



Minutes for Consumer Services Committee Meeting

11/02/2022 | 05:15 PM - 06:45 PM

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

Committee Members Present: Dr. Suzanne Devitt, Jose Lara, Sarah Howard, Erria Kaalund, Anthony Owens, Lisa Utsey, Liz Herrera Knapp, Margaret Heinz, Crystal Enyeart, Dora Contreras,

Committee Members Not Present: Linda Collins, Tina Vera, Daime Hoornaert

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

Public Present: George Lewis, Irene Hernandez, Rachelle Munoz, Anel Renteria, Myra Montejano

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 unanimously.

C. Review and Approval of the Consumer Services Committee Meeting Minutes of 09/06/22

Lisa Utsey made a motion to approve the meeting minutes of September 6, 2022. Margaret Heinz seconded the motion. Dr. Suzanne Devitt abstained. The meeting minutes were approved unanimously.

D. Presentation - Department of Rehabilitation (DOR)

See attached presentation by Joe Stancil.

E. Public Comment

George Lewis, SCDD: Quality Assessment Project, cycle 14. 400 individuals from VMRC will be contacted by mail or phone call to participate in the National Core Indicators project. This is a voluntary project.

F. Intake, Early Start, and Case Management Update

Tara Sisemore Hester reviewed the numbers that are continuing to increase. The IDEA Specialist started last week and the Education Specialist was just announced as an internal promotion. Early Start continues to restructure the teams. The board of directors asked questions about referrals to early start as well as about the Specialist positions.

Christine Couch reviewed the POS exceptions data, the Consumer File Transfer Status data, and the Special Incident Reporting data.

G. Self Advocacy Council Area 6 (SAC6) Update

Sac 6 report to Consumer Services Committee, November 2022

September 10th, Sac 6 had their quarterly Board meeting via zoom.

September 14th Sac 6 consultant Lisa U. attended the VMRC Finance Committee via zoom.

September 22nd Sac 6 leadership meet with Tony Anderson and Christine Couch for their monthly meeting.

September 28th, Lisa U. attended the VMRC Popplewell Committee via zoom.

September 29th Lisa U. volunteered at the VMRC Clinic in Modesto. She handed out at home Covid Antigen test. She also received her Flu shot.

Sac 6 member sent in articles about events they have done, and it will be in our Fall Chatter Letter. We will be handing it out at the Disability Resource Fair on October 29th.

October 12th Lisa U. attended the VMRC Finance meeting for October, this is a monthly meeting she attends.

Sincerely,

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

H. Resource Development Update

Robert Fernandez reported the EBSH/TBI (Acquired Brain Injury) on White Lane, service provider Telecare is active and open as of last week. The first person just moved in. EBSH/Children's Home in Stanislaus County is being developed; Turning Point of Central California is the selected service provider. The housing development organization Brilliant Corners and VMRC is looking for the children's home in Stanislaus County. A CPP project, Chrissie's Fishies, has been vendored and open in Stockton (indoor & heated) and Modesto (unknown about the pool) at this time, with a goal of finding services in the other counties. They provide services to individuals with autism and other RC qualifying conditions, on swimming and water safety supports to members of the household. The Administrative Assistant for Resource Development is no longer with VMRC and they are filling the position. Erica Lamb has been promoted as VMRCs Rate Specialist – primary duties include dealing with the rates, in addition as working as a contact person in dealing with public transportation providers.

Brian Bennett shared that the Telecare came from the CPP plan. Go to the request for proposal section on the website to give feedback and comments on the projects we are proposing for the year. They are enhanced Supported Living Services; 2 in San Joaquin, 1 in Stan and 1 in foothills. We are also proposing an adult community crisis home. And the third is a 4 bed residential home for persons with court restrictions. You can email Brian with your comments about the proposals thru November 7.

There is also a brand new RFP for social/recreation – to develop opportunities targeted for people 5-21 years old. We are trying to recruit providers who are already doing social/recreation with people who do not receive regional center services. He is hosting an information session about the proposed projects on November 9, more information is in the Health Advisory.

I. Quality Assurance Update

Katina Richison shared that QA has been busy following up on alerts and SIRS. She reviewed the data.

J. Transportation Update

Myra Montejano shared that the transportation forum is every second Thursday of the month at 10am. They are actively working thru unmet service needs in 3 out of the 5 counties. They have seen an increase in residential homes coming to the table to provide transportation and inquiring about vendorization. They are working with existing providers to implement service and increase services as well as new routes. Also, they are communicating with programs, especially those individuals who have not been routed on transportation. They have been sharing lists of individuals who are pending service or those who are currently routed on transportation. They are in the middle of a survey with any individual who is actively pending transportation.

Anel Renteria shared that the survey is to confirm if transportation is still needed and that the information received from the service coordinator is up to date.

You can call the customer service department for any questions.

K. Fair Hearing Update

Jason Toepel shared the fair hearing update by reviewing the data in the packet. Many of the issues have been resolved since our last meeting.

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

Doug Bonnet shared the report on behalf of Daime and Liz.

- Last meetings were held Monday 9/26/22 and Monday 10/24/22 via zoom from 10am-12pm
- At the 9/26/22 Nick Bolger, the VMRC Deaf and Hard of hearing specialist gave an overview of his position at VMRC.
- During the 10/24/22 meeting Barry Jardini the CDSA Executive Director presented to our membership and answered questions from providers.

- We are currently working on our new Mission Statement
- Working on provider conference slated for Spring 2023
- We discussed Alternative Services in relation to the end of the State of Emergency as well as Tailored Day.
- We currently are beginning to discuss and work on the Holiday Schedule
- A group of CLASP members began meeting and discussing concerns with Transportation and R&D-the contracted company to coordinate transportation services. These members drafted a letter to the Board and presented it at the Consumer Services meeting. As a result, VMRC has contracted an outside consultant to investigate provider and consumer concerns related to transportation. Additionally, Tony Anderson provided a response letter to the CLASP membership detailing the current steps being made toward a resolution.
- There is a residential workgroup meeting monthly via zoom. To join meetings contact KC Shadman KCShadman@gmail.com
- Day Program work group continues to meet contact Sonya Fox-Watson SFox@CVTCinc.net
- Please continue to add and follow us on social media @CLASP.VMRC on Instagram and <https://www.facebook.com/CLASP.VMRC> on FaceBook
- Next meeting is Nov 21st 10am via Zoom:

Join Zoom Meeting

<https://us06web.zoom.us/j/81482581677?pwd=Y3h1WSthd3lseW9vbWpHR0RLdjc4Zz09>

Meeting ID: 814 8258 1677

Passcode: 892300

One tap mobile

+16699006833

M. Clinical Update

Claire Lazaro shared that September 15 was a Coalition for Compassionate Care of California training on end of life, advance care planning, through a grant they received. It was called Let's Talk! ACRC also received the training. Service Coordinators are using the Thinking Ahead booklet, which has been updated, from the website. We are meeting with staff to get feedback on the training and booklet. There is an IPP objective for service coordinators to use to help with the discussion. We encourage the team to talk positively about living their lives to the fullest and staying in charge of their lives by informing the team about their wants and preferences. There were monthly meetings with the Coalition which Claire, Christine and self-advocates, Lisa Utsey, Crystal Enyeart, Catrina Castro, Steven Herrera joined the meetings and assisted with the updated materials. The website to access the materials, <https://coalitionccc.org/CCCC/CCCC/Resources/People-With-Developmental-Disabilities-Resources.aspx?hkey=7db2eeb5-41a4-4bdd-86b1-2c6bb85ac1ff>

Weston Perry has joined the team as the Wellness Coordinator. He is meeting with community organizations to learn about resources. They are in the process of hiring the Family Wellness Navigator.

In September they had a vaccination clinic at the Modesto office. There were 45 people that got vaccinated. 24 received covid vaccines and 20 received the flu vaccines, as well as high dose for seniors.

For October we had our Disability Fair and Health Fair. The Durable Medical Equipment fair was outside as well. The dental screening was provided as well. There were 141 attendees at the Health Fair.

N. Next Meeting is Wednesday, January 4, 2023, 5:15 PM, Hybrid (VMRC Stockton Office Cohen Board Room and via Zoom)