

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
January 4, 2021**

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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; Tara Sisemore-Hester; Tony Anderson; Emelia Vigil; Erin Goudreau; Gabriela Lopez  
Guests: Irene Hernandez; Lisa Culley FRN; Rachelle Munoz

**ABSENT:**    Mohammad Rashid; Linda Collins

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

**1.0    PUBLIC COMMENT**

There was no public Comment

**2.0    REVIEW OF MINUTES**

**There was no Quorum for a vote to approve the minutes of October 5, 2020, November 2, 2020 or December 7, 2020. This will be brought back to February 1, 2021 meeting for vote.**

**3.0    SAC6 UPDATE**

Crystal Enyeart shared the following:

- For the month of December, Sac 6 continues to have our Friday Zoom Chats: we are in our 33<sup>rd</sup> Zoom Chat!
- We have found the CHATS are a great resource and help to support other advocates and committee members. We even have other Advocates from other regions on our Zoom Chats.
- December 4<sup>th</sup>, we had our Zoom Chat, the topic was Your Health Matters Part 1 with Claire Lazaro- VMRC Clinical Director. Claire shared with us how our bodies are affected by COVID-19. This was highly informative.
- Also, on December 4<sup>th</sup> Sac 6 assisted with handing out PPE equipment in Lodi CA. This was our first time in this area.
- December 7<sup>th</sup>, I was present on the Zoom meeting for the Consumer Services and gave a report.
- December 10<sup>th</sup> our Sac 6 Officer had their monthly Leadership meeting with Tony Anderson.

- December 11th zoom topic was, How to run for Public Office by DDS CAC member Shawn Costello. Shawn shared with us his story and challenges he has had running for office. He also shared that no matter what your disability maybe you can do anything you want!
- December 12<sup>th</sup> Sac 6 had their Board meeting. At this meeting we had new officers elected. Our new Chairperson is Catrina Castro, Vice Chair is Jessica Quesada, Secretary is Jessica Q., Treasures is Kerstin Williams and Sgt of Arms is Steven Herrera. I was also reelected to be the VMRC Representative to the Board & Consumer Services Committee! Our new sac 6 consultants are Lisa Utsey, Emily Grunder and Dena Pfeifer!
- December 18<sup>th</sup> zoom topic was Your Health Matters Part 2 with Claire Lazaro-VMRC Clinical Director. Also, with each Zoom Chat Tony Anderson gives a brief VMRC update and Dr. Dave Demetral gives a mental tip of the day.

Upcoming events:

- January 2021, Friday Zoom Chats you can find more information about our upcoming Friday Chats and the link on the VMRC website under the Sac 6 tab.
- January 21<sup>st</sup>, Sac 6 Officers have their Leadership meeting with Tony Anderson.

4.0 **CLASP UPDATE**

Daime Hoornaert shared the following information:

- Current Membership: 82 paid members
- CLASP, President, Dianna Bonnett, announced the CLASP opening on the VMRC board and Social Media/Special effects position until the end of the year. Members who are interested in the board will email Dianna. Currently, Chris Martin will cover the Social Media.
- CLASP purchased hard to get paper products (TP, paper towels) for CLASP members and will be distributed to those members who put in a request. At the meeting only 9 vendors had requested product, so the link was sent out again so more CLASP members could benefit.
- Residential Service Provider Group: Many homes are very short staffed. Staff are getting sick, along with resident. Many are having a hard time hiring new staff, many don't want to work around people with COVID-19. CCL has offered DSP staffing, but one member reported they used (Mohawk?) company and had a 14-day contract, but only showed 1 day. VMRC is having on going meetings to share resources and concerns for RSP's.
- Clinical: Claire gave a vaccine update on who will be in the 1<sup>st</sup> phase. She also discussed the Health Passport, that she recommends each person who gets services complete, in the event they are to be seen by a Dr. or go to a hospital.
- Day Program Network: Vendors just received Alternative Rates from DDS and will discuss more at next meeting January 6, 2021 @ 8:00 AM
- Next CLASP meeting is January 25, 2021 @ 10:00.

## 5.0 CONSUMER SERVICES PRESENTATION

Claire Lazaro gave a presentation of the COVID-19 Update with a power point presentation called SAC6 Zoom Chat “Your Health Matters”

## 6.0 CLINICAL

- Tara Sisemore Hester gave the intake statistics for December.

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	86	63	55	87%
Modesto	97	74	59	80%
San Andreas	6	5	5	100%
<b>Total</b>	<b>189</b>	<b>142</b>	<b>119</b>	<b>84%</b>

  

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	27	24	21	88%
Modesto	16	15	10	67%
San Andreas	9	7	5	71%
<b>Total</b>	<b>52</b>	<b>46</b>	<b>36</b>	<b>78%</b>

- Tara also shared graphs showing the intake numbers for all of 2020. With less people going to doctor appointments and sheltering in place there have been less referrals. We an outreach team that has developed a strategic plan to reach out to Community Partners and physicians for all 3 offices. We will distribute flyers through the mail and electronically. Staff will be doing follow-up after the flyers are distributed. We have another meeting coming up with staff, our cultural specialist and community partners.
  - For Early Start, we are back to shelter in place for all 3 offices. Our staff has been meeting with families via phone and zoom. Our partners are meeting with families remotely. A very fer providers (ABA, etc.) are working with families that it is not feasible to do remotely.

## 7.0 RESOURCE DEVELOPMENT

Brian Bennet provided the following update:

- We are continuing to keep people placed safely. We are having significant staffing problems in all counties. Seems to be getting the last few weeks since Thanksgiving. We are asking providers to let us know as soon as they are aware of any

issues before they get too bad. We have continued to meet with providers every Friday at 9:00 a.m. We have an open zoom session with providers to provide updates and answer questions.

- We are getting closer to finishing our EBSH home for children. We have made significant progress in the last 30 days. DDS has the program plan and we are expecting it to be approved any day now. The license has been issued. The planning teams are working on the children to be moved to the homes.
- We have submitted our CPP plan for the coming year and are hoping to get feedback soon in terms of which plans will be awarded to us.

## 8.0 **QUALITY ASSURANCE**

8.1 **Alerts:** Brian has been working to meet with our 7 Quality Assurance liaisons. We are going backwards to look at our open alerts and complaints and looking to see how we can close them out. Why they are still open, how we can close them quicker, the type of alerts that are causing problems. Mostly those are due to our reliance of other agencies to provide reports or updates. We are now sharing all alerts with Community Care Licensing as we get them. We have been looking to get all alerts closed promptly.

ALERTS		
11/16/2020 – 12/15/2020		
OPEN	CLOSED	PENDING
16	1*	14
	* Health Related Concerns (Deferred)	

- The Quality Assurance team is spending quite a bit of their time delegating and mitigating COVID. Whether it is positive staff cases or consumer cases in licensed care or supported living. We are getting quite a few SIRS that require follow up. We have been on many zoom calls. We are trying to keep everyone safe and follow the guidelines.

## 9.0 **CASE MANAGEMENT**

- Cindy Mix went thru the following reports:
  - Caseload Ratio Report –
    - Total Lanterman Consumers—13,265 minus 171 (Deflection) =13,094
    - Overall Agency Caseload Ratio—13,094 consumers divided by 171 Service Coordinators = 1:77
  - Transfer Status Report as of 11/20/2020

- There has been a total of 371 transfer in files and 292 transfer out files. The difference is 79, still equivalent to one full case load of transfer in files for this year.
- POS Exception Report for November.
  - There were a total of 188 Purchase of Service Exceptions. With Respite still being the largest number of 106, followed by Patch and Personal Assistance.
- SIR Report
  - For this last month, Hospital/Resp Illness-Vendor Care; COVID-19 Virus & Death were the top 3 incidents reported.
- Fair Hearing Report: Christine Couch shared that since December 17<sup>th</sup>, he have had a few changes:
  - We have 5 open Lanterman eligibility cases. Two adults and three children.
    - We are working on settling three of these by the end of the month.
  - The service request case for a home modification was resolved during the informal.
  - Since December 17<sup>th</sup> we receive 1 whistleblower complaint and we were able to resolve that quickly.

Cindy Mix also shared the following information:

- The board voted/approved an organizational change. As all are aware, Brian Bennett is now Community Services Director, which is separate from Consumer Services. Community Services will now incorporate Special Projects into their department and two Community Services Division Managers will oversee distinct areas
  - Katina Richison (Special Projects, QA Liaisons)
  - Robert Fernandez (RD, Transportation, Employment, HCBS, etc.)
  - Cindy Strawderman, Admin. Asst. in Consumer Services will now oversee the Reception area in all 3 offices
- We received information that 16 facilities serving California youth nationwide were decertified and those youth will need to be returned to California. After a death occurred in Michigan, an investigation uncovered the fact that many of the out of state facilities were not providing the services that California expected. There is a 45-day timeline for them to move back, which now has a deadline of 1/22. VMRC has one that we have to place and we have been meeting with state officials to look for resources and make plans. Those with IEP placements are not affected at this time.
- Out of state placement is a top priority to monitor. If you remember, last month we discussed that DDS requests us to provide information on a monthly basis for specified consumers by tracking minors or adults who are in emergency rooms 3 days or more, psych facilities 3 or more days, or minors in shelters 3 or more days. A separate report is due on any consumer residing out of state.
- Our **Personal Protective Equipment (PPE) Distribution** Drive-Thru dates for January are as follows. Staffing for deliveries is thin, so may take longer.

- Friday, 01/08, 2pm – 4pm, Tuolumne County Senior Center, 540 Greenley Road, Sonora
- Friday, 01/22, 2pm – 4pm, VMRC Stockton Office
- Friday, 01/29, 2pm – 4pm, VMRC Modesto Office
- Our **COVID-19 Testing dates** for January are as follows (REGISTRATION FOR COVID-19 TESTING IS REQUIRED, the link will be in this Friday’s Health Advisory):
  - Friday, 01/15, 8am – 12pm, VMRC Modesto
  - Wednesday, 01/20, 8am-12pm, VMRC Modesto Office
  - Wednesday, 01/27, 8am – 12pm, VMRC Stockton Office,
    - All of these times, dates and locations are also available on our Events Calendar on our website
- Re: Self Determination—
  - An informational meeting was held on 12/17 in lieu of a regular Advisory Committee meeting. Liz Diaz, our SD PM explained budgets and spending plans.
  - Orientations for all will start again on January 14th and will be held monthly
  - An update—34 completely in program, 50 in process. 73 of 110 have attended orientation. Recent meetings with DDS – VMRC is doing well. Looking at preparation for July 2021 when all are eligible. Self Determination. We have 1000+ on the interested list. We will be holding orientations once a month and those interested should be encouraged to attend orientations. We are looking at beginning the Person-Centered Planning process as the first step in getting those interested enrolled when available to all.
  - A statewide group of regional center representatives meet regularly to discuss barriers and challenges all are facing with the program. We are compiling a list of questions needing clarification and submitting to DDS; establishing a database with all documents, procedures, and training materials available in all languages; and consolidating lists of all statewide SDP resources to share; as well as looking at a coaching/mentoring program to be implemented.
- The Foster Grandparent program stipend has been extended thru January 31st. Foster Grandparents had a holiday drive-thru and handed out PPE, gift cards, fleece scarves, hats, gloves & a to-go box lunch.
- Re: our caseload ratios. Our plan to DDS included continuing our recruiting efforts, backfill positions as fast as we can, continue to come up with ideas related to time saving tools. Our Streamline committee was put on hold due to COVID, but we will be resurrecting the group. Increasing morale is always helpful. IT is looking at some time saving measures for us. And we will evaluate redistribution if we need to.
- Another successful food delivery on December 21st. 50 food bags were donated and distributed.
- \$100 gift cards for Save Mart were delivered to consumers and families on 12/23. Through the Popplewell Fund and volunteer staff delivery, we were able to

provide to 50 families in San Joaquin, 37 in Stanislaus & 6 in the mountain counties. We prioritized by identifying first those living in hotels, homeless, or loss of jobs. After which we gave to others in dire need.

- Review of Conference Service Standard. This was provided as an informational item. We will bring it back for an action item next month.

#### 10.0 **TRANSPORTATION**

Brian Bennett shared the following:

- We are working internally on how we are going to navigate transportation. There is a meeting tomorrow that Tony and I will be meeting with transportation services. We will be determining how we are going to manage ongoing.

#### 11.0 **NEXT MEETING**

Monday February 1, 2021, 4:00 p.m., Stockton VMRC office, Via zoom.

**DIAL-IN NUMBER:** 1-669-900-6833

Meeting ID: 912 6700 7341 – Passcode: 108771

The meeting was adjourned at 5:25 p.m.

Recorder: Cindy Strawderman