



Consumer Services Committee Meeting

Wednesday, January 5, 2022, 4:45 PM

VMRC Stockton Office, Cohen Board Room (702 N. Aurora Street, Stockton, CA 95202) and Via
Zoom Video

<https://us06web.zoom.us/j/87900088503?pwd=WIVCM3IyOFVxaUZ6VHFhbnptaTVrZz09>

Meeting ID: 879 0008 8503 Passcode: 399848

One tap mobile +16699006833

For accommodations, please contact Doug Bonnet at 209-955-3656, or by email at
DBonnet@vmrc.net. Spanish translation is included and is available without requesting.



Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee

A. Call to Order, Welcome, Roll Call
Dr. Suzanne Devitt

B. Review and Approval of the Meeting Agenda Action Item
Dr. Suzanne Devitt

C. Review and Approval of the Consumer Services Committee Meeting Action Item
Minutes of November 3, 2021
Dr. Suzanne Devitt

D. Presentation

E. Public Comment
Dr. Suzanne Devitt
Each member of the public will be given 3 minutes for public comment. If an interpreter is used, 6 minutes will be given.

F. Intake, Early Start, and Case Management Update
Tara Sisemore-Hester and Christine Couch

G. Sac6 Update
Crystal Enyeart

H. Coalition of Local Area Service Providers (CLASP) Update
Daime Hoornaert

I. Clinical Update
Claire Lazaro

J. Resource Development Update
Brian Bennett and Robert Fernandez

K. Quality Assurance Update
Brian Bennett and Katina Richison

L. Transportation Update
R&D Transportation

M. Fair Hearing Update
Jason Toepel

N. Next Meeting, Wednesday, March 2, 2022, 4:45 PM, Location
Hybrid (Stockton Cohen Board Room and via Zoom Video
Conference)
Dr. Suzanne Devitt

O. Adjournment
Dr. Suzanne Devitt



Minutes for Consumer Services Committee Meeting

11/03/2021 | 04:45 PM

Via Zoom Video

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

Committee Members Not Present: Linda Collins, Tina Vera

Staff Present: Tony Anderson, Doug Bonnet, Christine Couch, Tara Sisemore Hester, Brian Bennett, Katina Richison, Robert Fernandez, Jason Toepel, Gaby Lopez, Libby Contreras, Michelle Poaster

Public Present: Irene Hernandez (Interpreter), Rachelle Munoz (Facilitator), Amy Reign, Lisa Culley, Dena Hernandez, Myra Montejano (R&D), Rubi Saldana

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

A. Call to Order, Welcome, Roll Call

Doug Bonnet took roll. A quorum was established.

B. Review and Approval of the Meeting Agenda – Action Item

Lisa Utsey made a motion to approve the Meeting Agenda. Michael Owens seconded the motion. Daime Hoornaert is the CLASP appointee, not Candice Bright. Doug Bonnet made the amendment to the agenda. The Meeting Agenda was approved unanimously.

C. Review and Approval of the Consumer Services Committee Meeting Minutes of 09/01/21 – Action Item

Crystal Enyeart made a motion to approve the Consumer Services Committee Meeting Minutes of 09/01/21. Lisa Utsey seconded the motion. The Consumer Services Committee Meeting Minutes of 09/01/21 were approved unanimously.

D. Presentation - Social Recreation Service Standard

Tara Sisemore-Hester and Christine Couch presented the draft of the Social/Recreation and Camp Services service standard and answered any questions and took comments from the Committee members.

Lisa Utsey said she is very excited that recreational opportunities are coming back.

Michael Owens said he had never heard of social recreation before, but it sounds like something that people would want.

Sarah Howard mentioned that she knows self-advocates who have done camping and enjoyed it a lot.

Brian Bennett says that he is looking forward to everyone's input, and that the policy is not too restrictive. Resource Development has work to do in developing the types of services.

Anthony Owens commented that he loves the idea, especially with everyone being isolated due to COVID. Anthony asked about COVID guidelines? Brian responded that all state and local guidelines will be followed that are in place.

Christine explained the way that new service standards are made, which include public forums for input, which we are doing right now.

Daime asked if we can change wording so it is all "people" and not "consumers"? Christine agreed to the change.

Dora Contreras asked when we last had recreation? Christine commented that it went away in 2009. Dora asked how else we would get the word out to the community? Tara informed Dora that we developed an Outreach Plan. Doug explained that we submitted our Outreach Plan to DDS by December 15th. The plan included training to Program Managers and Service Coordinators. We also have 3 meetings gathering public comment....1 is today, 1 is December 8th at the Executive Committee Meeting, and the third meeting is at the Board of Directors Meeting on December 22nd at 6pm. Doug also explained that we are reaching out to other community-based organizations and other community partners like SAC6, FRN, SCDD, ICC, SNAP to provide information to them. We will also reach out to LEA CAC meetings. We have other staff that are on some local county commissions like CSCC and First 5 to share this information. We will use every medium that we have as well to share this information (website, weekly Health Advisory via Constant Contact email,

Facebook, Twitter, Instagram, YouTube). We will also work with El Concilio, APSARA, NAACP and FRRC.

Can we define planning team? We can use a foot note to define planning team.

Dora Contreras asked what a generic resource for a social or recreation activity. Brian mentioned that activities put on by the city, special Olympics are some examples.

1. Public Comment on Social Recreation Service Standard

No public comments on the standard.

2. Acceptance of Social Recreation Service Standard – Action Item

Erria Kaalund made a motion to accept the Social Recreation Service Standard. Sarah Howard seconded the motion. The Social Recreation Service Standard was approved unanimously with the changes noted above.

E. Public Comment

Dora Contreras – I think we are going at this too fast. There is a lot of detail that we need to discuss. I don't like to push items through for approval.

F. Intake, Early Start, and Case Management Update

Tara presented the intake numbers and how they are very high in Early Start and Lanterman in all offices. Our Intake Coordinators are working hard to meet timelines. We have a staff retiring in intake Early Start in December. We did an Outreach effort to increase Early Start referrals and it worked well. Our on-line referral process for Early Start is going well. We hope to have Lanterman referral process online soon too.

Our caseload numbers are getting higher again due to more referrals and more transfer ins. We have hired new Service Coordinators and backfill hirings to try to improve the caseload ratios.

Christine presented the high transfer numbers. More people are transferring into our area than moving out of our area. This is a common them historically with us. We are serving just around 16,000 consumers in all 5 counties, which puts us in the middle to large size regional centers. Christine presented that respite continues to be our largest POS Exception request. PATCH and Personal Assistant also receive many POS exception requests. We have had some Social Recreation Exceptions.

G. Fair Hearings Update

Jason Toepel shared the Fair Hearing data from July 1. We have had 8 Fair Hearing Requests, 6 are resolved and 2 are pending state level hearing. Four of them were resolved prior to an informal hearing. Two were resolved in informal hearing.

The categories were eligibility, insurance co-pays, respite, personal assistant and one regarding SSP restoration.

H. SAC6 Update

August 26th Sac 6 had their monthly Leadership with VMRC Executive Director and VMRC Liaison to Sac6. Here we discussed September Friday Chat Zoom topics, Wallet Cards, and how the VMRC Committee meetings are going for members. Wallet cards are cards, so that Adults who receive VMRC services can carry a card to share with medical providers that they can have a support person with them to help them make medical decisions about the care they are receiving. They will be available on the website to be downloaded or SC can provide to people.

August 27th Sac 6 Zoom chat was on Home & Community base setting by Anna Sims. This was a great topic, and lots of plain language material was presented. It was easy to understand the information regarding the new changes that will be taking place.

September 8th Sac 6 partnered with DTI (Disability Thrive Initiative) Rights and Advocacy, to get the word out about the importance of Advocacy and having our voices heard. Sac 6 Board members gave a PowerPoint presentation on the importance of Self Advocacy and how and why it's important to them. There were over 220 participants on the webinar. Tony Anderson also presented, thank you Tony!

September 8th Sac 6 had their Friday practice Zoom Chat. At our practice meetings we decide who will present and what part of the script. As of September 22nd, we've have had 70 practice chats since COVID began.

September 10th Sac 6 Friday Zoom Chat topic was on Direct Professional Week, presented by Tony Anderson.

September 11th Sac 6 had their Board Meeting. Here we voted on approving our goals for the year and other important topics.

September 14th our Sac 6 Consultant Lisa Utsey attended the ARCA Webinar which was on early child development and services.

September 17th Lisa U. also attended the ARCA monthly meeting while the rest of us Sac 6 members presented on the Friday Zoom Chat with our special presenter Christine Couch from VMRC. This topic was Remembrance Day. We took a moment to honor all those we have lost this year that we represent. Also, to remember those who have passed while living in an institution, that are buried in mass grave sites. Sac 6 helped share information for individuals to register and helped register people for the webinar, hosted by DRC on September 20th.

October 1st Friday Zoom Chat topic was National Hispanic/American Heritage month.

October 8th- Friday Zoom Chat topic was Employment Awareness Month with Enos Edmerson– VMRC Employment Specialist. He shared lots of information about employment and who people can contact if they are interested in working.

October 14th Lisa U assisted with working the VMRC & Safeway Flu vaccine drive thru at the Modesto site, as well as getting her Flu shot.

October 15th – Friday Zoom Chat topic was Come and Learn About Down Syndrome Awareness Month with Dena #1 Pfeifer SAC6 Member and the Buddy Walk. Dena shared her personal story, her accomplishments, and her family with us. It was a very touching story about how she is living her life her way!

October 22nd- Friday Zoom Chat topic was CALABLE Lots of information was given. A CalABLE account is an investment and savings account available to eligible Individuals with disabilities. ABLE Accounts are made possible by the federal Achieving a Better Life Experience (“ABLE”) Act of 2014. ABLE Accounts allow individuals with disabilities to save and invest money without losing eligibility for certain means-tested public benefits programs, like Medicaid and Social Security Income (“SSI”).

Upcoming events:

October 29th - Friday Zoom Chat topic was collaboration with PCS R.A.P Dance
Look for our Fall Chatter Article on the VMRC Sac6 page.

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

Daime Hoornaert – CLASP Appointee

Membership is at 62 paid members. We are always looking to add more.

Service Providers are concerned about the shortage of drivers. R&D has been assisting with the vendorization process.

Ongoing discussions about latest CCL pins and DDS directives. Vendors concerned about losing staff for not being vaccinated.

Discussion of development of a job fair for vendors.

We appreciate all of the VMRC reports.

- 1) Current Membership: 62 paid members.

- 2) R& D Transportation-There continues to be a shortage of drivers for contracted transportation. Individuals wanting to return to their program have been waiting up to a month or more to get on a route. R&D is helping with the vendorization process for vendors who are interested in providing transportation.

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

- 4) Per DDS Directive: As of November 30, 2021, all DSP's are to be fully vaccinated. Vendors are concerned about losing staff who choose not to get vaccinated. The percentage of unvaccinated staff vary by vendor.

- 5) There was a discussion on a Potential Job Fair for DSP's. Interested vendors will be contacting CLASP President, Melanie Gonzales.

- 6) CLASP continues to appreciate VMRC staff reports on:
HCBS News,
Resource Development Projects
Quality Assurance Updates
Consumer Services
Clinical
Ex. Director updates

Employment information-Employment Specialist, Enos Edmerson, was asked about VMRC's Employment Data sheet. It was developed to assist in tracking accurate employment information for individual's served by VMRC. Day Program vendors are inquiring if it still needs to be completed at the time of the annual meeting. EJ is looking into it and will get back to CLASP.

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

J. Clinical Update

No Clinical Update this month.

Tony Anderson and Doug Bonnet said VMRC is looking into hosting some COVID-19 shot clinics at VMRC for children ages 5 – 12.

K. Resource Development Update

Brian Bennett – We have several projects at various stages of development. Three projects EBSH for adults January, TBI EBSH home is April 2022, Child CC Home target is end of December 2021.

Working on RFP for Center for START services training model. Will come out in November.

HCBS Grant Deadline is November 11, Friday.

Transportation RFP got a lot of interest. Many providers are stepping in to provide transportation services short term.

Libby Contreras has posted 9 Requests for Proposals specific to Early Start.

We have a current job posting that went out both internally and externally for a Deaf and Hard of Hearing Specialist. The position is intended to help in the RD area and enhance our existing services to be able to accommodate those who are deaf and hard of hearing. Also, to develop those services. Hosting an informational session about the job this Friday, from 1pm – 2pm.

Robert Fernandez – we will be adding a new Senior Community Services Liaison.

2 other homes – we have 2 CPP Children's Residential Homes in Development.

L. Quality Assurance Update

Katina Richison – presented the Alert report from 08/16 to 10/15 of 2021 and answered any questions that the committee members had. Katina reviewed the categories of each Alert and what percentage of the Alerts have been closed. She also reported any technical assistance provided and had 1 substantial adequacy.

M. Transportation Update

Myra Montejano of R&D Transportation – We have received some feedback from our RFP for Transportation providers that we will be following up with. Thank you to residential homes and day programs for helping assist with transportation during this time of need. We have 12 combined who have become vendored for transportation. PPE is still available for order via the VMRC website.

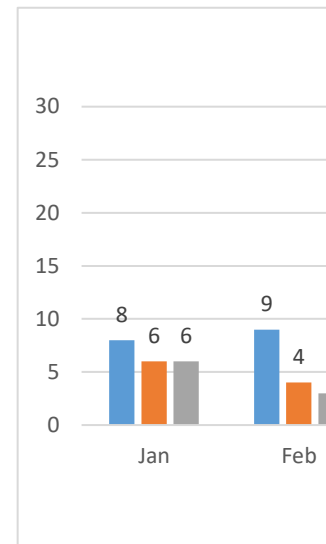
N. Next Meeting, Wednesday, January 5, 2022, 4:45 PM, Location TBD

O. Adjournment

Meeting adjourned at 6:35 PM.

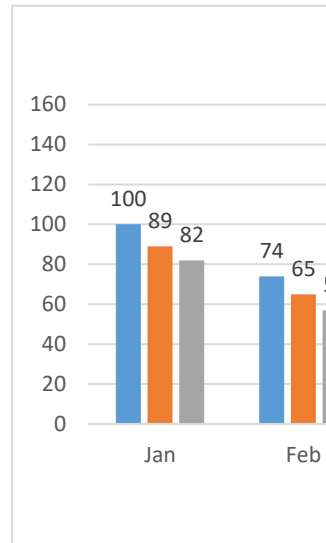
Trend of Early Start Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	8	6	6
Feb	9	4	3
Mar	14	10	10
Apr	20	17	16
May	19	13	12
Jun	17	11	2
Jul	10	4	4
Aug	20	14	14
Sep	6	5	5
Oct	28	22	21
Nov	17	11	9
Dec	0	0	0
Total	168	9.75	8.5



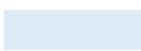
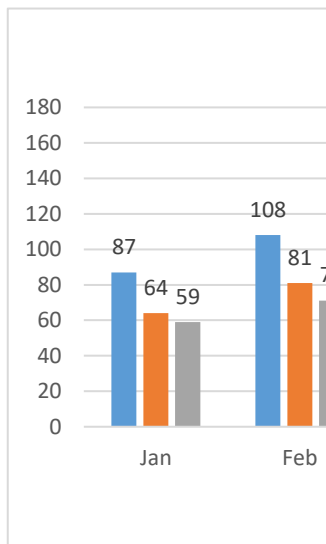
Trend of Early Start Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	100	89	82
Feb	74	65	57
Mar	101	80	72
Apr	146	117	103
May	95	77	64
Jun	130	101	89
Jul	116	83	70
Aug	99	69	59
Sep	128	101	86
Oct	121	97	83
Nov	135	99	81
Dec	0	0	0
Total	1245	82	71



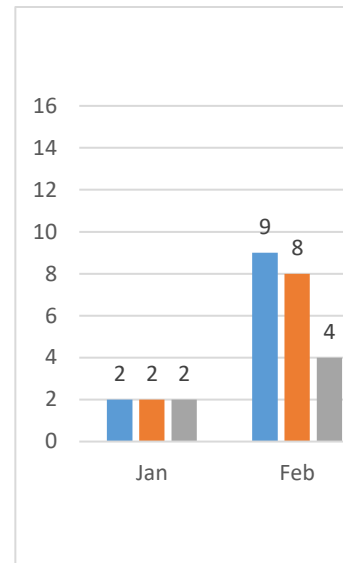
Trend of Early Start Intake Work in **Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	87	64	59
Feb	108	81	71
Mar	117	92	80
Apr	143	105	93
May	126	94	83
Jun	158	115	94
Jul	166	121	106
Aug	131	98	84
Sep	158	125	116
Oct	102	72	63
Nov	159	122	105
Dec	0	0	0
Total	1455	91	80



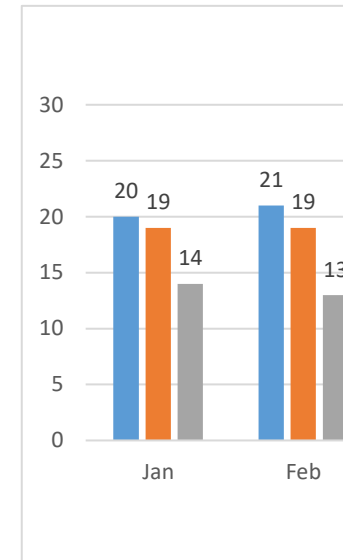
Trend of Lanterman Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	2	2	2
Feb	9	8	4
Mar	12	10	8
Apr	10	6	4
May	4	1	0
Jun	14	8	5
Jul	10	7	7
Aug	9	6	4
Sep	12	10	8
Oct	13	8	5
Nov	10	7	5
Dec	0	0	0
Total	105	6	4



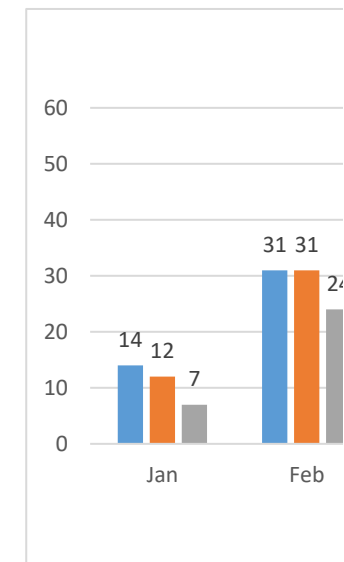
Trend of Lanterman Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	20	19	14
Feb	21	19	13
Mar	12	9	9
Apr	22	22	16
May	13	10	6
Jun	27	22	19
Jul	22	15	14
Aug	26	20	14
Sep	26	22	17
Oct	25	19	16
Nov	26	22	19
Dec	0	0	0
Total	240	17	13

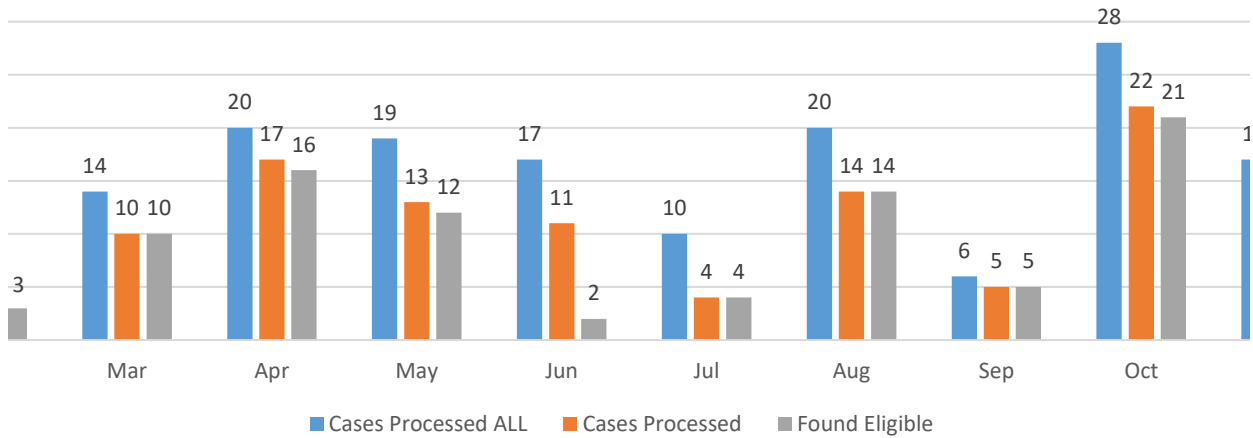


Trend of Lanterman Intake Work in **Stockton Office**

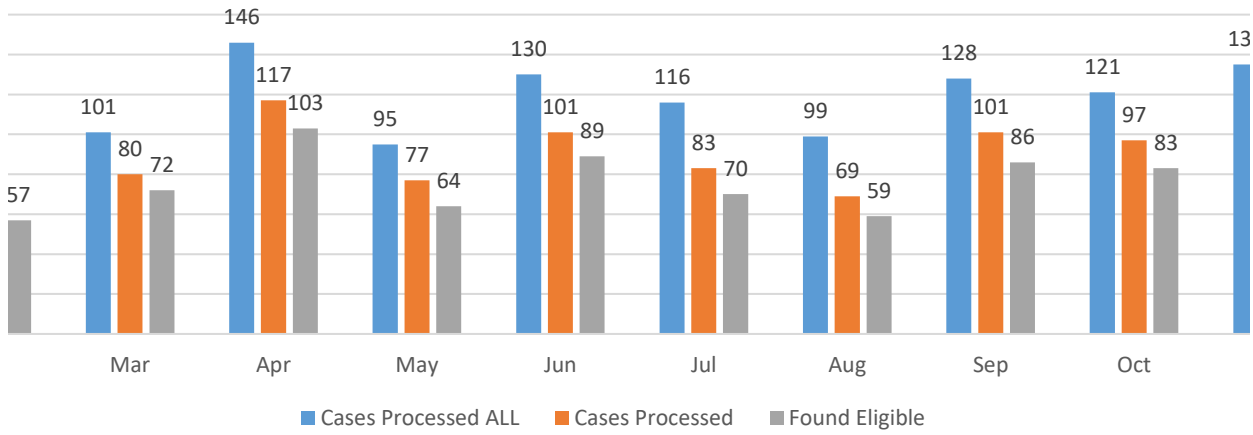
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	14	12	7
Feb	31	31	24
Mar	28	24	19
Apr	48	41	30
May	21	21	19
Jun	40	35	24
Jul	29	29	24
Aug	43	35	27
Sep	46	41	37
Oct	40	23	19
Nov	44	38	32
Dec	0	0	0
Total	384	28	22



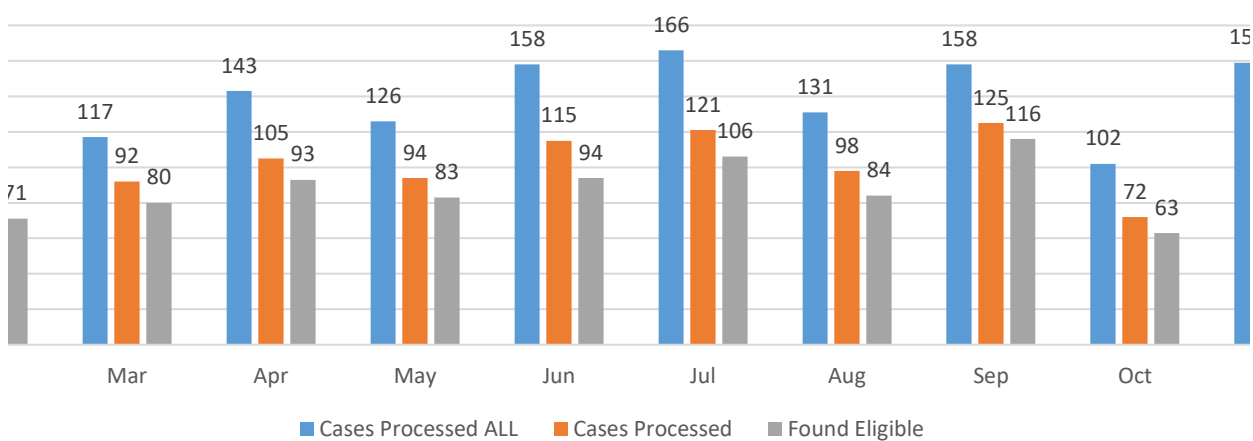
SA Office Early Start Intake 2021



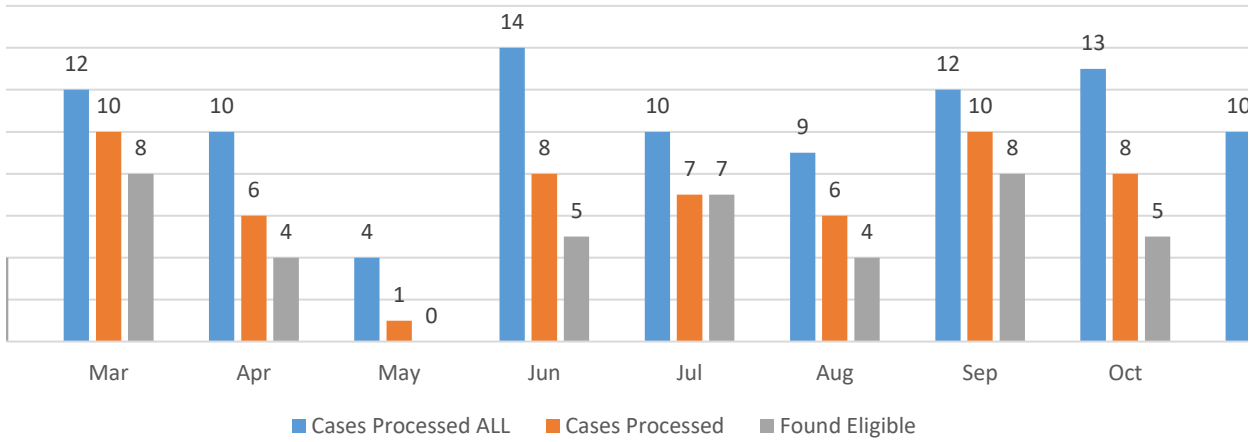
Modesto Office Early Start Intake 2021



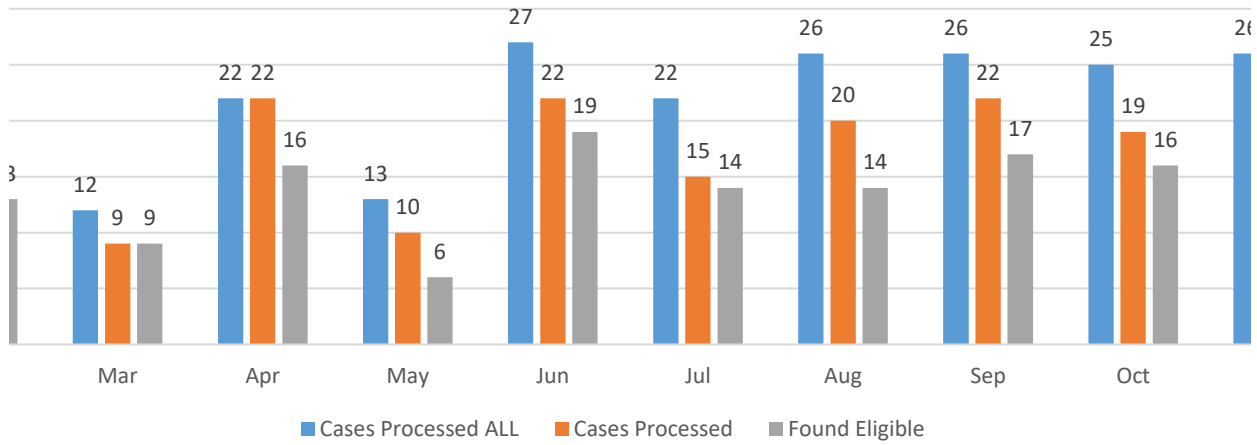
Stockton Office Early Start Intake 2021



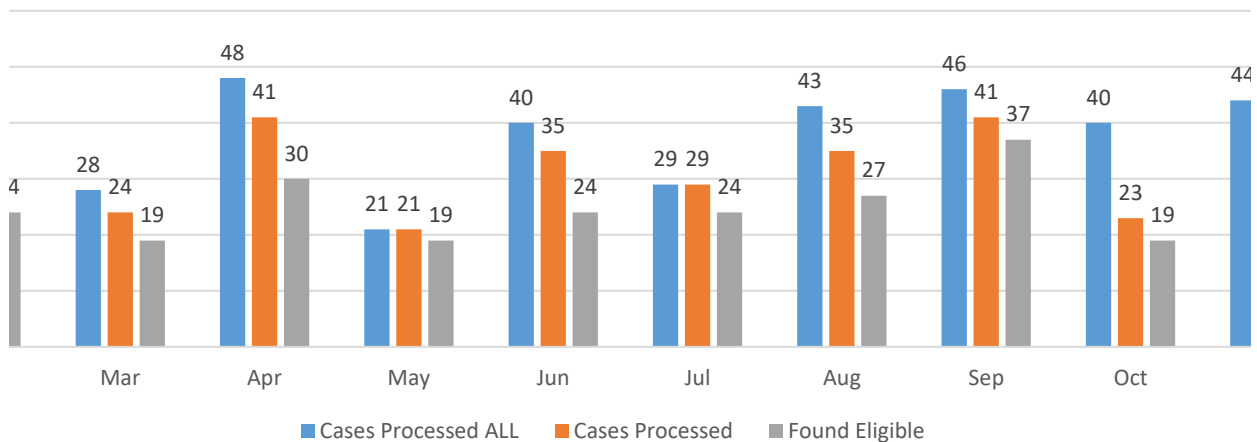
SA Office Lanterman Intake 2021

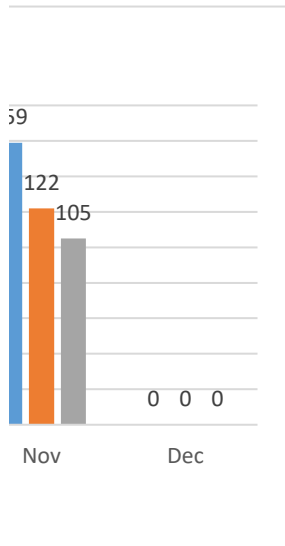
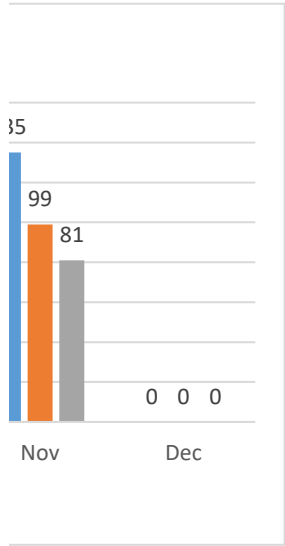
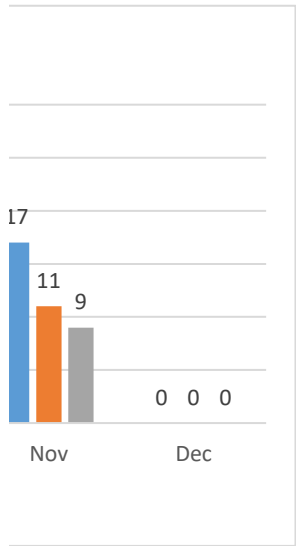


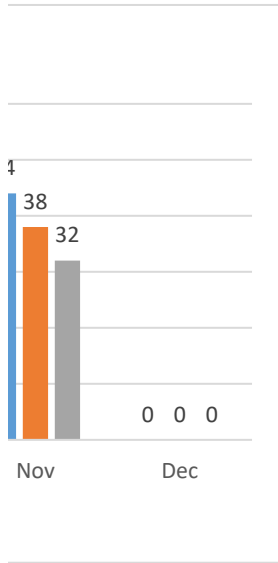
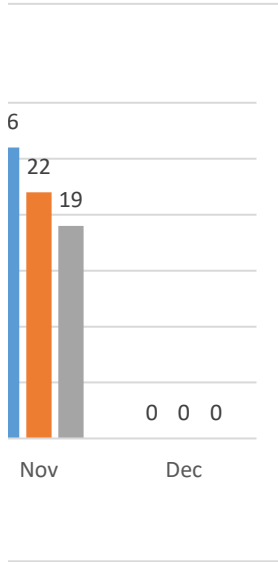
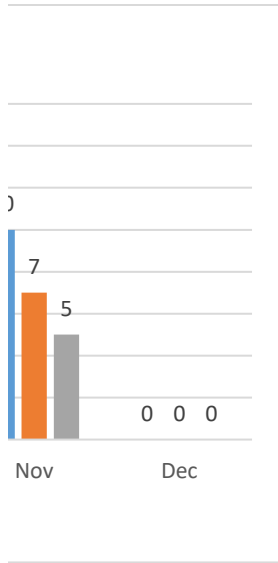
Modesto Office Lanterman Intake 2021



Stockton Office Lanterman Intake 2021

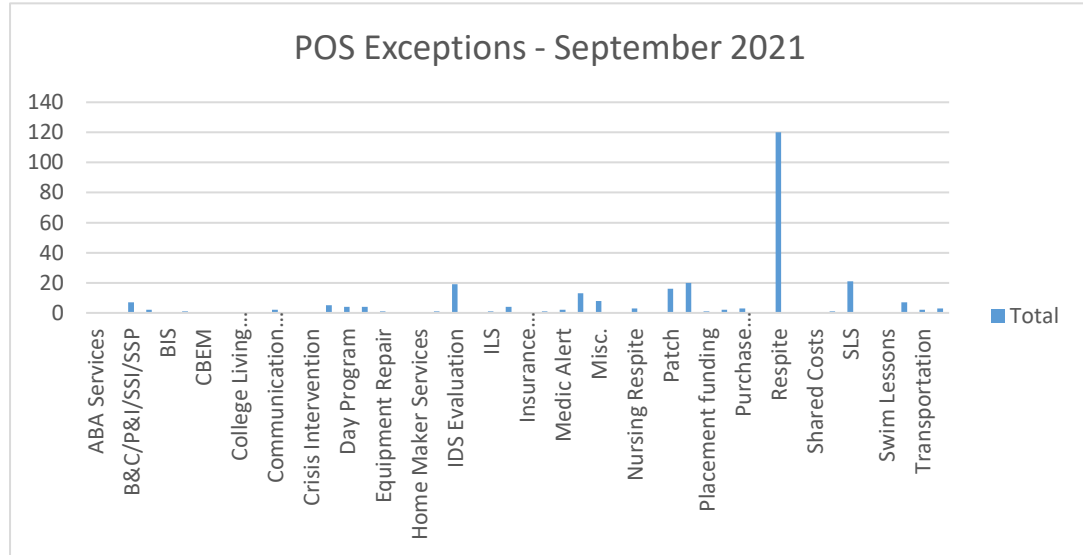






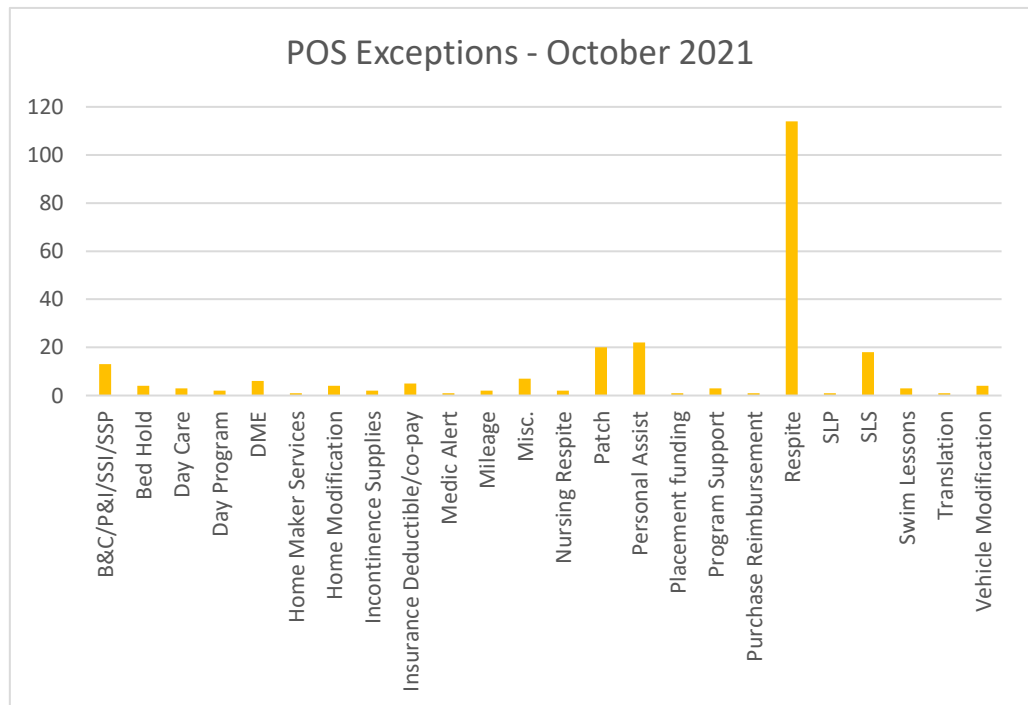
POS Exceptions 2020-2021

2021/2022	Sept
B&C/P&I/SSI/SSP	7
Bed Hold	2
CAMP	1
Communication Device/Software	2
Day Care	5
Day Program	4
DME	4
Equipment Repair	1
Home Modification	1
IDS Evaluation	19
ILS	1
Incontinence Supplies	4
Med Part D co-pay	1
Medic Alert	2
Mileage	13
Misc.	8
Nursing Respite	3
Patch	16
Personal Assist	20
Placement funding	1
Program Support	2
Purchase Reimbursement	3
SLP	1
SLS	21
Translation	7
Transportation	2
Vehicle Modification	3
TOTAL POS	274
Approved	267
Deferred	7
Denied	



POS Exceptions 2020-2021

2021/2022	Oct
B&C/P&I/SSI/SSP	13
Bed Hold	4
Day Care	3
Day Program	2
DME	6
Home Maker Services	1
Home Modification	4
Incontinence Supplies	2
Insurance Deductible/co-pay	5
Medic Alert	1
Mileage	2
Misc.	7
Nursing Respite	2
Patch	20
Personal Assist	22
Placement funding	1
Program Support	3
Purchase Reimbursement	1
Respite	114
SLP	1
SLS	18
Swim Lessons	3
Translation	1
Vehicle Modification	4
TOTAL POS	240
Approved	237
Deferred	3
Denied	0



Consumer File Transfer Status - To and From VMRC
Through 12/21/21

2017			
Files Received		Files sent out	
January	23	January	31
February	41	February	19
March	38	March	25
April	33	April	14
May	53	May	31
June	21	June	21
July	41	July	12
August	41	August	28
September	40	September	29
October	53	October	30
November	52	November	57
December	41	December	19
total for 2017	477	Total for 2017	316

2018			
Files Received		Files sent out	
January	53	January	37
February	33	February	20
March	28	March	24
April	36	April	31
May	32	May	32
June	39	June	28
July	39	July	23
August	51	August	35
September	41	September	22
October	43	October	23
November	37	November	30
December	33	December	18
total for 2018	465	Total for 2018	323

2019			
Files Received		Files sent out	
January	33	January	32
February	31	February	37
March	36	March	33
April	49	April	21
May	33	May	26
June	25	June	26
July	33	July	38
August	42	August	25
September	39	September	38
October	41	October	32
November	28	November	15
December	26	December	23
total for 2019	416	Total for 2019	346

2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	28	November	21
December	25	December	34
total for 2020	374	Total for 2020	304

2021			
Files Received		Files sent out	
January	27	January	29
February	30	February	25
March	39	March	32
April	41	April	37
May	22	May	15
June	21	June	33
July	37	July	34
August	35	August	40
September	42	September	31
October	54	October	39
November	42	November	26
December	27	December	12
total for 2021	417	Total for 2021	353

16 Nov 2021 to 15 Dec 2021 Incident Report Consumer Count: 63

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	1	1.1%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	1.1%
AGGRESSIVE ACT TO SELF	1	1.1%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	1.1%
ALLEGED PHYSICAL ABUSE-VND CARE	3	3.2%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	1.1%
DEATH	12	12.9%
EMERGENCY ROOM VISIT	7	7.5%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.1%
FAIL TO PROV MEDICAL CARE-VND CARE	1	1.1%
FRACTURES-VND CARE	4	4.3%
HOSPITAL/CARDIAC-VND CARE	3	3.2%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	2.2%
HOSPITAL/INTRNL INFECT-VND CARE	9	9.7%
HOSPITAL/INVOL PSYCH ADM-VND CARE	3	3.2%
HOSPITAL/NUTRITION DEFIC-VND CARE	2	2.2%
HOSPITAL/OTHER	2	2.2%
HOSPITAL/RESP ILLNESS-VND CARE	11	11.8%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	2.2%
INJURY ACCID-DISLOCATION-VND CARE	1	1.1%
INTERNAL BLEEDING-VND CARE	5	5.4%
LACERATIONS-SUTURES/STAPLES-VND CR	2	2.2%
LAW ENFORCEMENT INVOLVEMENT	4	4.3%
MEDICATION ERROR-VND CARE	6	6.5%
MEDICATION REACTIONS-VND CARE	2	2.2%
MISSING PERSON-LAW NOTIF-VND CARE	1	1.1%
OTHER	1	1.1%
OTHER SEXUAL INCIDENT	1	1.1%
PERSONAL ROBBERY	1	1.1%
PUNCTURE WOUNDS REQ TRMT-VND CARE	1	1.1%
RAPE OR ATTEMPTED RAPE	1	1.1%
Grand Total	93	

Speci
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al Incident Types 16 Nov 2021 to 15 Dec 2021

