman eligibility cases. That means people who have asked VMRC if they can be eligible for our services. We did not find them eligible, but they disagreed so they appealed. Currently we have 2 adults & 4 children that we are working on to determine if they are eligible.

- We have 1 open service request case. They asked for a service and we said no, so we are waiting on the state level hearing. The other has mediation this week on Friday
  - We had 7 - 4731 complaints, those are all done. These are complaints done if a consumer feels they have had their clients rights violated by VMRC or a vendor.
  - The one whistleblower complaint. It is done and we are putting together our findings. This one in particular is that regional center staff acted the wrong way. We did something wrong and so we're working on that. We received a second whistleblower complaint and we are working on it.
  - And the 8<sup>th</sup> 4731 complaint that we received we found that it actually wasn't a complaint and instead it was a fair hearing issue because it wasn't about clients rights it was about service so we're working on it.
- 
- Today was Nicole Weiss's last day of work before retirement. Brian Bennett has been named Community Services Director which will now oversee Quality Assurance as well as Resource Development. Neidra Clayton has been named Deflection Manager and the Transition Program Manager position that she vacated in Modesto will be filled soon. Interviews are being held this week. Gloria Craven, one of our long time Senior Service Coordinators also retired as of last week.
  - Many DDS Directives have been extended. The latest list of extensions can be found on our website or in the 10/23 Health Advisory. Remote meetings continue due to COVID. We do have a policy allowing for in-person outdoor meetings if all agree. But, as the weather gets colder, we may need a reminder that virtual meetings will be taking place.
  - The Performance Contract was approved by the Board at their October meeting, as was the Personal Assistance Service Standard that was first approved by this committee.
  - We held two half-day New Employee Orientations last week via Zoom, helping to paint an overall picture of the agency and help staff become acquainted with some basic system information.
  - We have six (6) new SCs starting work in early November.
  - Staff attended several trainings/conferences this past month—The Help Group's Best Practice in Autism Spectrum Disorder, The Supported Life Conference, and the Person-Centered Planning Gathering for our PCP Trainers. Virtual training tips were discussed, so we are hoping to start using that information soon.
  - Most Service Coordinators and Program Managers will be attending a Participant-Directed Service training provided by DDS on November 5<sup>th</sup>. This is a more flexible use of services in several traditional service categories—respite, day care, transportation, nursing and day services, plus during COVID--personal assistance, ILS, and supported employment.
  - Self-Determination Program update—we have 32 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 will begin again in the New Year. All PCP and IPP meetings continue, and we have over 1,000 on the interested list, so we

are starting to plan our structure for moving forward. As discussed before, effective 7/1/21, all who are interested can participate in SDP.

- A Person-Centered Planning Module will be available soon in LMS for staff, vendors and families. The training was developed by the ARCA Training and Information Group and will be a 6-part series.
- DDS has developed a Vaccination Task Force to assist with planning and distribution when available. Also, they are involved in making rapid testing more available at lower costs. The testing aspect is set to move forward in November.
- Re: Day Program—Alternative Services vs. Traditional Services Assessment Surveys have been completed by each program vendor and Enclosure A's completed. We had over 4,000 submissions. Case Management staff have received the information and all confirmation letters have been sent out to those consumers who will receive alternative services. The programs are completing Individual Service Plans for all of those and the purchases will be completed. We are still waiting on the rates for the alternative services; however, DDS has pushed the start date to December 1.
- A couple of our day programs have been given the approval from Public Health to re-open their buildings on a very limited basis. They would stagger their schedules, have very few in a room and be socially distanced using all precautions. A list of the consumers is being reviewed by case management staff and planning teams are being scheduled to discuss the possible vulnerable conditions of the consumers. CDC guidelines are being followed which could exclude some from attending based on diagnosis and others needing a doctor's note to attend. We just want to make sure that all are safe.
- VMRC has partnered with UOP--Medicare Part D Plan reviews for consumers who have Medicare only will be conducted between October 15 and December 7, 2020, which is Medicare's annual open enrollment period. Plans for consumers that are dual eligible and have both Medicare and Medi-Cal will begin January 1, 2021.
- We are putting together names of needy consumers and families who could benefit from a Thanksgiving meal. We will be purchasing pre-made dinners through the Popplewell Fund and delivering them on Wednesday before Thanksgiving.
- Our Stockton Transition Team is collecting donations for the homeless during Homeless Awareness month. The clothing and blanket items will be presented during a lunch event at St. Mary's Dining Hall on November 19<sup>th</sup>.

#### 10.0 **TRANSPORTATION**

Wilma was not available and there were no updates.

#### 11.0 **NEXT MEETING**

December 7, 2020, 4:00 p.m., Stockton VMRC office, Via Zoom.

The meeting was adjourned at 4:54 p.m.

Recorder: Cindy Strawderman

DRAFT

**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 2<sup>nd</sup>, 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 10<sup>th</sup> Sac 6 held had their quarterly finance meeting.

On November 12<sup>th</sup>, Sac 6 Chairperson Lisa U. had another meeting regarding the “End of Life Training.”

November 13<sup>th</sup> 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 20<sup>th</sup> 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 20<sup>th</sup> Sac 6 hosted their 30<sup>th</sup> 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 28<sup>th</sup> @ 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 17<sup>th</sup> 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%
San Andreas	<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%
San Andreas	<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 2<sup>nd</sup> intake specialist on the 14<sup>th</sup>.

## 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 9<sup>th</sup> 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 thorough 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 2<sup>nd</sup> 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.

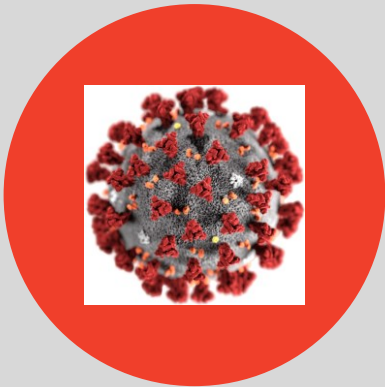
Recorder: Cindy Strawderman



# SAC6 ZOOM CHAT!

Claire Lazaro  
December 4, 2020

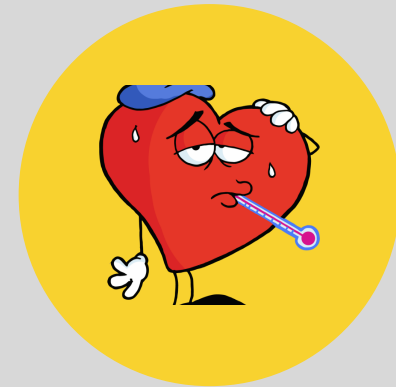
# Your Health Matters



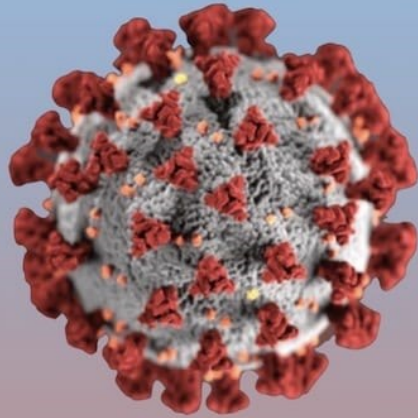
WHAT COVID-19 DOES TO  
PEOPLE AND HOW IT GOES TO  
THE BODY



VULNERABLE HEALTH  
CONDITIONS AND WHAT TO DO  
TO STAY HEALTHY



WHY RISKS OF GETTING COVID-  
19 OUTWEIGH BENEFIT OF  
GOING TO PROGRAM/WORK



**Coronavirus  
SARS-CoV-2  
COVID-19**

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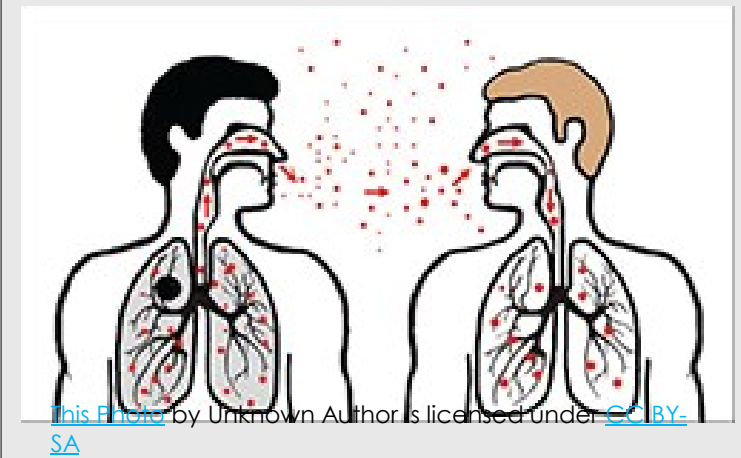
What COVID-19 does and How it goes to our body?



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# How COVID-19 goes to the body

- Tiny invisible particles in the air
- These stay in the air and you get it – breathe it/inhale it.



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# How SARS-CoV-2 virus enters the body & What COVID-19 does to the body



- Show video until 5:00 only:
- <https://www.youtube.com/watch?v=BtN-goy9VOY>



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# Vulnerable Health Conditions



- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Immunocompromised state (weakened immune system) from solid organ transplant
- Obesity (body mass index [BMI] of 30 kg/m<sup>2</sup> or higher but < 40 kg/m<sup>2</sup>)
- Severe Obesity (BMI ≥ 40 kg/m<sup>2</sup>)
- Pregnancy
- Sickle cell disease
- Smoking
- Type 2 diabetes mellitus



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# Vulnerable Health Conditions

- Asthma (moderate-to-severe)
- Cerebrovascular disease (affects blood vessels and blood supply to the brain)
- Cystic fibrosis
- Hypertension or high blood pressure
- Immunocompromised state (weakened immune system) from blood or bone marrow transplant, immune deficiencies, HIV, use of corticosteroids, or use of other immune weakening medicines
- Neurologic conditions, such as dementia
- Liver disease
- Overweight (BMI > 25 kg/m<sup>2</sup>, but < 30 kg/m<sup>2</sup>)
- Pulmonary fibrosis (having damaged or scarred lung tissues)
- Thalassemia (a type of blood disorder)
- Type 1 diabetes mellitus



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# What to do to say healthy?

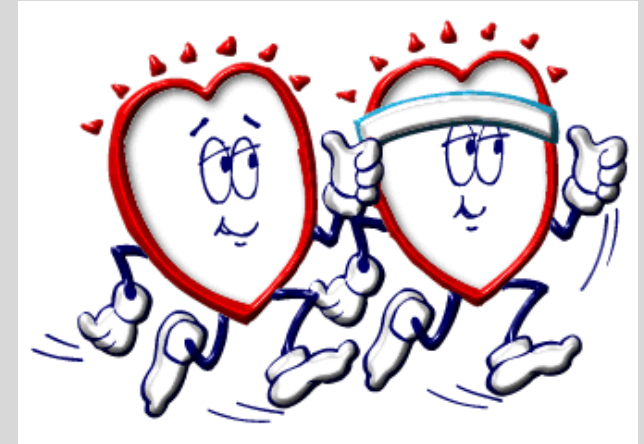
- Eat healthy foods
- Vitamin C
- Vitamin D
- Zinc
- Melatonin



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# What to do to stay healthy?

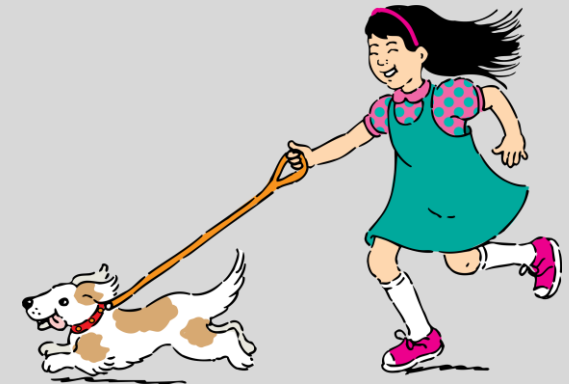
- Exercise
- Mental health and wellness
- Relaxation and Deep breathing
- Meditation
- Mindfulness



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### Comorbidities as Risk Factors for COVID-19 Mortality

#### Comorbidity Risk Factors in All Age Groups

COVID-19 patients across all age groups had greater odds of dying if they had any of the 15 comorbidities shown in figure 6. All odds ratios (ORs) were statistically significant except for that of endometrial cancer.

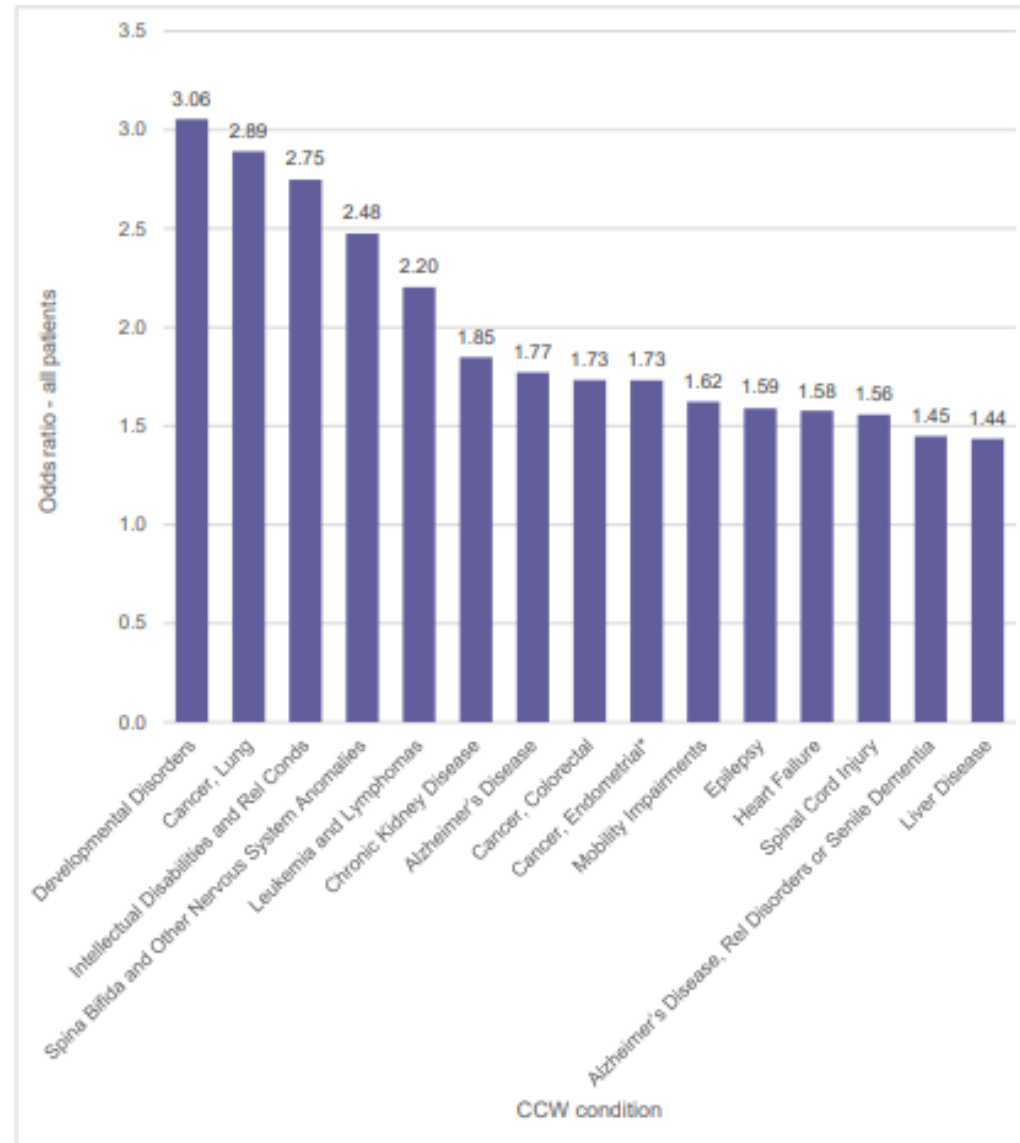
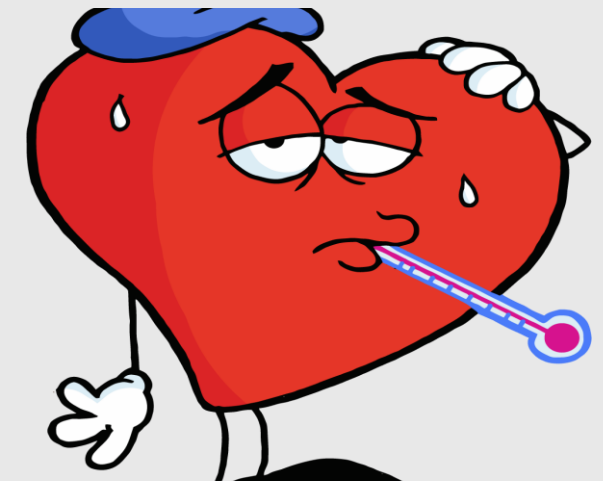


Figure 6. Comorbidity risk factors for COVID-19 mortality, adjusted for age and gender, by odds ratio, all patients, April-August 2020. "Rel" means "Related"; "Conds" means "Conditions."




\*Endometrial cancer was not statistically significant.

Why the risk of  
COVID-19  
outweighs the  
benefit of  
going to day  
program/work



Letters | 21 October 2020

## COVID-19 Mortality Risk in Down Syndrome: Results From a Cohort Study Of 8 Million Adults FREE

Ashley Kieran Clift, MA, MBBS, Carol A.C. Coupland, PhD , Ruth H. Keogh, DPhil , ... [View all authors](#) 

[Author, Article and Disclosure Information](#)

<https://doi.org/10.7326/M20-4986>

 Sections



[PDF](#)



Tools



Share

Why the risk of  
COVID-19 outweighs  
the benefit of going  
to day program/work

Down Syndrome – 10  
times at risk of dying from  
COVID-19

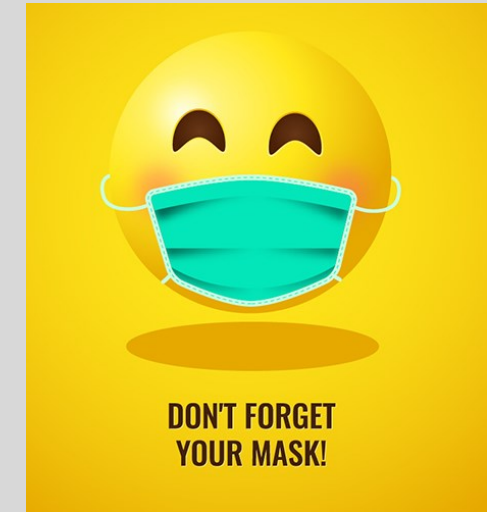
Down Syndrome – 4 times  
at risk of getting  
hospitalized due to  
COVID-19

After adjustment for heart  
and lung diseases, and  
care home residence

# New Governor order

- Stay-at-home
- Per region
- Greater Sacramento Region – Amador County
- San Joaquin Valley Region – San Joaquin, Stanislaus, Calaveras, Tuolumne Counties
- Less than 15% intensive care unit (ICU) capacity – bed, nurses, ventilators

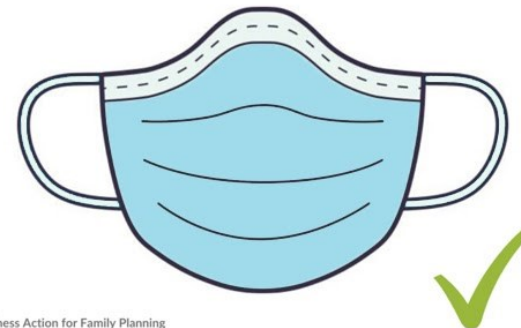
# Stay safe!



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## THE RIGHT WAY TO WEAR A SURGICAL MASK

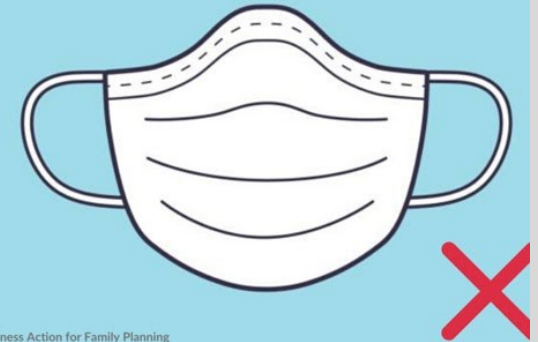
COLORED SIDE OUT, WHITE SIDE IN



Business Action for Family Planning  
<https://bafp.info/>

## THE WRONG WAY TO WEAR A SURGICAL MASK

WHITE SIDE OUT, COLORED SIDE IN



Business Action for Family Planning  
<https://bafp.info/>

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# SOCIAL (PHYSICAL) DISTANCING

An Insightful Infographic Brought to You by the Valdez COVID-19 Unified Command  
Six feet of distance in Valdez, Alaska staples

12 Baby Bunnies



6 Silver Salmon

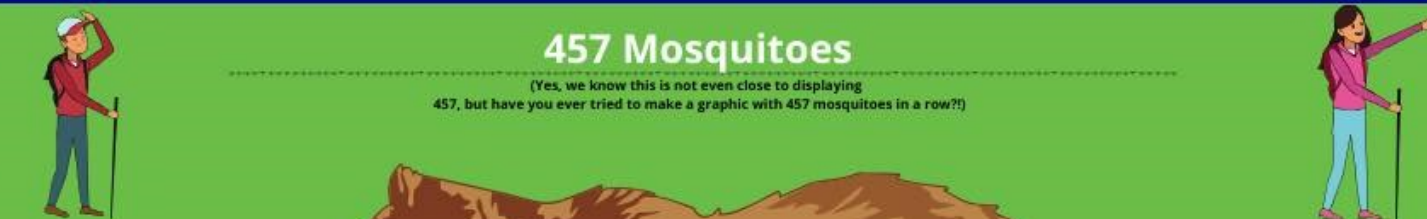


2 Ski Poles



457 Mosquitoes

(Yes, we know this is not even close to displaying  
457, but have you ever tried to make a graphic with 457 mosquitoes in a row??)



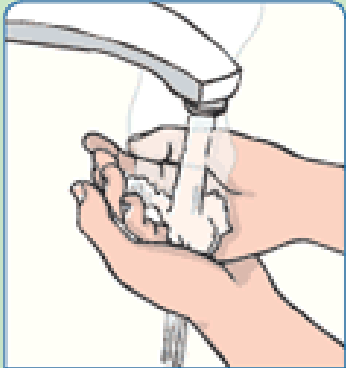
1 Brown Bear



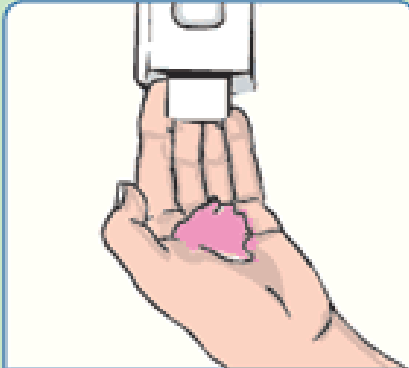
This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

Safe  
distancing

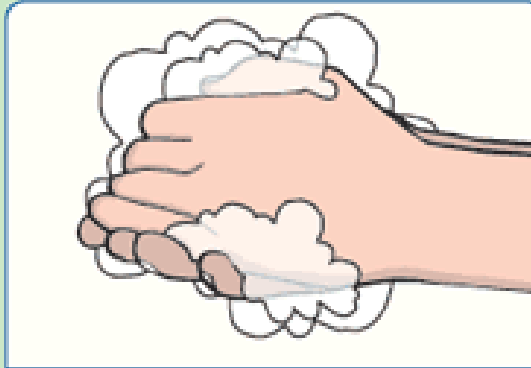
# FIGHT GERMS BY WASHING YOUR HANDS!



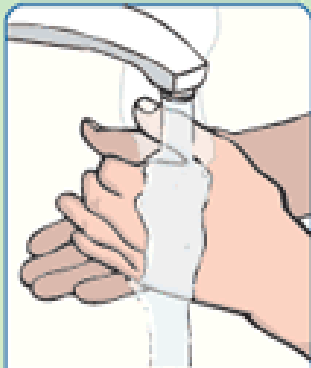
**1** Wet your hands



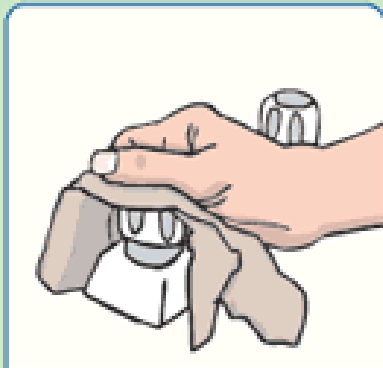
**2** Soap



**3** Lather and scrub - 20 sec



**4** Rinse - 10 sec



**5** Turn off tap



**6** Dry your hands

## DONT FORGET TO WASH:

- between your fingers
- under your nails
- the tops of your hands

This Photo by Unknown Author is licensed under CC BY

Wash hands /  
Hand Sanitize

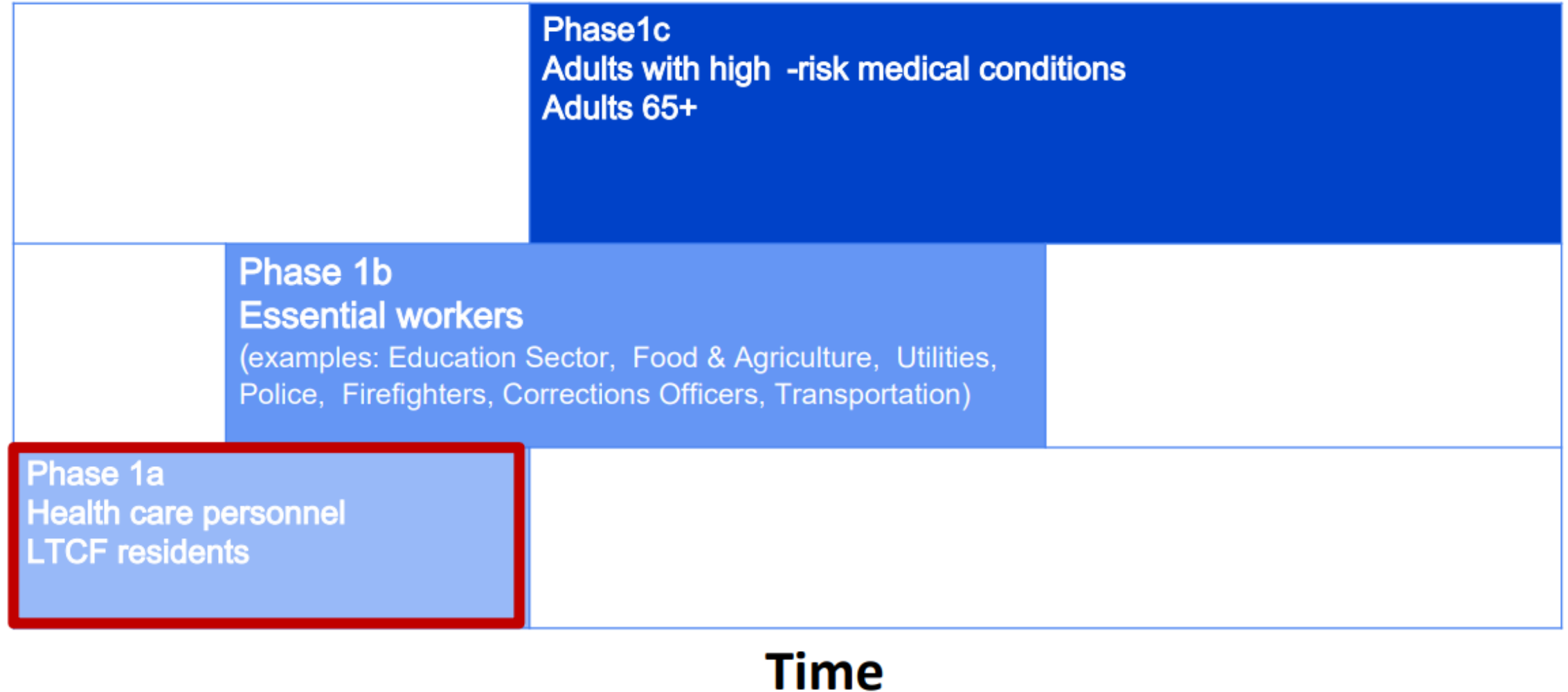
# COVID-19 TESTING!

- VMRC is working with BioCept – a molecular laboratory company – for testing to be done in our VMRC sites
- FREE
- Just need a copy of health insurance
- If no insurance, still can get the test for free!

# COVID-19 Vaccines

- December 10 – Pfizer and BioNTech
- December 17 – Moderna Inc
- Phase 1a – health care workers & long-term care facility residents
- Dr. Fauci – most likely summer and fall, general population will be vaccinated and will get back to previous normal

# Work Group Proposed Interim Phase 1 Sequence



Take care everyone!! 😊



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# YOUR HEALTH MATTERS PART 2

Claire Lazaro  
VMRC Clinical Director  
December 18, 2020



# VMRC COVID-19 Testing Site

December 17<sup>th</sup>, 2020  
8 am – 12 pm





# COVID-19 Testing

# COVID-19 Testing



# COVID-19 Testing



# COVID-19 Testing





**NEWS Flash!**

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# COVID-19 Vaccine has been approved!

What do I need to do  
next?

Is it safe for me?

How long will I be  
protected?

Does this mean I don't  
need to wear mask?

# What do I do next:

- Decide if you want to get the vaccine or not
- Read, listen or watch information about the vaccine
- Make sure you get it from reliable sources
- Pharmacy – Walgreens, CVS will be offering it



# Is it safe for me?

- Pfizer - 16 years and older
- Tested on individuals with high blood pressure, obesity
- Not tested on children
- Not tested on pregnant individuals
- Side effect: mild fever, muscle ache, fatigue, injection site reaction
- Warning: severe allergic reaction



# How long will I be protected?



- Vaccines will provide better immunity/protection than getting sick of the virus
- COVID-19 positive - up to 90 days.
- Vaccine - longer and stronger protection to individuals so it is recommended for COVID-19 positive individuals 90 days after they got it.
- First dose: 50 % protection
- Second dose: 95% protection

# Does this mean I don't need to wear mask?

- Not studied if vaccine can prevent transmission or spreading virus to other people.



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# COVID-19 Testing

- Pixel by Lab Corp
- <https://www.pixel.labcorp.com/at-home-test-kits/covid-19-test-home-collection-kit>
- The [Ellume COVID-19 Home Test](https://www.ellumehealth.com/products/consumer-products/covid-home-test) for 2 years and older
- Pharmacy – no doctor order
- 20 minutes result
- <https://www.ellumehealth.com/products/consumer-products/covid-home-test>



# Self-Care = Good Health

- Eat healthy – more fruits and vegetables
- Vitamin supplement if needed – Vitamin C, Vitamin D, Zinc
- Water



# Self-Care = Good Health

- Move it!



- <https://www.youtube.com/watch?v=ApuFuuCJc3s>



# Self-Care = Good Health

Mental and emotional  
health

Meditation

Mindfulness

Yoga

# Mindful-S.T.O.P.

Copyright © 2010 by Dr. Zhen-Phang for MINDFULGym



**S**

STOP any  
business  
temporarily  
and invite  
our attention  
to rest on  
the PRESENT  
MOMENT



**T**

TAKE 3 slow,  
deep and  
mindful  
breaths



**O**

OBSERVE  
& label  
3 sounds  
around us (e.g.  
fan, bird, car)  
or pay curious  
attention to  
what we Hear,  
Touch or C/See  
(H.T.C.)



**P**

PROCEED  
with whatever  
we need to do  
mindfully and  
with a smile 😊

Phang, C. K., Keng, S.-L., & Chiang, K. C. (2014). Mindful-S.T.O.P.: Mindfulness Made Easy for Stress Reduction in Medical Students. *Education in Medicine Journal*, 6(2).

Mindfulness  
is  
being  
present



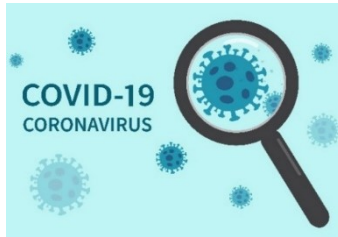
Continue to be safe and healthy!

# COVID-19 Vaccine Information in Plain Language

---



## What is COVID-19?



It is a short way of saying Coronavirus Disease 2019. It's nickname is Coronavirus. It is a terrible virus making people sick all around the world. **Getting this virus is bad for you.**

## What is a vaccine?



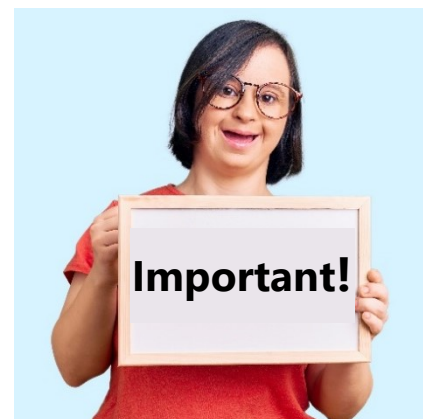
A vaccine is medicine. It usually comes in a shot. It protects you from getting sick. Each vaccine protects you from one illness. For example, the flu vaccine protects you from getting the flu. It does not protect you from getting a cold.

---

**The government works hard to make sure vaccines are safe. You have probably had many vaccines in your life. Most of them are given when someone is a baby.**

**Getting a vaccine is good for you.**

---



## What To Know About The COVID-19 Vaccine?



Many COVID-19 vaccines are being made. Most require you to get 2 shots. You get the second shot 3 to 4 weeks after you got the first one. The second shot is like a booster shot. **It is important for you to get both shots for the vaccine to work.**



**The vaccine is free.**

---

**It takes time to make enough vaccine for everybody.**

**Your state decides when you can get the vaccine.**

---

Doctors and nurses will get the vaccine first.



Then elders and people with certain health problems like diabetes or heart disease will get the vaccine. Ask your doctor if you have questions about when it will be your turn to get the vaccine.

---

**You get the vaccine at the places where you get a flu shot.**

---

---

**Talk to your doctor about what will happen when you get the COVID-19 vaccine. There are some side effects.**

---



For example:

- Your arm will be sore where you get the shot (just like when you get a flu shot).
- You might feel tired or have a fever after you get the shot.

---

**Always get your second shot even if you had side effects.  
You need both shots for the vaccine to work.**

---

**Will I need to wear a mask after I get a vaccine shot?**



**YES!** You must wear a mask and follow social distancing rules after you get the vaccine. It takes time for the vaccine to build up in your body. It might take 2 months until the vaccine protects you from getting sick.

---

**We all must keep wearing masks. Doctors will tell us when it is safe to be in public without a mask.**

---

## Other details:

- For now, the vaccine is not for children.



- Some younger and healthy adults might have to wait until spring to get the vaccine. The goal is for everybody to get a vaccine by June.



- The people who are more likely to get COVID-19 include: people of color, elders, and people with certain health problems like diabetes or heart disease.

**Your state has a plan to make sure these groups of people get the vaccine as soon as possible.**

- If you tested positive for COVID-19 that means you got the virus. Talk with your doctor about getting the vaccine.



Call the Disability Rights office in your state if you think your rights are being violated in getting your COVID-19 vaccine. You can find one near you at: <https://www.ndrn.org/about/ndrn-member-agencies/>



## QA Incoming Alert Report

11/16/20 – 12/15/20

Alerts		
Control#	PresentingIssue	AlertDate
2020-11-10.0	Untimely SIR	11/24/2020
2020-11-11.0	Delivery of Care	11/24/2020
2020-11-12.0	Recordkeeping	11/25/2020
2020-12-01.0	Delivery of Care	12/2/2020
2020-12-02.0	Untimely SIR	12/2/2020
2020-12-03.0	Staffing / Supervision	12/4/2020
2020-12-04.0	Untimely SIR	12/4/2020
2020-12-05.0	Delivery of Care	12/7/2020
2020-12-06.0	Delivery of Care	12/9/2020
2020-12-07.0	Health-Related Concerns	12/14/2020
2020-12-08.0	Untimely SIR	12/14/2020
2020-12-09.0	Untimely SIR	12/14/2020
2020-12-10.0	Untimely SIR	12/15/2020
2020-12-11.0	Delivery of Care	12/15/2020
2020-12-12.0	Untimely SIR	12/15/2020
2020-12-13.0	Environment	12/16/2020

**Grand Total: 16**

## QA Closed Alert Report

07/01/20 – 12/21/20

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
2020-07-01.0	Untimely SIR	7/6/2020	Substantiated	Technical Assistance
2020-07-02.0	Delivery of Care	7/10/2020	Unsubstantiated	None
2020-07-02.1	Delivery of Care	7/10/2020	Substantiated	Technical Assistance
2020-07-02.2	Violation of Rights	7/10/2020	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
2020-07-07.0	Delivery of Care	7/16/2020	Unsubstantiated	None
2020-07-07.1	Delivery of Care	7/16/2020	Unsubstantiated	None
2020-07-09.0	Recordkeeping	7/17/2020	Unfounded	None
2020-07-10.0	Recordkeeping	7/17/2020	Unfounded	None
2020-07-11.0	Untimely SIR	7/17/2020	Substantiated	Technical Assistance
2020-07-14.0	Delivery of Care	7/22/2020	Unsubstantiated	Technical Assistance
2020-07-15.0	Delivery of Care	7/23/2020	Unsubstantiated	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
2020-08-06.0	Violation of Rights	8/6/2020	Substantiated	Technical Assistance
2020-08-06.1	Delivery of Care	8/6/2020	Unsubstantiated	Technical Assistance
2020-08-06.2	Delivery of Care	8/6/2020	Unsubstantiated	None
2020-08-08.0	Untimely SIR	8/6/2020	Substantiated	Technical Assistance
2020-08-09.0	Recordkeeping	8/11/2020	Unsubstantiated	None
2020-08-10.0	Untimely SIR	8/18/2020	Substantiated	Technical Assistance
2020-08-13.0	Violation of Rights	8/21/2020	Unfounded	Technical Assistance
2020-08-15.0	Untimely SIR	8/21/2020	Substantiated	Technical Assistance
2020-08-17.0	Delivery of Care	8/27/2020	Unsubstantiated	None

### Alerts

Control#	PresentingIssue	AlertDate	Finding	Action
2020-08-17.1	Delivery of Care	8/27/2020	Unsubstantiated	None
2020-08-19.0	Delivery of Care	8/31/2020	Substantiated	Technical Assistance
2020-08-19.1	Delivery of Care	8/31/2020	Substantiated	Technical Assistance
2020-09-01.0	Delivery of Care	9/2/2020	Substantiated	Technical Assistance
2020-09-01.1	Delivery of Care	9/2/2020	Unsubstantiated	Technical Assistance
2020-09-01.2	Delivery of Care	9/2/2020	Unsubstantiated	None
2020-09-02.0	Delivery of Care	9/2/2020	Substantiated	Technical Assistance
2020-09-03.0	Untimely SIR	9/3/2020	Substantiated	Technical Assistance
2020-09-04.0	Environment	9/8/2020	Unfounded	None
2020-09-05.0	Delivery of Care	9/8/2020	Unfounded	None
2020-09-06.0	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-07.0	Other	9/8/2020	Unfounded	None
2020-09-08.0	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.1	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.2	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.3	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.4	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.5	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.6	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-09.0	Recordkeeping	9/8/2020	Unsubstantiated	Technical Assistance
2020-09-09.1	Delivery of Care	9/8/2020	Substantiated	Technical Assistance
2020-09-10.0	Untimely SIR	9/8/2020	Substantiated	Technical Assistance
2020-09-13.0	Untimely SIR	9/11/2020	Substantiated	Technical Assistance
2020-09-14.0	Untimely SIR	9/11/2020	Unfounded	Technical Assistance
2020-09-16.0	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.1	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.2	Violation of Rights	9/15/2020	Substantiated	Substantial Inadequacy
2020-09-16.3	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.4	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.5	Violation of Rights	9/15/2020	Unsubstantiated	None
2020-09-17.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-18.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance

## Alerts

Control#	PresentingIssue	AlertDate	Finding	Action
2020-09-19.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-20.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-23.0	Staffing / Supervision	9/17/2020	Unsubstantiated	None
2020-09-24.0	Untimely SIR	9/21/2020	Substantiated	Technical Assistance
2020-09-26.0	Environment	9/23/2020	Substantiated	Technical Assistance
2020-09-27.0	Delivery of Care	9/28/2020	Unsubstantiated	Technical Assistance
2020-09-27.1	Food Service	9/28/2020	Substantiated	Technical Assistance
2020-09-27.2	Delivery of Care	9/28/2020	Substantiated	Technical Assistance
2020-09-30.0	Delivery of Care	9/28/2020	Substantiated	Technical Assistance
2020-09-31.0	Untimely SIR	9/28/2020	Substantiated	Technical Assistance
2020-09-33.0	Delivery of Care	9/29/2020	Unsubstantiated	Technical Assistance
2020-09-34.0	Delivery of Care	9/30/2020	Substantiated	Technical Assistance
2020-09-34.1	Delivery of Care	9/30/2020	Substantiated	None
2020-09-34.2	Staffing / Supervision	9/30/2020	N/A	Deferred
2020-09-35.0	Delivery of Care	9/30/2020	Unfounded	None
2020-09-36.0	Untimely SIR	10/1/2020	Unsubstantiated	Technical Assistance
2020-10-01.0	Violation of Rights	10/2/2020	Unsubstantiated	None
2020-10-01.1	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.2	Violation of Rights	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.3	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.4	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.5	Violation of Rights	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.6	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.7	Delivery of Care	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.8	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.9	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-02.0	Staff Qualifications	10/7/2020	Unfounded	Technical Assistance
2020-10-05.0	Delivery of Care	10/9/2020	Unsubstantiated	None
2020-10-05.1	Delivery of Care	10/9/2020	Unsubstantiated	Technical Assistance
2020-10-07.0	Untimely SIR	10/12/2020	Unsubstantiated	None
2020-10-08.0	Violation of Rights	10/13/2020	Unsubstantiated	None
2020-10-09.0	Untimely SIR	10/13/2020	Substantiated	Technical Assistance

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
2020-10-10.0	Delivery of Care	10/15/2020	Substantiated	Technical Assistance
2020-10-10.1	Delivery of Care	10/15/2020	Unsubstantiated	None
2020-10-11.0	Recordkeeping	10/15/2020	Substantiated	None
2020-10-11.1	Recordkeeping	10/15/2020	Substantiated	Technical Assistance
2020-10-11.2	Recordkeeping	10/15/2020	Substantiated	Technical Assistance
2020-10-13.0	Environment	10/27/2020	Unfounded	None
2020-10-13.1	Food Service	10/27/2020	Substantiated	Technical Assistance
2020-10-16.0	Delivery of Care	10/30/2020	Unfounded	Technical Assistance
2020-11-06.0	Health-Related Concerns	11/10/2020	Unfounded	Technical Assistance
2020-11-08.0	IPP Implementation	11/13/2020	Substantiated	Substantial Inadequacy
2020-11-10.0	Untimely SIR	11/24/2020	Substantiated	Technical Assistance
2020-12-07.0	Health-Related Concerns	12/14/2020	N/A	Deferred

**Grand Total: 104**



## QA Pending Completion Alert Report

11/16/20 – 12/15/20

Alerts		
Control#	PresentingIssue	AlertDate
2020-11-11.0	Delivery of Care	11/24/2020
2020-11-12.0	Recordkeeping	11/25/2020
2020-12-01.0	Delivery of Care	12/2/2020
2020-12-02.0	Untimely SIR	12/2/2020
2020-12-03.0	Staffing / Supervision	12/4/2020
2020-12-04.0	Untimely SIR	12/4/2020
2020-12-05.0	Delivery of Care	12/7/2020
2020-12-06.0	Delivery of Care	12/9/2020
2020-12-08.0	Untimely SIR	12/14/2020
2020-12-09.0	Untimely SIR	12/14/2020
2020-12-10.0	Untimely SIR	12/15/2020
2020-12-11.0	Delivery of Care	12/15/2020
2020-12-12.0	Untimely SIR	12/15/2020
2020-12-13.0	Environment	12/16/2020

**Grand Total: 14**

# Through 12/21/2020

## 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
<b>total for 2017</b>	<b>477</b>	<b>Total for 2017</b>	<b>316</b>

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
<b>total for 2018</b>	<b>465</b>	<b>Total for 2018</b>	<b>323</b>

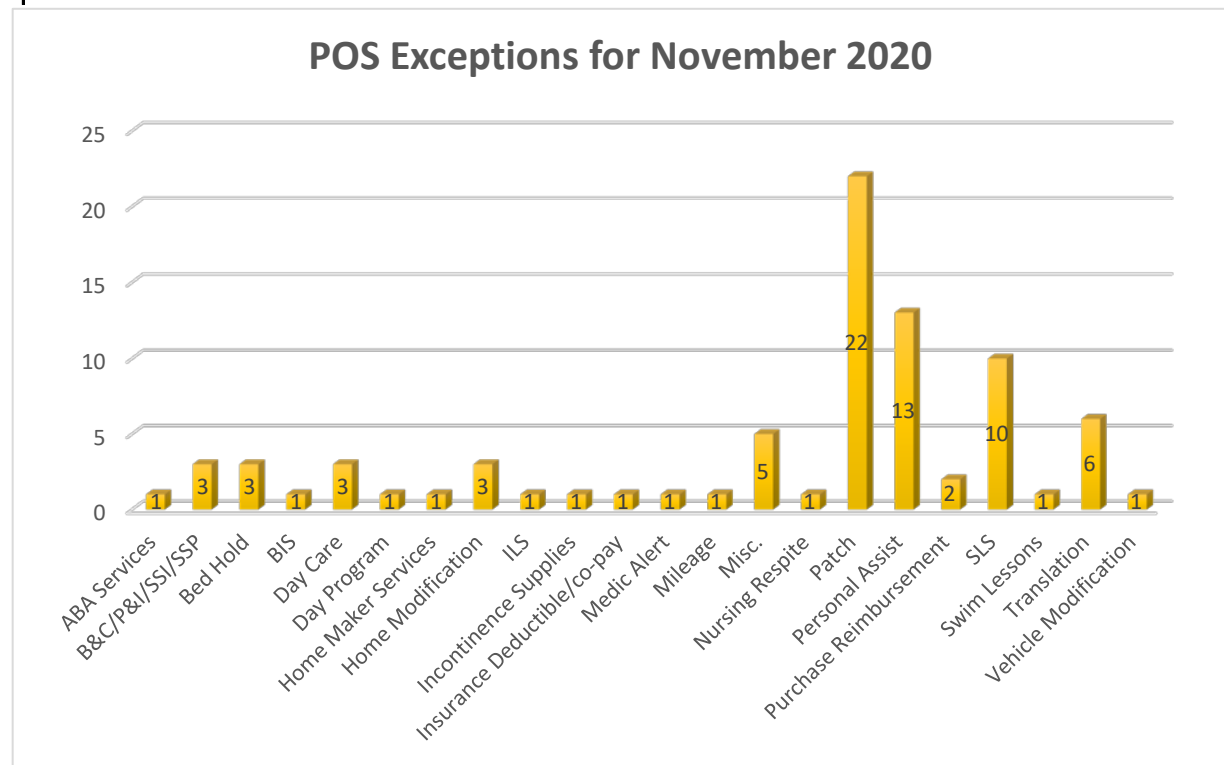
2019			
Files Received		Files sent out	
January	33	January	32
February	31	February	37
March	36	March	33
April	49	April	21
May	33	May	26
June	25	June	26
July	33	July	38
August	42	August	25
September	39	September	38
October	41	October	32
November	28	November	15
December	26	December	23
<b>total for 2019</b>	<b>416</b>	<b>Total for 2019</b>	<b>346</b>

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	26	September	34
October	32	October	30
November	28	November	21
December	22	December	22
<b>total for 2020</b>	<b>371</b>	<b>Total for 2020</b>	<b>292</b>

2021			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2021</b>	<b>0</b>	<b>Total for 2021</b>	<b>0</b>

POS Exceptions 2020-2021	
2020/2021	Nov
ABA Services	1
B&C/P&I/SSI/SSP	3
Bed Hold	3
BIS	1
Day Care	3
Day Program	1
Home Maker Services	1
Home Modification	3
ILS	1
Incontinence Supplies	1
Insurance Deductible/co-pay	1
Medic Alert	1
Mileage	1
Misc.	5
Nursing Respite	1
Patch	22
Personal Assist	13
Purchase Reimbursement	2
SLS	10
Swim Lessons	1
Translation	6
Vehicle Modification	1

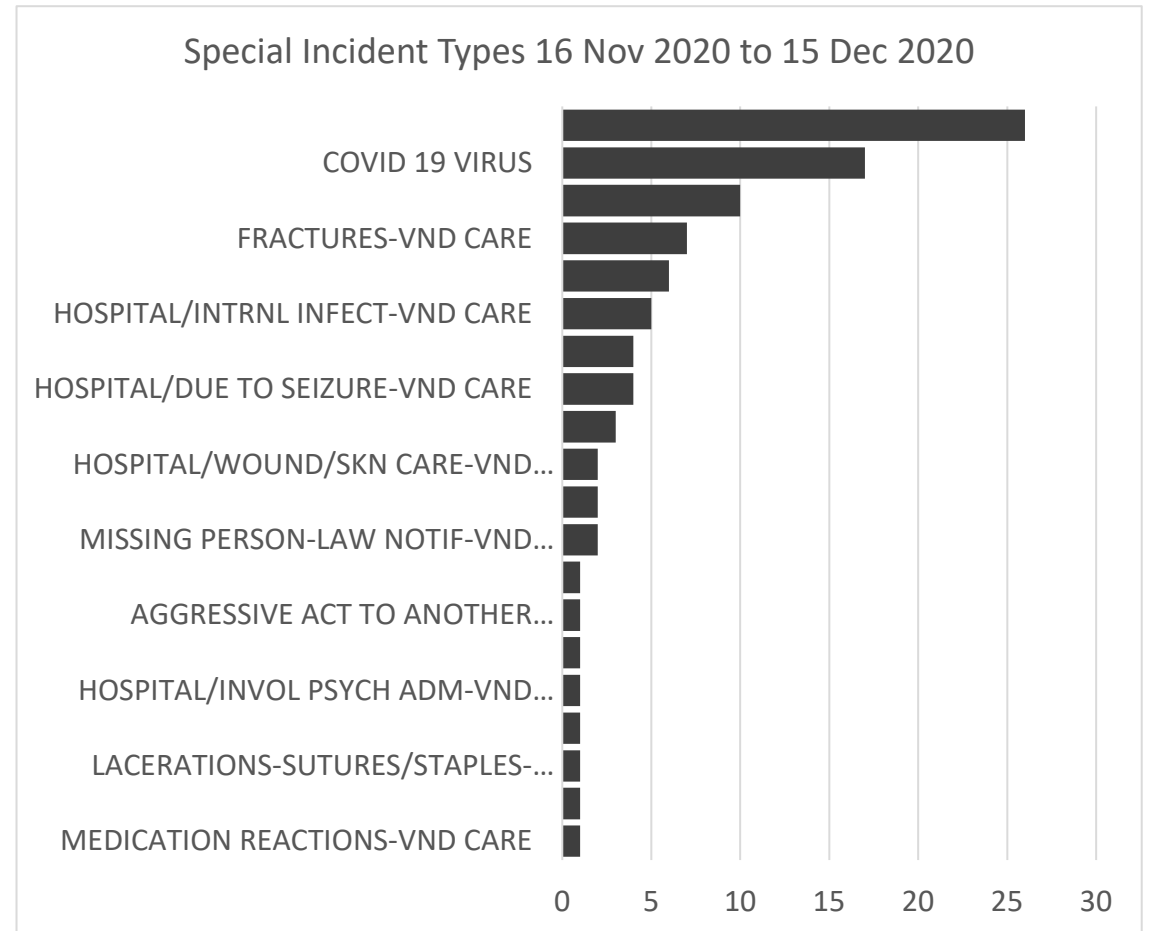
\*106 Respite POS Exceptions for month of November - not included in Graph



## SIR Report

16 Nov 2020 to 15 Dec 2020 Incident Report Consumer Count: 62

Special Incident Types	Count	Percent
HOSPITAL/RESP ILLNESS-VND CARE	26	27.1%
COVID 19 VIRUS	17	17.7%
DEATH	10	10.4%
FRACTURES-VND CARE	7	7.3%
MEDICATION ERROR-VND CARE	6	6.3%
HOSPITAL/INTRNL INFECT-VND CARE	5	5.2%
EMERGENCY ROOM VISIT	4	4.2%
HOSPITAL/DUE TO SEIZURE-VND CARE	4	4.2%
HOSPITAL/CARDIAC-VND CARE	3	3.1%
LAW ENFORCEMENT INVOLVEMENT	2	2.1%
MISSING PERSON-LAW NOTIF-VND CARE	2	2.1%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	2.1%
AGGRAVATED ASSAULT	1	1.0%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.0%
HOSPITAL/INVOL PSYCH ADM-VND CARE	1	1.0%
INJURY-FROM A BEHAVIOR EPISODE	1	1.0%
MEDICATION REACTIONS-VND CARE	1	1.0%
LACERATIONS-SUTURES/STAPLES-VND CR	1	1.0%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	1.0%
LARCENY	1	1.0%
Grand Total	96	



Valley Mountain Regional Center  
FY2020/21 Fair Hearing Data

Consumer Information				Fair Hearing Information										Resolution/Withdrawal Information					
Age at the Time of Fair Hearing	Ethnicity	Primary Language	Residence Type	Date RC Received Fair Hearing	Fair Hearing Issue	Informal - date scheduled	Mediation - date scheduled	State - date scheduled	Pending/Resolved	Advocacy/Representation	Date of Resolution or Withdrawal	# Days since FH Rec'd	# Previous Hearings	Resolved in Informal Mtg	Resolved in Mediation	Other Reason for Withdrawal	Outcome	Other Explanation	State Level FH Outcome
39	White	English	Independent	7/7/2020	Eligibility	7/16/2020	n/a	8/24/2020	Resolved	Parent	7/16/2020			Yes			Withdraw without prejudice	PH to get more information/records	
6	Unknown	English	Parent	7/14/2020	Eligibility	7/302020	n/a	2/1/2021						parent no show					
3	Spanish	Spanish w/Interpreter	Parent	7/30/2020	Eligibility	8/10/2020	n/a	9/14/2020	Resolved		8/31/2020			Yes			RC made eligible		
4	Chinese	English	Parent	8/19/2020	Co Pays Speech and OT	9/3/2020	n/a	9/28/2020	Resolved		9/11/2020		1	Yes			RC agreed to pay co-pays		
14	Spanish	Spanish w/Interpreter	Parent	9/1/2020	Eligibility	11/30/2020	n/a	1/25/2021		ICC									
15	African American	English	Parent	9/10/2020	Eligibility	10/5/2020	n/a	2/8/2021		Sj County Public Defender									
15	White	English	Juvenile hall	9/20/2020	Eligibility	1/11/2021	n/a	2/16/2021		SJ County Public Defender									
6	African American/Mexican American	English	Parent	10/20/2020	Autism Assessment	n/a	<del>11/6/2020</del>	<del>12/7/2020</del>	withdrawn	Parent	11/5/2020					parent chose to withdraw			
15	White	English	Parent	12/3/2020	Home Modification Preferred Vendor	12/23/2020	n/a	1/19/2020											

## **Service Standard**

### **Conferences/Workshops/Seminars**

DRAFT

Participation in conferences, workshops and seminars is considered empowering and provides opportunity for people with developmental disabilities and/or their family members to develop skills and abilities in leadership and/or increase their knowledge of developmental disabilities and related resources.

The following apply to funding of conferences, workshops or seminars:

- A similar conference with similar information is not available in VMRC's catchment area.
- Participants requesting funding have exhausted all scholarships or generic sources available.
- Request from the attendee is received at least two weeks prior to the scheduled event.
- The service is noted as a need in the consumer's Individual Program Plan (IPP).
- For adults receiving VMRC services, funding may include lodging and/or transportation costs when authorized.
- Transportation, lodging, and meal costs are the responsibility of family members who are requesting in-person participation when the distance to the venue is 100 miles or less round trip.
- Zoom participation is a preferable option, when available.
- The conference, workshop or seminar must be in California for all in-person attendance.
- If the individual will be paid as a keynote speaker or part of a panel at the event, the expectation is that the sponsor will fund the conference/workshop/seminar.
- The regional center may fund up to \$500 (all-inclusive) for one consumer or family member's attendance at one conference, workshop or seminar each fiscal year. Anything beyond the maximum allowance will require approval from the POS Exception Committee.
- The Planning Team determines that the following criteria are met:
  - The conference, workshop or seminar is presented by a recognized organization or individual.
  - If the person requesting participation is a family member, the conference, workshop or seminar will assist the family in understanding the special needs of their family member and enhancing the person's development.
  - If the person requesting participation is an adult consumer, the conference, workshop or seminar will assist the adult in meeting the goals on his/her IPP and/or will assist in the development of leadership/partnership skills.

- The sponsor of the conference/workshop/seminar is a vendor of the regional center or the person attending is vendorized for reimbursement.