

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
April 5, 2021**

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**PRESENT:**    Committee Members: Dena Pfeifer, Chair; Lori Smith, Dena’s Facilitator; Crystal Enyeart  
VMRC: Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson  
Guests: Irene Hernandez, translating; Lisa Culley FRN; Dena Hernandez, SCDD; Marie Marchese, R&D Transportation; Anel Renteria, R&D Transportation; Leticia Leon, R&D Transportation; Mayra Montejano, R&D Transportation; 209-XXX-5883

**ABSENT:**    Mohamad Rashid; Linda Collins, Daime Hoornaert

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Dena Pfeifer, Chairperson, called the meeting to order at 4:01 pm.

**1.0 PUBLIC COMMENT**

There were no public comments, however Dena Hernandez provided the following information for the minutes:

- CHOICES Conference May 14, 2021 10am-12 noon will be virtual, and the registration is open. Eventbrite registration link: <https://www.eventbrite.com/e/choices-institute-2021-tickets-148103299957> The info was in the Health Advisory last week. It is free for the first 500 participants and includes a free commemorative t-shirt honoring Wilma Murray.
- Wanted to share that the donation from Junior League of San Joaquin to purchase diapers and wipes for families in need in San Joaquin County was a hit on Saturday, March 27. Thank you to Family Resource Network and VMRC for collaborating with SCDD to get this done. It was a wonderful day!
- SCDD North Valley Hills appreciates being included as a community partner in the upcoming Vaccine Clinics in Modesto and Stockton. Thank you to Tony, Claire, and team for making this happen as well as the DRAIL team. Including the community partners is a great idea as there is strength in numbers! Thank you!

**2.0 REVIEW OF MINUTES**

**There was not a quorum of members to approve the minutes from the March 1, 2021 meeting. This will be held over until the next meeting.**

### 3.0 SAC6 UPDATE

- On March 5<sup>th</sup> Sac 6 had their Friday Zoom Chat. This Zoom Chat topic was on “Self Determination Program Update” by Sac 6 Council member Kerstin Williams and SCDD North Valley Hills office Dena Hernandez.
- On March 10, 2021 Sac 6 Chairperson Catrina Castro presented at the VMRC Emergency Disaster Preparedness Training for vendors.
- On March 11<sup>th</sup> Sac 6 consultant Dena Pfeifer and Sac 6 Vice Chairperson Jessica Quesada attended a meeting via zoom for the Statewide Self Advocacy Conference planning team committee. This year’s Statewide Self Advocacy Conference will be via zoom on May 7, 2021.
- March 12 Friday Zoom Chat topic was on “How to use Technology by Doug Bonnet and Project Data info presented by Lisa Culley form the Family Resource Network.
- March 13<sup>th</sup> sac 6 had their Board Meeting. This meeting was via zoom and we discussed upcoming area meetings and speckers.
- March 17<sup>th</sup> Sac 6 Consultant Lisa Utsey meet with the “End of Life” Committee to finalize the presentation that will be presented as a training on VMRC staff on March 24<sup>th</sup> via zoom.
- March 19<sup>th</sup> Friday Zoom Chat was all about celebrating St. Patrick’s Day. Everyone was encouraged to come in their festive wear and enjoy some games of BINGO!
- March 24<sup>th</sup> Lisa Utsey gave her presentation to the VMRC service coordinators on “End of Life” the goal of this training is to help service coordinators by giving them tools and tips on how to have a conversation with individuals about their wishes during their last days of life.
- March 25<sup>th</sup> Sac 6 had their month Leadership meeting with Sac 6 Liaison Christine Couch and Tony Anderson. Here we discussed upcoming zoom topics for April and other business matters.
- March 26<sup>th</sup> Friday Zoom Chat was on “Covid- One year later presented by Tony Anderson and Clair Lazaro from VMRC

#### Upcoming events:

- Sac 6 will be having their yearly Goals Committee meeting on April 17<sup>th</sup> via zoom.
- In April Sac 6 will be presenting at the VMRC Transitions Fair’s for San Joaquin County and Stanislaus Counties.
- April 14<sup>th</sup> Sac 6 will be presenting again at the VMRC Emergency Disaster Preparedness Training for vendors.
- We are in the process of working out our April Friday Zoom Chat Topics make sure to check out the VMRC website for Zoom links.
- Make sure you check the website for the Chatter Letter Sac 6 will be putting up in April.

### 4.0 CLASP UPDATE

**Daime Hoornaert was not at the meeting but she provided the following information for the minutes:**

- Current Membership: 94 paid members and growing
- CBS Update: Anna Simms presented a Power Point presentation on HCBS Final Rule.
- VMRC Clinical: Claire gave an update on how to get people vaccinated in their counties
- CLASP Nominating committee will be developing a slate for 2021-2022 CLASP Leadership positions. Any CLASP member interested will contact the Nominating committee.
- The Provider Conference committee is looking for interested CLASP members to help with planning.
- Day Program Workgroup: Programs are working on getting approval on their CCL 808 form, which is A PLAN FOR EPIDEMIC OUTBREAK SPECIFIC TO COVID - 19 MITIGATION PLAN REPORT.

**5.0 PRESENTATION**

Marie Marchese; Anel Renteria; Leticia Leon; & Mayra Montejano all of R&D Transportation Brokers provided a presentation of their services to VMRC

**6.0 CLINICAL**

Claire Lazaro shared the following information:

- In our last Health Advisory VMRC announced that we have partnered with community agencies to hold vaccination clinics in Stockton & Modesto this month. The registration links are <https://www.vmrc.net/vmrc-vaccination-clinic/>. This are registration only drive through event. When you click on the link you will see Albertsons as they are part of Safeway. 16 years old and over can register. Transportation can be arranged for the clinics.

County	1 <sup>st</sup> dose Clinic date	2 <sup>nd</sup> dose clinic date	Time	# appts/day	Vaccine
Modesto	4/13/21	5/4/21	10am-5pm	240	Pfizer
	4/14/21	5/5/21	10am-5pm	240	Pfizer
	4/15/21	5/6/21	10am-5pm	240	Pfizer
Stockton	4/23/21	5/14/21	9am-4pm	390	Pfizer
	4/24/21	5/15/21	9am-4pm	390	Pfizer
	4/25/21	5/16/21	9am-4pm	390	Pfizer

- We have our new Staff Psychologist. Dr. Roxanne Wright just started this April. She is well versed in competency evaluations.
- We had our end-of-life training. This was for VMRC staff in collaboration with SAC6 – Lisa Utsey presented; FRN - Lisa Culley presented; Dena Hernandez from SCDD as well as myself and Christine Couch. We had about 28 staff members in attendance.

- Claire presented at SAC6, at one of their zoom chats, on COVID over the year.
- CAPTAIN is holding their focus group for the Disparity grant; I will be participating as one of their facilitations. This will be for those families that speak Tagalog.
- Claire did a podcast for Therapeutic Pathways on Autism as a parent. It has not been released yet, possibly will be released in May.

Tara Sisemore Hester shared the following intake statistics:

<b>OFFICE</b>	<b># ES CASES PROCESSED ALL</b>	<b># ES CASES PROCESSED</b>	<b># MADE ELIGIBLE</b>	<b>% ELIGIBLE</b>
STOCKTON	117	92	80	87%
MODESTO	101	80	72	90%
SAN ANDREAS	<u>147</u>	<u>10</u>	<u>10</u>	<u>100%</u>
Total	232	182	162	89%
<b>OFFICE</b>	<b># 3+ CASES PROCESSED ALL</b>	<b># 3+ CASES PROCESSED</b>	<b># MADE ELIGIBLE</b>	<b>% ELIGIBIL</b>
STOCKTON	28	24	19	79%
MODESTO	12	9	9	100%
SAN ANDREAS	<u>12</u>	<u>10</u>	<u>8</u>	<u>80%</u>
Total	52	43	36	84%

Tara also shared the following information:

- At the May Consumer Services, I will be providing further data as March has not yet been processed yet. We know that there are babies out there that have not been served because of the COVID pandemic. We are hoping as the word gets out, we will have more intakes.
- We have an intake Coordinator in Stockton tiring, Debbie Winchell, at the end of April. She has been with VMRC over 25 years. We are sad to see her leave but have posted her position and will be interviewing 4/15.
- We have IEP training on 4/29 from 9-12. Karen Henkel will be giving the training. It is open to anyone. In my section of the Health Advisory information was provided.

## 7.0 RESOURCE DEVELOPMENT

Robert Fernandez provided the following information

- We received 3 CPP grants. We have posted on our website for RFP's.  
<https://www.vmmc.net/rfps/>

- Two of the grants received will focus on developing two children's homes. One in the Calaveras or Tuolumne counties, male or female, ages 12-17. The other, identical, in San Joaquin or Stanislaus counties.
- Self Determination RFP, focus on someone or an agency that can assist with the Self Determination program. Identifying independent facilitators and financial management services.
- We also have 4 Clinical related RFP's on our website. Early Start Autism Intervention Program (ESAIP); Behavior Instructional Services (BIS); Occupational Therapy Services (OT); and Functional Vision Assessments.
- Brian was going to share the Quality Assurance Interview Protocol for Adults Receiving Services; however, we do not have the quorum to proceed.
- HCBS – April 30<sup>th</sup> we will find out from DDS which HCBS provides will receive grants. This year we are hoping to get 20+

## 8.0 QUALITY ASSURANCE

- 8.1 **Alerts:** Brian Bennett was not at the meeting; however, the following Alert information was provided in the packet: From the period between 2/16/21 through 3/15/21 there were 20 open alerts; 119 closed & 20 pending.

## 9.0 TRANSPORTATION

Robert Fernandez had nothing to report as R&D Transportation Brokers shared their presentation. It has been great working with them.

## 10.0 CASE MANAGEMENT

Cindy Mix shared the following Reports:

- Caseload Ratios:
  - Total Lanterman Consumers—13,634 minus 179 (Deflection) =13,455
  - Overall Agency Caseload Ratio—13,455 consumers divided by 161.5 Service Coordinators = **1:83**
  - *Self-Determination staff (3) not calculated—13,455 minus 39 = 13,416 consumers divided by 158 SCs = **1:85***
- A listing of the Lanterman Teams was also provided as promised:
  - SA – Stockton Adults – Erin Goudreau
  - SD – Stockton Deflection – Neidra Clayton
  - SG – Stockton Adults – Mary Ann Gonzalez
  - SN – Stockton Adults – Karen Jensen

- ST – Stockton Transition – Dave Vodden
- SC – Stockton Children's – Liz Diaz
- SK – Stockton Children's – Julie de Diego
- SQ – Stockton Self Determination – Liz Diaz
- SS – Stockton Children's – Angie Shear
- SY – Stockton Children's – Danielle Wells
- AD – Stockton Children's – Cindy Jimenez
- AM – San Andreas – Rhonda Trout
- MA – Modesto Adults – Lena Dobson
- MG – Modesto Adults – Jacinta Groves
- MT – Modesto Transition – Jessica Coronel
- MK – Modesto Children's – Amy Browning
- MY – Modesto Children's – Pam Kidroske
- Transfer Status report as of February 18, 2021:
  - There has been a total of 86 consumer files received and 75 consumer files sent out for the period of January 1, 2021 through March 24, 2021
- POS Exception Report for January:
  - There were a total of 181 Purchases of Service Exceptions with Respite being the largest number at 90, followed by Patch at 14.
- SIR Report:
  - For the last month, the top SIR's were:

<u>Special Incident Types</u>	<u>Count</u>
EMERGENCY ROOM VISIT	58
COVID 19 VIRUS	20
AGGRESSIVE ACT TO STAFF	17
ALLEGED PHYSICAL ABUSE-VND CARE	16
LAW ENFORCEMENT INVOLVEMENT	15
LARCENY	14
MEDICATION ERROR-VND CARE	13
FAIL TO PROV MEDICAL CARE-VND CARE	13
DEATH	10
AGGRESSIVE ACT TO SELF	10

Case Management Update:

- More than 6,000 letters were mailed out to consumers ages 16 and over re: vaccine eligibility that was to be effective 3/15. Service Coordinators continue to follow up to provide information, obtain status, and document vaccination dates and type.
- Public POS Disparity/Expenditure meetings have taken place. On 3/25 an English meeting was held and on 3/30, the Spanish version. Another is scheduled for 5/28 with Sac-6.

- A Cyber-Cafecito was held on 3/18, facilitated by Interagency Community Collaborative (ICC) and Gaby Lopez, Cultural Specialist. Barriers were discussed and a Q&A session held. Future meetings are being scheduled and will most likely be addressing different age groups.
- Our Self-Determination Program now has 38 consumers fully in the program. Orientations continue to occur and the Advisory Committee, along with our Resource Development staff have developed a Request for Proposal (RFP) in hopes of finding a resource to assist families in guiding them through the SD process, help them better understand the program and identify Independent Facilitators. The deadline for submissions is 4/30/21 and we hope to have an entity identified before SD is open to everyone interested on 7/1/21. The RFP can be found in the recent Health Advisory and on VMRC's website. Statewide there are 524 enrolled in the program. ARCA is evaluating the amount of regional center staff it is taking to set up individuals in the program, as well as various challenges in the accounting systems being used.
- We continue to receive donations from the Presentation Pantry for food items. Staff volunteers recently delivered 60 bags of groceries to needy families, making the total number delivered during COVID at over 600.
- A Diaper Drive was held on 3/27 at the Sherwood Exec. Center's North Parking Lot in conjunction with FRN and SCDD and donations from the Stockton Junior League. It was a great success and another is being planned for 4/24.
- DDS is evaluating the need for surge placements and looking at warm shutdowns in Porterville and Fairview.
- DDS is working with Columbus re: statewide staffing options for emergency situations within the system. They will develop a pool of staff to deploy as needed. DSPs, LVNs, RBT, etc. There will be a North and South hub which is yet to be determined. A point person from each regional center will also be named in the future.
- MediCal Claims for our consumers that did not result in a Special Incident Report were listed by OIG and sent to us to review and determine if an SIR was needed. We have 152 that are being investigated.
- Grass Roots Day at the capitol is scheduled for April 20<sup>th</sup>.
- Cindy Mix recently announced her retirement effective 5/21/21.

## 11.0 **FAIR HEARINGS**

Christine Couch shared, that since the information that was provided in the packet,

- We had 2 open Lanterman eligibility cases. We were able to resolve the one adult case at the informal meeting. We were not able to resolve the child's case. We will be prepping this one for State Level Hearing in May.

- The two service request cases for respite reimbursement. We were able to resolve before the state level hearing. Now we have a new service request that we received for a 2<sup>nd</sup> opinion on an evaluation. That one is going straight to a State level hearing as they were not interested in an informal. So, we will be prepping this one as well for state level.
- There are currently no pending complaints. We were able to resolve the complaint from last month in the IFSP meeting without utilizing the formal complaint process.
- We were able to resolve two vendor appeals informally, without the need for the formal appeal hearing

12. **NEXT MEETING**

Monday May 3, 2021, 4:00 p.m.

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

Meeting ID: 912 6700 7341 – Passcode: 108771

The meeting was adjourned at 5:00 pm.

Recorder: Cindy Strawderman