

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
Monday, February 1, 2021**

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**PRESENT:**     Committee Members: Dena Pfeifer, Chair; Lori Smith, Dena's Facilitator; Daime Hoornaert, CLASP; Crystal Enyeart, SAC6; Rachelle Munoz, Crystal Enyeart's Facilitator; Mohamad Rashid  
VMRC: Brian Bennett; Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Tara Sisemore-Hester; Tony Anderson; Gabriela Lopez; Robert Fernandez; Lue Thao; Pam Kidroske  
Guests: Irene Hernandez, translating; Lisa Culley FRN; Carlos Hernandez; Joseph Nimene; Dena Hernandez, SCDD; Jenny Zegarra

**ABSENT:**     Linda Collins

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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:

- CHOICES Conference May 14, 2021 will be virtual. There is a subcommittee meeting this week to discuss what this will look like and the full committee will decide at the February 17, 2021 meeting. The committee will honor Wilma Murray at this event for her years of service to CHOICES. We appreciate VMRC's support of CHOICES and will get details that can be sent out to all once finalized.
- Hats off to Claire Lazaro and her team for the well organized and timely covid-19 testing. Also, thanks to Doug for assembling a great group of volunteers. SCDD is happy to help at these events.
- Thank you to Tony and Claire for attending our January 26 Regional Advisory Committee and giving updated, clear, and concise info about the Covid-19 vaccine. Our RAC members really appreciated it. Thank you to Crystal Enyeart for providing the SAC6 report at the meeting too!
- SCDD Regional Office across the state are offering several trainings (virtually) on a variety of topics- these are free and open to all. Please check out the [www.scdd.ca.gov](http://www.scdd.ca.gov) website or Facebook page for info.
- Lastly- great job to Brian Bennet and his team for coordinator the RSP weekly meetings and including CCL at the meeting and having CCL commit t attending each meeting. A great resource for the vendors! Awesome.

**2.0   REVIEW OF MINUTES**

**M/S/C (Rashid/Enyeart): Approve the minutes of October 5, 2020; November 2, 2020; December 7, 2020; and January 4, 2021 as written.**

### 3.0 **SAC6 UPDATE**

Crystal Enyeart, SAC6 Representative shared the following:

- On January 8<sup>th</sup> we had our first Zoom chat of 2021. The topic of this chat was Know Your Rights presented by Sac 6 members and Christine Couch VMRC Compliance Manager.
- January 6<sup>th</sup> I along with Sac 6 Chairperson Catrina Castro, and Lisa Utsey Sac 6 Consultant had a meeting with Christine Couch and Dena Hernandez from SCDD to prepare a Plan language VMRC Notice.
- Also, on January 6<sup>th</sup> sac 6 Consultant Lisa Utsey attended the VMRC Finance Committee meeting via Zoom.
- On January 8<sup>th</sup> PPE equipment was handed out in Sonora.
- January 15<sup>th</sup> Zoom chat was presented by Katie Hornberger- director of Office of Clients Rights. This zoom call was on how Office of Clients Rights helps you to Advocate for Yourself.
- January 21<sup>st</sup>, we met briefly for our monthly Leadership meeting with Tony Anderson.
- January 22<sup>nd</sup> Friday Zoom Chat was presented by Christine Couch on Fair hearing process.

#### Upcoming meetings:

- January 29<sup>th</sup>, Sac 6 Officers will be sharing their story on their Fair hearing process on the Zoom Chat.
- January 29<sup>th</sup> PPE Equipment will be handed out at the Modesto VMRC site.
- February 5<sup>th</sup> will be our Area meeting via Friday Zoom Chats.
- February 19<sup>th</sup>, Sac 6 will be having their Finance meeting with their new members.
- Our next Sac 6 Board meeting is March 14, 2021 which will be done via zoom.

### 4.0 **CLASP UPDATE**

Daime Hoornaert, CLASP Representative shared the following:

- Current Membership: 82 paid members
- CLASP President, Dianna Bonnett, announced the CLASP Rep to the VMRC board will be Candice Bright, until the end of the year. She has experiencing being the CLASP rep and has had board training.
- CLASP, with the help of VMRC/SAC 6/SCDD distributed paper products/PPE for CLASP members who put in a request. There are still some products that have to be distributed.
- Residential Service Provider Group: Same on-going issues: Many homes are very short staffed and some are having difficulties getting PPE. Staff are getting sick, along with residents. Many are having a hard time hiring new staff. RSP's are starting to get their Vaccine's for staff and residents.

- VMRC Weekly Friday AM meetings: VMRC is having weekly meetings with any vendors interested to share resources and concerns during COVID-19. This meeting was originally scheduled for RSP's, but Brian Bennett shared that any vendor may attend if interested.
- Discussion on Billing: Debbie B explained what she knew and listened to ideas. Issues with Billing and Enclosure B's. Invoices and Enclosure B's don't match. We requested if invoices could be sent at the beginning of the month to start entering each alternative service each person received. It is very time intensive and some vendors are hiring people just for data entry. After billing, vendors have to also do a DDS survey, letting them know how alternative services were given for the month.
- Day Program Network: Looking to problem solve billing after January's Billing and will discuss more at next meeting on February 09 @ 8:00 AM

Next CLASP meeting via Zoom is February 22, 2021 @ 10:00.

## 5.0 **CONSUMER SERVICES PRESENTATIONS**

Lue Thao & Gaby Lopez shared a presentation on the Asian-American Survey Outcome.

## 6.0 **CLINICAL**

Claire Lazaro shared the following information:

- January has been pretty much focused on our COVID-19 vaccination advocacy. We were fortunate to have most of our staff, vendors and providers vaccinated. We have been receiving a lot of consents for consumers who are living in care homes. Some of the vendors that were vaccinated were direct support individuals. DDS provided a letter that clarified what is considered a family care provider, so most of them are those of them are medically involved consumers.
- We are still doing our free COVID-19 testing. We held a few in January 15 & 20 in Modesto. There was not much turn out. We probably received half of our capacity of 72. There was a scheduled testing in the Stockton office on the 27<sup>th</sup>, but we had to cancel that due to weather. We rescheduled the free testing to Friday, February 5<sup>th</sup> in the Stockton office at 8:00 a.m. to 12:00 p.m. We will hold other free testing's on the 19<sup>th</sup> & 26<sup>th</sup> at the Stockton office. We will have the registration links on the Friday prior on our Health Advisory. We are asking those that register to bring a copy of their insurance. It does not mean that you will be charged, it is just how the laboratory does the billing. If they have no insurance, they just need to let us know when they arrive for the testing. There will be no charge, the laboratory just bills it differently. We also make sure they have an accurate e-mail address so we can send out the test results if they are negative. Positive cases, we will call and then send out the e-mail. On the positive cases we make sure they are reported to the appropriate county offices.
- We also provided 3 info-sessions regarding COVID vaccines. The intent was to make sure people are getting accurate information regarding the vaccine. One was for

VMRC staff, one for providers and one for consumers and their families. Most have been recorded and posted on our VMRC website on the events page.

- There was also information given at the SCDD update, thank you Dena for the invite.
- At the ARCA meeting last week, there is a lot of concerns with providing consents to our consumers. The majority of us have had a consensus, that we will handle it like any other, if the consumer can give their consent, we can support them in providing their informed consent to obtain their COVID vaccine. If they are conserved, the legal conservator will be the one to sign the consent. If they are not conserved, and unable to give their own consent, then it will be their family member or durable POA. If none of them are available VMRC Executive Director, or designee, in this case would be Me, Angela or LeAnn that will be signing them. We are asking the care home provider to let the primary care physician if it ok for the consumer to receive the vaccine, since they are aware of the consumers health condition. If it ok with them, we can sign it.
- A lot of our care home providers are connected through the pharmacy partnership program with Walgreens & CVS. Initially in October or November of last year it was through individual registration, but DSS submitted the names of our care home providers to this partnership. This will be the only way our consumers can receive vaccines. There is a campaign for our consumers to be included in Phase 1B. Currently the state is still in Phase 1A. There was information in our Health Advisory to how you can help with advocacy by calling the Governor.
- CAPTAIN with regards to our autism training, we will have our Evidence Based Practice training for staff on February 3<sup>rd</sup> at 10:00 a.m. after that we will be scheduling one for our community and parents.
- Continuing on following up with COVID positive consumers.
- Claire also shared an info-graph of the "COVID response timeline" of what our agency has done for the year with regards to COVID. We had 25 PPE events last year. We had about 1265 consumers that we have tracked and followed up. Unfortunately, COVID wise we had 540 consumers; 25 deaths; 32 staff, 4 volunteers, 1 provider death.

Tara Sisemore Hester shared the following:

- The intake statistics for the last year for all 3 offices.
- We continue the outreach with our community partners. We have developed a strategic plan to really focus on this. We are focusing on early start, but still working on getting the Lanterman eligibility up. We feel the outreach is working. The number of calls are increasing.
- We are working on our referral line and are working on that. Some families are reaching out to us through our website and those are being forwarded to us.
- The flyers we are sending out are similar to what DDS is providing. Our flyers have our contact information. We predict our numbers should increase.

Tara also shared the January intake numbers:

OFFICE	# ES CASES PROCESSED ALL	# ES CASES PROCESSED	# MADE ELIGIBLE	% ELIGIBLE
Stockton	87	64	59	92%
Modesto	100	89	82	92%
<u>San Andreas</u>	<u>8</u>	<u>6</u>	<u>6</u>	<u>100%</u>
TOTAL	195	159	147	92%
OFFICE	# 3+ CASES PROCESSED ALL	# 3+ CASES PROCESSED	# MADE ELIGIBLE	% ELIGIBLE
Stockton	14	12	7	58%
Modesto	20	19	14	74%
<u>San Andreas</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>100%</u>
TOTAL	36	33	23	70%

## 7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez shared the following information:

- On January 20<sup>th</sup> we re-posted our search for a provider for our CCH (Community Crisis Children's Home). We have the home determined, just not found a provider yet. We hosted an info session today for anyone who is interest and what this project is about. The deadline for the RFP's is February 22<sup>nd</sup>. We will evaluate the submissions and have a determination mid-March. Hopefully by the end of march we will have a contract signed.
- HCBS we have a deadline that DDS has provided us for grant submission. Anyone that wants to submit an application for grant funding for HCBS, those are due February 12<sup>th</sup>. We will be holding an info session on February 10<sup>th</sup> at 11:00 – 12:00. That notice will be sent out today.
- Residential services orientation scheduled Thursday February 18<sup>th</sup> 9-2:30. This is for providers that have an approved letter of intent and are developing a residential program with VMRC.

Brian Bennett shared the following information:

- The HCBS Grand information that Robert mentioned, did go out today. We also shared this information with CLASP to distribute.
- We provided P&I training. P&I is the set amount of money that persons that live in licensed residential care are given each month. Basically, personal spending money.

We provided the training to Residential Service Providers last week on the 27<sup>th</sup>. We will host the same training internally on February 3<sup>rd</sup> and on February 5<sup>th</sup>.

- We also interviewed for the HCBS Coordinator position. We are very close to naming that candidate. This position has been vacant since December.
- We are excited to have Katina Richison as the Division manager of Quality Assurance and Robert Fernandez as the Division manager of Resource Development. Next up will be the figuring out our transportation needs. We are feeling pretty good about the progress we are making.
- We will continue to work with our Transportation vendors on delivering PPE to consumers. The deliveries will be based on need.

## 8.0 **QUALITY ASSURANCE**

8.1 **Alerts**: Brian Bennett shared the Alert report statistics for the period of December 16, 2020 and January 15, 2021. There were 24 open Alerts, 113 Closed and 22 Pending

## 9.0 **CASE MANAGEMENT**

Cindy Mix shared the following reports:

- Caseload Ratios:
  - Total Lanterman Consumers—13,510 minus 174 (Deflection) =13,336
  - Overall Agency Caseload Ratio—13,336 consumers divided by 167.5 Service Coordinators = 1:79
- Transfer Status report as of January 25, 2021:
  - There has been a total of 17 files received; and 14 files sent out for January.
- POS Exception Report:
  - There were a total of 253 Purchase of Service Exceptions with Respite being the largest number at 131, followed by Patch, Day Care and Personal Assistance.
- SIR Report;
  - For the last month, Hospital/Resp Illness-Vendor Care; Death & Hospital/Internal Infection-Vendor Care.
- Fair Hearing Status - Christine Couch shared the following information:
  - Since the packet was sent out the information has changed. As of today:
    - We currently have 3 eligibility cases. All 3 for children. We resolved 1 adult case and resolved 1 child case.
    - We have 4 open service request case for Fair Hearing. One is for placement in a residential care facility. One is for EIBT in early start and two are for respite reimbursement
    - We just received one 4731 complaint.
  - We have 2 informal hearings and one mediation this week so we are fairly busy.

Cindy Mix also shared the following information:

- We met with OCRA recently to review our MOU. There will be some training for all staff, Armelle, the new advocate to provide training beyond NEO. We hope to have something scheduled by March. The BMRC process will be changing somewhat and training will occur. The general OCRA referral form will be changed and provided to staff within the month.
- Transportation vendors are going to be providing PPE to consumers, families, and vendors. People will be able to go online to order the PPE. Or they can contact their SC to assist with the form and ordering. There will no longer be PPE distributions at VMRC. But VMRC will provide the supplies.
- We have started planning for transition fairs, along with a dance party, A separate Spanish speaking event will be held, as well. Looking at April dates.
- The Self Determination Program now has 35 consumers fully in the program. We are working on a flow chart of duties for staff, a survey that will be sent out to all 1,000+ on our Interested List to gauge true interest in preparation for the July 1st date when all consumers are eligible. Orientations will be held monthly, as well as Person-Centered Planning sessions. Additionally, a training video will soon be available re: SDP budgets and spending plans. A Participant-Directed vs. Self-Determination training is being developed due to the confusion of the two different types of services. Trainings currently scheduled are:
  - **Self Determination Trainings/Orientations**
    - Thursday, February 18, 2021 from 1pm-4pm
    - Monday, March 29, 2021 from 1pm-4pm
    - Saturday, April 3, 2021 from 10pm-1pm
  - **Person-Centered Planning Training**
    - Person-Centered Planning sessions will be available to vendors starting in March and for families starting in April. The scheduled dates thus far are: March 8, 9, 15, 16, 22, 23 and all trainings will be held via Zoom from 9am-12noon. Attendance at all six sessions is required and 12 CEU units are offered for training completion. Capacity is noted at 20 per session.
- We received funds from the CARES Act for providing technology for consumers and families. FRN will be assisting with the purchase and distribution. News will be forthcoming.
- We have received a directive from DDS re: consumer contact and COVID follow up. You'll see that we are mandated to make contact with each consumer and family we serve within the next 30 days, unless contact has been made since January 1, 2021, and additional contact is not warranted or the consumer or family has expressed an interest in less contact. The purpose of the contact is to inquire about the health, safety and well-being of the consumer and family, and to obtain information regarding testing and vaccinations and any outstanding needs, such as services and supports and

personal protective equipment (PPE). Other items mentioned: maintaining contact with anyone in the hospital as a result of COVID; testing and vaccination plans for each regional center; and looking at relief for regional centers in order to allow us to focus on consumer health and safety.

- DDS has also asked us to track consumer's COVID vaccinations by documenting in SANDIS and submitting a monthly report to them.
- Regional centers will be in Phase 2 of the Electronic Visit Verification (EVV) which will be effective in January of 2022. This is the system that will require care providers to check in and out when working with a consumer in a few categories such as IHSS, SLS, respite, personal assistance. There is a DDS webinar on Thursday, February 11, 2021, from 2:30 p.m. to 3:30 p.m. The link will be in this week's Health Advisory.
- ARCA Grassroots Day is being planned for mid-April via Zoom. Date coming soon.
- Mara King, our Program Manager of the Foster Grandparent/Sr. Companion Program has announced her official retirement will be on April 30th.
- Interviews for the Modesto Transition Program Manager will be held on Thursday, 2/4.
- COVID numbers for VMRC—
  - Consumer testing positive -549 with 23 deaths
  - Vendors testing positive -246 with 1 death
  - Staff testing positive -32
- The Conference Service Standard will be held over to next months meeting for a vote.

#### 10.0 **TRANSPORTATION**

Robert Fernandez Shared the Following:

- PPE Distribution will now be delivered through our transportation vendors instead of VMRC staff. We have come to an agreement with our transportation providers to provide PPE supplies to care homes or individual consumers. This is a very new process. Doug, Jason, and I have been working on this. We have an online application process they will fill out and the PPE will be distributed this way. There are still questions out there and we are working through them. This will be rolled out to staff mid-week and consumers at the end of the week.
  - If consumers do not have internet access, they can contact their Service Coordinator to assist with the ordering process.
  - Day programs can still request PPE through the website

#### 11.0 **NEXT MEETING**

March 1, 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 5:20 p.m.

Recorder: Cindy Strawderman

DRAFT