



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

05/01/2024 | 05:00 PM - 07:00 PM

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

**Committee Members Present:** Crystal Enyeart, Jose Lara, Lisa Utsey, Margaret Heinz, Daime Hoornaert, Anthony Owens, Erria Kaalund

**Committee Members Not Present:** Sarah Howard, Liz Knapp, Dora Contreras

**Public Present:** Jessica Quesada, Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D)

**VMRC Staff Present:** Tara Sisemore Hester, Leinani Walter, Doug Bonnet, Evelyn Solis, Christine Couch, Aaron McDonald, Katina Richison, Jason Toepel, Angelique Shear, Libby Contreras, Claire Lazaro

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

Jose Lara chaired the meeting tonight and called the meeting to order at 5:03pm. Doug Bonnet took roll. We have a quorum.

### **B. Review and Approval of the Consumer Services Committee Meeting Minutes of March 6, 2024**

Lisa Utsey made a motion to approve the Consumer Services Committee Meeting Minutes of March 6, 2024. Margaret Heinz seconded the motion. Motion passes unanimously.

### **C. Presentation – n/a**

## **D. Public Comment**

Tumboura Hill shared that he wanted to give some background. He worked for the regional center for a number of years. There was a period of time with vendor oversight problems. He filed a whistleblower complaint. He sold his home and funded Quality Assured Training and Advocacy. He is not disgruntled. He knows what the work does for people and the impact that he can have on people. Kudos to Robert and team for vendoring Dino's.

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

Tara Sisemore Hester, Director of Case Management services, shared the intake data for January thru March 2024. The Early Start Symposium will be held in Berkeley. Christine Couch, Director of Case Management services, shared the POS Exceptions Report for February and March 2024 and answered questions. She also shared the Consumer File Transfer Report.

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

Crystal Sac 6 report to VMRC Consumer Services, May 2024

On April 1st and 2nd Sac6 members attended Grassroots day and talked to legislators about the services that are important to them, and why the budget should not be cut.

April 3rd Sac6 Consultant Jessica attended the OAH Advisory Committee on zoom.

April 4th Sac 6 consultant Lisa joined VMRC and SCDD for the People Planning together road trip to share the word on Train the Trainers opportunities.

April 5th Sac6 had their monthly zoom chat. Jennifer Greenstreet from VMRC presented on Affordable housing.

April 8th, Sac6 Chairperson, and consultant Jessica attended the Supported Life Planning Committee meeting.

April 10th, Sac6 consultant Lisa U. attended the VMRC Finance Committee meeting followed by the VMRC Executive Committee meeting.

April 12, Sac 6 members attended the CHOICES conference, this was another year of success.

April 23rd Sac6 Secretary attended the DDS CAC emergency meeting on zoom.

April 24th Sac6 members worked the SAC6 table at the VMRC Transition Fair where we handed out information on self-advocacy.

April 25th Sac6 worked with Clients Rights and SCDD office to give a Clients Rights Bingo at Howard Prep.

April 26th Sac6 members worked the Sac6 table at the Modesto Transition fair.

## **G. Resource Development Update**

Katina Richison, Division Manager of Quality Assurance shared an update from Robert Fernandez.

- EBSH – Childrens Home (Atlantis Home) in Stanislaus County, is on schedule to be open in the 3<sup>rd</sup> quarter
- EBSH – All female adult home (BridgeToCare) in San Joaquin County is moving forward with minor renovations and is scheduled to open in the 4<sup>th</sup> quarter
- Specialized Residential Facility – Childrens home (Underwood Home) in San Joaquin county is awaiting renovation permits to be approved by SJ County. Scheduled for 1<sup>st</sup> quarter of 2025 for opening
- Specialized Day Program in Stanislaus County to serve behavioral individuals is being developed by Vartan Hekimian, scheduled for 2 quarter of 2025 for opening
- Specialized Day Program in Stanislaus County to serve medically fragile individuals is being developed by EDEA Integrity, scheduled for 2 quarter of 2025 for opening

## **H. Quality Assurance Update**

Katina Richison shared the alert report. Quality Assurance is in the process of interviewing for a second HCBS CSL position tomorrow. We are also interviewing for a Federal Programs Specialist position to backfill Megan Wilson's position as she was promoted to Senior Federal Programs Specialist.

## **I. Transportation Update**

Anel Renteria, R&D Transportation reported that they continue to work on reducing long ride times and meeting pick up and arrival times that better meet the needs of the individuals. If you have any concerns, please contact Customer Service 1-888-695-8848. Anel answered questions from the committee.

## **J. Fair Hearing Update**

Jason Toepel VMRC Compliance Manager, presented the Fair Hearing report.

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

Daime Hoornaert, CLASP, reported that they have purchased a zoom account and a PO box. They increased the membership fee from \$25 to \$35 beginning in July. They are recruiting new members. The day program workgroup meets regularly. They are discussing the transportation issues being experienced which include transportation arriving an hour before program opens as well as an hour after the program closes. There are concerns about staffing issues for Direct Support Professionals. Many vendors attended the transition fairs in Stockton and Modesto. The next meeting is June 12.

## **L. Clinical Update**

Claire Lazaro, Director of Clinical Services, reported on the Dental Clinic and its focus on desensitization. The Modesto in person positive parenting class will begin soon. They continue to collaborate with the hospitals in the counties served by VMRC.

## **M. Next Meeting - Wednesday, June 5, 2024, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)**

## **N. Adjournment at 5:40pm**