



Minutes for Consumer Services Committee Meeting

03/02/2022 | 04:45 PM
Via Zoom Video

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

Committee Members Not Present: Linda Collins (Secretary), Tina Vera

Staff Present: Tony Anderson, Vickie Fisher, Christine Couch, Tara Sisemore Hester, Brian Bennett, Katina Richison, Robert Fernandez, Lisa DeLaurenti, Olivia Held, Jason Toepel

Public Present: Irene Hernandez (Interpreter), Rachelle Munoz (Facilitator), Dena Hernandez, Anel Renteria (R&D),

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

A. Call to Order, Welcome, Roll Call

Tony Anderson 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. Erria Kaalund 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 01/05/22 – Postponed Action Item

To be reviewed when Doug Bonnet returns from leave.

D. Presentation - Non-Medical Therapies Service Standard

Claire Lazaro presented the draft of the Non-Medical Therapies Service Standard and answered any questions and took comments from the Committee members.

Dora Contreras question: Can you give some examples of services that might be covered and if it includes alternative or holistic medicine?

Claire's answer: It is anything non-medical that is prescribed by your doctor. We did not choose any examples in the work group because we wanted to leave that up to the IPP team to discuss. But we did discuss things such as music therapy, equestrian therapy, art therapy. Question regarding holistic/alternative medicine should be referred to the medical needs of the consumer.

Jose Lara question: Does this need to be on the IPP and if so does a new IPP need to be done or can it be done with an amendment?

Claire answer: Clarified with Christine and Tara that it can be done with an amendment. Consumer's can contact their service coordinators anytime.

1. Public Comment on Non-Medical Therapies Service Standard

Dora Contreras comment: Dora Contreras stated she felt this service standard was not clear enough for her to explain to her population or the people she works with.

2. Acceptance of Non-Medical Therapies Service Standard – Action Item

Erria Kaalund made a motion to accept the Non-Medical Therapies Service Standard. Crystal Enyeart seconded the motion. The Non-Medical Therapies Service Standard was approved by a vote of 9-1, Dora Contreras abstained from the vote.

Presentation - Non-Medical Therapies Outreach Plan

Claire Lazaro presented the draft of the Non-Medical Therapies Outreach Plan and answered any questions and took comments from the Committee members.

There will be training to program managers in their weekly meetings. 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, SAACR, FRRRC, and LEAs, and Special needs in my city. Feel free to let us know if there are any other agencies you'd like us to notify.

1. Public Comment on Non-Medical Therapies Outreach Plan

No public comments on the standard.

2. Acceptance of Non-Medical Therapies Outreach Plan – Action Item

Lisa Utsey made a motion to accept the Non-Medical Therapies Outreach Plan. Crystal Enyeart seconded the motion. The Non-Medical Therapies Outreach Plan was approved by a vote of 9-1, Dora Contreras abstained from the vote.

Presentation – AB 637 Waiver

Linda DeLaurenti, Family Home Agency Coordinator introduced herself and did a Power Point Presentation on this AB 637 proposal. Before she began, Brian explained that this is the process we have to go through as a regional center in order to support this family home provider agency with this change. It needs the support of this committee so there are no side deals but also give flexibility in these matters.

Brian statement: Prior to this person moving here they are subject to a department of justice background, criminal records check. The provider has an obligation to do that and show evidence to the department to receive their certification. That minimizes the risk of an unsavory person moving in.

Jose Lara question: How difficult would it be to remove someone if the fit isn't right?

Linda DeLaurenti answer: It is an FHA certified home and the consumer's best interest always taken into consideration. If there are issues the first step would be to have an IDT meeting with all of the team members to discuss the situation and come up with a solution. Jose expressed concerns about personality conflicts. Brian confirmed that compatibility is a main concern, and the consumer would be included in the acceptance process.

Suzanne Devitt question: Do we delve into if the home is an alcohol-free home?

Linda DeLaurenti answer: Cannot require that because it is an FHA home, but we don't want any illegal drug use. That would be included in the rental agreement.

Dora Contreras question: 1. How often have you had to use this waiver before? 2. Why does it need to be used now?

Linda DeLaurenti answer: 1. Used around 2004, for FHA (Family Home Agency) to allow adult consumer's that had children to be able to live in the family home with other consumers. 2. It is being used now due to a DDS Audit – 2 renters were in an FHA home (HAL – Home at Last, similar to a CA Mentor Home) that was not known by DDS or the previous liaison. The renters eventually moved out and now the home is asking if they can have 1 renter move into the house.

Dora Contreras comment: Doesn't know how to feel about the fact that we are making an exception for one person.

1. Public Comment on AB 637 Waiver

Dena Hernandez: I appreciated Mr. Lara's comment earlier on the FHA items, and I want to caution to make sure that the folks that are currently living there are the main concern, I have a few ideas and I will email those to Linda.

2. Acceptance of AB 637 Waiver – Action Item

Erria Kaalund made a motion to accept the AB 637 Waiver. Sara Howard seconded the motion. The AB 637 Waiver was approved by a vote of 8-2 with the amendment to be added: Protecting the consumer's rights of residency.

Presentation – Educational Services Service Standard – Action Item

Tara Sisemore-Hester and Olivia Held presented the draft of the Educational Services Service Standard, gave examples and answered any questions and took comments from the Committee members.

Dora Contreras question: Can you explain "related back to school and education", is it all relatable?

Tara Sisemore-Hester answer: For example, you go through the IEP process, and you want tutoring services, but it is not addressed in the IEP it is not something that is what would be called educational necessary, and the school district denies it, then we could consider it.

Dora Comment: Example: We have 4-5 families paying and driving to Tracy for tutoring, Tara advised to have those families reach out to their planning team to discuss. Olivia advised to make sure families let the IEP planning team know if tutoring is needed.

Jose Lara question: Would this tutoring also be for consumers that are out of the school system?

Olivia Held answer: This is for school age children only.

Educational Services Service Standard Outreach plan – Non- Action Item

Tara Sisemore-Hester presented the Educational Services Service Standard Outreach plan, gave examples and answered any questions and took comments from the Committee members.

This plan is similar to the one Claire outlined for the non-medical services standard outreach plan. We are bringing it to the consumer service committee (03/02/22), our executive committee (03/09/22) and our board of directors (04/27/22). We will also share with FRN, State4 council on developmental disabilities, SAC6, ICC, SNAP, community advisory committee in all 5 counties, San Joaquin County counsel for quality education and care of children, San Joaquin County children's services coordinating commission, and First5 in all 5 counties. We will also work with El Concilio, APSARA, NAACP, SAACR, FRRC, and LEAs, and Special needs in my city.

1. Public Comment on Educational Services Service Standard

No public comments on the standard.

2. Acceptance of Educational Services Service Standard – Action Item

Lisa Utsey made a motion to accept the Non-Medical Therapies Outreach Plan. Erria Kaalund seconded the motion. The Non-Medical Therapies Outreach Plan was approved unanimously.

E. Public Comment

1. Dena Hernandez Regional Manager- SCDD North Valley Hills:

I appreciated Mr. Lara's comment earlier on the FHA items, and I want to caution to make sure that the folks that are currently living there are the main concern, I have a few ideas and I will email those to Linda.

SCDD Public Comment:

- ❖ Thank you to Katina Richardson, Brian Bennett and team for conducting two-day drive throughs for San Joaquin residential care facilities to pass out at home Covid-19 testing and allowing SCDD to volunteer.
- ❖ SCDD received at home tests from Department of Public Health that are currently being handed out to folks with disabilities and families in our 5 counties. Thank you to our community partners for helping get these out to people! Self-Advocacy Council 6, Family Resource Network, Person Centered Services, Valley CAPS, UCP Stanislaus, DRAIL, and Family First Autism. SCDD hopes to get more if needed.
- ❖ SCDD across the state will be hosting Community Conversations regarding the phasing out of subminimum wage in California. These will be virtual and have a variety of language interpretation available. Once the flyer is complete with all the dates and times- I will share it. SCDD North Valley Hills will be hosting ours on Tuesday, April 5, from 10am-12 noon. All the input from these conversations will be shared with the Stakeholder group who is putting a report together to give to the legislators by January 1, 2023.

Regional Offices Community Conversations on Zoom

Please Join any of these dates/times! Regional Office numbers included below.

ALL TIMES ARE Pacific Time (US and Canada)

MARCH 2022

Monday, March 14

North Coast: 707-463-4700 & North State: 530-895-4027 Regional Offices:

3:00pm-5:00pm

English/Spanish/ASL/ Live Captioning

[Click here to register.](#)

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZMsc-mugzMqHNP3I1Zu8boeKqDS2_fC-mle

Orange County 714-558-4404 & Sequoia Regional Office: 559-222-2496

10:00am-12pm

Vietnamese/English/Spanish

<https://bit.ly/CommunityConvoCIE>

Friday, March 18

San Bernardino Regional Office: 909-890-1259

10:00am-12pm

English

<https://bit.ly/3LSUECZ>

Saturday, March 19

Sacramento Regional Office: 916-263-8134

10:00am-12:00pm

English/Spanish/ ASL upon request/Captioning

<https://bit.ly/3GWW8bx>

Tuesday, March 22

Central Coast Regional Office: 408-324-2106

4:30pm-6:30pm

English/Spanish

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZwoduyvqTMuGtaBBeXphu_-vbGsTxxzbDfO

Wednesday, March 30

San Diego Imperial Regional Office: 619-688-3323

3:00pm-5:00pm

English/Spanish/ASL

<https://us02web.zoom.us/j/89198325617?pwd=RXY2RTBBN1h5Rk0xY3BpZUxhS2RVZz09>

APRIL 2022

Tuesday, April 5

North Valley Hills Regional Office: 209-473-6930

10:00am-12:00pm

English/Spanish interpretation upon request/Captioning

Register in advance for this meeting:

https://us02web.zoom.us/meeting/register/tZArf-mqjltG9ZcWPdg_PpDlcOGq7tthLyA

Friday, April 8

Los Angeles Regional Office: 818-543-4631

10:00am-12:00pm

SPANISH ONLY

Join Zoom Meeting

<https://us02web.zoom.us/j/83952285461?pwd=akZZNzBIK3V3L2pJR2crY1BTQzE4dz09>

Meeting ID: 839 5228 5461

Passcode: 123902

Tuesday, April 12

San Bernardino Regional Office

10:00am-12:00pm SPANISH ONLY

<https://bit.ly/33OpwTX>

Wednesday, April 13

North Bay: 707-648-4073 & Bay Area 510-286-0439 Regional Offices

6:00pm-8:00pm

English/Spanish/Captioning

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZEuceCgpjgoHdVjMSSiPNrraEbvvgny4jDQ>

After registering, you will receive a confirmation email containing information about joining the meeting.

Thursday, April 14

North Bay: 707-648-4073 & Bay Area 510-286-0439 Regional Offices

10:00am-12:00pm

English/Spanish/Captioning

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZ0ude-oqjwrHtEcO5bv1o3rh5uL9CWcRGBH>

After registering, you will receive a confirmation email containing information about joining the meeting.

- ❖ SCDD North Valley Hills next Regional Advisory Committee will be held on Tuesday, March 29, 2022, on Zoom from 6pm-8pm.

Link: Join Zoom Meeting

<https://us02web.zoom.us/j/82434264352?pwd=TDRXTjMvQ1M4Q2s1d1laN0sxcDB1UT09>

Meeting ID: 824 3426 4352

Passcode: 800942

Forgot to say that the May 20, 2022, CHOICES 2022 Conference for adults with disabilities registration link is live. The conference is FREE but must register to get the free t-shirt. The deadline to register is April 1, 2022
<https://www.eventbrite.com/e/choices-2022-tickets-276105036597>

2. Irene Hernandez: No comment.

F. Intake, Early Start, and Case Management Update

1. Tara presented the intake numbers through January for all offices, February date just came out today. The intake numbers are up for both ES and Lanterman in all 3 offices. Assigning more cases than we have intake coordinators.
2. Online intake application for Lanterman cases is now available on our website, like we have for Early Start. Now families, the community, and perspective consumers can now go online to apply for services.
3. We have 2 positions in intake that we have advertised internally and externally.
4. POS Exception – In packet the team has – Key things – Social Rec exceptions being approved, examples shown. Tara expressed how proud she is of the ideas from the planning team, they really came up with really unique activities for our consumers.

Suzanne Devitt comment: Amazing variety, how fun.

Dora Contreras Question: Can you define what Parent led activities is (12-23-21 example)?

Christine to review and bring to the next meeting.

Dora Contreras Question: In IPP meetings, social rec is brought up, is it a class or activity that has to be with neurotypical people?

Tara Sisemore answer: Yes, the activity needs to be inclusive and in a community setting.

Dora Contreras Question: How is horseback riding for 1 part of this? Christine commented that it could be that it shows that way in the example because we are funding for only 1 consumer.

Christine to get clarification on this and report to the committee next meeting.

Dora Contreras comment: I think you need to get a good description for your SC's to better explain to families.

G. SAC6 Update

01/05/22 – Weekly Practice Zoom to practice for Friday's Zoom chat

01/07 – Zoom chat - Come on and meet the new SAC 6 officers and hear about their new roles

01/10 – SAC 6 members provided a clients rights to a care home via Zoom

01/12 – Lisa U attended the VMRC finance committee meeting via Zoom

01/14 – Zoom chat – Come and learn from SAC 6 SCDD North Valley Hills office and VMRC about the Social Rec, Camp, and other services VMRC can pay for

01/19 – Lisa U attended the Popewell Fund meeting

01/20 – Katrina C, Steven H, and Lisa U attended the compassion Care for all Californians Meeting. Lisa U also presented the importance of preparing for end-of-life care

01/21 – Lisa U presented with Tony Anderson at the ARCA meeting, all that SAC6 and VMRC have been working on

01/21 – Zoom chat – Come on and meet the new VMRC emergency coordinator, Aaron McDonald

01/26 – Weekly leadership meeting with VMRC to talk about future weekly chat topics

01/28 – Lisa U – Zoom meeting with DDS

01/28 – Zoom chat – Come and meet the new state councilman, Joseph Hernandez

01/31 – Dena and Lisa U volunteered at the VMRC COVID testing in Stockton

01/31 – Committee members met to review and discuss their annual goals

02/02 – Jessica Q – volunteered at the VMRC COVID testing in Modesto

02/04 – Zoom chat – Come on meet the new staff at the disability rights of California

02/09 - Lisa U presented the importance of end-of-life planning to Valley CAPS

02/10 – Lisa U volunteered at VMRC'S Stockton COVID test kit hand out

02/11 - -- Zoom chat – Collaboration with Person Centered Services

02/16 – Katrina C attended the DDS Consumer Advisory committee Zoom meeting

02/18 - -- Zoom chat – DRAILS new community

Upcoming:

03/19 - Board meeting and weekly Friday Zoom chats through the month of March

05/20 – CHOICES conference

6:30PM - Suzanne Devitt hands the meeting over to Margaret Heinz to finish – approved by the committee due to time constraints.

I. Resource Development Update

Brian Bennett – 1. The regional center continues to work with Center for START Services. We would like to extend the participation in our Center for START services model and plan and begin actively recruiting. We will be reaching out to everyone before the next meeting for those that would like to participate.
2. Waiting for approval from DDS on the 2022 CPP plan so we can get started on some developments for specialized residential needs.

Robert Fernandez – 1. Update on 2 EBSH (adult) and 1 CCH (children's) homes, all are very close to opening within the next 2-3 months. 1 EBSH (children) home opened last year.
2. Our Hard of Hearing and Coordinator has been identified and should be starting in the next couple of weeks.

J. Quality Assurance Update

Katina Richison – presented the Alert report from 12/16/21 to 02/15/22 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.

Incoming Alerts:

Delivery of Care 9

Environment 2

Health Related Concerns 2

Record Keeping 4

Untimely SIRs 16

Violation of Rights 4

Total 42 Alerts

Closed 5: Unsubstantiated 1, Technical assistance 2, unfounded 1, deferred 2

Open 37

Today we had no reports of positive case of COVID-19 in licensed care for staff or consumers.

J. Transportation Update

Anel Renteria of R&D Transportation – 1. Reminder that PPE is still available, link to VMRC's website for requests given.

2. Seeing that programs that closed at the beginning of the year due to the COVID surge are now reopening.

3. Customer service department reaching out to the consumers with unmet needs to give update and confirm contact information. Also providing day programs with a roster of these individuals for their information.

Jose Lara Question: Are there going to be guidelines to how many can be on the bus now that transportation is opening up more.

Anel Renteria Answer: Social distancing is ongoing, bus cleaning between trips, drivers wear masks.

K. Fair Hearings Update

Jason Toepel - No update, had to leave meeting due to time constraints

Tony did share that currently he know we only have one fair hearing in the works.

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

Daime Hoornaert – CLASP Appointee – 1. We had a presentation from DDS on the National Core Indicator Staff Stability Survey that is going to be sent out to all vendors. Went over some items that will be on the survey as well as some concerns that have already been identified from vendors. Encouraging vendors to attend the senate hearings tomorrow at 9am.

2. The negotiated rates have been posted on the website; some vendors are still confused about it so working together to understand the formulas. Code 113 was the only one that did not get a rate increase.

3. Next meeting: March 28th @ 10am via Zoom

M. Clinical Update

Claire Lazaro – 1. Continue to follow-up with consumers that have tested positive for COVID.

2. Had drive through COVID testing clinics in our Stockton and Modesto offices.

3. We hired a new BCBA, Val Harris.

4. Our dental coordinator and Community Services team are working together in regard to our virtual dental home - Info session about this will be on March 28th.

5. Continuing to work with our Self Advocates and Coalition for Compassionate Care CA on the grant they were given.

6. Clinical and Intake teams are participating with research done by the MIND institute on telemedicine assessments vs. in-person.
7. Continue to do our monthly meeting with HPSJ to coordinate mutual clients with them.
8. Met with SJCBS, children and youth services, did a presentation on our eligibility criteria, services, and what we do and how we can collaborate with them.

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

O. Adjournment

Meeting adjourned at 6:50 PM.