



VMRC Consumer Services Committee Meeting

Wednesday, May 28, 2025

4:00 PM – 5:00 PM

HYBRID

Valley Mountain Regional Center
702 N. Aurora Street
Stockton, CA 95202

Zoom:

<https://us06web.zoom.us/j/83682543006?pwd=t3bleTs6HZzaOFUMSN6HmxPwBSeVIR.1>

Webinar ID

836 8254 3006

Passcode: 566648



VMRC Consumer Services Committee Meeting

May 28, 2025

- A. Call to Order, Roll Call, Review of Meeting Agenda – Gabriela Castillo
Action
- B. Review and Approval of Consumer Services Committee Minutes of 3/26/2025 - 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
- G. Quality Assurance Update - Brian Bennett and Katina Richison
- 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, July 23, 2025, at 4:00pm - Gabriela Castillo
- M. Adjournment - Gabriela Castillo



Minutes for VMRC Consumer Services Committee Meeting

3.26.25 | 4:00 PM - 5:00 PM

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

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

Committee Members Not Present: Jose Lara, Marisela Cruz, Gabriella Castillo

Public Present: Rachelle Munoz, Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D), Angelina Sulamo, Monique Guerrero, Angela Baca, Xavier Chin (ASL Interpretation), Michael Kong

VMRC Staff Present: Katina Richison, Christine Couch, Gabriela Lopez, Midori Perez, Tara Sisemore Hester, Lizzie Valerio, Brian Bennett, Mayra Ochoa, Tiombe Harris, Robert Fernandez, Aaron McDonald, Donna Sioson

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

Crystal Enyeart called the meeting to order at. Lizzie Valerio took roll call; a quorum was established. Crystal asked for a motion to approve the agenda. Marisela made a motion to approve, Lisa second the motion, the motion passed unanimously.

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 1/22/25

Crystal asked for a motion to approve the minutes from 1/22/25. Kenneth made a motion; Lisa seconded the motion. Motion carried, minutes are approved

C. Public Comment

- Michael has won awards, and he would like to create an opportunity as you walk into regional center to hang awards in the lobby area. He would like to make it a memorial wall for self-advocates, to hang their awards. Families, staff and individuals visiting would see the work self-advocates have done.

D. Intake, Early Start, and Case Management Update

- Tara shared IDEA Specialist (Individuals with Disability and Education Acts) has coordinated and done trainings and outreach for early start service coordinators for children's and transition. Participated on a informal VMRC training with Gina Ramsey (PM) was at Manteca Unified School District. In January, participated in an ASD resource fair in Manteca, in February - Stanislaus County Office of Education had a training collaboration between county office and VMRC regarding transition part B (education) to C (early start). In March foundations of special education held a training for Modesto office service coordinators, which is important for staff to help families to provide assistance and support with IEP process. On March 29th there will be a training on inclusion and transition. Lodi Unified School District will be working with VMRC and Family Resource Center on part B to C.
- Christine reported on public comment received in January Consumer Services Board meeting. Comment was in regard a person's needs not being met. She had a meeting at their home where questions were answered, things were clarified, the service coordinator continued to support, and the meeting was a good outcome. On April 16, Pride Industries will be hosting a hiring event. April 2, Lights, Camera, Friendship on the Spectrum will be showing. SCDD shared a flyer at their meeting "Tell your story to your California State Representative". Assemblymember Rhodesia Ransom will be hosting a session on Friday at 1pm. The choices we make, understanding limited conservatorships and less restrictive environments session hosted by the Statewide Self-Advocacy Network is hosting the session tomorrow, March 27. Danielle Smith was able to secure area for 23rd Annual Remembrance Day for the California Memorial Project which will be held on September 15, 2025.
 - In regard to data in the packet, not seeing any difference. We had more denials in POS Exception committee, unusual but these are for incredible exception requests. For example, excessive multiple social recreations, excessive personal assistance hours – not able to get calendar to confirm they are not duplicating IHSS hours.
 - Daimie asked if fliers would be made available to those not in person. Lizzie will email everyone.

E. Self-Advocacy C Crystal's Sac 6 report to Consumer Services Committee, March 2025

- February 6th Sac6 members joined Supported Life institute as party of the planning committee for the annual conference in May. We are meeting monthly and our first in person meeting is in April.
- February 7th Many Sac6 members enjoyed a night of dancing at the Night to Shine. Some of us even had buddies from VMRC.
- February 13th Sac6 consultant Jessica attended the OAH meeting on zoom from 1 pm to 4 pm.
- February 21st Sac6 had there are meeting in San Joaquin County at eagle Hall in Stockton. Christine Couch from VMRC gave a presentation on the new IPP process and how all 21 reginal centers are using the same form. She showed some really cool informational videos.

- February 25th Sac6 members attended the VMRC Legislative meeting to prepare for Grassroots day in Sacramento.
- February 26th Sac6 consultant Lisa U attended the VMRC Board meeting in person.
- February 28th Lisa U also attended the ARCA CAC meeting on zoom.
- On March 3-4th Lisa, Crystal and Catrina attended Grassroots Day in Sacramento where they talked to our legislator about the importance of their services and how it impacts their lives.
- On March 6th Crystal E. attended the Statewide Self Advocacy Network SSAN, she also submitted an application to sit on this committee.
- March 10th Sac6 members joined the “Medicaid Tell our Story” on zoom.
- March 12th Lisa and Jessica attended the VMRC Finance Committee and VMRC Executive Committee in person.
- March 14th, UP: SAC6 gave a presentation to over 150 pharmacy students at UP on useful tips and information about how pharmacists could interact with individuals with disabilities.
- March 15th sac6 had their Board meeting where they had a special guest speaker Mayra Ochoa from VMRC share information on the Purchase of Services. We also had guest members in the audience from PCS in Stockton.
- March 25th Sac6 members attended the RAC (regional Advisory Committee) on zoom.
- March 26th Some Sac6 members joined in on the Statewide Self Advocacy Chat.
- Sac6 has started working with VMRC liaison to Sac6; Christine, and Dena at SCDD North Valley Hills Office, Jenny Olsen at Disability Rights California on the planning of Remembrance Day 2025, which will take place on September 15, 2025. We will get a save the date flyer out soon.

F. Resource Development Update

- Brian shared they have CPP/CRDP awarded to behavior management programs projects to Central Valley Training Center, second was for an ILS Program, Community Connect Support supporting Foothill Counties: Amador, Tuolumne and Calaveras. Awarded a grant to Kavere Services for family training related to sexual wellness, sexual health, relationship safety and health.
- There is one remaining CPP grant, deadline for application was for March 14, they received 4 applicants, panel will review application April 4, interviews hosted week of April 14.

G. Quality Assurance Update

- Katina shared they are in the 3rd week of DDS Medicaid audit. It started in first week of March, and the second week was site visits (day programs, care homes, clients homes, consumer homes). This week they are finalizing reviews of vendor files with exit interview on April 3.
- QA has upcoming training opportunities:

1. 4/15 Anna Sims will be providing HBCS for day programs and employment providers,
2. 4/16 LGBT+ training offered by San Joaquin Pride Center,
3. 4/16 Anna Sims will be providing an intro to HCBS for residential providers in day program and IS orientation.
4. 4/23 QA will participate in day program and ILS orientation (Stockton)
5. 4/29 QA will provide PNI Training (Virtual)

H. Transportation Update

Shared February transportation numbers: total of 50 transportation service provider contracted with VMRC, 240 routes, 2,068 riders. New service provider started in February, slight increase. Month of February there were 77,796 total trips were provided. Shared updates on exploring bringing additional vendors. Reaching out to day programs and residential providers on an interest for providing transportation.

I. Fair Hearing Update

No report

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

VMRC Consumer Services Committee Meeting

March 26, 2025

CLASP Report

- 1) CLASP Presentation held on March 24, 2025 meeting:
Employment Law Presentation by-Jamie M Bossuat.
Jamie presented new 2025 laws that may affect Vendors.
- 2) CLASP Membership has increased to 87 paid members. CLASP and VMRC continue to inform vendors of the benefits of CLASP and hopefully increase membership.
- 3) VMRC staff gave their reports on:
 - a. HCBS News
 - b. Resource Development Projects
 - c. Quality Assurance Updates and Trainings
 - d. Early Start
 - e. Employment
 - f. Case Management Services
 - g. Clinical
 - h. Ex. Director updates- on the State Budget, The Master Plan and VMRC's Strategic Plan.
- 4) R&D Transportation Ridership was shared by Myra Montejano-
Their goal continues to minimize ride times
- 5) The Day Program Sharing group met March 26, 2025, via Hybrid. CVTC Stockton West hosted the in-person meeting. After the meeting, members were able to tour their program on Murray Drive.
Discussions included:

- a. Attachment A-New Rates. Some vendors have received their new codes and POS that were effective March 01, 2025. Vendors thought these rates would be effective January 2025.
 - b. DDS BCBA Requirements: Liz Herrera Knapp and Candace Bright shared information on their services and what they have been doing with some Day Programs who have contracted with them. There are still many questions on how this will be rolled out.
 - c. Next Meeting is scheduled in person at Valley CAPS in Modesto on June 25, 2025. It will be hybrid for those who can't attend in person.
- 6) Residential Home Workgroup will be meeting April 12 @ 10:00 AM.
 - 7) CHOICES Conference April 11, 2025. Registration Deadline was March 21, 2025.
 - 8) 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.
 - 9) Please visit CLASP on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held via Zoom: April 28, 2025 @ 10AM.

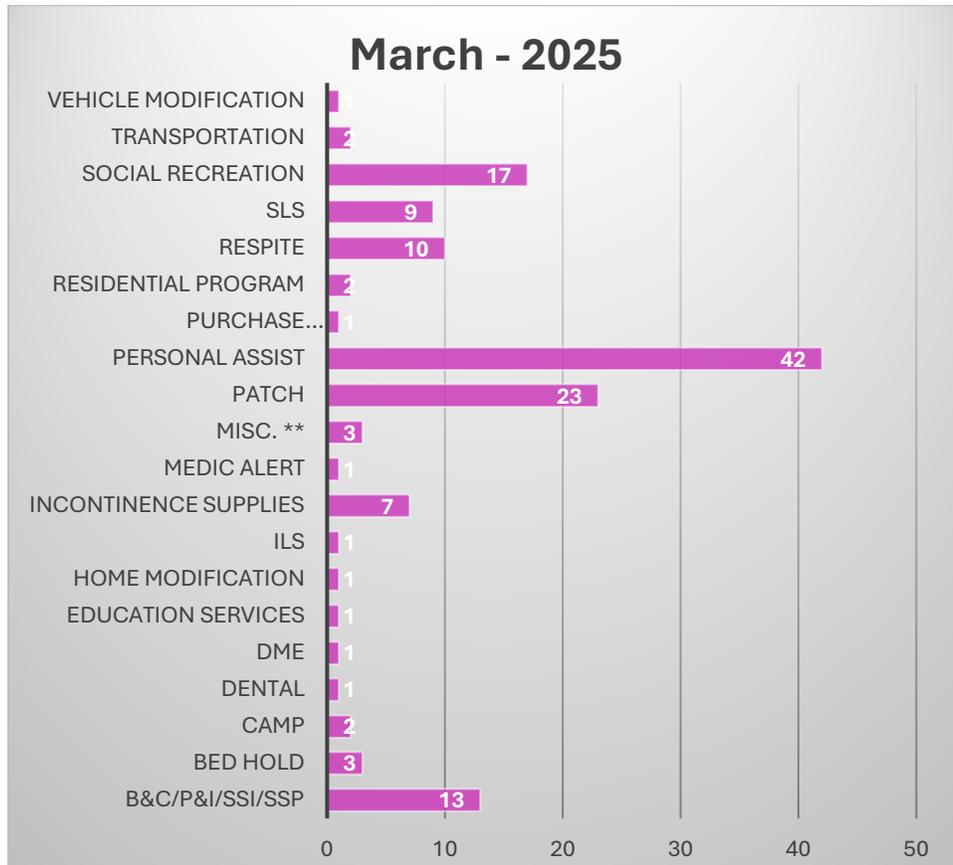
K. Clinical Update

No report

L. Next Meeting - Wednesday, May 28, 2025, 4:00 PM, Hybrid (In-Person and via Zoom Video Conference)

M. Adjournment

POS Exceptions Report

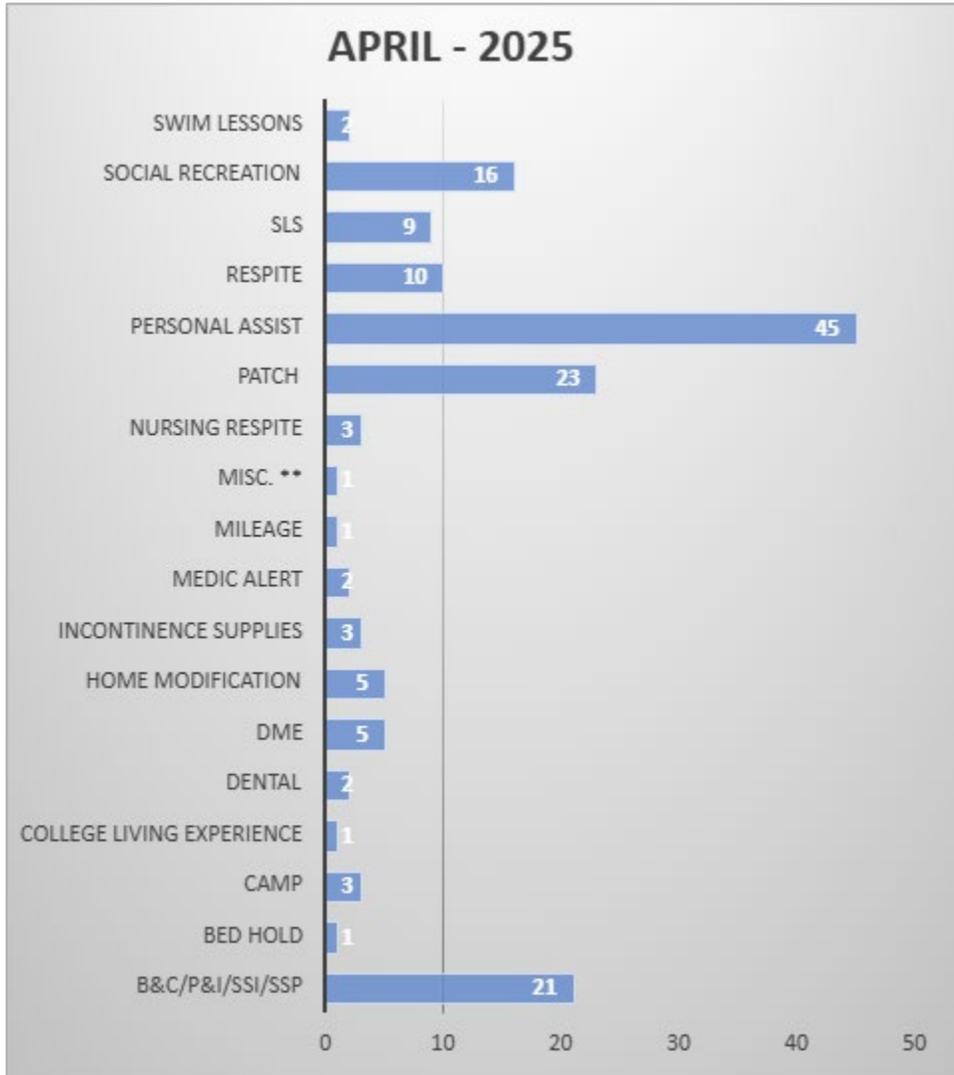


TOTAL POS	141
Approved	133
Deferred	3
Denied	5

March Denial Reasons per PM

- Fund total of \$1,040.00 (16-1:1 lesson \$65/each)
- Soc Rec reimbursement of \$149/mo of Jun-Sept 2024
- 2:1 PA support on 12mos basis with contingency
- \$375 for a trip to Las Vegas Film Festival
- 52hrs of PA, 98hrs of addt'l PA 4/1/25-9/30/25

POS Exceptions Report



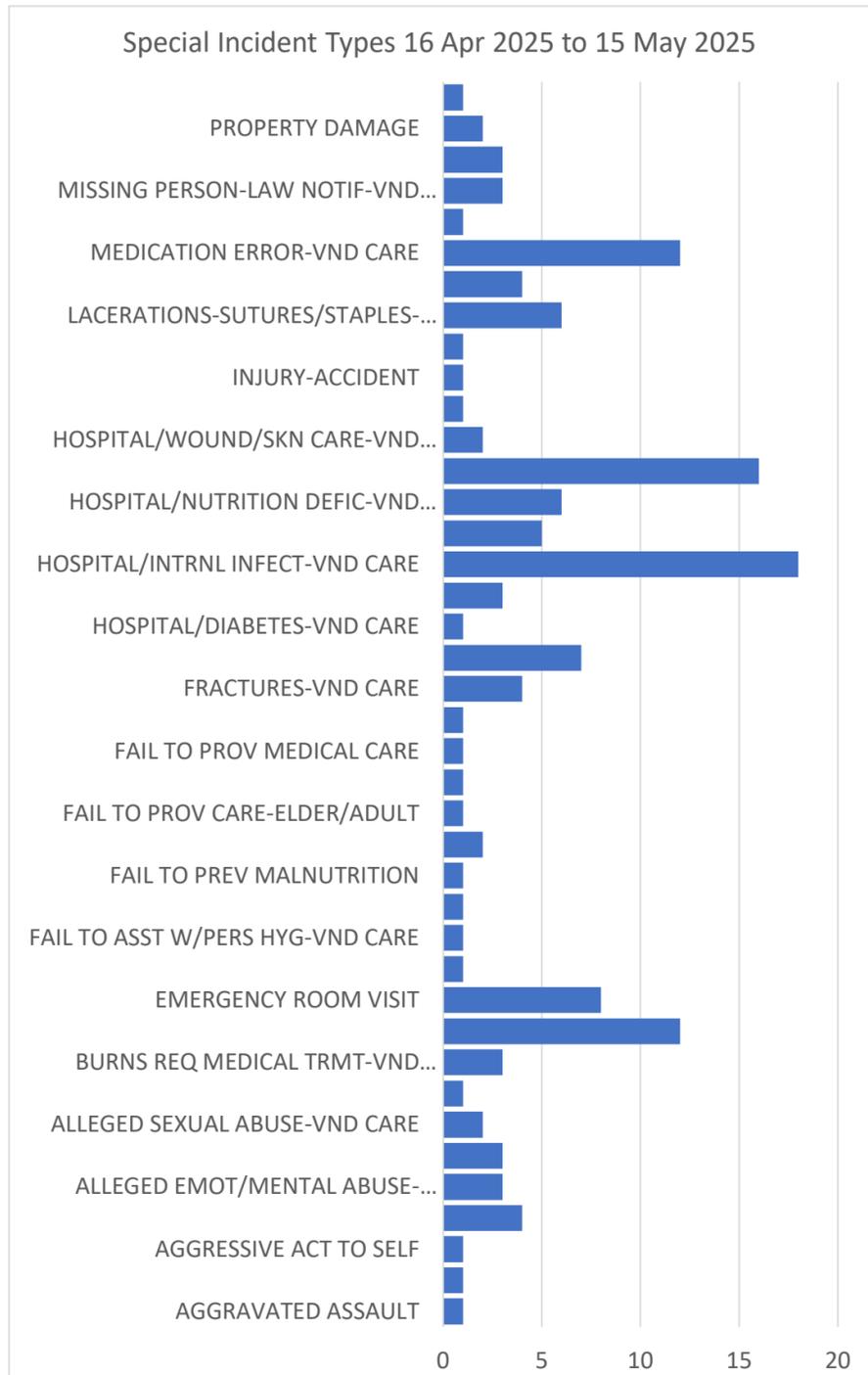
TOTAL POS	153
Approved	152
Deferred	0
Denied	1

April Denial Reason per PM

- PA 84hrs/mo (**but approved for 40hrs)

16 April 2025 to 15 May 2025 Incident Report Consumer Count: 94

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	1	0.7%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	0.7%
AGGRESSIVE ACT TO SELF	1	0.7%
AGGRESSIVE ACT TO STAFF	4	2.7%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	3	2.1%
ALLEGED PHYSICAL ABUSE-VND CARE	3	2.1%
ALLEGED SEXUAL ABUSE-VND CARE	2	1.4%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.7%
BURNS REQ MEDICAL TRMT-VND CARE	3	2.1%
DEATH	12	8.2%
EMERGENCY ROOM VISIT	8	5.5%
FAIL TO ASSIST W/PERS HYGIENE	1	0.7%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.7%
FAIL TO PREV DEHYDRATION	1	0.7%
FAIL TO PREV MALNUTRITION	1	0.7%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	1.4%
FAIL TO PROV CARE-ELDER/ADULT	1	0.7%
FAIL TO PROV FOOD/CLOTH/SHELTER	1	0.7%
FAIL TO PROV MEDICAL CARE	1	0.7%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.7%
FRACTURES-VND CARE	4	2.7%
HOSPITAL/CARDIAC-VND CARE	7	4.8%
HOSPITAL/DIABETES-VND CARE	1	0.7%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.1%
HOSPITAL/INTRNL INFECT-VND CARE	18	12.3%
HOSPITAL/INVOL PSYCH ADM-VND CARE	5	3.4%
HOSPITAL/NUTRITION DEFIC-VND CARE	6	4.1%
HOSPITAL/RESP ILLNESS-VND CARE	16	11.0%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	1.4%
INJURY ACCID-DISLOCATION-VND CARE	1	0.7%
INJURY-ACCIDENT	1	0.7%
INTERNAL BLEEDING-VND CARE	1	0.7%
LACERATIONS-SUTURES/STAPLES-VND CR	6	4.1%
LAW ENFORCEMENT INVOLVEMENT	4	2.7%
MEDICATION ERROR-VND CARE	12	8.2%
MEDICATION REACTIONS-VND CARE	1	0.7%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.1%
OTHER	3	2.1%
PROPERTY DAMAGE	2	1.4%
RAPE OR ATTEMPTED RAPE	1	0.7%
Grand Total	146	



Consumer File Transfer Status - To and From VMRC
AS OF MAY 6, 2025

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	52	February	41
March	40	March	43
April	41	April	49
May	5	May	11
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2025	170	Total for 2025	171