



# VMRC Consumer Services Committee Meeting

Wednesday, September 6, 2023, 5:00 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room and via Zoom Video Conference

702 N. Aurora Street

[https://us06web.zoom.us/j/83365097624?](https://us06web.zoom.us/j/83365097624?pwd=NVdFU0FtdVduWkxndmdGZm5SaFJIUT09&from=addon)  
pwd=NVdFU0FtdVduWkxndmdGZm5SaFJIUT09&from=addon, Meeting ID: 833 6509 7624,  
Passcode: 040879, One tap mobile +16694449171

Stockton, 95202

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



## Meeting Book - VMRC Consumer Services Committee Meeting

### Consumer Services Committee Meeting

#### A. Call to Order, Roll Call, Review of Meeting Agenda

Jose Lara

#### B. Review and Approval of Consumer Services Committee Meeting Minutes of June 7, 2023

Action

Jose Lara

#### C. Presentation - Community Placement Plan (CPP) and Community Resource Development Plan (CRDP)

Brian Bennett

#### D. Public Comment

Jose Lara

Each member of the public may have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given. Public comment can address items on the agenda that have been properly noticed for action and/or items that are not on the agenda, however, items not on the agenda can not be responded to or discussed in the public board meeting because they are not properly noticed items (7 days advance notice).

#### E. Intake, Early Start, and Case Management Update

Tara Sisemore-Hester and Christine Couch

#### F. Self-Advocacy Council Area 6 (SAC6) Update

Crystal Enyeart

#### G. Resource Development Update

Brian Bennett and Robert Fernandez

#### H. Quality Assurance Update

Brian Bennett and Katina Richison

#### I. Transportation Update

R&D Transportation

#### J. Fair Hearing Update

Jason Toepel

#### K. Coalition of Local Agency Service Providers (CLASP) Update

Daime Hoornaert

#### L. Clinical Update

Dr. Claire Lazaro

#### M. Next Meeting - Wednesday, November 1, 2023, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)

Jose Lara

#### N. Adjournment

Jose Lara



## **Minutes for Consumer Services Committee Meeting**

06/07/2023 | 05:15 PM - 06:45 PM

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

**Committee Members Present:** Suzanne Devitt, Jose Lara, Sarah Howard, Daime Hoornaert, Lisa Utsey, Dora Contreras, Crystal Enyeart, Margaret Heinz, Anthony Owens, Erria Kaalund,

**Committee Members Not Present:** Liz Herrera Knapp

**VMRC Staff Present:** Doug Bonnet, Christine Couch, Jason Toepel, R&D (Anel Renteria and Myra Montejano), Gabriela Lopez, Mari Bel Trujillo, Evelyn Solis, Katina Richison, Irene Hernandez (interpreter), Brian Bennett, Robert Fernandez, Tara Sisemore Hester, Claire Lazaro

**Public Present:** Jessica Quesada, Dena Pfeifer, George Lewis, Catrina Castro, Steven Herrera

### **A. Call to Order, Welcome, Roll Call**

Suzanne Devitt called the meeting to order at 5:15pm. Doug Bonnet took roll. There is a quorum.

### **B. Review and Approval of Consumer Services Committee Meeting Minutes of 05/03/23**

Crystal Enyeart made a motion to approve the Consumer Services Committee Meeting Minutes of 05-03-2023 with the changes, CLASP approved the budget for the provider conference and were looking for sponsorships for the provider conference. Lisa Utsey seconded the motion. The Consumer Services Committee Meeting Minutes of 05-03-2023 were approved with the changes as discussed.

### **C. Presentation - VMRC Best Practices in Residential Care**

Brian Bennett reviewed the best practices in residential care, found in your meeting book. The goal is a series of events planned related to the review of the current document, including members of the Community Services team, residential services providers, and case management. The process will involve a lot of folks and will be a meaningful finished document with an expectation of residential care homes with 4 beds or less. The goal is to have all revisions made prior to September so that it comes as an action item to the Consumer Services Committee after August, 2023. As a revised service standard, it will require board approval and DDS approval.

### **D. Public Comment**

George Lewis, State Council on Developmental Disabilities, North Valley Hills Office – thank you to the staff of VMRC for your support of the CHOICES 2023 conference. The update on the Quality Assessment Project – all contractual obligations have been met for VMRC. They surveyed about 440 people and thank you to service coordinators who have encouraged and supported people to participate in the interviews.

### **E. Intake, Early Start, and Case Management Update**

Tara Sisemore Hester, Director of Case Management Children, spoke about the intake/referrals to all offices for Early Start and Lanterman (see attached report); Christine Couch, Director of Case Management Adults, spoke about the in and out transfer status and the POS exceptions (reports in meeting book).

### **F. Self-Advocacy Council Area 6 (SAC6) Update**

Consumer Services Report from SAC6 by Crystal, June 2023

May 4, 2023, SAC6 had their first office hours in the Modesto VMRC Office from 10 am to 12pm.

May 11, 2023, SAC6 members, Lisa U., Catrina, Jessica, Dena, Minette, Robert, and I attended the 2023 Supported Life Conference in Sacramento. I gave a presentation on how to get involved in your regional center. Catrina

and Lisa gave a presentation on Fair hearing process and Lisa also gave a presentation on Planning for End-of-Life Care. Everyone did great!

May 11, 2023, Jessica attended the OAH Advisory Committee for the first time, this was to trouble shoot any issues for the actual meeting.

May 15, 2023, Jessica attended the first OAH Advisory Committee. OAH stands for Office of Administrative Hearings.

May 17, 2023, Catrina attended the VMRC By-laws Committee. This was Catrina first time attending this committee meeting.

May 18, 2023, SAC6 had their quarterly Finance Committee meeting.

May 22, 2023, Lisa attended the Family Wellness Committee meeting.

May 26, 2023, I worked the SAC6 table at the VMRC Transition Fair at the Mountain County.

May 26, 2023, Lisa attended the ARCA meeting via zoom, they are working on affordable housing as this is a very important topic.

**\*\*Check out our webpage from the VMRC website, we have updated information and contact info.**

Sincerely,  
Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

## **G. Resource Development Update**

Robert Fernandez shared an update on residential projects. The EBSH, children's home in Modesto, Atlantis. They did the first walk-thru through the home with Turning Point (service provider) and Brilliant Corners (housing developer). Once the plans are approved with the City of Modesto, we anticipate opening late this year or early next year. Another project being developed, CPP (Community Placement Project), residential care facility, Denali home in Valley Springs. This will serve elderly people. Remodeling continues and is close to completion. The anticipated date of services is the last quarter of this year. One other project, CPP, children's home by Kavere, Cherryland. Remodeling is almost complete; the anticipated start date of services is this quarter. Robert explained that the funding for the CPP projects is done through the regional center based on the needs of the area. We put out requests for proposals to identify potential providers and make decisions based on the proposal and interviews.

Two other projects – enhanced supported living services interview completed last week. The enhanced supported living will offer consultants. The offer has been made to a provider. The other project is an adult residential provider, and they are being selected. The awardees will be announced in the newsletter on Friday.

The team is continuing to contact providers to complete their rate worksheets so that they receive a rate adjustment based on the rate study.

## **H. Quality Assurance Update**

Katina Richison shared the alert information (included in the meeting book).

## **I. Transportation Update**

R&D, Myra Montejano shared an update (see the presentation in the meeting minutes).

## **J. Fair Hearing Update**

Jason Toepel, Compliance Manager, presented the Fair Hearing Data (report in meeting book).

## **K. Coalition of Local Agency Providers (CLASP) Update by Daime Hoornaert**

June 07, 2023

### **CLASP Report**

- 1) CLASP Members voted for the Board Officers for 2023-2024 year.

- President- Melanie Gonzales
- Vice President- Kirsten Shadman
- Treasurer- Tamra Hernandez
- Secretary- Chris Martin
- VMRC Board Rep- Liz Herrera-Knapp
- Membership Coordinator- Karyn Gregorius

#### **CLASP Representatives appointed to VMRC Committees:**

- Consumer Services: Daime Hoornaert
- Finance Committee: Connie Uychutin
- Legislative Committee: Candice Bright and Karen Gregorius
- Nominating Committee: Daime Hoornaert

#### **CLASP Representatives for CLASP Committees:**

- CLASP By-Law's-Rita Redondo
- Social Media/Special Events-Kirsten Shadman
- Provider Conference-Candice Bright and Liz Herrera-Knapp
- Day Program Workgroup-Sonya Fox-Watson
- Residential Home Workgroup-Unfilled

- 2) CLASP members voted on By Law changes and the CLASP mission statement, along with Officer Term changes.
- 3) Transportation continues to be an unmet need. R&D presents every month to CLASP and continues to hold forums the 2<sup>nd</sup> Thursday of the month at 11:00 AM for transportation updates. Some vendors are meeting individually with R&D to discuss individual vendor needs.
- 4) Provider Conference planning meeting was held on 5/23/23.
- 5) CLASP has a public page on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)
- 6) Workforce Collaboration Update- Collaboration of VMRC, Alta and vendors in both areas. Commercials are airing on KCRA. Vendors are encouraged to sign up on the website to assist in hiring @ <https://dspcollaborative.org/> . Many vendors will be attending the Career Expo on June 15<sup>th</sup> 10:00 AM-12:00PM @ the Lodi Grape Bowl.

- 7) CLASP continues to appreciate VMRC staff reports on:
  - HCBS News-
  - Resource Development Projects
  - Quality Assurance Updates
  - Early Start
  - Employment
  - Consumer Services
  - Clinical
  - Ex. Director updates
- 8) CLASP continues to appreciate the State Council on Developmental Disabilities/North Valley Hills Office reports and information on SAC 6, Self Determination, and their Regional Advisory Committee.

Next CLASP meeting will be held via zoom: June 26, 2023 @ 10AM.

### **L. Clinical Update**

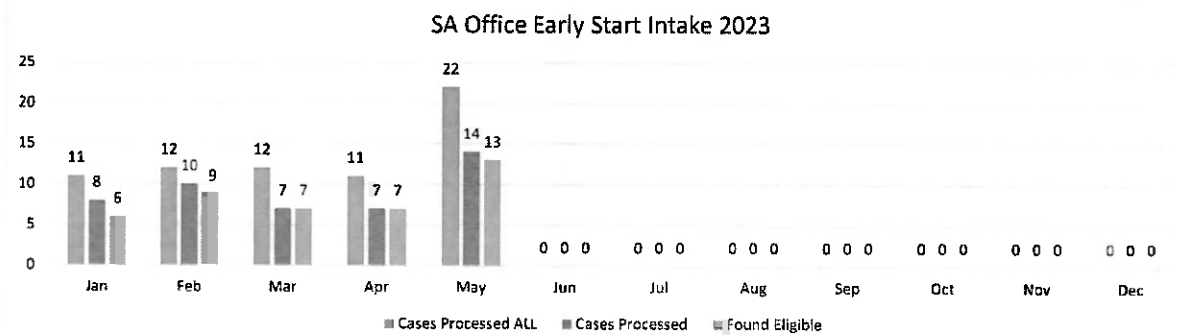
Claire Lazaro shared that the SynGap training is uploaded to the VMRC website. The Family Wellness Project, free counseling to families of children 0-5 years of age. The team presented the project at the Early Start Symposium. They are currently gathering data in the community about the need for counseling in families, regardless of the age of the family member/individual who receives VMRC services. The next family brunch will be in July in Modesto. They are seeking contractor counselors who speak other languages to serve families who speak languages other than English. The family café is held in Stockton.

### **M. Next Meeting, Wednesday, September 6, 2023, Time TBD, Hybrid (In-Person and via Zoom Video Conference)**



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	6
Feb	12	10	9
Mar	12	7	7
Apr	11	7	7
May	22	14	13
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	68	46	42



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

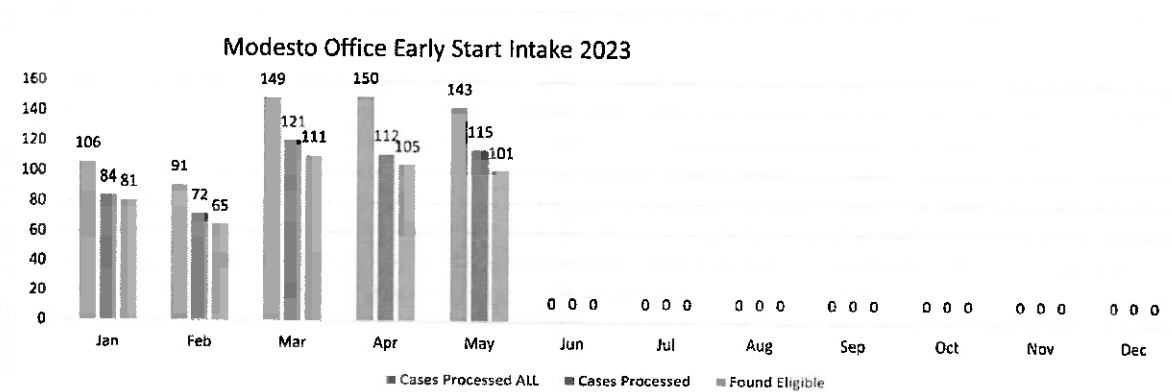
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	106	84	81
Feb	91	72	65
Mar	149	121	111
Apr	150	112	105
May	143	115	101
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

Total

639

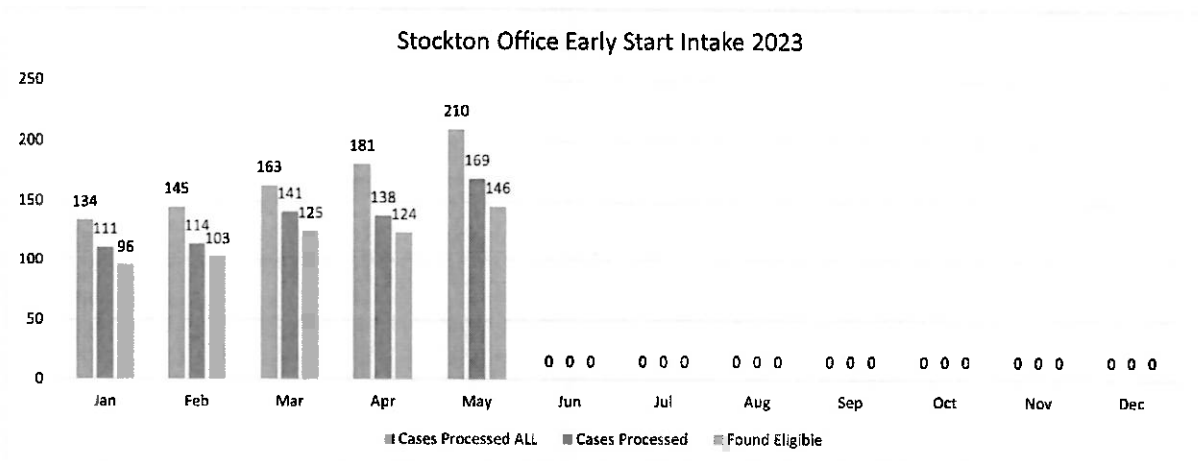
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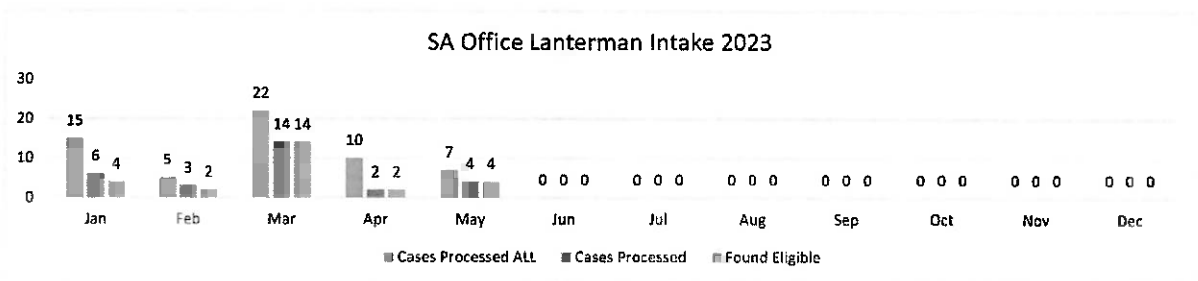
**Trend of Early Start Intake Work in Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	134	111	96
Feb	145	114	103
Mar	163	141	125
Apr	181	138	124
May	210	169	146
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	833	673	594



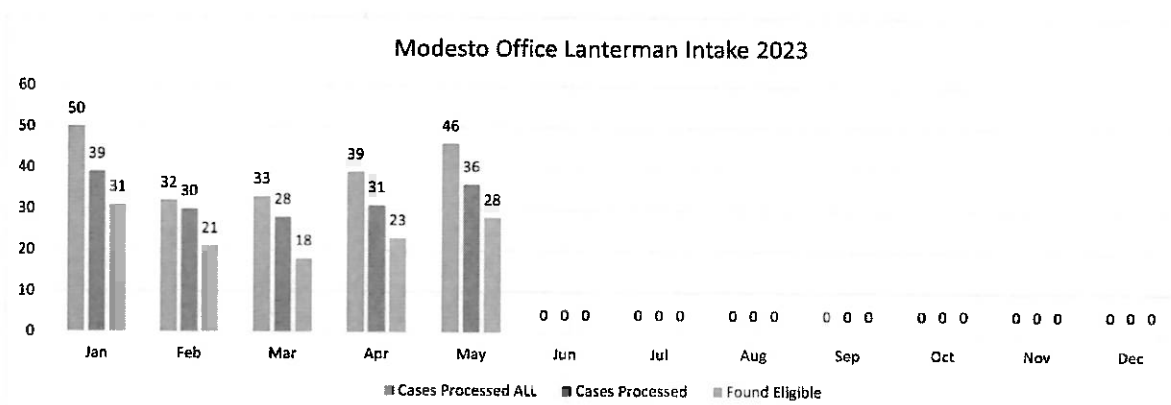
**Trend of Lanterman Intake Work in SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	6	4
Feb	5	3	2
Mar	22	14	14
Apr	10	2	2
May	7	4	4
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
<b>Total</b>	<b>59</b>	<b>29</b>	<b>26</b>



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	50	39	31
Feb	32	30	21
Mar	33	28	18
Apr	39	31	23
May	46	36	28
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	200	164	121

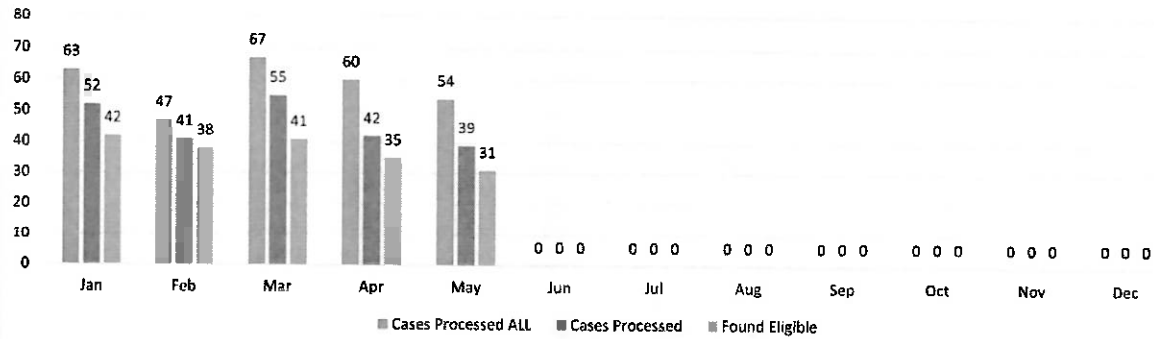


#### Trend of Lanterman Intake Work in Stockton Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	63	52	42
Feb	47	41	38
Mar	67	55	41
Apr	60	42	35
May	54	39	31
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0

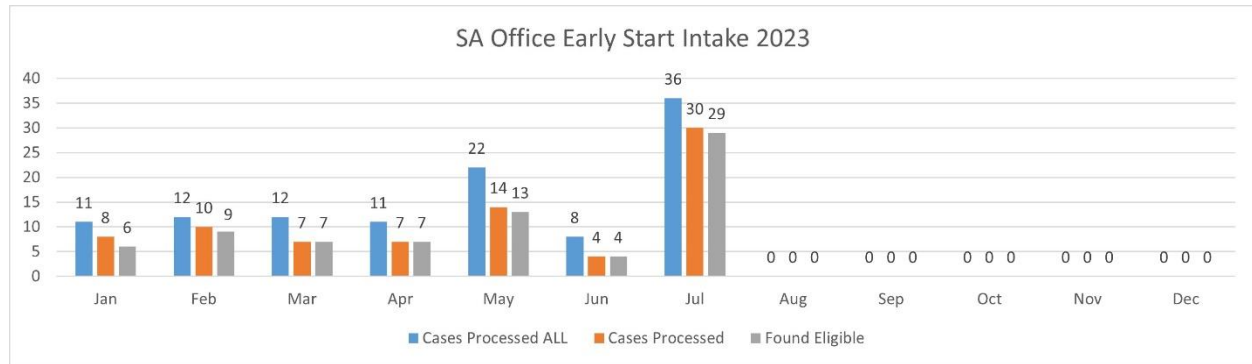
Nov	0	0	0
Dec	0	0	0
Total	291	229	187

Stockton Office Lanterman Intake 2023



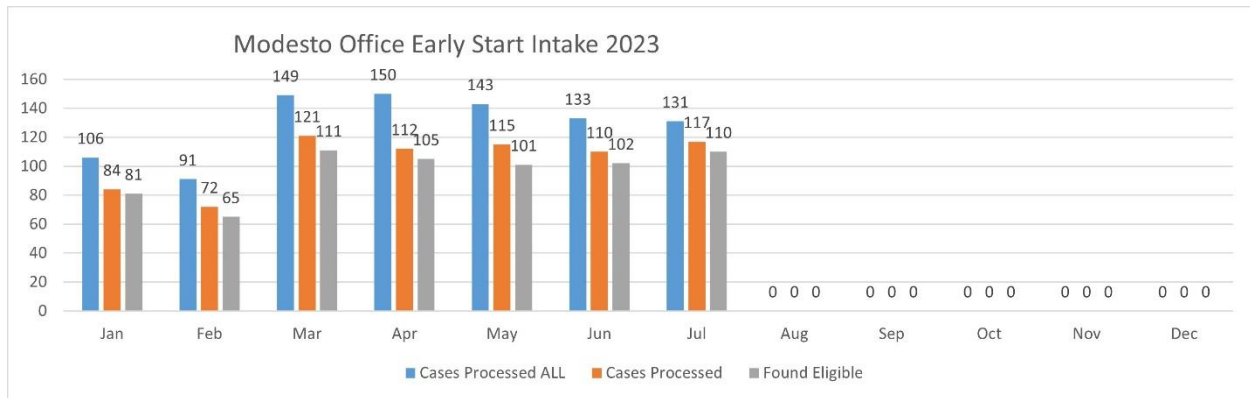
#### Trend of Early Start Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	6
Feb	12	10	9
Mar	12	7	7
Apr	11	7	7
May	22	14	13
Jun	8	4	4
Jul	36	30	29
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	112	80	75



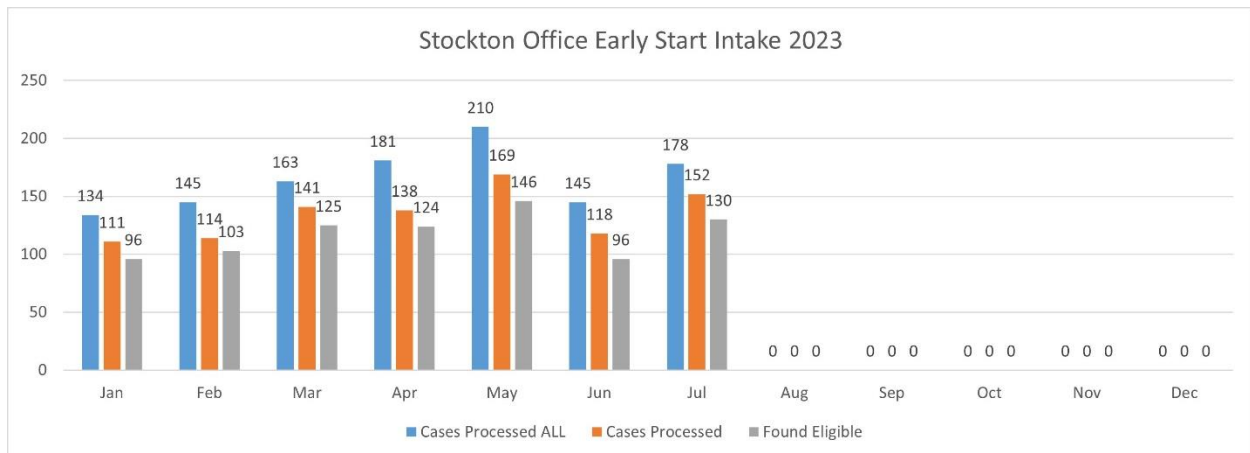
#### Trend of Early Start Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	106	84	81
Feb	91	72	65
Mar	149	121	111
Apr	150	112	105
May	143	115	101
Jun	133	110	102
Jul	131	117	110
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	903	731	675



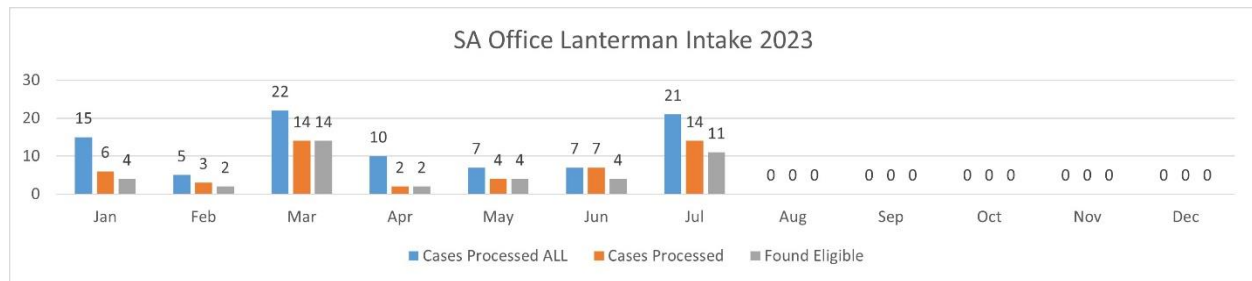
**Trend of Early Start Intake Work in Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	134	111	96
Feb	145	114	103
Mar	163	141	125
Apr	181	138	124
May	210	169	146
Jun	145	118	96
Jul	178	152	130
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	1156	943	820



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

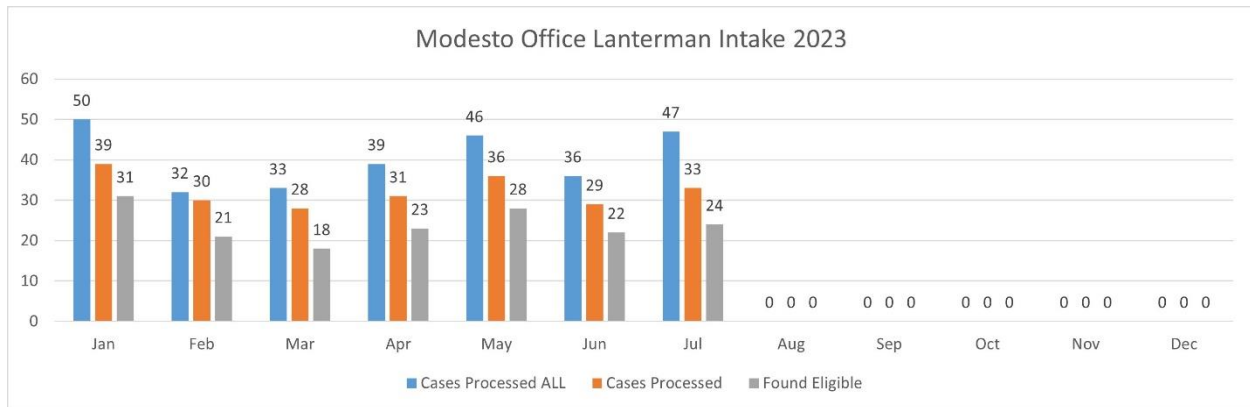
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	6	4
Feb	5	3	2
Mar	22	14	14
Apr	10	2	2
May	7	4	4
Jun	7	7	4
Jul	21	14	11
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	87	50	41



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

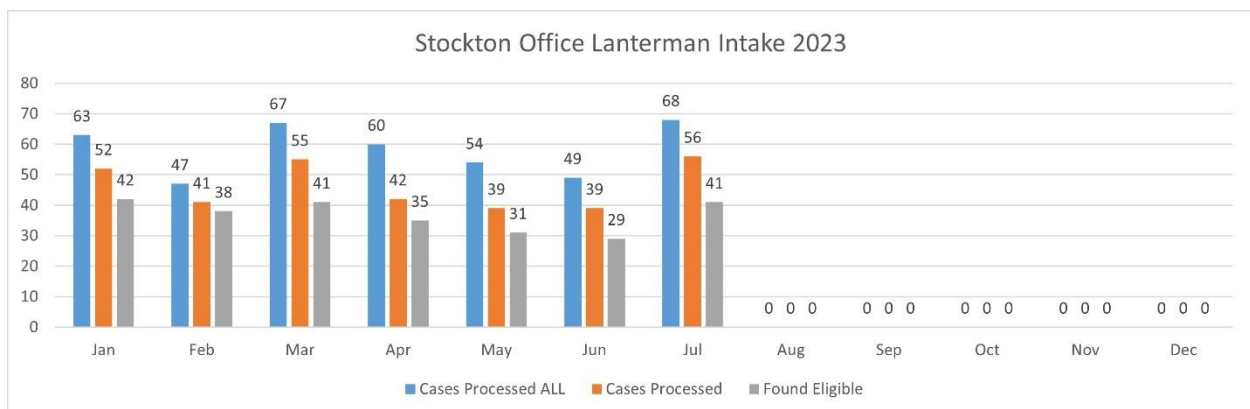
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	50	39	31
Feb	32	30	21
Mar	33	28	18
Apr	39	31	23
May	46	36	28
Jun	36	29	22
Jul	47	33	24
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	283	226	167





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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	63	52	42
Feb	47	41	38
Mar	67	55	41
Apr	60	42	35
May	54	39	31
Jun	49	39	29
Jul	68	56	41
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	408	324	257



Consumer File Transfer Status - To and From VMRC

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
<b>total for 2020</b>	<b>374</b>	<b>Total for 2020</b>	<b>304</b>

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	34	December	16
<b>total for 2021</b>	<b>424</b>	<b>Total for 2021</b>	<b>357</b>

2022			
Files Received		Files sent out	
January	40	January	43
February	28	February	40
March	41	March	25
April	47	April	41
May	35	May	52
June	37	June	30
July	32	July	33
August	43	August	47
September	31	September	20
October	36	October	32
November	61	November	42
December	30	December	15
<b>total for 2022</b>	<b>461</b>	<b>Total for 2022</b>	<b>420</b>

2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	48	May	54
June	37	June	19
July	38	July	48
August	26	August	31+A1
September		September	
October		October	
November		November	
December		December	
<b>total for 2023</b>	<b>291</b>	<b>Total for 2023</b>	<b>231</b>

2024			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2024</b>	<b>0</b>	<b>Total for 2024</b>	<b>0</b>

2025			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2025</b>	<b>0</b>	<b>Total for 2025</b>	<b>0</b>



## QA Incoming Alert Report

06/16/2023 – 07/15/2023

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2023-06-13.0	Violation of Rights	6/20/2023	Open		
2023-06-14.0	Health-Related Concerns	6/20/2023	Open		
2023-06-15.0	Health-Related Concerns	6/20/2023	Closed	Unsubstantiated	None
2023-06-16.0	Environment	6/22/2023	Open		
2023-06-17.0	Violation of Rights	6/22/2023	Open		
2023-06-18.0	Environment	6/22/2023	Closed	Unsubstantiated	None
2023-06-18.1	Environment	6/22/2023	Closed	Substantiated	Technical Assistance
2023-06-19.0	Food Service	6/22/2023	Closed	Substantiated	Technical Assistance
2023-06-20.0	Health-Related Concerns	6/22/2023	Open		
2023-06-21.0	Recordkeeping	6/23/2023	Closed	Substantiated	Technical Assistance
2023-06-22.0	Delivery of Care	6/27/2023	Open		
2023-06-23.0	Environment	6/27/2023	Open		
2023-06-24.0	Environment	6/27/2023	Open		
2023-06-25.0	Delivery of Care	6/27/2023	Open		
2023-06-26.0	Recordkeeping	6/29/2023	Closed	Unsubstantiated	Technical Assistance
2023-06-26.1	Other	6/29/2023	Closed	Substantiated	Technical Assistance
2023-06-26.2	Environment	6/29/2023	Closed	Substantiated	Technical Assistance
2023-06-27.0	Delivery of Care	6/29/2023	Closed	Substantiated	Technical Assistance
2023-06-28.0	Delivery of Care	6/29/2023	Closed	Substantiated	Technical Assistance
2023-06-29.0	Health-Related Concerns	6/29/2023	Open		
2023-06-30.0	Delivery of Care	6/30/2023	Open		
2023-06-31.0	Environment	6/30/2023	Open		
2023-07-01.0	Other	7/3/2023	Closed	N/A	Deferred

### Alerts

Control#	Presenting Issue	Alert Date	Status	Finding	Action
2023-07-02.0	Environment	7/5/2023	Open		
2023-07-03.0	Delivery of Care	7/5/2023	Open		
2023-07-04.0	Other	7/5/2023	Closed	N/A	Deferred
2023-07-05.0	Delivery of Care	7/5/2023	Open		
2023-07-06.0	Untimely SIR	7/5/2023	Closed	Unfounded	None
2023-07-07.0	Delivery of Care	7/5/2023	Open		
2023-07-08.0	Recordkeeping	7/6/2023	Open		
2023-07-09.0	Delivery of Care	7/6/2023	Open		
2023-07-10.0	Delivery of Care	7/7/2023	Open		
2023-07-11.0	Delivery of Care	7/7/2023	Open		
2023-07-12.0	Food Service	7/7/2023	Open		
2023-07-13.0	Untimely SIR	7/7/2023	Closed	Substantiated	Technical Assistance
2023-07-14.0	Recordkeeping	7/10/2023	Closed	Unfounded	None
2023-07-15.0	Delivery of Care	7/10/2023	Open		
2023-07-16.0	Delivery of Care	7/10/2023	Closed	Substantiated	Technical Assistance
2023-07-17.0	Environment	7/11/2023	Open		
2023-07-18.0	Untimely SIR	7/11/2023	Closed	Substantiated	Substantial Inadequacy
2023-07-19.0	Staffing / Supervision	7/11/2023	Closed	Unfounded	None
2023-07-20.0	Delivery of Care	7/12/2023	Open		
2023-07-21.0	Environment	7/12/2023	Closed	Substantiated	Non-Compliance CAP
2023-07-21.1	Environment	7/12/2023	Closed	Unsubstantiated	None
2023-07-21.2	Environment	7/12/2023	Closed	Substantiated	None
2023-07-21.3	Environment	7/12/2023	Closed	Substantiated	Non-Compliance CAP
2023-07-21.4	IPP Implementation	7/12/2023	Closed	Substantiated	Non-Compliance CAP
2023-07-22.0	Recordkeeping	7/13/2023	Open		
2023-07-23.0	Untimely SIR	7/13/2023	Open		

### **Presenting Issue Breakdown**

<b>Delivery of Care</b>	<b>14</b>
<b>Environment</b>	<b>13</b>
<b>Food Service</b>	<b>2</b>
<b>Health-Related Concerns</b>	<b>4</b>
<b>IPP Implementation</b>	<b>1</b>
<b>Other</b>	<b>3</b>
<b>Recordkeeping</b>	<b>5</b>
<b>Staffing/Supervision</b>	<b>1</b>
<b>Untimely SIR</b>	<b>4</b>
<b>Violation of Rights</b>	<b>2</b>

**Grand Total: 49**

### 2022-23 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
8/25/23	Crisis intervention, transportation, additional respite	NA	Pending
8/25/23	Increase speech therapy	NA	Pending
8/24/23	Stroller	NA	Pending
8/22/23	AI robot, violin rental, swing	NA	Pending
8/01/23	Eligibility	8/14/23	Found eligible
7/17/23	Additional PA Hours	7/25/23	Agreement reached after informal meeting
7/13/23	Piano Lessons	NA	Hearing held 8/29/23, pending decision