



Minutes for Consumer Services Committee Meeting

09/01/2021 | 04:45 PM - 06:15 PM - (GMT-08:00) Pacific Time (US & Canada)

Via Zoom Video

Committee Members Present: Suzanne Devitt (Chair), Margaret Heinz, Erria Kaalund, Anthony Owens, Lisa Utsey, Michael Owens, Crystal Enyeart (SAC6), Dora Contreras, Daime Hoornaert (CLASP), Tina Vera

Committee Members Not Present: Linda Collins, Jose Lara, Sarah Howard

VMRC Staff Present: Tony Anderson, Doug Bonnet, Tara Sisemore-Hester, Christine Couch, Brian Bennett, Claire Lazaro, Robert Fernandez, Katina Richison, Jason Toepel, Anna Sims, Enos Edmerson, Gabriela Lopez, Libby Contreras

Public Present: Dena Hernandez, Myra Montejano (R&D), Rachele Munoz (Facilitator), Rosa Valledor

Suzanne Devitt, Chair, called the meeting to order at 4:45 PM.

A. Call to Order, Welcome, Roll Call

Suzanne welcomed everyone to the meeting. Doug took roll. We have a quorum.

B. Review and Approval of the Meeting Agenda and Approval of Minutes of June 7, 2021

Erria Kaaland made a motion to approve the Meeting Agenda. Crystal Enyeart seconded the motion. The Meeting Agenda was approved unanimously.

Erria Kaaland made a motion to approve the Consumer Services Committee Meeting Minutes of June 7, 2021. Margaret Heinz seconded the motion. The Consumer Services Committee Meeting Minutes were approved unanimously.

Dora Contreras, Daime Hoornaert, Suzanne Devitt, Crystal Enyeart and Anthony Owens abstained.

C. Public Comment

Dena Hernandez (SCDD North Valley Hills) – Welcome Suzanne. We found out that we do have a representative to this committee. She will be Sarah Howard. Any way our office can support this committee we are here to help.

D. Presentation - VMRC Organizational Chart and Service Coordinator

Description

Tony Anderson, Executive Director, presented to the committee on the revised VMRC Organizational Chart (attached to agenda packet) and answered any questions that the committee members had.

E. SAC6 Update

Sac 6 mission is to help start and support local chapters.

We will learn, inform, discover and keep lines of communication open between people who make decisions that impact the lives of people with developmental disabilities.

The SAC6 serves as the consumer advocate for Valley Mountain Regional Center. We have a contract with VMRC that talks about the self-advocacy goals we work on. We are on VMRC Committees, Department of Developmental Services Consumer Advisory Committee, SCDD North Valley Hills Regional Advisory Committee, Statewide Self Advocacy Network, CHOICES Institute, and many other county specific agencies. Nothing About Us without US!

When COVID hit and we were on to stay home, we needed to have a way to stay informed and get information to others safety. So, we started having weekly Friday Zoom Chats. This was a great way for us to keep the lines of communication open. On August 4th, Sac 6 members had their weekly practice zoom meeting to prepare for that Fridays Chat. During the practice zoom chat we decide who is going to have what part in the script such as introduction of the guest speaker or thanking the guest speaker. We rotate so everyone gets a turn to do each item.

On August 6th we had our Area meeting / Chat via zoom. At this Area meeting, we had Claire Lazaro VMRC Clinical Director give a presentation update on Covid then and now. An Area Meeting is held every three months where self-advocates for all 6 counties get together and we talk about important issues that are currently going on in our communities. For example, this Area Meeting topic was "Covid then and now" as we are all dealing with COVID.

On August 11th, Sac 6 Chair Catrina C. attended the CAC-DDS (Consumer Advisory Community-Development Disability Services). DDS ensures that people with developmental disabilities have the opportunity to lead independent, productive lives in their community of choice. The meetings are done via Zoom and at this meeting we discussed the new bills and how they could impact those receiving services.

Lisa U. also attended the VMRC Finance Committee meeting. At these meetings we review the VMRC budget to ensure it's staying on track with spending. Sac 6 members also had their weekly practice zoom meeting to prepare for Friday's zoom chat.

August 13th Sac 6 Zoom meeting topic was on meeting the new VMRC Compliance manager Jason Toepel. This was a great way for other advocates to meet Jason and ask him questions.

Sac 6 is also collaborating with DTI Rights and Advocacy. DTI is Disability Thrive Inclusion, with Easterseals. Easterseals is on the ground in communities throughout Southern California, committed to responding to the ever-increasing demands for services during the COVID-19 pandemic. They continue to deliver critical services and supports needed by people with disabilities. During these uncertain times for all of us, especially for people who find themselves even more isolated. Help assure that people who need Easterseals get the services they need in their communities. We had our first zoom meeting on August 17th via zoom. Sac 6 presentation is scheduled September 8th. The presentation will be Sac 6 members telling a little about ourselves and what committees and Boards we are apart of and how we got started in advocacy, any advice we have for others. The purpose of this presentation is to let others know and encourage them to use their voice, as a person with a disability.

August 18th Sac 6 members attended the Planning meeting for Consumer Services. Sac 6 will have three members sitting on this board and we are super excited. Also, Sac 6 had their quarterly Finance meeting.

August 19th Sac 6 provided a Clients Rights training to individuals who live and work at St. Paul's Home in San Joaquin County. Sac 6 provided individuals' presentations to ensure their rights are being respected and to also teach providers how to respect their rights. We are currently providing these trainings via zoom.

August 20th Sac 6 consultant and VMRC Board member Lisa U. attended the ARCA (Association of Regional Center Agencies) meeting via zoom. (ARCA) represents California's network of 21 independent, non-profit regional centers that advocate on behalf of and coordinate services for California's over 350,000 people with developmental disabilities. ARCA functions as a leader and advocate in promoting the continuing entitlement of individuals with developmental disabilities to all services that enable full community inclusion. They also participate in the development of public legislative policy and serves as a focal point for communication, education, training, and prevention services.

Also, on August 20th Sac 6 had their zoom meeting and this topic was collaborated with Person Centered Services DJ for the RAP Dance, "Hot August Dance".

August 24th Sac 6 had a meeting with Rhodes Care home self-Advocacy group, as they are starting a new self-advocacy group. Their representative who will represent them on the Sac 6 Board is Lindsey R. we are so excited to have new self-advocacy groups join us.

Sac 6 has also been asked by DRC (Disability Rights California) SPACE to collaborate with them on continuing to get the word out to others and bring other advocates to the table, where the decisions are made. Our first Zoom meeting is August 26, 2021.

Also, on August 26th Sac 6 had their monthly Leadership meeting with VMRC Executive Director and VMRC Liaison to Sac 6. At these meetings Sac 6 shares what advocacy work they have done, going to do, and bring back any concerns. The Executive Director shares ideas and information with Sac 6 on upcoming events, new rules, legislative information and any other updates as needed.

August 27th Sac 6 Zoom chat was on Home & Community base setting by Anna Sims. This was a great topic, and we were presented with lots of information regarding the new changes that will be taking place.

F. Coalition of Local Area Service Providers (CLASP) Update

Current Membership: 54 paid members.

Effective September 1, Membership renewals fees increased to \$35.00. CLASP has not increased the membership fee from \$25 for many years.

Presentation: SETWorks shared their Case management system. Their software empowers disability services. SETWorks is a simple and intuitive platform that improves service efficiency and reduces administrative services.

R&D transportation shared how contracted transportation vendors are working hard with hiring drivers so people can return to in person day program.

CLASP continues to have ongoing discussion regarding: The Latest CCL PINS and DDS Directives.

VMRC staff report on: HCBS News, Employment information, Resource Development Projects, Quality Assurance, Consumer Services, Clinical and Director updates.

Next CLASP meeting via Zoom is September 27, 2021 @ 10:00.

G. Clinical Update

Claire Lazaro, Clinical Director – We have been doing monthly COVID-19 testing for VMRC Staff. In September we will do weekly COVID-19 testing for staff.

In Sandis we are tracking the consumers who have the COVID-19 vaccine. Those that are showing no vaccination or unknown we are double checking in the state database. We also are following up with the actual consumers and families.

We are planning to have 2 drive through flu vaccine clinics, 1 in Stockton and 1 in Modesto.

They are October 7th and October 14th from 9am – 12pm. In partnership with Safeway pharmacy. Our consumers are more comfortable with a drive through set up. If a person does not have insurance than they will have to pay. We have a discount voucher to give them too.

The COVID-19 cases are significantly rising due to Delta Variant. Those are twice as likely to be hospitalized. Most of our hospitals are in surge right now.

Please continue to stay safe and get vaccinated. This is how you protect yourself, your family, your friends, your loved ones and your coworkers. The vaccine prevents you from getting hospitalized and dying from COVID-19. Also continue to wear your mask with high transmission rate and low vaccination rate.

H. Resource Development Update

Katina Richison, Division Manager Quality Assurance – Robert Fernandez couldn't be here tonight, but he wanted me to share with everyone that Resource Development and Quality Assurance will be offering SLS and ILS Orientation on Wednesday, 10/20/21.

Tony mentioned Libby, but Robert wanted to introduce Libby Contreras as the new program manager in Resource Development for Clinical Services.

Anna Sims, HCBS Coordinator – We are almost done with a virtual site visit portion of assessing our providers for their HCBS compliance. We have 8 more left out of the original 70 chosen.

The deadline for HCBS compliance is March 17, 2023. There was an initial phase for providers to do self-assessments, which ended last year. The 3rd party is doing these assessments online via Microsoft Teams. They do question and answer, virtual walkthrough, and they interview consumers from the program.

I continue my trainings on HCBS compliance. 2 per month for day programs and 2 per month for residential programs. I also presented to SAC6 recently.

Enos Edmerson, Employment Specialist – we partnered with Goodwill in Stanislaus County for employments for our consumers.

I. Quality Assurance Update

Brian Bennet, Director of Community Services – Brian presented the monthly Quality Assurance Alert Report and answered any questions that the committee member had.

Brian explained what an Alert is and gave multiple examples of Alerts.

J. Transportation Update

Brian Bennett – We will be posting RFP's hopefully by this week for transportation service providers.

R&D Transportation Inc:

Customer Service Department:

We are collaborating with scheduling to reach out to individuals as they are being scheduled for service. We are connecting to provide individuals with the start date and schedule as well as complete a Transportation Screening Questionnaire to ensure consumers are ready to begin services.

Scheduling Department:

Our scheduling team has been meeting with day programs who want to return to in person program and have received a high number of requests for transportation. We have been working

hard with the transportation companies - Storer, MV, Blue Mountain, and United Access - to get transportation started again. Individuals can request that one of the transportation companies deliver PPE to your house if you need masks, hand sanitizer, or face shields through the VMRC website, or by calling R&D.

Quality Assurance Department:

Our QA team is partnering with scheduling to meet with day programs and providers in order to plan for the re-opening of day program. Our team has hired a new QA Specialist, Laura Alvarez. You will begin to see Laura in the field conducting site visits. The team is continuing to review Risk Mitigation Packets for transportation providers and is working in collaboration in order to ensure that all agencies are implementing safe protocols.

Suzanne – due to a shortage in time, we are going to close the meeting after the Transportation Update. Our Case Management and Fair Hearings Update will be done at the next Consumer Services Committee Meeting.

K. Case Management Update

Tabled to next meeting.

L. Fair Hearings Update

Tabled to next meeting.

M. Next Meeting, Wednesday, November 3, 4:45pm, Location TBD

N. Adjournment – Meeting adjourned at 6:15 PM.