



VMRC Consumer Services Committee Meeting

Wednesday, March 26, 2025 4:00-5:00PM

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

702 N. Aurora Street

Stockton, CA 95202

<https://us06web.zoom.us/j/85991814238?pwd=f15yL7kPApSe4fbVNTi95aW9zkf82m.1>

For accommodations, please contact Lizzie Valerio at (209) 751-0732, or EValerio@vmrc.net.
Spanish translation is included without requesting.



VMRC Consumer Services Committee Meeting

March 26, 2025

- A. Call to Order, Roll Call, Review of Meeting Agenda – Gabriela Castillo
Action
- B. Review and Approval of Consumer Services Committee Minutes of 01/22/2025 - Gabriela Castillo
Action
- C. Public Comment – Gabriela Castillo
- *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 cannot be responded to or discussed in the public board meeting because they are not properly noticed items (7 days advance notice).*
- D. Intake, Early Start, and Case Management Update – Tara Sisemore Hester and Christine Couch
- E. Self-Advocacy Council Area 6 (SAC6) Update - Crystal Enyeart
- F. Resource Development Update - Brian Bennett and Robert Fernandez
- CPP/CRDP grants for day programs in Tuolumne and Calaveras have been awarded to CVTC
 - CPP/CRDP grant for an ILS program for the foothill counties has been awarded to Community Connection Support
 - CPP/CRDP grant for Individual and Family Training has been awarded to Kavere Services
- G. Quality Assurance Update - Brian Bennett and Katina Richison
1. VMRC's Best Practices in Licensed Residential Care
- H. Transportation Update - R&D Transportation
- I. Fair Hearing Update – Leinani Walter
- J. Coalition of Local Agency Service Providers (CLASP) Update - Daime Hoornaert
- K. Clinical Update - Dr. Claire Lazaro
- L. Next Meeting Wednesday, May 28, 2025, at 4:00pm (In-Person and Zoom)
Gabriela Castillo
- M. Adjournment - Gabriela Castillo



Minutes for VMRC Consumer Services Committee Meeting

1.22.2025 | 4:00 PM - 5:00 PM

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

Committee Members Present: Gabriella Castillo, Crystal Enyeart, Lisa Utsey, Daime Hoornaert, Liz Herrera-Knapp, Marisela Cruz

Committee Members Not Present: Jose Lara, Kenneth Huntley (informed absence)

Public Present: Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D), Dena Hernandez- State Council on Developmental Disabilities North Valley office, Kiyomi ASL interpreter (Kiyomi Gaytan), Erin Sigafos, Alyssa Iniguez, Minette Oliver, Angie, Steve Herrera, Elizabeth Kenyon, Tumboura Hill, Daniel Joseph, Russell R.

VMRC Staff Present: Evelyn Solis-Ledesma, Christine Couch, Gabriela Lopez, Midori Perez, Claire Lazaro, Tara Sisemore Hester, Lizzie Valerio, Robert Fernandez, Brian Bennett, Mayra Ochoa, Tiombe Harris, Robert Fernandez

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

Gabriela Castillo called the meeting to order at 4:05pm. Lizzie Valerio took roll call; a quorum was established. Gabriela asked for a motion to approve the agenda. Marisela made a motion, Lisa second the motion, the motion passed unanimously.

B. Review and Approval of the Consumer Services Committee Meeting

Minutes of 11/20/24

Gabriela asked for a motion to approve the minutes from 11/20/24. Lisa made a motion; Crystal seconded the motion. Motion carried, minutes are approved

C. Public Comment

- Tumboura Hill reported on an issue of delays in getting release of information. He is working with an individual, Daniel, who is a regional center consumer who attempted to get release of information on November 12, 2024 and they did not get it until almost 60 days later. We were not able to contact his case manager-Michael Dyson, the

program manager, Neidra Clayton. Tumboura reported issues on him getting access to his records, still does not have access. His case was transferred to service coordinator, Christian Criner under Karen Jensen. A week after Christian took over his case, Tumboura was able to get his release information, and he has obtained his IPP. He reported Daniel is not allowed to leave or access the public unassisted and there is no information in his IPP that states that. He obtained a copy of his physician's report today and it's from behavioral health. He reported his rights are being violated and that the board and care home administrator pressed charges against him, he has to go to court and he thinks he is going to jail. Daniel has to stay in the home and has a witness that the administrator continues to badger him to get him angry and do something. Tumboura is bringing it to the meeting to be put on record. He talked to Karen in the lobby and they have plans to work on something but there is no behavior support plan or risk assessment in his IPP to support "any of this stuff." He reported Daniel is sitting in the room and if he would like to speak he can. Daniel declined to speak. Tumboura also stated he wanted Daniel to understand you don't need to act out or misbehave, you go and talk to people and tell them what is going on and they'll listen to you.

- Dena Hernandez-SCCD North Valley shares she has spent the last two days in Sacramento at their state council meetings and some information came up today regarding federal cuts that will be coming for Medicaid and the state council is putting together a workshop hopefully in two weeks on training on how to share your story to see how it impacts their lives in hopes that sharing the information, cuts will not be as damaging.
 - Governor appointed a family advocate Irene Valdez, from North Valley Hills, a mother two young men with autism and was sworn in. She is a retired special education teacher and will hopefully join future regional center meetings in the future to be able to represent our region.
 - The Choices Conference is taking place Friday, April 11, 2024, the committee is working on the Our Voices, Our Choices theme by selecting t-shirt winners and later in February, the video winners, and at SAC6 winners will be announced. Registration is \$30 and forms will be available at the end of February. All are invited to attend
 - The Regional Advisory Committee meeting is next Tuesday on zoom and in office in Stockton. Currently looking for a representative, either a family or self-advocate from Tuolumne County, if anyone knows anyone interested, please reach out to her.

D. Intake, Early Start, and Case Management Update

Tara reported a year end update for Lanterman, ages 3 and over intake and what occurred in the last year.

- In San Joaquin County we opened 1,031 referrals, 617 were made eligible, 99 cases opened in December, and we are still waiting eligibility and determination finishing those intakes. In Stanislaus County we opened 680 cases (referrals), 606 were assigned, some individuals, either themselves or their family were not interested in pursuing at the time, letters were sent out in case they would like to start again. 384 of those individuals were made status 2 – eligible for services. We are assigning 5 cases per week. San Andres office service Amador, Calaveras and Tuolumne County numbers will be made available. Intake Managers and her are working with a Pete Tiedemann (Consultant) to develop a tracking system that focuses more on questions as far as cases are, how many individuals were referred and then there getting specifics. A new graph will be created. An early start intake coordinator recently retired after serving VMRC for 25 years and they are looking to fill that position.
- Christine reported on POS Exceptions for October. She shared these purchases asked during IPP or interdisciplinary team meetings in which a service coordinator asks for review by their manager. We have 38 requests in October, all were approved. In November we had 43 requests, and all requests were approved. She then reported on consumer file transfers, at the end of 2024, 501 people moving here that had regional center service in another area and 442 moved away. In January we've already had 8 people move here and 21 move away. In special reports from November to December we continue to see hospital infections under vendor care as the highest number and Katina's team is watching those SIR trends. It may be due the winter months. There are four illnesses going around right now, flu, RSV, and pneumonia. Same report December 16 to January 15, SIRs coming in are still high for folks having to go to the hospital under vendor care.

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

Crystal Sac 6 report to VMRC Board, December 2024

- December 10th- Sac6 members attended the MRC performance review via zoom.
- On December 11th Sac6 members attended the VMRC Board meeting to hear about the NCI survey data results and give feedback.
- December 13th Lisa U. attended the ARCA CAC meeting via zoom.

- December 14th Sac6 had their Quarterly Business meeting, in Jackson, we had some mother nature issues, but we were able to have our annual elections.
- February 21 is area meeting, RSVP calling SAC6 phone 2099553306

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

Christine added VMRC will be attending area meeting on February 21, about standardized individual program plan template and will be available to answer questions. If you have your IPP in January or have an upcoming one, it would be good to come and ask questions you may have.

F. Resource Development Update

Brian shared they are working on rate reform with DDS, in terms of training for service providers. There is one coming up for individuals we support and their families, not for service providers or staff. Aaron McDonald will be providing training for emergency preparedness, we planned this a month ago, prior to devastation in Southern California. This is a save the date, March 21st 11am – 1pm in Cohen Board Room, hybrid option. Using appropriate interpreters for families.

G. Quality Assurance Update

Brian reported on the period July 1, 2024, to December 31, 2024, there were a total of 157 community service alerts. They were closed. Of those 83 were substantiated. Brian explained there we have three types of alerts:

1. Substantiated-it did happen or some sort of face that it did happen
2. Unfounded – we are not sure there's not enough evidence.
3. It did not happen.

18 times we aren't sure what really happened, 49 complaints did not happen. We like to find answers and not tell people we don't know when they make a complaint. Some complaints are from case management team, the community, individuals themselves, neighbors who live near licensed residential homes or someone in the community that sees someone at a day program. No matter all of them have to be investigated and explored and team follows the same protocol for all. Brian asked if there were any questions.

Daime asked about non-compliance and if CAP is corrective action plan. Brian confirmed that is right, there are 2 types, we use technical assistance, anytime regional center tells them they need to do something differently, lets say a service provider didn't submit a service an incident report in 48 hours, they submitted in 48.5 hours, instead of a long corrective action plan, we would provide technical assistance, next time be within the 48 hours. Corrective action plans are more formal and written, service provider signs, VMRC signs. An example: they must do something, take training or write a policy within a timeline. Daime asked if

timelines vary based on incidents. Brian reported yes, depends it can be 30 days, but lets say they go to a site unannounced, they see fence boards are down and a vicious dog is on the other side they have to fix it, we wouldn't wait 30 days.

H. Transportation Update

Anel Renteria, R&D Transportation reported a brief update, we continue to work with transportation providers to start new service. A new service was started in San Joaquin County, serving 3 day programs. We noticed an increase in ridership in December compared to previous months of October and November. There are a total of 2,140 individuals that are utilizing contract transportation, a total of 81,706 trips daily. VMRC contracts with 47 transportation service providers which operate a total 238 routes in all counties. If you use transportation to and from day program and you have questions or assistance example change of address, cancel or add morning and afternoon service or other questions please call our customer service, and our team will be happy to support.

I. Fair Hearing Update – Lizzie Valerio

Lizzie reported there were 16 appeals/hearing requests received. 4 have been resolved.

J. Coalition of Local Agency Service Providers (CLASP) Update

VMRC Consumer Services Committee Meeting

January 22, 2025

CLASP Report

- 1) CLASP meeting was held December 16, 2024 via zoom.
- 2) CLASP Membership has increased to 79 members.
- 3) VMRC staff gave their reports on:
 - a. HCBS News
 - b. Resource Development Projects
 - c. Quality Assurance Updates
 - d. Early Start
 - e. Employment
 - f. Case Management Services
 - g. Clinical
 - h. Ex. Director updates
- 4) The Day Program Sharing group met January 15, 2025 via zoom.
 - a. Discussions on having meetings in person and different day programs hosting the meeting and then those who attend the meeting can tour the day

program, so other vendors can see what the program offers. Meetings will be quarterly.

- b. Self-Advocacy Council 6 will be hosting their Area Meeting in Stockton on February 21, 2025. At this meeting, the CHOICES T-shirt contest winner and honorable mentions will be announced. The PCS Advocates and DJ's will be providing music and lunch is provided as long as you RSVP. Flyers were sent out to the CLASP group.
- c. Reminders about the CHOICES conference on April 11, 2025, and Sponsorship information.
- d. VMRC Robert Fernandez answered questions about Rate reform which included new vendor codes and the hiring of BCBA's and RN's for certain vendor codes.
- e. Next Meeting is tentatively scheduled in person at CVTC March 26, 2025.

5) Residential Home Workgroup: No Updates

6) CLASP continues to appreciate the State Council on Developmental Disabilities/North Valley Hills Office reports and information on SAC 6, CHOICES, Self Determination, and their Regional Advisory Committee.

7) Please visit CLASP on Facebook (<https://facebok.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held via Zoom: January 27, 2025 @ 10AM.

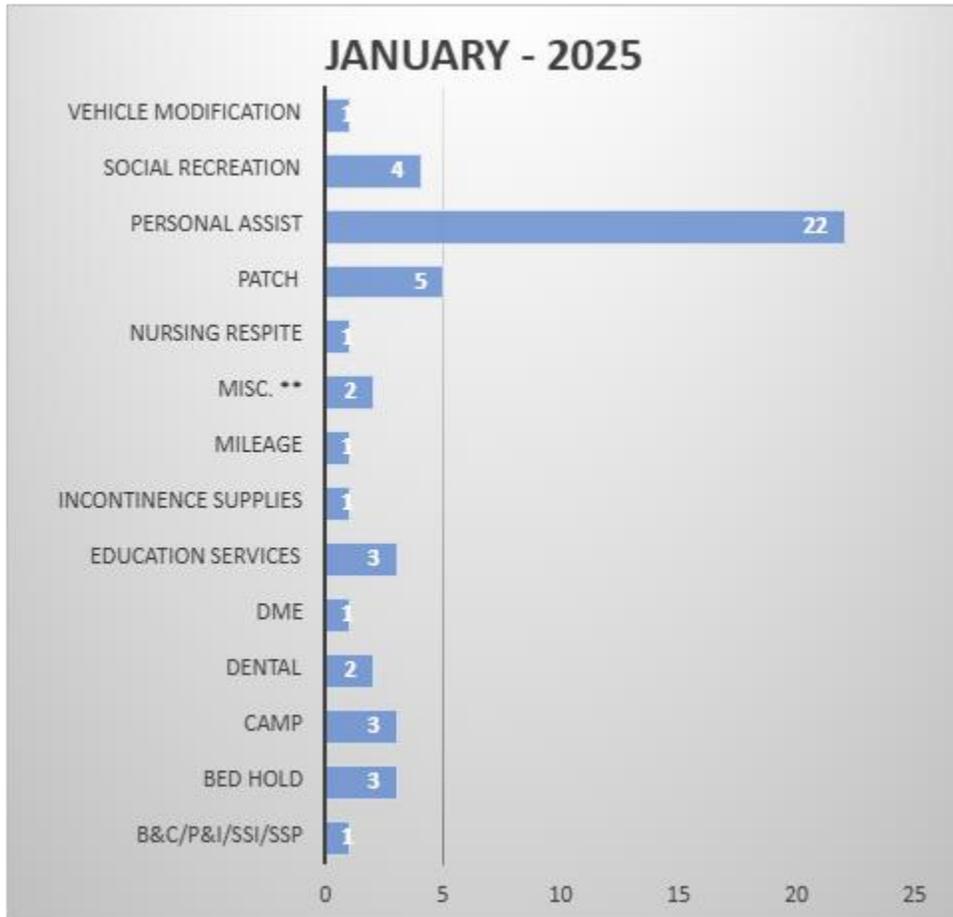
K. Clinical Update

Claire reported Family Wellness program is continuing, offering free counseling services to families. Expanding to families 0-21 years, previously 0-5 for individuals we serve. Referrals can come from anyone, families can email: Familywellness@vmrc.net. Consent policy can be shared. Also if there are individuals that we serve that are having procedures and they need VMRC to help them with their consent, surgical centers will need written documentation that VMRC can give consent and asking for a copy to show to the surgical centers or the hospitals that our authority to give the consent.

L. Next Meeting - Wednesday, March 26, 2025, 4:00 PM, Hybrid (In-Person and via Zoom Video Conference)

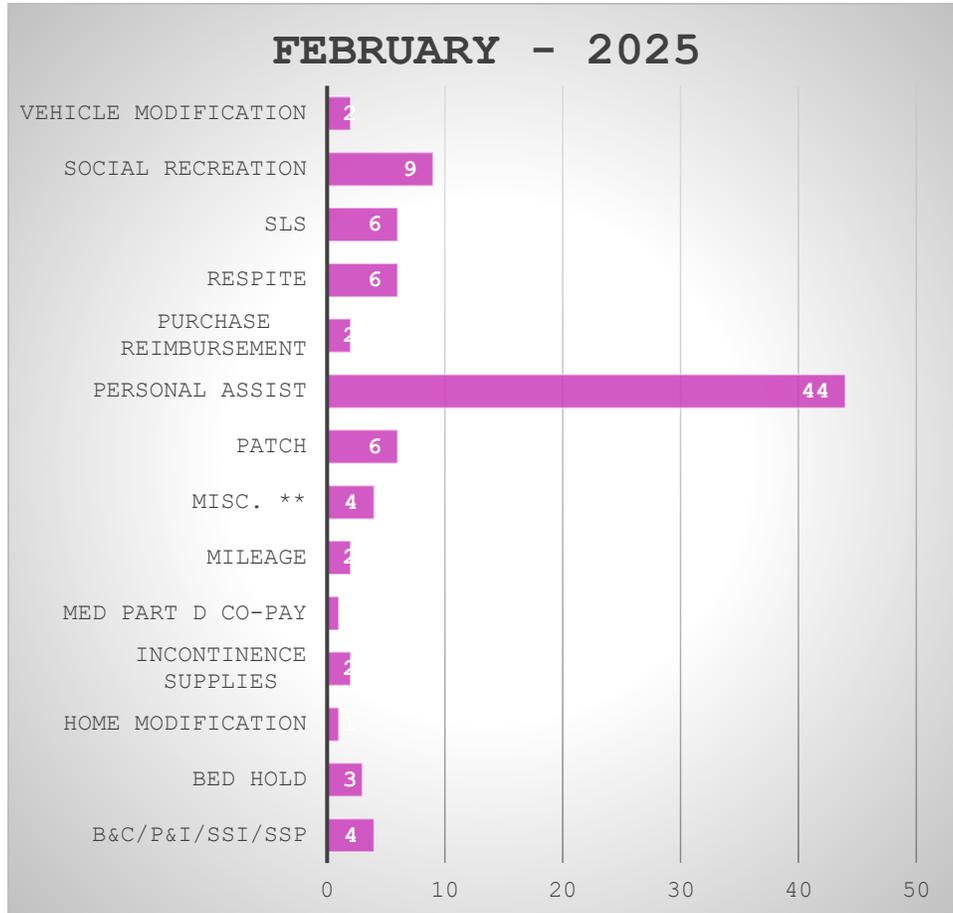
M. Adjournment at 4:44pm

POS EXCEPTIONS



TOTAL POS	50
Approved	44
Deferred	0
Denied	6

POS EXCEPTIONS



TOTAL POS	92
Approved	85
Deferred	2
Denied	5

Consumer File Transfer Status - To and From VMRC
Through 03/12/25.

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
total for 2020	374	Total for 2020	304

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
total for 2021	424	Total for 2021	357

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
total for 2022	461	Total for 2022	420

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	34	August	31
September	60	September	41
October	29	October	44
November	59	November	44
December	28	December	22
total for 2023	475	Total for 2023	413

2024			
Files Received		Files sent out	
January	38	January	21
February	37	February	30
March	50	March	39
April	53	April	53
May	40	May	30
June	34	June	34
July	58	July	40
August	52	August	36
September	40	September	30
October	24	October	26
November	41	November	37
December	34	December	66
total for 2024	501	Total for 2024	442

2025			
Files Received		Files sent out	
January	32	January	27
February	51	February	39
March	7	March	13
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2025	90	Total for 2025	79

16 January 2025 to 15 February 2025 Incident Report Consumer Count: 113

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.2%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.6%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	3	1.8%
ALLEGED PHYSICAL ABUSE	1	0.6%
ALLEGED PHYSICAL ABUSE-VND CARE	1	0.6%
ALLEGED SEXUAL ABUSE-VND CARE	4	2.3%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.6%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.6%
DEATH	11	6.4%
EMERGENCY ROOM VISIT	16	9.4%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	3	1.8%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.6%
FRACTURES-VND CARE	5	2.9%
HOSPITAL/CARDIAC-VND CARE	10	5.8%
HOSPITAL/DIABETES-VND CARE	2	1.2%
HOSPITAL/DUE TO SEIZURE-VND CARE	6	3.5%
HOSPITAL/INTRNL INFECT-VND CARE	26	15.2%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	1.2%
HOSPITAL/NUTRITION DEFIC-VND CARE	7	4.1%
HOSPITAL/RESP ILLNESS-VND CARE	28	16.4%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	1.2%
INJURY ACCID-DISLOCATION-VND CARE	1	0.6%
INJURY-ACCIDENT	1	0.6%
INTERNAL BLEEDING-VND CARE	9	5.3%
LACERATIONS-SUTURES/STAPLES-VND CR	4	2.3%
LAW ENFORCEMENT INVOLVEMENT	4	2.3%
MEDICATION ERROR-VND CARE	11	6.4%
MEDICATION REACTIONS-VND CARE	1	0.6%
MISSING PERSON-LAW NOTIF-VND CARE	4	2.3%
OTHER	1	0.6%
PROPERTY DAMAGE	1	0.6%
SUICIDE THREAT	1	0.6%
Grand Total	171	100.0%

