



Consumer Services Committee

4:00 P. M.

Monday, February 1, 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.



Meeting Book - Consumer Services Committee

Consumers Services

PUBLIC COMMENT - 3 MINUTES

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CLASP UPDATE
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INFORMATION/EDUCATION

CLINICAL UPDATE

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NEXT MEETING - MARCH 1, 2021 - VIA ZOOM

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

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

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

ABSENT: Linda Collins; Nadia Robinson

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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:

- Thank you to VMRC for collaborating with SCDD & SAC6 again for this week and next Personal Protection Equipment (PPE) drive throughs and for “housing” the recent PPE orders we received from the Gov’s office of Emergency Services.
- The State Council on Developmental Disabilities is holding Public Comment online until November 9, 2020 on the DRAFT State Plan for 2022-2026. I would appreciate it if you would please look at the State Plan and give any feedback or comments. It is available in English and all the threshold languages and Plain Language. The link is <https://scdd.ca.gov/stateplan/>

2.0 REVIEW OF MINUTES

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

3.0 SAC6 UPDATE

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

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

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

4.0 CLASP UPDATE

Daime Hoornaert, CLASP representative shared the following:

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

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

5.0 CONSUMER SERVICES PROJECTS AND PRESENTATIONS:

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

6.0 CLINICAL

Claire Lazaro shared the following:

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

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

Claire also shared the intake numbers:

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

6.0 **RESOURCE DEVELOPMENT**

Nicole Weiss shared the following:

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

7.0 **QUALITY ASSURANCE**

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

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

8.0 **CASE MANAGEMENT**

Cindy Mix shared the Case management Report Statics:

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

Fair Hearings:

Christine Couch shared the following:

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

Cindy Mix shared the following information regarding Case Management:

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

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

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

9.0 **TRANSPORTATION**

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

10.0 **NEXT MEETING**

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

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

Recorder: Cindy Strawderman

DRAFT

**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 2nd 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 7th 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 9th 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 14th 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 16th, our Friday Zoom hat was on National Core Indicators (NCI) and SCDD State Plan with George Lewis from SCDD North Valley Hills Office.
- October 23rd 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 29th Sac6 presented a training to the new VMRC staff on what Sac6 is and what we do. Also, on October 29th Sac6 had their monthly Leadership meeting with Tony Anderson.
- October 30th 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

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 8th. It was recorded we sent them a copy. Prior to that week, we had the training for our staff.

- On October 15th 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 medical & 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 18th; and then for December, December 2nd, 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 20th.

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 8th 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 5th. 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 19th.

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 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 had 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%
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 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 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 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

**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 33rd 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 4th, 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 4th Sac 6 assisted with handing out PPE equipment in Lodi CA. This was our first time in this area.
- December 7th, I was present on the Zoom meeting for the Consumer Services and gave a report.
- December 10th 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 12th 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 18th 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 21st, 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 1st 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%
Total	189	142	119	84%
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%
Total	52	46	36	78%

- 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 17th, 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 17th 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



QA Incoming Alert Report

12/16/20 – 1/15/21

Alerts		
Control#	PresentingIssue	AlertDate
2020-12-14.0	Staffing / Supervision	12/18/2020
2020-12-15.0	Untimely SIR	12/18/2020
2020-12-16.0	Environment	12/22/2020
2020-12-16.1	Environment	12/22/2020
2020-12-17.0	Untimely SIR	12/22/2020
2020-12-18.0	Untimely SIR	12/22/2020
2020-12-19.0	Untimely SIR	12/23/2020
2020-12-20.0	Untimely SIR	12/23/2020
2020-12-21.0	Health-Related Concerns	12/28/2020
2020-12-22.0	Environment	12/28/2020
2020-12-23.0	Untimely SIR	12/28/2020
2020-12-24.0	Untimely SIR	12/28/2020
2020-12-25.0	Violation of Rights	12/29/2020
2020-12-26.0	Untimely SIR	12/29/2020
2020-12-27.0	Untimely SIR	12/29/2020
2020-12-28.0	Untimely SIR	12/29/2020
2021-01-01.0	Untimely SIR	1/7/2021
2021-01-02.0	Untimely SIR	1/7/2021
2021-01-03.0	Recordkeeping	1/7/2021
2021-01-04.0	Delivery of Care	1/11/2021
2021-01-05.0	Delivery of Care	1/13/2021
2021-01-06.0	Untimely SIR	1/14/2021
2021-01-07.0	Untimely SIR	1/15/2021
2021-01-08.0	Untimely SIR	1/15/2021

Grand Total: 24



QA Closed Alert Report

07/01/20 – 12/31/20

Alerts				
Control#	Presenting Issue	Alert Date	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
2020-07-13.0	Recordkeeping	7/20/2020	Substantiated	Technical Assistance
2020-07-13.1	Recordkeeping	7/20/2020	Substantiated	Substantial Inadequacy
2020-07-14.0	Delivery of Care	7/22/2020	Unsubstantiated	Technical Assistance

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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
2020-07-19.0	Recordkeeping	8/3/2020	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
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

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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
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

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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
2020-10-03.0	Delivery of Care	10/7/2020	Substantiated	Technical Assistance
2020-10-03.1	Delivery of Care	10/7/2020	N/A	None
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
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

Alerts				
Control#	PresentingIssue	AlertDate	Finding	Action
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
2020-12-01.0	Delivery of Care	12/2/2020	Unsubstantiated	Technical Assistance
2020-12-07.0	Health-Related Concerns	12/14/2020	N/A	Deferred
2020-12-10.0	Untimely SIR	12/15/2020	Substantiated	Technical Assistance
2020-12-16.0	Environment	12/22/2020	Substantiated	Technical Assistance
2020-12-16.1	Environment	12/22/2020	Substantiated	Technical Assistance

Grand Total: 113



QA Pending Completion Alert Report

12/16/20 – 1/15/21

Alerts		
Control#	Presenting Issue	Alert Date
2020-12-14.0	Staffing / Supervision	12/18/2020
2020-12-15.0	Untimely SIR	12/18/2020
2020-12-17.0	Untimely SIR	12/22/2020
2020-12-18.0	Untimely SIR	12/22/2020
2020-12-19.0	Untimely SIR	12/23/2020
2020-12-20.0	Untimely SIR	12/23/2020
2020-12-21.0	Health-Related Concerns	12/28/2020
2020-12-22.0	Environment	12/28/2020
2020-12-23.0	Untimely SIR	12/28/2020
2020-12-24.0	Untimely SIR	12/28/2020
2020-12-25.0	Violation of Rights	12/29/2020
2020-12-26.0	Untimely SIR	12/29/2020
2020-12-27.0	Untimely SIR	12/29/2020
2020-12-28.0	Untimely SIR	12/29/2020
2021-01-01.0	Untimely SIR	1/7/2021
2021-01-02.0	Untimely SIR	1/7/2021
2021-01-03.0	Recordkeeping	1/7/2021
2021-01-04.0	Delivery of Care	1/11/2021
2021-01-05.0	Delivery of Care	1/13/2021
2021-01-06.0	Untimely SIR	1/14/2021
2021-01-07.0	Untimely SIR	1/15/2021
2021-01-08.0	Untimely SIR	1/15/2021

Grand Total: 22

Consumer File Transfer Status - To and From VMRC

2017			
Files Received		Files sent out	
January	23	January	31
February	41	February	19
March	38	March	25
April	33	April	14
May	53	May	31
June	21	June	21
July	41	July	12
August	41	August	28
September	40	September	29
October	53	October	30
November	52	November	57
December	41	December	19
total for 2017	477	Total for 2017	316

2018			
Files Received		Files sent out	
January	53	January	37
February	33	February	20
March	28	March	24
April	36	April	31
May	32	May	32
June	39	June	28
July	39	July	23
August	51	August	35
September	41	September	22
October	43	October	23
November	37	November	30
December	33	December	18
total for 2018	465	Total for 2018	323

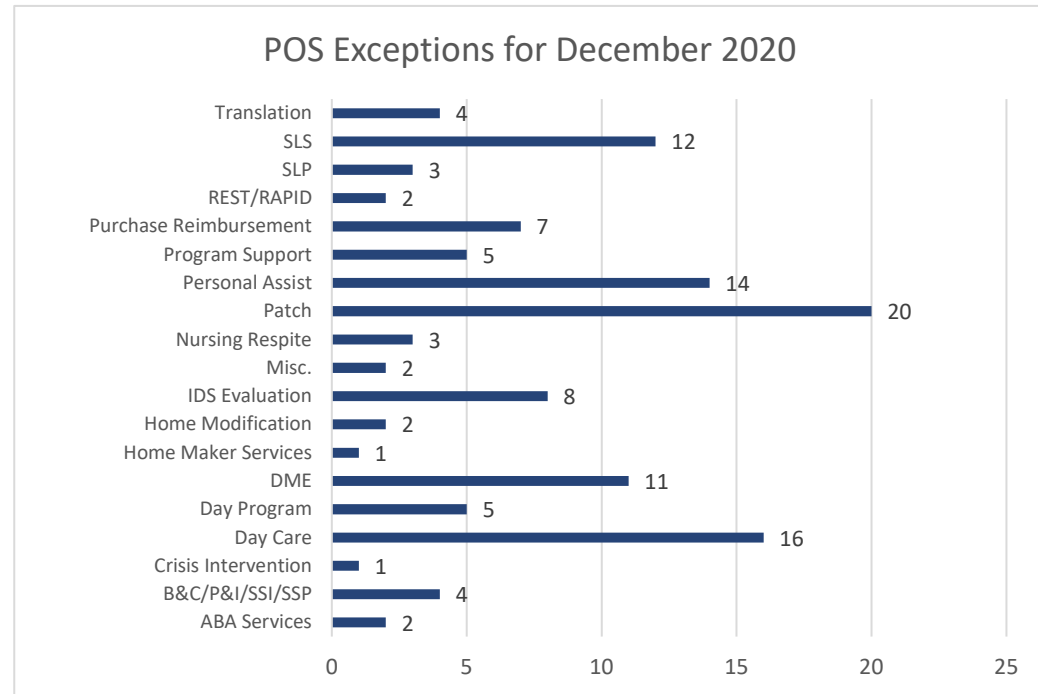
2019			
Files Received		Files sent out	
January	33	January	32
February	31	February	37
March	36	March	33
April	49	April	21
May	33	May	26
June	25	June	26
July	33	July	38
August	42	August	25
September	39	September	38
October	41	October	32
November	28	November	15
December	26	December	23
total for 2019	416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

2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	28	November	21
December	25	December	34
total for 2020	374	Total for 2020	304

2021			
Files Received		Files sent out	
January	17	January	14
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2021	17	Total for 2021	14

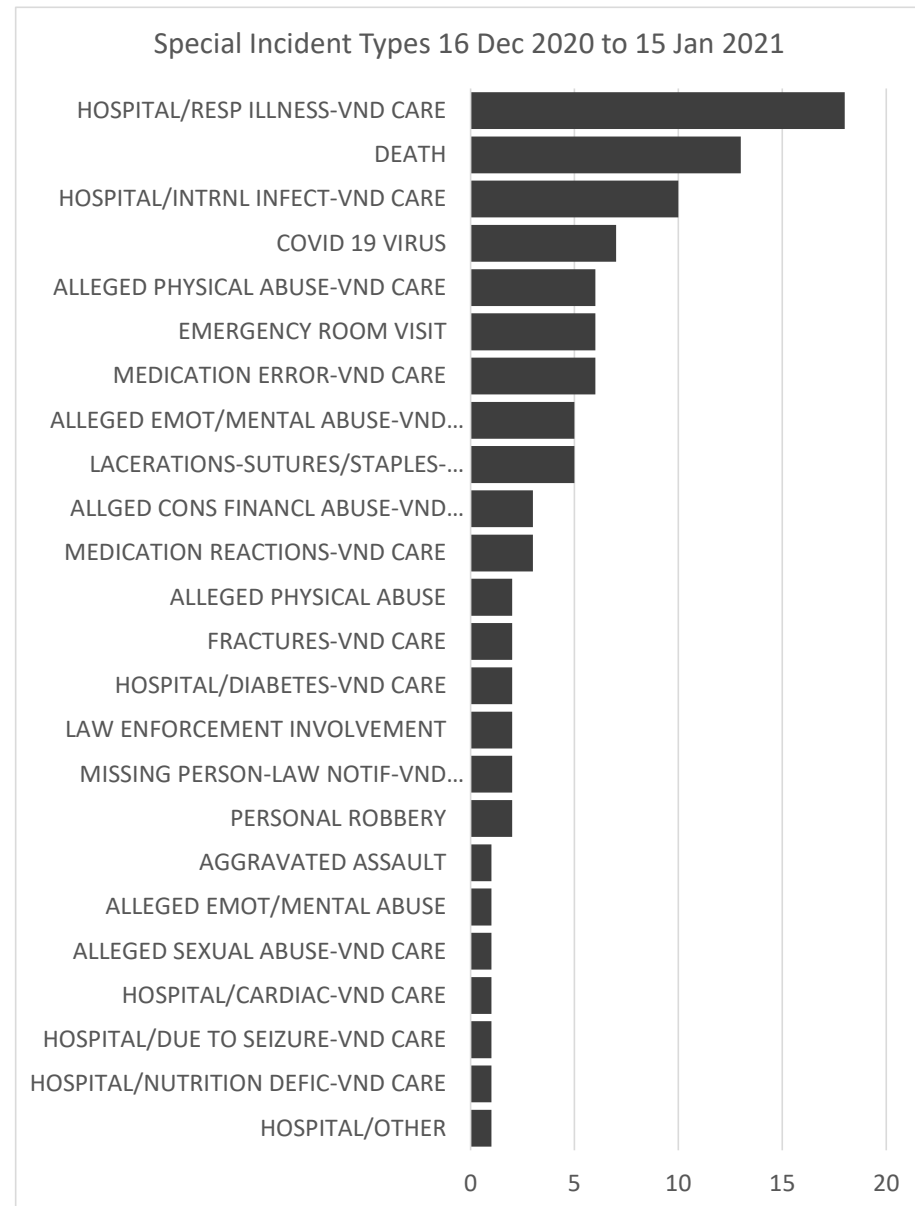
2020/2021	Dec
ABA Services	2
B&C/P&I/SSI/SSP	4
Crisis Intervention	1
Day Care	16
Day Program	5
DME	11
Home Maker Services	1
Home Modification	2
IDS Evaluation	8
Misc.	2
Nursing Respite	3
Patch	20
Personal Assist	14
Program Support	5
Purchase Reimbursement	7
REST/RAPID	2
SLP	3
SLS	12
Translation	4
TOTAL POS	253
Approved	253
Deferred	0
Denied	0

* 131 POS Exceptions for monty of November - not included in Graph.



16 Dec 2020 to 15 Jan 2021 Incident Report Consumer Count: 70

Special Incident Types	Count	Percent
HOSPITAL/RESP ILLNESS-VND CARE	18	17.8%
DEATH	13	12.9%
HOSPITAL/INTRNL INFECT-VND CARE	10	9.9%
COVID 19 VIRUS	7	6.9%
ALLEGED PHYSICAL ABUSE-VND CARE	6	5.9%
MEDICATION ERROR-VND CARE	6	5.9%
EMERGENCY ROOM VISIT	6	5.9%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	5	5.0%
LACERATIONS-SUTURES/STAPLES-VND CR	5	5.0%
MEDICATION REACTIONS-VND CARE	3	3.0%
ALLGED CONS FINANCL ABUSE-VND CARE	3	3.0%
LAW ENFORCEMENT INVOLVEMENT	2	2.0%
MISSING PERSON-LAW NOTIF-VND CARE	2	2.0%
HOSPITAL/DIABETES-VND CARE	2	2.0%
ALLEGED PHYSICAL ABUSE	2	2.0%
PERSONAL ROBBERY	2	2.0%
FRACTURES-VND CARE	2	2.0%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	1.0%
ALLEGED EMOT/MENTAL ABUSE	1	1.0%
HOSPITAL/OTHER	1	1.0%
HOSPITAL/DUE TO SEIZURE-VND CARE	1	1.0%
ALLEGED SEXUAL ABUSE-VND CARE	1	1.0%
AGGRAVATED ASSAULT	1	1.0%
HOSPITAL/CARDIAC-VND CARE	1	1.0%
Grand Total	101	



**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/rec ords	
6	Unknown	English	Parent	7/14/2020	Eligibility	7/30/2020	n/a	2/1/2021		Parent				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	Resolved	ICC	1/13/2021					Resolved	RC sent intake packet and opened intake		
15	African American	English	Parent	9/10/2020	Eligibility	10/5/2020	n/a	2/8/2021	Resolved	Sj County Public Defender	12/18/2020					Pd chose to withdraw			
16	White	English	Juvenile hall	9/20/2020	Eligibility	4/4/2021 rescheduled 5/17/2021	n/a	7/8/2021		SJ County Public Defender									
6	African American/Mexican American	English	Parent	10/20/2020	Autism Assessment	n/a	4/6/2020	4/27/2020	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	resolved	parent	12/23/2020			yes			RC agreed on preferred vendor		

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.