



## **Minutes for Consumer Services Committee**

06/07/2021 | 04:00 PM - 05:00 PM - (GMT-08:00) Pacific Time (US & Canada)

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

**Committee Members Present:** Dena Pfeifer (Chair)

**Committee Members Not Present:** Margaret Heinz, Mohamed Rashid, Linda Collins, Daime Hoornaert (CLASP), Crystal Enyeart (SAC6)

**Meeting called to order at 4:00 PM by Dena Pfeifer.**

**A quorum has not been established. No action items will be voted on.**

**Staff Present:** Tara Sisemore-Hester (Director of Consumer Services – Children), Christine Couch (Director of Consumer Services – Adults), Tony Anderson (Executive Director), Doug Bonnet (Special Assistant to the Executive Director), Brian Bennett (Director of Community Services), Robert Fernandez (Division Manager – Resource Development), Katina Richison (Division Manager – Quality Assurance), Claire Lazaro (Clinical Director), Liz Herrera Knapp (BCBA), Melissa Claypool (Coordinator of Autism Services)

**Public Present:** Irene Hernandez (Interpreter), Rachelle Munoz (Facilitator for Dena Pfeifer), Lisa Culley (Family Resource Network), Dena Hernandez (State Council on Developmental Disabilities), Michael Owens (SAC6)

### **A. Public Comment**

Dena Pfeifer – this is my last time doing Consumer Services. I am going to miss it and I hope I can still come to the Zoom meetings. I'm a little bit happy and a little bit sad.

Dena Hernandez – SCDD I appreciate everything that Dena has done as the Chair of Consumer Services. We really appreciate you doing this for all of the years.

## **B. Review and Approval of Consumer Services Committee Meeting Minutes of 05/03/21**

No quorum has been established so this action item will not take place.

## **C. SAC6 Update**

Self-Advocacy Council 6    June 2021  
Report to the VMRC Consumer Services Committee

On April 24<sup>th</sup> Sac 6 Consultant Lisa U. volunteered along with FRN and SCDD to hand out diapers to those in need. Later that day she also volunteered at the VMRC Stockton Vaccine drive thru.

On May 5<sup>th</sup> Lisa U. attended the VMRC Finance Committee via zoom.

On May 6<sup>th</sup> I gave a presentation at the Amador Transition Fair about Sac 6.

May 7<sup>th</sup> Sac 6 Zoom Chat was a Dance Party to congratulating all the 2021 graduating students via zoom.

Sac 6 Consultant Lisa U. volunteered at the Modesto Vaccine drive thru on May 5,6 and 7<sup>th</sup>.

On May 12<sup>th</sup> Sac6 Chairperson Catrina C. gave a presentation at the VMRC Emergency Preparedness Training to vendors on how Sac 6 can be a resource for them.

On May 14<sup>th</sup> Sac 6 members attended the CHOICES Conference.

On May 16<sup>th</sup> and 17<sup>th</sup> Sac 6 Consultant Lisa U. volunteered at the Stockton VMRC Vaccine drive thru.

On May 17<sup>th</sup> Sac 6 members joined the Consumer Services Candidate presentation.

On May 19<sup>th</sup> Sac 6 had their Finance Committee Meeting.

May 21<sup>st</sup> Zoom Chat was about Inclusion of All.

May 28<sup>th</sup> Zoom Chat was presented by Gabriela Lopez–VMRC Cultural specialist to talk about HOW VMRC spends its money on services and WHO the money is spent on. VMRC wants to know what YOU think!!!!

Sincerely,

Crystal Enyeart (Reported by Doug Bonnet)

SAC6 representative to the VMRC Board and Consumer Services.

## **D. Coalition of Local Area Service Providers (CLASP) Update**

Consumer Services Committee Meeting

June 07, 2021

### **CLASP Report by Daime Hoornaert (reported by Doug Bonnet)**

- 1) Current Membership: 96 paid members.  
Membership renewals will begin June 30 @ \$25 per membership. Karen Gregorius let the members know that CLASP has not increase the membership rate and what a deal members get for the \$25.
- 2) Tony Anderson presented information on the State Budget.
- 3) Howard Prep's Jesus Munoz reminded the group they still have Hand Sanitizing wipes for any vendors that may be in need.
- 4) Brian Bennett and the Provider Conference committee are in the planning stages of a Service Provider Open House for new Services Coordinators. Each Provider will have the opportunity to present on their service. New Service Coordinators will be able to learn about the different Day Programs and Residential Providers in the VMRC catchment area.
- 5) CLASP continues to have ongoing discussion regarding: The Latest CCL PINS and DDS Directives.
- 6) VMRC staff report on: HCBS News, Employment information, Resource Development Projects, and Clinical updates.

Next CLASP meeting via Zoom is June 28, 2021 @ 10:00.

## **E. Presentation**

No presentation this month.

## **F. Clinical Update – Claire Lazaro**

May was filled with lots of Vaccination Clinics in Modesto and Stockton.

I attended an ARCA Clinical Directors Meeting. Most was focused on infection control, COVID prevention, vaccines and return to office.

In house at VMRC we are discussing the return to office plan. We also had a vaccination Q and A. We are giving consultation to day programs and care home vendors.

### **G. Resource Development Update – Brian Bennett and Robert Fernandez**

Robert and I are working on an Open House by the residential providers for all of our staff. We will be meeting with CLASP to help us out.

We did identify the provider for our 2 Children's projects.... they are, for Stanislaus County, Carlos and Stella Hernandez, and they are teaming up with Umer Kareshi. It will be a 4 bedroom. In San Joaquin County Kavere Services will operate the home. We are excited to be in partnership with both providers. We hope they will be running by January 2022 at the latest. Both project grants are \$150,000.

The RFP for our aquatics program is posted and we are meeting with some interested applicants.

We are still working on our HCBS grant project contacts.

We have 24 scheduled sight visits scheduled already, and we have 62 that will be receiving a sight visit.

### **H. Quality Assurance Update – Brian Bennett**

The QA team is doing in person annual reviews, and they are going well.

Continuing to work with the QA team on going back to working in person from remotely. We are addressing alerts and trying to close them out in a timely manner.

### **I. Transportation Update – Robert Fernandez**

We are continuing to work hand in hand with R&D. There are a lot of moving parts.

Gearing up for the reopening of Day Programs. Mitigation Plans are being reviewed with the providers that are submitted.

### **J. Case Management Update – Tara Sisemore-Hester and Christine Couch**

Tara presented the intake numbers attached to the agenda.

Early start referrals in May dropped in San Andreas and Modesto. Typically May, June and July the referrals slow down each year. Stockton Early Start referrals dropped too, but not dramatically.

Slow Lanterman referral numbers in May in all 3 offices.

We are going to get our Outreach committee going again.

Caseload ratios are about the same as they were last month, roughly in the 90s.

I'm excited to be in my new position.

Christine presented the Special Incident Report numbers attached on the agenda.

Hospitalization from April 16 – May 15 were our highest number of Special Incident Reports.

Christine presented the Transfer Status Report attached to the agenda. In April we received 41 new cases, and we lost 37 people. This last month we received 12 incoming and 8 moved away. This increases our caseloads.

Christine presented the Purchase of Service (POS) exceptions from the month of March. The highest service was PATCH, this is excluding Respite.

### **K. Fair Hearings Update – Christine Couch**

We have 2 open Lanterman eligibility cases, both children. Since last month we were able to resolve one adult eligibility case following the Informal meeting and prior to the State level hearing.

We have three service request cases open. Two are in the self-determination program – one for a swimming pool and the other for retro funding of ABA co-pays. The third request is for ABA services. Since last month we were able to resolve 2 service request cases for respite reimbursement following the Informal meeting and prior to the State level hearing.

There are currently no pending complaints. We were able to resolve one complaint that came in after the last Consumer Services meeting.

### **L. Next Meeting - Monday, September 13, 2021, 4:00 PM, Location TBD**

**Meeting adjourned at 5:40 PM.**