



## Minutes for Meeting Book - Consumer Services Committee

05/03/2021 | 04:00 PM - (GMT-08:00) Pacific Time (US & Canada)

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

### Attendees

- **COMMITTEE MEMBERS:** Dena Pfeifer; Lori Smith, Dena's Facilitator; Mohamed Rashid; Daime Hoornaert
- **VMRC STAFF:** Cindy Strawderman; Christine Couch; Gabriela Lopez; Enos Edmerson; Cindy Mix; Robert Fernandez; Douglas Bonnet; Brian Bennett; Tony Anderson; Tara Sisemore Hester; Claire Lazaro; Liz Herrera Knapp
- **GUESTS:** Lisa Culley, FRN; Chanel Murray, SCDD

**Dena Pfifer, CHAIRPERSON, CALLED THE MEETING TO ORDER AT 4:00 p.m.**

### 1.0 PUBLIC COMMENT - 3 MINUTES

Chanel Murray- Community Program Specialist - SCDD North Valley Hills shared the following:

- SCDD North Valley Hills did publicly acknowledge and thank Cindy Mix for her years of services and the VMRC Board meeting. But since this is her last meeting- we wanted to share the certificate. Cindy- we also wish you the very best in your retirement! You deserve it! Dena Hernandez is in San Diego this week and before she left, she dropped of the framed certificate of appreciate to Doug at the VMRC Stockton office.

### 2.0 REVIEW OF MINUTES

Minutes of 3/1/21 – M/S/C (Rashid/Hoornaert) approved the minutes as written.

Minutes of 4/5/21 – No quorum of members to approve. Will hold over until June 7, 2021.

### 3.0 SAC6 UPDATE:

Crystal Enyeart was not in attendance, but had shared the following prior to the meeting:

- On April 2nd Sac6 had their Friday Zoom Chat. This Zoom Chat topic was on "Starting a New Self Advocacy Group" by Sac 6 Council members.
- On April 7<sup>th</sup> Sac6 Consultant Lisa Utsey attended the VMRC Finance Committee meeting via zoom.
- On April 8<sup>th</sup> Sac6 Consultant Dena Pfeifer and Sac Vice Chair Jessica Quesada attended the Statewide Self Advocacy Planning Team meeting via zoom. This year's Statewide Self Advocacy Conference will be via zoom on May 7, 2021.

- On April 9<sup>th</sup> Sac6 had their Friday Zoom Chat and this topic was about R&D Transportation. The R & D Transportation Team- Letty, Marie, & Myram gave us lots of information on what we can see in the future when we start riding the bus again.
- April 13<sup>th</sup> Sac6 consultant Dena Pfeifer and Sac 6 Vice Chairperson Jessica Quesada gave a presentation about sac 6 at the Transition Fair in San Joaquin County. She had help from Gabby VMRC Culture Specialist translating to Spanish for her. Sac6 has also made some material in Spanish.
- On April 14<sup>th</sup> Sac6 Chairperson Catrina Castro gave a presentation at the VMRC Emergency Preparedness Training to Vendors on how Sac6 can be a resource for them.
- April 15<sup>th</sup> Sac6 consultant Dena Pfeifer and Sac 6 Vice Chairperson Jessica Quesada gave a presentation about Sac 6 at the Transition Fair in san Joaquin County, in English.
- April 16<sup>th</sup> had their Friday Zoom Chat. This Zoom Chat topic was a training on “Prepare for End-of-Life Care” presented by Sac 6 members, Lisa Utsey, Crystal Enyeart and Dena Pfeifer.
- April 17<sup>th</sup> Sac6 Goals Committee meet via zoom and reviewed their goals for 2021.
- On April 22<sup>nd</sup> Sac6 leadership meet with VMRC Executive Director and VMRC Liaison for their monthly meeting.
- Also, on April 22<sup>nd</sup> Sac6 Consultant Dena Pfeifer and Sac6 Vice Chairperson Jessica Quesada attended another Statewide Self Advocacy Planning Team Committee meeting.
- On April 23<sup>rd</sup> Sac6 Chairperson Catrina Castro attended a DDS (Department of Developmental Services) CAC (Consumer Advisory Committee) meeting.
- April 27<sup>th</sup> Sac6 Consultant Lisa Utsey and Sac6 Board member Michael Owens presented at the Stanislaus County transition Fair in Spanish. A big thank you to Gabby- VMRC Cultural Specialist for translating for Sac6.
- April 28<sup>th</sup> Sac6 Consultant Lisa Utsey and Sac6 Board member Michael Owens presented at the Stanislaus County transition Fair in English.
- Friday Zoom Chat on April 30<sup>th</sup> was presented by Sac6 member Robert Balderama and other Sac6 members on “Dealing with Conflict.”
- Make sure you check the Sac6 website for the Chatter Letter Sac 6 put out in April.

#### **Upcoming events:**

- On May 7<sup>th</sup> Sac6 will be hosting a virtual dance party to celebrate all those students graduating this year!! For more information you can check our website at [www.vmrc.net](http://www.vmrc.net) then click ‘Consumers’ then click ‘Self Advocacy’.
- CHOICES Conference May 14, 2021, in Honor of Wilma Murray
- Supported Life Conference May 7, 2021

Sac6 would like to thank Tony Anderson for his weekly VMRC updates and partnering with Albertsons to make it easier for people to get their vaccine shots! “Thank you” Also, a huge Thank you to Clair Lazaro for keeping us informed on all things COVID.

## **4.0 CLASP UPDATE**

### **Daime Hoornaert shared the following:**

- Current Membership: 96 paid members
- New Officers voted in for July 2021-June 2022:
  - Chair: Melanie Gonzales (Community Catalyst)
  - Vice Chair-Marisol Moreno (Howard Prep)
  - Treasurer Tamara Hernandez (Valley CAPS)
  - Secretary: Chris Martin (UCPA Stanislaus)
  - Membership: Karen Gregorius (ARC of Amador)
  - VMRC Board Rep: Candice Bright (Bright Futures Residential)

- Howard Prep’s Jesus Munoz shared they have Hand Sanitizing wipes for any vendors that may be in need. Claire confirmed that the wipes had the acceptable ingredients for sanitizing hands.
- CLASP continues to have ongoing discussion regarding: The Latest CCL PINS (Visitation, Outings and Communal dining), High Risk Health Conditions, team meetings with people who receive services before returning to Day Program and Mitigation Plan approvals and waiting for DDS Directives on Day Program’s Opening.

## 5.0 CONSUMER SERVICES PRESENTATIONS

Enos Edmerson, Employment Specialist, provided a presentation on the “Local Partnership Agreement.”

## 6.0 CLINICAL UPDATE

Claire Lazaro, Clinical Manager, shared the following:

- End-of-Life Planning Training by SAC6, SCDD, FRN and VMRC on March 24th, 2021, at 1 pm. Recording posted on VMRC InsideXchange for reference of VMRC staff.
- Clinical Director presented "COVID-19 in One" Year at SAC 6 Zoom Chats.
- Clinical Director facilitated a CAPTAIN (California Autism Professional Training and Information Network) Focus group on Tagalog to address disparities.
- Organized the COVID-19 Drive-thru Vaccine Clinics with partnership with Safeway (Albertson's Company. Collaboration with our community partners: DRAIL, B.E.S.T., UCP, SCDD, FRN, SAC6, DRC, and CLASP, who sent volunteers, as well as our own VMRC staff who willingly volunteered to help make this event possible.
  - Dates:
    - April 13-15, 2021, 10 am to 5 pm at the Modesto office. Total of 589 vaccines administered. Second dose will be on May 4-6, 2021, at the Modesto Office, same time.
    - April 23-25, 2021, 9 am to 4 pm at the Stockton office. Reserved 390 slots per day. Second dose will be May 14-16, 2021, at the Stockton office, same time.

Tara Sisemore-Hester, Assistant Clinical Director, shared the following reports:

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	143	105	93	89%
Modesto	146	117	103	88%
San Andreas	20	17	16	94%
<b>Total</b>	<b>309</b>	<b>239</b>	<b>212</b>	<b>89%</b>

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	48	41	30	73%
Modesto	22	22	16	73%
San Andreas	10	6	4	67%
<b>Total</b>	<b>80</b>	<b>69</b>	<b>50</b>	<b>72%</b>

- Tara also shared that since most people want to do everything online, an online referral process for Early Start consumers, in the next few months there will also be an online

referral process for Lanterman consumers in the near future. We are hoping the increase continues.

## 7.0 RESOURCE DEVELOPMENT

Brian Bennett, Resource Development Director, shared the following:

- We have two of our CPP projects for children’s chare homes. The deadline for application is today. We have received 2 applications so far and expecting one more by 5 p.m. today.

**ACTION ITEM:** Brian Bennett also presented the "Draft Policy of the Quality Assurance Interview Protocol for Adults Receiving Services" which needed approval to be forwarded on to the board. The Draft Policy was approved with updates, by the committee members in attendance, and can be taken to the next board meeting for approval.

Robert Fernandez, Division Manager – Resource Development shared the following.

- HCBS – Anna Sims did her informational training to Residential providers last week. She had a session on 4/27 and another on 4/29 for Day Program and Employment providers.
- Providers have been waiting patiently to hear about grant funding requests. DDS had initially stated they would notify Regional Centers by April 30<sup>th</sup>. As of today, we still not have received the notification on which projects were selected by DDS. As soon as we do, we will notify all of the providers.

## 8.0 QUALITY ASSURANCE

Brian Bennett, Resource Development Director, shared the following alert report:

ALERTS 2/16/21 – 3/15/21		
<u>OPEN</u>	<u>CLOSED</u>	<u>PENDING</u>
25	154	22

## 9.0 TRANSPORTATION

Robert Fernandez, Division Manager-Resource Development shared the following:

- There are no new updates. We continue to work with R&D Transportation in transitioning. We continue to request mitigation plans so when Day Programs start opening up, and we have those plans. From not only the Day Program, but the transportation provider as well. Making sure everyone is on the same page before everything opens back up.

## 10.0 CASE MANAGEMENT

Cindy Mix, Director – Consumer Services, Shared the following:

### 10.1 Case Management Reports

- Caseload Ratios:
  - Total Lanterman Consumers—13,712 minus 182 (Deflection) =13,530

- Overall Agency Caseload Ratio—13,530 consumers divided by 165 Service Coordinators = **1:82**
- *Self-Determination staff (3) not calculated—13,530 minus 39 = 13,491 consumers divided by 162 full-time equivalent SCs = **1:83***
- Transfer Status report:
  - There has been a total of 120 consumer files received and 107 consumer files sent out for the period of January 1, 2021, through April 21, 2021.
- POS Exception Report for March:
  - There were a total of 194 Purchases of Service Exceptions with Respite being the largest number at 81, followed by Patch at 25.
- SIR Report:
  - For the last month, the top SIR's were:

<u>Special Incident Types</u>	<u>Count</u>	<u>Percent</u>
MEDICATION ERROR-VND CARE	11	16.4%
DEATH	8	11.9%
HOSPITAL/RESP ILLNESS-VND CARE	6	9.0%
FRACTURES-VND CARE	6	9.0%
MISSING PERSON-LAW NOTIF-VND CARE	4	6.0%
LACERATIONS-SUTURES/STAPLES-VND CR	3	4.5%
HOSPITAL/NUTRITION DEFIC-VND CARE	3	4.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	3	4.5%
HOSPITAL/OTHER	2	3.0%
LAW ENFORCEMENT INVOLVEMENT	2	3.0%
EMERGENCY ROOM VISIT	2	3.0%
COVID 19 VIRUS	2	3.0%

## 10.2 Case Management Updates:

Cindy Mix, Director of Consumer Services shared the following:

- Interviews for the Director of Consumers Services- Adults is scheduled for May 12. 7 internal & 4 external. Tara will begin her new duties as children's director on May 10th.
- Transition fairs are happening. San Joaquin and Stanislaus have been held. San Andreas will be held May 6th. Positive response is noted.
- The first Meet & Greet for Self Determination held on April 26 from 5-8pm. 60 participants attended. Had some great stories from consumers & families about the process.
- DDS directive came out recently regarding face-to-face contact for those requiring quarterly contact in facilities such as board & care, FHA, ICF, as well as those living independently with SLS/ILS. It is effective 5/21/21. To lessen the issues, we are suggesting some outdoor meetings, distancing, wearing of masks, preparing paperwork ahead of time to lessen the duration of contact and some outdoor meetings,. If the consumers do not want face to face, we need to document and continue to try to meet with some type of modified version, if possible. But document it was their decision.
- No consumers can be evicted or kept from any activity for no vaccination.
- The return to Day Programs involves planning team meetings for those programs who have CCL approval of their mitigation plans. If consumers are considered high risk, advice will be provided and if the consumer still wants to attend, they will sign a waiver that they have been informed of concerns.
- Cindy Jimenez, who has a small team carrying Adolescent age cases, will be going full-time. We are currently reviewing the numbers, but the team will most likely carry ages 12-16. Since

she will have a full team, we will be hiring a few additional Service Coordinators. This will help our ratios on current children's teams.

- Disability Rights of California has been meeting with DDS re: services for deaf consumers. We will be identifying those consumers with diagnoses of hearing deficits in the near future.
- Re: HCBS – DDS will be catching up on the onsite reviews; sub-contractors will be sending out notifications.
- Self-determination – we have 546 actively enrolled statewide. VMRC has 39 of those. DDS informs that \$1.5 M - \$2.M will be approved for the self-determination advisory committees statewide. The local advisory group will need to identify spending plan.
- The Office of Inspector General (OIG) claims are being worked on by our Special Projects department. DDS is sending some SIRs back to us for further investigation to see what led up to the injuries or incidents. Many of the claims were for emergency room visits. Possibly neglect, etc. should be reviewed.
- Case Management staff continues to contact consumers to determine if vaccines are needed and/or received. They are ensuring documentation of the outcomes in case files.

Cindy Also shared the list of projects that the Legislation Briefing of projects that have been completed so far for Lanterman Consumers—Ages 3 and Up:

- 158 full-time Service Coordinators (SCs) assigned to 13,634 consumers resulting in average caseload ratios of 1:85.
- Growth rate of consumer influx was equivalent to 1-2 caseloads per year.
- In addition to routinely scheduled Individual Program Plan (IPP) meetings, during COVID-19 we had to set up our staff to work remotely with equipment needs, training, and development of policies and procedures surrounding remote work.
- Thirteen (13) additional campaigns initiated to reach out to all consumers and families/providers or to review caseloads to better determine needs during the year:
  - SCs reviewed all assigned cases to identify those with diagnosis considered to be vulnerable. Lists were compiled and shared with pertinent programs to ensure health and safety.
  - SCs contacted all consumers in March and April 2020 to determine needs due to COVID which resulted in approximately 21,000 phone contacts (up to 3 phone attempts and if direct contact could not be made—1,450 letters sent.
  - May 2020—Everbridge notification sent out via phone, text and email to all consumers and families asking if their needs were being met and if additional service was needed. English and Spanish message. The system identified 750+ inquiries that were followed up by SCs.
  - June 2020—a second English and Spanish Everbridge notification resulting in 15,000 + contacts and 500+ follow ups.
  - July 2020 contacted consumers to ascertain electronic needs—989 determined to need equipment and/or internet.
  - August and September 2020—completed another mass phone and email campaign to all consumers and families, followed up by letters if no direct contact made.
  - October 2020—Everbridge notification occurred—430 follow ups noted.
  - December 2020—a fourth Everbridge notification resulting in 365 follow ups.
  - February 2021—Made contact with all consumers to determine status and provide vaccination information—16,000+ contacts.
  - March 2021—mailed out 6,211 letters to all consumers aged 16 and over to advise of vaccination availability.
  - March and April 2021—review of caseloads occurred to ensure documentation for each consumer re: their vaccination status, type of vaccine received and date

- received. Generated lists of those not receiving the vaccine and continued to contact them in an effort to inform and assist in registration.
- April 2021—Everbridge notification re: vaccine clinic at VMRC sites. Call backs and office contact requiring follow up involved 891 consumers.
  - Twice-weekly calls were made to all residential facilities in an effort to receive COVID status of consumers in the home and provide needed support.
- Summary of contacts and reviews:
- Direct Contacts:
    - Routine—13,634
    - Additional contacts due to COVID—68,113
    - Contact via letter due to COVID—7,661.
    - Case reviews due to COVID—27,268
    - Everbridge Notification due to COVID—78,000 calls and texts/19,238 emails
    - Everbridge follow up inquiries—2,936.
    - Residential Care Home Calls due to COVID—20,800
    - Total contacts due to COVID = 224,016
- Through routine as well as the above additional contacts made, more services were provided due to COVID-19. Of those services put into place based on needs, the majority were due to remote learning and the closure of day programs which took the form of the following in most instances:
- In Home—Respite, Personal Assistance, Day Care, Homemaker
  - Residential—Program Support
- Work increases or additions to service due to the change in circumstances surrounding COVID-19:
- Trainings were adapted to Zoom or other electronic means.
  - Additional time spent on mandatory contacts and follow up.
  - Directives from DDS received often resulting in changes in expectations and/or initiating various processes, i.e., POS.
  - For each service added, a required planning team meeting was held and an IPP Addendum was completed for the change.
  - A POS Exception Summary was completed for each consumer when service hours exceeded normal protocol.
  - Vendorization Request Referrals were completed for most services identified.
  - PPE needs lists were developed by SCs and provided follow up.
  - All contacts required Title 19 documentation of status.
  - Donations obtained from local food pantries were delivered to needy consumers based on identification by SCs.
  - A Diaper Drive was offered based on donations.
- Increased communication with staff, consumers, vendors, and the community through various modes of social media, zoom meetings with all including state agencies, and newsletter information.

## 11.0 FAIR HEARINGS

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

- We have 2 open Lanterman eligibility cases for children.
- We have 2 open Services Requests. One for ABA services and one for a Van conversion. We were able to settle the ABA co-pays in an informal meeting. Last week, we had a state level hearing on the 2<sup>nd</sup> opinion evaluation. We are just waiting on the ALJ to give her opinion and we should hear on that next week.

- The pending 4731 complaint is still pending. It should be wrapped up this week. Thank you to Brians team to quickly working on the investigations and outcome.

## **12.0 NEXT MEETING - June 7, 2021**

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

**THE MEETING WAS ADJOURNED AT 4:52 p.m.**

Recorder: Cindy Strawderman

DRAFT