



Minutes for Consumer Services Committee Meeting

09/06/2022 | 05:15 PM - 06:45 PM

Hybrid - VMRC Stockton Office Cohen Board Room and via Zoom Video Conference

Committee Members Present: Margaret Heinz, Jose Lara, Lisa Utsey, Erria Kaalund, Daime Hoornaert, Crystal Enyeart, Sarah Howard, Liz Herrera Knapp

Committee Members Not Present: Suzanne Devitt (Chair) (Informed Absence), Linda Collins, Tina Vera, Anthony Owens, Dora Contreras,

VMRC Staff Present: Doug Bonnet, Christine Couch, Jason Toepel, Tony Anderson, Brian Bennett, Robert Fernandez, Claire Lazaro

Public Present: Irene Hernandez, Isela Bingham, Shawn Benson, Hollie Ivory-Jones, Melissa Hernandez, Mary Velazquez

A. Call to Order, Welcome, Roll Call

Called to order at 5:15pm. Doug Bonnet took roll. A quorum was established.

B. Review and Approval of the Meeting Agenda

Lisa Utsey made a motion to approve the meeting agenda. Erria Kaalund seconded the motion. The meeting agenda was approved with an amendment to reflect Daime as the CLASP representative.

C. Review and Approval of the Consumer Services Committee Meeting Minutes of June 1, 2022

Erria Kaalund made a motion to approve the meeting minutes of June 1, 2022. Crystal Enyeart seconded the motion. The meeting minutes were approved unanimously.

D. Presentation - Creating Behavioral and Educational Momentum (CBEM), Rapid Emergency Services Team (REST), and RAPID

See attachments.

E. Public Comment

Dena Hernandez, SCDD North Valley Hills office, thank you for allowing SCDD to contribute to the weekly Health Advisory. Please submit your ideas on let's make a law. The flyer with information is in the Health Advisory.

F. Intake, Early Start, and Case Management Update

Claire Lazaro reviewed the intake statistics on behalf of Tara Sisemore-Hester. The information in the graph shows that there was a decrease in the intake but the August information shows that the numbers are continuing to be high.

Christine Couch reviewed the POS exceptions data for May-July 2022. The Consumer File Transfer Status was reviewed. The SIRs were reviewed as well for the months of May-August 15.

G. Self-Advocacy Council Area 6 (SAC6) Update

Sac 6 report to Consumer Services Committee, August 2022 by Crystal Enyeart

July 15, 2022, Sac 6 Friday zoom CHAT was presented by Sac6 Chairperson Dena#1 Pfeifer and Sac6 Treasurer Tim Cabral on Health Relationships. Lisa and Crystal also attended the VMRC Board Dinner.

July 21, 2022, Lisa U. attended the Coalition for Care for all of California-End of Life Planning Committee via zoom.

July 28th, the sac6 leadership had their monthly Leadership meeting with VMRC Director.

August 3, 2022, Dena P. attended the Resource Planning Committee via zoom. Sac6 also had their practice zoom chat.

August 5, 2022, Sac6 had their area meeting that was held via zoom. Sac 6 members shared their journey on Advocating and how they have evolved.

August 10, 2022, Lisa gave a presentation to UOP in Modesto regarding starting a Self-Advocacy group, in person. Also, later this same day Lisa and myself gave a presentation to UOP in Turlock about starting a Self-Advocacy group.

August 16, 2022, Sac6 members Catrina and Robert assisted with the legislative Committee presentation.

H. Resource Development Update

Robert Fernandez gave an update on Center for START Services that was vendored with a signed contract as of last week. Some CPP projects, Chrissy's Fishies, swimming lessons/training should be vendored anytime, any day now. Two of the CPP residential projects for children in Stanislaus County and another in Stockton are in development.

Brian Bennett added about Center for START Services, that it's similar to the crisis vendors that presented tonight. They will be vendored as the same service. They have 6 people who have been screened and are actively referred to START. Telecare, acquired brain injury enhanced supports home is waiting for DDS to certify the project. One person has been accepted for placement in September. HCBS, VMRC received additional funds, \$284,109 to use for person centered planning training and to develop self advocates to support others with the implementation of person centered planning and HCBS. And money for the joint project with ACRC to enhance the workforces, educate the community and potential job applicants. We will encumber the money by the end of the month.

I. Quality Assurance Update

Brian Bennett shared information about the special incident reports, SIR, with steady COVID reports. There were 92 alerts coded under delivery of care during the reporting period, which could mean a variety of things related to delivery of care. We have a high incidence of late SIR reports. There is ongoing SIR training for providers given by the QA team. Brian shared that he is proud of his team - they are fantastic and are hard on themselves when they have open alerts or no outcomes on the alerts, due to waiting for investigative findings from other agencies.

J. Transportation Update

R&D was not present for the meeting when the Chairperson called upon R&D. Letty arrived late and the Chairperson called upon her. Letty shared that she heard part of the letter and would like an opportunity to clarify their roll as the transportation broker and their responsibilities.

Tony shared that VMRC will respond to the letter and include R&D and the board officers. At some point the President may want to bring the issue to the board.

Letty also shared that there is a monthly session, transportation forum, and understands that the need for transportation is real, especially due to the sunset of alternative services. They are interested in responding to the concerns and clarifying the roles and responsibilities.

New transportation company introduced in Stan Co.

Reaching out to people who have previously shared that they are “not ready” to return to program. Vendors are stepping in and supporting transportation.

Increasing routes in all counties all drivers and vehicles are ready.

Daime commented on the monthly transportation updates, when vendors ask individual questions R&D says ok, we can discuss that offline. It leaves vendors frustrated since they don't know what's happening offline.

K. Fair Hearing Update – Jason Toepel shared information about the fair hearing data.

<https://secureservercdn.net/45.40.148.206/znc.7f6.myftpupload.com/wp-content/uploads/2022/08/September-2022-Fair-Hearing-Report.pdf>

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

Daime Hoornaert shared that they have new officers. They received a presentation from Aaron McDonald about his new position. They continue to thank VMRC staff for HCBS updates, resource development projects and director updates. Vendors are meeting consistently about transportation concerns. They shared their concerns in a letter to the board, which was included in a separate letter from the meeting packet. Daime read the letter:

<https://secureservercdn.net/45.40.148.206/znc.7f6.myftpupload.com/wp-content/uploads/2022/08/VMRC-transportation-letter-to-BOD.8.30.22.pdf>

Vendors feel they have clearly communicated their concerns and the unmet needs of the people served, but have not received a response.

The next CLASP meeting is September 26 at 10am.

M. Clinical Update

Claire Lazaro shared that Clinical has provided education on Constipation/Bowel Care. The next one is on Pressure Ulcers. They have been working with the Coalition for Compassionate Care as part of the advisory committee and there will be an in-person training next week for staff. We include advance care planning in our IPP goals and we are sharing how we do this with other regional centers. We continue to follow up on covid cases and end of life care. Our virtual dental home (VDH) will be here soon!! The Clinical Team is collaborating with the Center for START services. Our new physician, Dr. Villabona, is on board. The Family Wellness grant is moving along. There were 9 interviews for the Coordinator and they will make a selection this week. September 29 will be a vaccine clinic in Modesto, in collaboration with Safeway. They will have a variety of vaccinations, including the Covid vaccination. October 29 is our Disability Resource Fair and Health Fair with UOP – medicare Part D enrollment is happening too. Please register with your Service Coordinator for medicare Part D.

Non-medical therapy service standard has been revised to address evidence-based practices. The service standard revisions were reviewed by Claire.

Erria Kaalund made the motion to approve the non-medical therapy service standard as presented. Crystal Enyeart seconded the motion. The motion passes unanimously.

N. Next Meeting, Wednesday, November 2, 2022, 5:15 PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference) Meeting was adjourned at 6:34pm by Margaret Heinz.

