



Consumer Services Committee Meeting

Wednesday, March 1, 2023, 5:15 PM

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

702 N. Aurora Street

Stockton, CA, 95202

<https://us06web.zoom.us/j/82261656762?>

pwd=ZURhT3lsRjFmNVhtYVdHR0RGb3FUQT09&from=addon Meeting ID: 822 6165 6762,
Passcode: 032175, One tap mobile +16694449171

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



Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee

- | | |
|---|---|
| <p>A. Call to Order, Welcome, Roll Call</p> | <p>Dr. Suzanne Devitt</p> |
| <p>B. Review and Approval of the Consumer Services Committee Meeting Minutes of 01/04/23 Action</p> | <p>Dr. Suzanne Devitt</p> |
| <p>C. Presentation - Pacific Homecare Services</p> | |
| <p>D. Public Comment
Each member of the public will have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given.</p> | <p>Dr. Suzanne Devitt</p> |
| <p>E. Intake, Early Start, and Case Management Update</p> | <p>Tara Sisemore-Hester and Christine Couch</p> |
| <p>F. Self-Advocacy Council Area 6 (SAC6) Update</p> | <p>Crystal Enyeart</p> |
| <p>G. Resource Development Update</p> | <p>Brian Bennett and Robert Fernandez</p> |
| <p> 1. Coordinated Family Support (CFS)</p> | |
| <p>H. Quality Assurance Update</p> | <p>Brian Bennett and Katina Richison</p> |
| <p>I. Transportation Update</p> | <p>R&D Transportation</p> |
| <p>J. Fair Hearing Update</p> | <p>Jason Toepel</p> |
| <p>K. Coalition of Local Area Service Providers (CLASP) Update</p> | <p>Daime Hoornaert</p> |
| <p>L. Clinical Update</p> | <p>Dr. Claire Lazaro</p> |
| <p>M. Next Meeting, Wednesday, May 3, 2023, 5:15 PM, Hybrid (In-Person and via Zoom Video Conference)</p> | <p>Dr. Suzanne Devitt</p> |



Minutes for Consumer Services Committee Meeting

01/04/2023 | 05:15 PM - 06:45 PM

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

Called to order at 5:19pm

Committee Members Present: Suzanne Devitt, Margaret Heinz, Lisa Utsey, Anthony Owens, Crystal Enyeart, Daime Hoornaert, Erria Kaalund, Liz Knapp, Sarah Howard, and Dora Contreras

Committee Members Not Present: Linda Collins

VMRC Staff Present: Enos Edmerson, Christine Couch, Brian Bennett, Tony Anderson, Libby Contreras, Tara Sisemore Hester, Erin Martin and Katina Richison

Public Present: Dena Hernandez, Isela Bingham, Irene Hernandez, Ana Soto, Melinda Gonsler, Anel Renteria, Rachelle Munoz, Trina Castro, Steven Herrera, Erick Thurmpmd, Tumboura Hill, Leticia Leon, Maria Elena Diaz, Marisela Moroyoqui and , Minnet Oliver

A. Call to Order, Welcome, Roll Call: meeting called to order at 5:19pm.
Tony Anderson took roll. A quorum was established.

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 11/02/22

Lisa Utsey made a motion to approve the meeting minutes of 11/02/2022. Crystal Enyeart seconded the motion. The meeting minutes were approved with one abstention by Daime Hoornaert.

C. Presentation - Kavere Services – postponed due to the weather and state of emergency.

D. Public Comment –

Dena Hernandez – The State Council on Developmental Disabilities North Valley Hills Office (SCDD) has a regional advisory committee meeting on January 31 from 6-8pm. The SCDD statewide meeting is January 24 from 1030-4pm on zoom. CHOICES is April 14, 2023 and it will be hybrid. Registration will be \$30 for in person and \$10 for zoom. The t-shirt and video contest entries are due on January 17.

E. Intake, Early Start, and Case Management Update

Tara Sisemore Hester reviewed the intake numbers which are continuing to rise in all counties. Christine Couch reviewed the transfer status report, POS exceptions data and the Special Incident Reporting data. The committee had questions about special incident reporting; Katina Richison, Brian Bennett and Christine Couch answered the questions. Dora Contreras requested more training and information – but as a point of order we cannot make a change at this time as it is not on the agenda.

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

Crystal Enyeart reported: On November 2, Sac 6 had their practice zoom chat. We decided to only do the Friday zoom chats once a month now. Since people are returning to day programs and work. This way at least once a month we get to share an important topic / training

November 4th was our Friday Zoom Chat, and the topic was on voting. It was presented by sac 6 members, and we showed a power point to go along with our presentation.

November 10th, some Sac6 members joined the Transportation meeting via zoom.

November 15, sac 6 had their monthly Leadership meeting with Executive Director and Sac6 Liaison and the SCDD North Valley Hills Office. Her we talk about business matters and future Friday Zoom Chat topics.

November 15th and 16th Catrina C. attended the DDS CAC (Consumer Advisory Committee) meeting via zoom.

November 17, Sac 6 had their quarterly Finance Committee meeting, via zoom.

November 23rd, Chairperson Dena assisted VMRC with delivering Thanksgiving meals to the Stockton Area. Sac 6 consultant Lisa U. also assisted VMRC with delivering meals to the Modesto area.

November 30th, Sac 6 meet via zoom for the monthly Friday Zoom Chat practice.

December 2nd, Sac 6 Friday Zoom Chat was on Fire Prevention and have an escape plan presented by Sac6.

December 3rd, Lisa, Jessica, Crystal and Robert all attended the VMRC Board retreat where we listened to presenters and learned lots of new things.

Upcoming events:

December 21st, some Sac 6 members will be having Coffee with the COPS at VMRC, in Stockton.

December 28th- Sac 6 will be having a meeting to have their annual elections and discuss office hours in the different VMRC offices.

January 7, 2023, we are having our goals meeting to talk about our contract goals.

G. Resource Development Update

1. AB 637 for current and future providers of (785) Psychologist services: Brian Bennett explained the AB637 waiver proposal for psychologists; it is a request for a rate increase for the services that VMRC purchases from the psychologists under service code 785.
 - a. Public Comment on 785 Psychologist Services
 - i. Liz Herrera Knapp asked if the rate increase would apply to every vendor under 785. Brian answered yes. Liz then asked if you are an inactive vendor and then reactivate, would the new rate apply to you? Brian shared that we are asking DDS to apply the new rate to all current and future vendors under 785.
 - ii. Dora Contreras asked if we have a shortage of Psychologist in the State of California.
 - iii. Dora Contreras noted that we did not state the current rate in the letter. Brian shared that the current allowed rate for 785 is \$1250 for assessments. Kaiser's rate is \$3000 for the same assessment. Private pay is from \$3500-\$4000 in the community.
 - iv. Dora Contreras asked if we are having difficulty keeping psychologists due to the rate.
 - v. Daima Hoornaert asked how long psychologists work with us. Brian shared that the providers have told us that they cannot afford to work with us at the current rate.
 - vi. Dora Contreras asked how many psychologists we currently have vendored. Brian answered that we have less than 20 but more than 15
 - vii. Maria Elena Diaz asked how much money a psychologist is offered per year. Brian answered the current rate is per individual assessed. Maria Elena Diaz then asked if there was a standard

rate. Brian shared that the current rate is \$1250 per assessment. Maria Elena Diaz stated that Brian didn't understand the question; DDS gives RC money for each resource, so how much is the amount of money received from DDS, what do you report to DDS to get the money, do you say we have an assessment, so we need money or do we receive the money ahead of time? Brian shared that the payment process is the same for all services. RC is paid for the services after the services are provided. Maria Elena Diaz then stated that the referral is made for the assessment and then RC reports to DDS and then RC gets the money from DDS to pay the vendor.

viii. Leticia Leon asked if there was a budget, not to exceed, for the assessments. Brian shared that we develop a contract with a psychologist with a not to exceed amount for the provider, based on the anticipated work that year.

2. AB 637 for current providers of (880) transportation-Additional Component and (875) Transportation Companies: Brian Bennett shared that this request is about transportation services, 880 and 875 service codes. Letty Leon from R&D is going to explain the proposal which will increase the rate and opportunities for these providers due to the RC being bound by DDS median rates. The timeline has our public comment tonight; a provider survey has been sent out. Letty shared a presentation on the topic which includes the timeline and dates to complete the tasks.

a. Public Comment on 880 and 875 Transportation

- i. Dora Contreras shared her understanding of the presentation. Letty clarified that 875 is for commercial transportation companies. Dora asked about self-determination rates for transportation. Brian shared that it is not prohibited.
- ii. Tumboura Hill asked about the transportation company services and their payment during the alternative services period of time when they weren't used at full capacity. Brian shared that DDS allowed alternative services for 875. The 875 providers did a variety of things during this period of time. This ended prior to the ending of alternative services for other service codes. 880 was not a service code eligible for alternative services. Letty shared that they are asking providers to support the process due to the unmet services needs that have been identified.

- iii. Maria Elena Diaz asked if RC has proposed the increase to DDS. Brian shared that we have not yet sent the proposal to DDS. We need to finish gathering the information and data. Letty explained that we are in the process of gathering information. Maria asked how far back are you collecting the information. Letty said April 2020 to December 2022 is the data being gathered. Maria Elena Diaz stated that there have been so many years of this not being reported and so many barriers that VMRC should consider reporting every 6 months. She sees this as a barrier for consumers who need services and cannot receive them. And here we are talking about information from 2 years ago. Brian responded that our goal is to minimize barriers to services by supporting 880 and 875 providers.

H. Quality Assurance Update

Katina Richison shared the QA alert report. The committee asked questions about alerts and Katina explained the alert process. Tumboura Hill asked a question about an untimely SIR and the finding was substantiated and the action was technical assistance. He questioned the following of the regulations and Katina explained that some of the reportable categories are not in Title 17.

I. Transportation Update

R&D Transportation: Leticia Leon shared in December 2021 there were 13 contractors for 875 and 880. There has been a lot of vendor development activities, currently there are 39 contractors, 10 commercial and 29 880 service providers.

VMRC transportation letter to Board Of Directors dated 8.30.22: Brian shared that the CLASP vendor advisory group shared a letter regarding transportation barriers and its impact on consumers. VMRC worked with an independent contractor, Melinda Gonser to identify the barriers. Melinda Gonser shared that she reviewed the letter and sorted out the main issues. She identified 6 areas to gather information on: communication, process, priorities, vendorization, training and accountability. Melinda shared the 2022-12-07 Plain Language Version of Transportation Report – CLASP Concerns.

J. Fair Hearing Update – no report this month.

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

Daime Hoornaert reported:

- 1) CLASP held it's first hybrid meeting in December on zoom and VMRC. CLASP provided coffee and bagels to those who were able to make it in person.
- 2) CLASP was introduced to VMRC's Diversity, Equity, and Inclusion Manager, Mark Crear.
- 3) Vendor Uniform Holiday 2023 schedule has been approved by CLASP and sent to VMRC.
- 4) CLASP continues to have On Going Discussions on Current DDS Directives and CCL PINS (Provider Information Notice)
Alternative Services ended December 31, 2022.
Minimum Wage Increase
Tailored Day Services (Tailor Day Services process, Individualized Service Designs, Vendorization/Program Design Addendums)
Remote Services
- 5) Transportation continues to be an unmet need. R&D presents every month to CLASP and continue to hold forums the 2nd Thursday of the month at 11:00 AM for transportation updates. They continue to look for more transportation vendors to provide services to those people waiting to get routed.
- 6) CLASP's Provider Conference has been scheduled for October 24. The committee is finalizing location and speakers. There next meeting is January 9, 2023 @ 2pm via zoom.
- 7) Tony Anderson gave an update on the Workforce Collaboration with Alta Regional Center and vendors in both areas. They are working on a website to assist in hiring. The Goal is to raise awareness in the field of intellectual/developmental disabilities and attract new people to field. They are working on a website and social media package to help with awareness. The Workforce is also planning a job fair in both areas.
- 8) 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

Next CLASP meeting will be Hybrid: January 23, 2023.

L. Clinical Update

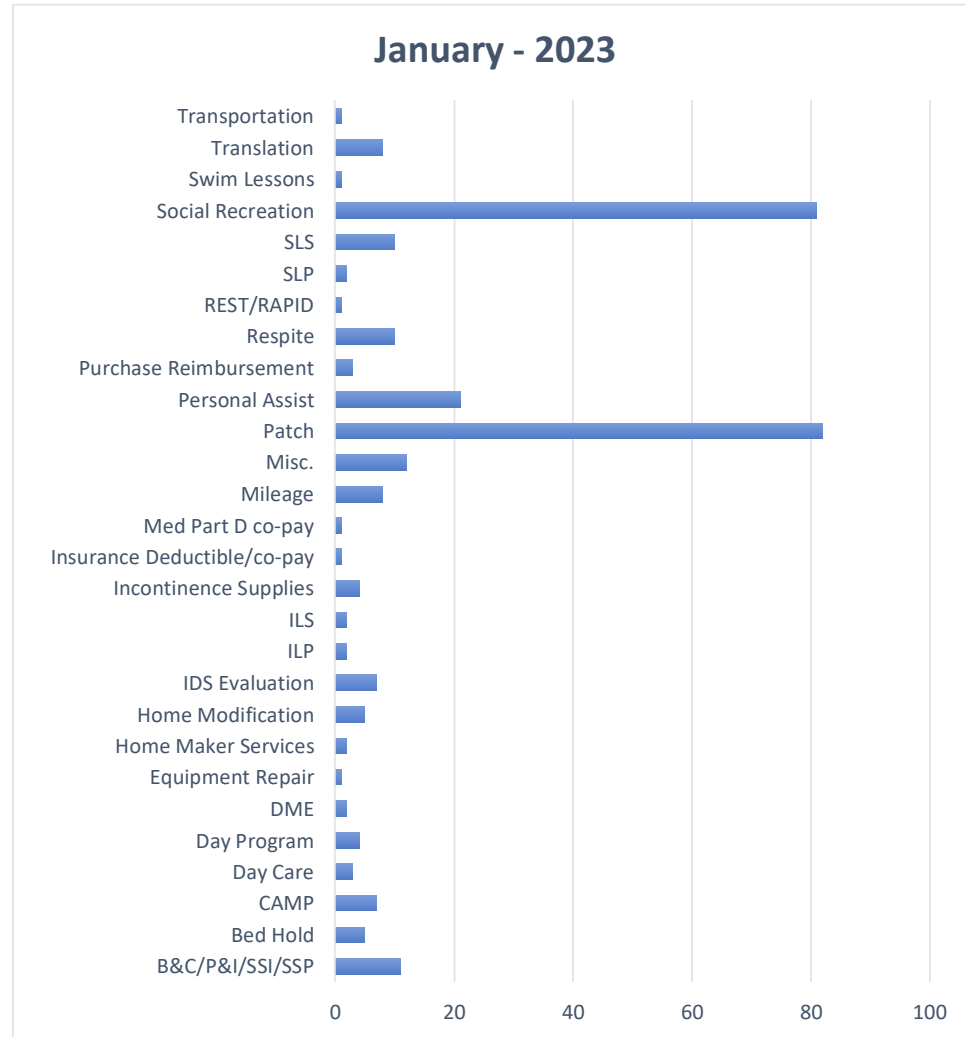
Christine Couch shared on behalf of Claire Lazaro:

- Dr. Lazaro attended the ARCA Clinical Directors Meeting and the ARCA Physicians Meeting.
- Discussion was around the lack of psychologist providers across the state and how to possibly improve that; what other regional centers are doing with the lack of nursing providers; and updates from ARCA.
- VMRC staff education on Pressure ulcers done on Nov. 10. This is part of the VMRC strategic plan to focus on consumer health. We want to empower and equip our SCs about these topics so they can support our consumers better.
- Met with HPSJ together with Christine and Brian on the transition of ICF funding to Managed-Care Medi-Cal Plans. We are awaiting letter from Department of health care services about this. HPSJ will try to reach out to ICFs again.
- We have a new part time staff physician, Dr. Beatriz Villabona. She is trained and will cover the eligibility load of Dr. Funamura who has retired on Dec. 31, 2022.
- Last meeting with Coalition for Compassionate Care of California on December 7, 2022. That was about this grant funding on how we can incorporate Advanced Care Planning on our IPP. They worked with VMRC and ACRC. They are hoping to get more funding to disseminate the information we have gathered to the other regional centers.
- Dr. Lazaro is part of the San Joaquin County Public Health Maternal, Child, and Adolescent Health (MCAH) Branch, Children & Youth with Special Health Care Needs (CYSHCN) program, Community Advisory Board (CAB). They met on Dec. 12, 2022. VMRC is hoping to host a Focus Group on this, in partnership with Family Resource Network. We are hoping families will attend this focus groups which we are planning to hold in a hybrid format at the Cohen Board room.
- Regarding the Family Wellness Pilot Project – the Family Wellness Navigator has been hired and started on December 19, 2022. He is Matthew Threet, or Mat Threet. His role is primarily focused on families and connecting them with various community resources that would help them and support them during the challenging time of getting a developmental disability diagnosis on their child.

M. Next Meeting, Wednesday, March 1, 2023, 5:15 PM, Hybrid (In-Person and via Zoom Video Conference)

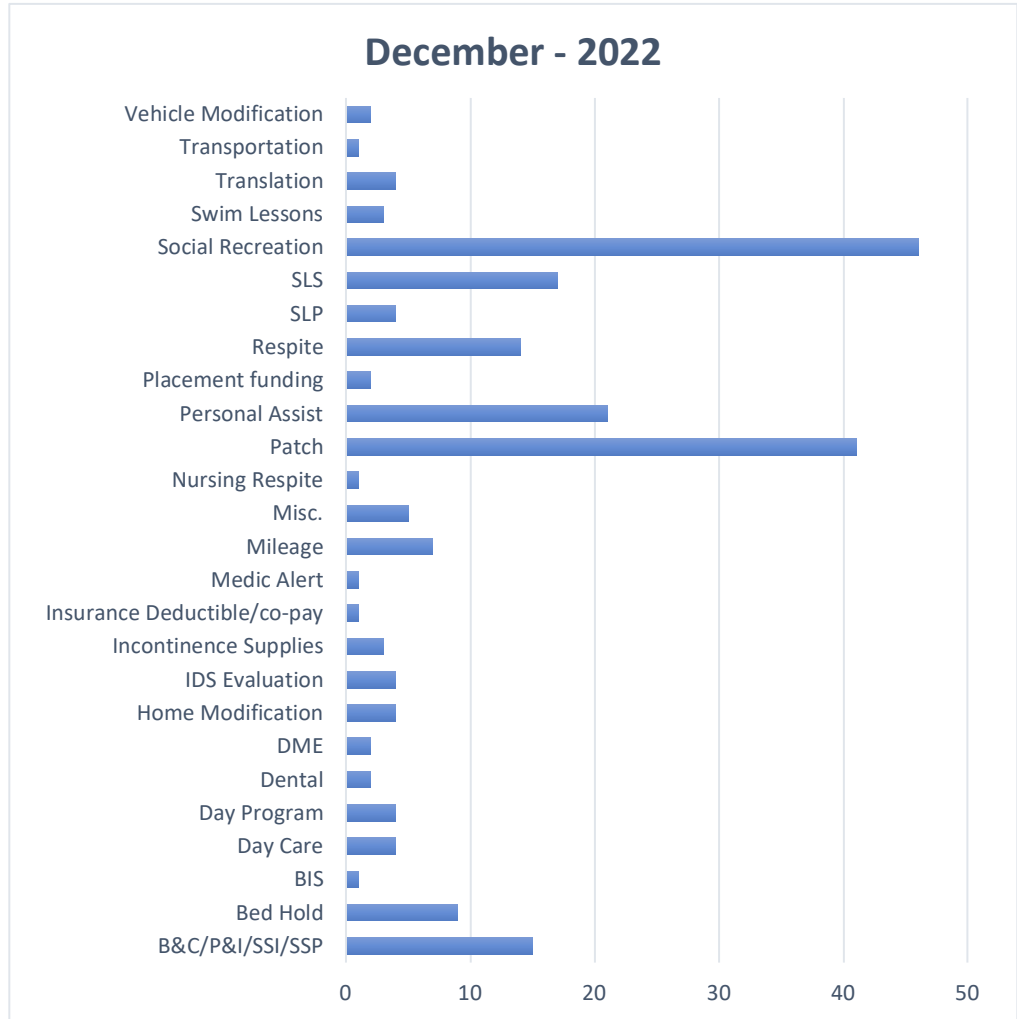
POS Exceptions -January 2023

2022/2023	January
B&C/P&I/SSI/SSP	11
Bed Hold	5
CAMP	7
Day Care	3
Day Program	4
DME	2
Equipment Repair	1
Home Maker Services	2
Home Modification	5
IDS Evaluation	7
ILP	2
ILS	2
Incontinence Supplies	4
Insurance Deductible/co-pay	1
Med Part D co-pay	1
Mileage	8
Misc.	12
Patch	82
Personal Assist	21
Purchase Reimbursement	3
Respite	10
REST/RAPID	1
SLP	2
SLS	10
Social Recreation	81
Swim Lessons	1
Translation	8
Transportation	1
TOTAL POS	297
Approved	297
Deferred	0
Denied	0



POS Exceptions -December 2022

2022/2023	December
B&C/P&I/SSI/SSP	15
Bed Hold	9
BIS	1
Day Care	4
Day Program	4
Dental	2
DME	2
Home Modification	4
IDS Evaluation	4
Incontinence Supplies	3
Insurance Deductible/co-pay	1
Medic Alert	1
Mileage	7
Misc.	5
Nursing Respite	1
Patch	41
Personal Assist	21
Placement funding	2
Respite	14
SLP	4
SLS	17
Social Recreation	46
Swim Lessons	3
Translation	4
Transportation	1
Vehicle Modification	2
TOTAL POS*	218
Approved	218
Deferred	0
Denied	0



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
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

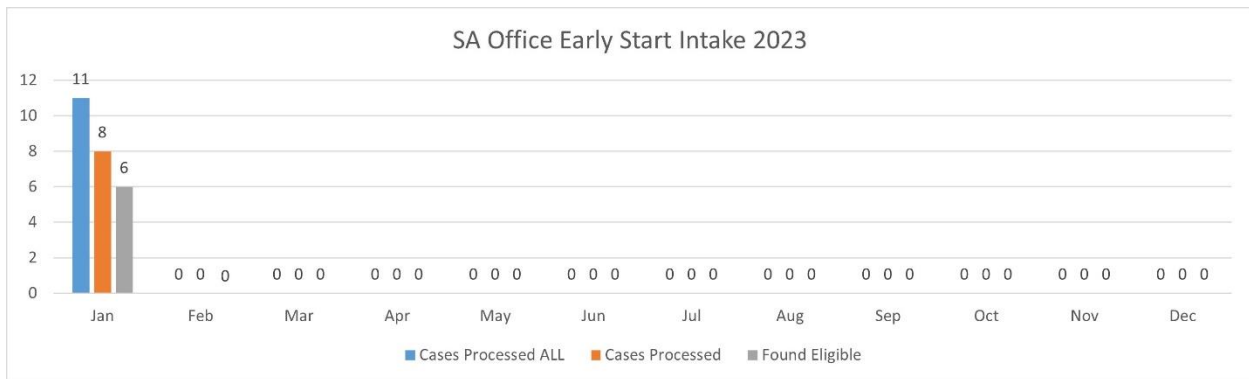
2023			
Files Received		Files sent out	
January	23	January	17
February	13	February	10
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2023	36	Total for 2023	27

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	
total for 2024	0	Total for 2024	0

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	
total for 2025	0	Total for 2025	0

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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	6
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
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	11	8	6



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

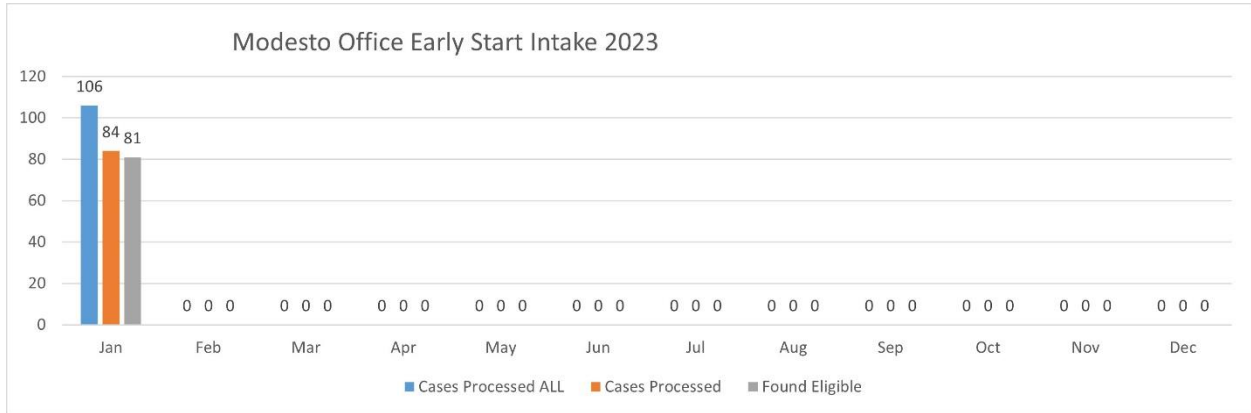
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	106	84	81
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

Total

106

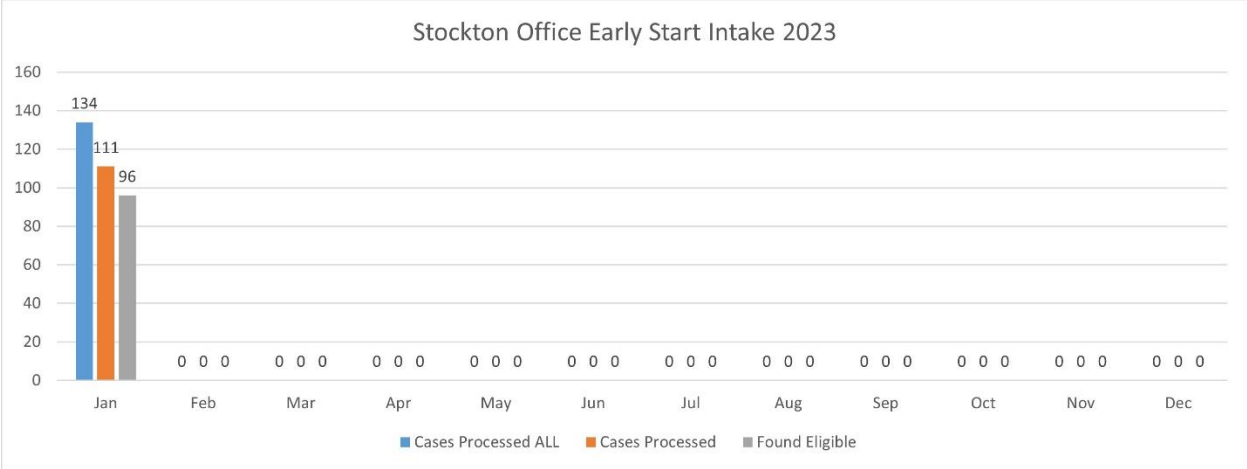
84

81

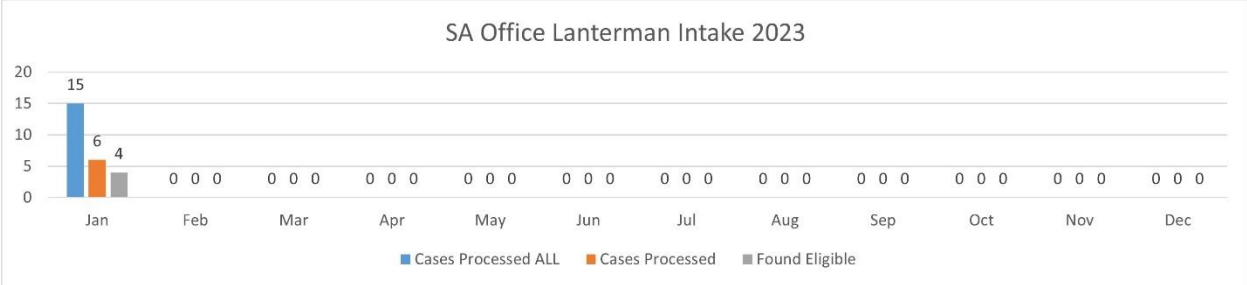


Trend of Early Start Intake Work in **Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	134	111	96
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
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	134	111	96

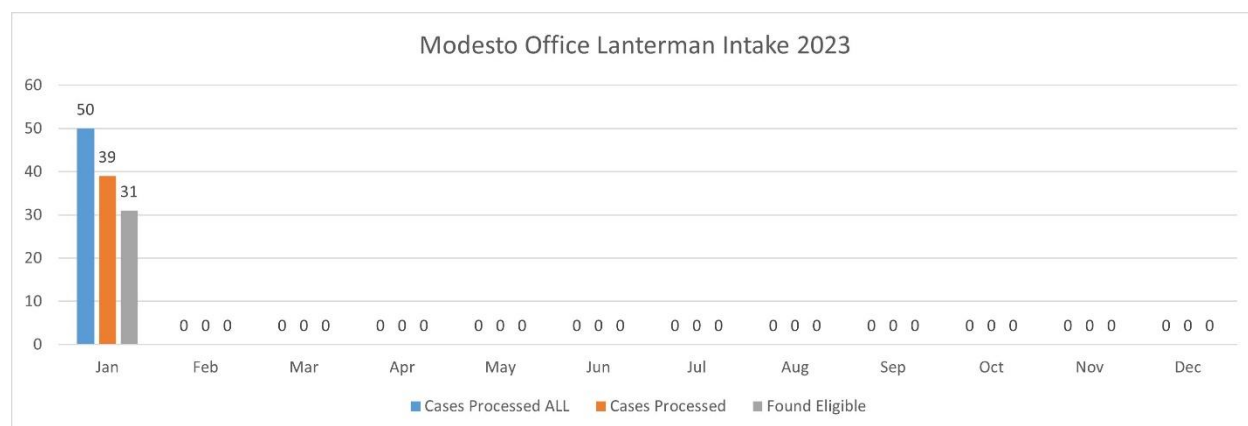


Cases Processed ALL	Cases Processed	Found Eligible
15	6	4
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
15	6	4



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

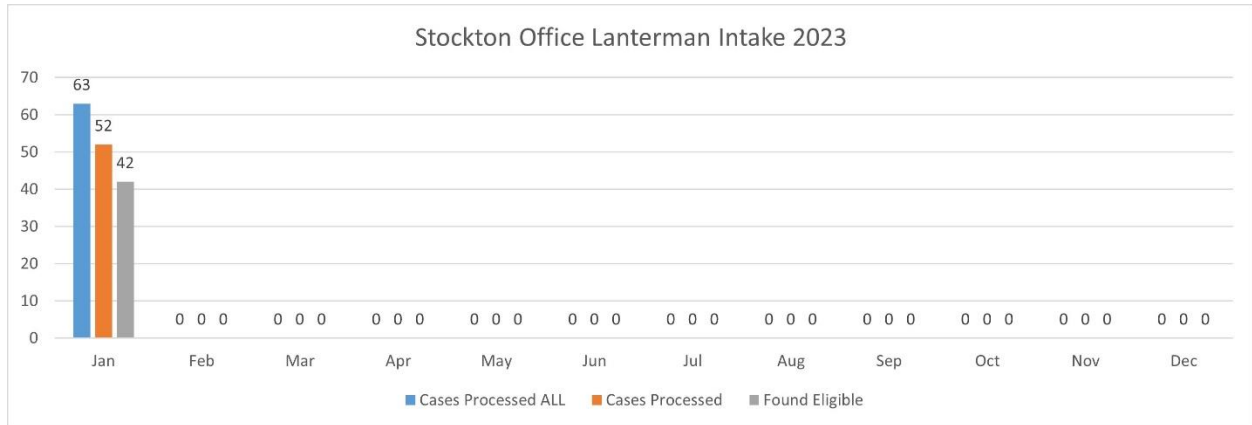
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	50	39	31
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	50	39	31



Trend of Lanterman Intake Work in Stockton Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	63	52	42
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
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	63	52	42





Life with the Power of Choice and Possibilities

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1820 Blue Gum Avenue
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Fax: (209) 557-2173

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San Andreas, CA 95249
Phone: (209) 754-1871
Fax: (209) 754-3211

Request for Proposal To Qualified Providers

This is an "open" request for proposal, there are no start up funds for this request.

Project Type: Coordinated Family Supports (CFS)

Deadline for Submission: April 28, 2023

Description of Project:

Valley Mountain Regional Center has the immediate need for qualified Coordinated Family Supports (CFS) providers to support adult consumers who reside with their family in VMRC's 5 county service area (*Stanislaus, San Joaquin, Amador, Calaveras, and Tuolumne counties*).

*In June 2022, the State's Budget Trailer Bill for developmental services, SB 188 (Chapter 49, Statutes of 2022), added Welfare and Institutions Code section 4688.06, establishing the **Coordinated Family Support (CFS) Services Pilot Program**. This section recognizes the **right of adults with disabilities to reside in the family home and that adults with developmental disabilities, and their families, may need CFS services that are tailored to the unique needs of the consumer and are respectful of the language, ethnicity, and culture of the family home.***

Description of Services to be provided:

1. Identifying and providing supports necessary to successfully reside in the family home.
2. Providing assistance and training for the consumer and their family in navigating comprehensive services and supports that are tailored to meet their unique needs, including creating pathways to overcome barriers to accessing generic and other resources.
3. Providing additional information or resources on the consumer's diagnosis and identified supports.
4. Coordinating consistency in training across providers specific to the needs of the consumer and their family.
5. Assisting with scheduling of service delivery including medical and other appointments.
6. Identifying transportation options or services.
7. Identifying backup providers/supports and providing those backup supports when the plan fails.
8. Providing futures planning for the consumer, including those living with aging caregivers.
9. Providing training to the consumer which maximizes their independence.

*CFS shall not replace or duplicate any regional center service coordination, generic service or other regional center funded service that the consumer and their family are receiving. CFS may not be provided by an individual who resides in the same home as the consumer.

Eligibility of Applicants:

Minimum qualifications for **CFS staff** include an Associates-level degree in a human services field of study or 3 years of experience in the developmental disabilities service delivery system.

Provider must be able to effectively communicate in the primary language of the consumer and their family.

Must have knowledge of the regional center system.

CFS Supervisor qualifications require a Bachelors-level degree in a human services field of study or an Associates-level degree in a human services field of study and at least 3 years of experience in the developmental disabilities service delivery system

*Exceptions to the minimum qualifications, along with the justification, shall be submitted to the regional center for the Department of Developmental Services' determination.

Criteria for Selection:

All applications submitted that meet the minimum eligibility requirements shall be considered for vendorization.

Reservation of Rights:

VMRC reserves the right to select a provider for the services described in this Request for Proposal without further negotiations. VMRC may, at its sole discretion, select no applicant for these services if, in its determination, no applicant is sufficiently responsive to the need.

Costs for Proposal Submission:

Applicants responding to this Request for Proposal shall bear all costs associated with the development and submission of their RFP Application Packet. No costs shall be charged to VMRC, the Department of Developmental Services, or the State of California.

Interested Parties:

Interested parties should send a letter of intent with resume, evidence of meeting eligibility criteria to rfernandez@vmrc.net

COORDINATED FAMILY SUPPORT (CFS) FACT SHEET FOR CONSUMERS AND FAMILIES

What is CFS?

CFS is a new service specifically designed for adults with developmental disabilities who choose to live with their family. CFS was created in response to input from families about the lack of available services for adult consumers who choose to live in the family home.

CFS service will be tailored, individualized, and flexible to meet the changing needs and preferences of the individual being served along with their family/caregiver.

CFS Supports

CFS is designed to help you and your family coordinate and schedule the services you receive. CFS can help you and your family learn more about your diagnosis and assist with planning for the future, as well as help you learn how to access additional services that you may qualify for. CFS can coordinate training for the people who support you so that they are better prepared to work with you and your family. CFS can help you identify transportation, back-up providers, and help you learn about self-advocacy groups in your area. CFS will be provided in your language and in a way that is respectful of your culture. You will help design and tailor your CFS service.

Who is eligible for CFS?

CFS is for adults (18 years and older) who live with their family.

How can I sign up for CFS?

If you live at home with your family and you think you need CFS, let your Regional Center Service Coordinator know. They will schedule an IPP team meeting to determine how CFS can assist you and your family. If you are referred for CFS, a CFS provider will meet with you and your family to talk about what you want to achieve by using CFS. Together, the CFS provider, along with you and your family, will prepare a plan that identifies which services you need assistance with and how the CFS provider will help you.

CFS Surveys

The Department of Developmental Services is interested in how CFS helps you and your family. You will be asked to complete a very short survey once services begin and then maybe once or twice while you are receiving the service. This will help the Department know if CFS is working for you and your family throughout the Pilot.

COORDINATED FAMILY SUPPORT (CFS) FACT SHEET FOR POTENTIAL PROVIDERS

About CFS:

Coordinated Family Support (CFS) is a new service designed for adults with developmental disabilities who choose to live with their families. CFS was created in response to input from families about the lack of available services for adult consumers who choose to live in the family home.

CFS services will be tailored, individualized, and flexible to meet the changing needs and preferences of the individual being served along with their family. CFS is designed to help adults receiving regional center services and their families with coordinating and scheduling services and supports. It will also help them learn how to access additional “generic” services they may qualify for. CFS can help with planning for the future so that everyone knows what the individual wants to happen if their living situation changes. CFS can coordinate training for the people who support the individual and their family, so they are better prepared to work with them. It can help identify transportation and back-up providers. CFS providers can help connect individuals to self-advocacy groups in the area. Supports provided through CFS will be provided in a manner that is respectful of the culture, ethnicity, and linguistic preferences of the individual and their family.

The Department has set the rate for the assessment and provision of the CFS service. More information may be found at: <https://www.dds.ca.gov/services/coordinated-family-support-service/>

Potential Providers of CFS:

This is a unique opportunity to use knowledge, skills and abilities to meet the growing needs with diverse communities across California. Current service providers are encouraged to consider expanding their service portfolio to include CFS. Others with an interest in serving individuals with developmental disabilities and their families, especially those with diverse backgrounds, are also encouraged to consider becoming a CFS provider. CFS providers will be required to become “vendorized” by the regional center and meet the following requirements:

- CFS staff working with the family must communicate in the consumer’s preferred language and must be respectful of the consumer and family’s culture.
- CFS staff working directly with the family must have an Associates degree in a human services field of study OR 3 years of experience in coordinating/navigating services.
- Supervisory staff must have a Bachelors degree in a human services field of study OR an Associates degree in a human services field of study and 3 years of experience in coordinating/navigating services.

To learn more about CFS and the vendorizing process, contact:

COORDINACION DE LOS APOYOS FAMILIAR (CFS) LAS HOJAS INFORMATIVAS PARA LOS CONSUMIDORES Y FAMILIAS

¿Qué es el CFS?

CFS es un nuevo servicio diseñado específicamente para adultos con discapacidades del desarrollo que eligen vivir con su familia. CFS se creó en respuesta a los comentarios de las familias sobre la falta de servicios disponibles para los consumidores adultos que eligen vivir en el hogar familiar.

El servicio de CFS será personalizado, individualizado y flexible para satisfacer las necesidades y preferencias cambiantes de la persona que recibe servicio junto con su familia / cuidador..

Apoyos CFS

CFS está diseñado para ayudarlo a usted y a su familia a coordinar y programar los servicios que recibe. CFS puede ayudarlo a usted y a su familia a aprender más sobre su diagnóstico y ayudarlo con la planificación para el futuro, así como ayudarlo a aprender cómo acceder a servicios adicionales para los que puede calificar. CFS puede coordinar la capacitación de las personas que lo apoyan para que estén mejor preparadas para trabajar con usted y su familia. CFS puede ayudarlo a identificar el transporte, respaldar a los proveedores y ayudarlo a aprender sobre los grupos de autodefensa en su área. CFS se proporcionará en su idioma y de una manera que sea respetuosa de su cultura. Ayudará a diseñar y adaptar su servicio CFS.

¿Quién es elegible para CSF?

El SFC es para adultos (mayores de 18 años) que viven con su familia.

¿Cómo puedo inscribirme en CFS?

Si vive en casa con su familia y cree que necesita CFS, informe a su Coordinador/a de Servicios del Centro Regional. Su coordinador/a de servicios. Programarán una reunión del equipo de IPP para determinar cómo CFS puede ayudarlo a usted y a su familia. Si lo remiten para el CFS, un proveedor de CFS se reunirá con usted y su familia para hablar sobre lo que quiere lograr mediante el uso del CFS. Juntos, el proveedor de CFS, junto con usted y su familia, prepararán un plan que identifique con qué servicios necesita asistencia y cómo lo ayudará el proveedor de CFS.

Encuestas del CFS

El Departamento de Servicios del Desarrollo está interesado en cómo el CFS le ayuda a usted y a su familia. Se le pedirá que complete una encuesta muy corta una vez que comiencen los servicios y luego tal vez una o dos veces mientras recibe el servicio. Esto ayudará al Departamento a saber si CFS está trabajando para usted y su familia durante todo el Piloto.

Acerca del CFS:

El Apoyo Familiar Coordinado (CFS, por sus siglas en inglés) es un nuevo servicio diseñado para adultos con discapacidades del desarrollo que eligen vivir con sus familias. CFS se creó en respuesta a los comentarios de las familias sobre la falta de servicios disponibles para los consumidores adultos que eligen vivir en el hogar familiar.

COORDINACION DE LOS APOYOS FAMILIAR (CFS) LAS HOJAS INFORMATIVAS PARA LOS CONSUMIDORES Y FAMILIAS

Los servicios de CFS serán personalizados, individualizados y flexibles para satisfacer las necesidades y preferencias cambiantes de la persona que recibe servicio junto con su familia. CFS está diseñado para ayudar a los adultos que reciben servicios del centro regional y a sus familias con servicios y apoyos de coordinación y programación. También les ayudará a aprender cómo acceder a servicios "genéricos" adicionales para los que pueden calificar. CFS puede ayudar con la planificación para el futuro para que todos sepan lo que el individuo quiere que suceda si su situación de vida cambia. CFS puede coordinar la capacitación para las personas que apoyan al individuo y su familia, para que estén mejor preparados para trabajar con ellos. Puede ayudar a identificar proveedores de transporte y respaldo. Los proveedores de CFS pueden ayudar a conectar a las personas con grupos de auto abogacía en el área. Los apoyos proporcionados a través de CFS se proporcionarán de una manera que respete la cultura, el origen étnico y las preferencias lingüísticas del individuo y su familia.

El Departamento ha fijado la tasa para la evaluación y prestación del servicio CFS. Puede encontrar más información en: <https://www.dds.ca.gov/services/coordinated-family-supportservice/>

Proveedores Potenciales de CFS:

Esta es una oportunidad única para utilizar el conocimiento, las habilidades y las habilidades para satisfacer las crecientes necesidades con diversas comunidades en todo California. Se alienta a los proveedores de servicios actuales a considerar la posibilidad de ampliar su cartera de servicios para incluir CFS. También se alienta a otras personas con interés en servir a las personas con discapacidades del desarrollo y sus familias, especialmente aquellas con diversos orígenes, a considerar convertirse en un proveedor de CFS. Los proveedores de CFS deberán ser "proveedores" por el centro regional y cumplir con los siguientes requisitos:

- El personal de CFS que trabaja con la familia debe comunicarse en el idioma preferido del consumidor y debe ser respetuoso con el consumidor y la cultura de la familia.
- El personal de CFS que trabaja directamente con la familia debe tener un título de asociado en una área de estudio de servicios humanos O 3 años de experiencia en coordinar / navegar servicios.
- El personal de supervisión debe tener una licenciatura en un estudio de servicios humanos O un Título de Asociado en una área de estudio de servicios humanos y 3 años de experiencia en coordinación / navegación de servicios.

Para obtener más información sobre CFS y el proceso de comercialización, comuníquese con:

Robert Fernandez rfernandez@vmrc.net or Brian L. Bennett bbennett@vmrc.net



VMRC Coordinated Family Support Services Outreach Plan

- Directors will provide training to Program Managers at their weekly meetings on the Coordinated Family Support Services.
- Program Managers will provide training to their Service Coordinators at their weekly team meetings. Program Managers will ensure that a discussion regarding any identified Coordinated Family Support Services needs is discussed with each individual consumer/family at the annual IPP meeting.

Public information sessions will be held at the following public meetings:

- Consumer Services Committee Meeting, Wednesday, March 1st, 2023, 4:45 PM
- Executive Committee Meeting, Wednesday, March 8th, 6:30 PM
- Board of Directors Meeting, Wednesday, February 22, 2023, 6:00 PM

Outreach and information sharing will extend to the stakeholder groups:

- Family Resource Network
- State Council on Developmental Disabilities, North Valley Hills Office
- Self-Advocacy Council (SAC6) Friday Zoom Chat on March 3, 2023
- Parent Advocacy Groups: Integrated Community Collaborative (ICC), Hear my Voice, Families First
- Community Advisory Committees in all 5 counties
- San Joaquin County Counsel for Quality Education and Care of Children
- San Joaquin County Children's Services Coordinating Commission
- First 5 in all 5 counties
- Coalition for Local Area Service Providers on February 27, 2023

Outreach and information sharing will extend via the following mediums:

- VMRC website (English and Spanish) on February 15, 2023

- VMRC Weekly Newsletter (English and Spanish) via Constant Contact on February 10, 2023, including the DDS information sessions and request for proposal from vendors
- VMRC social media:
 - o Facebook Page
 - o Twitter Page
 - o Instagram Page
 - o YouTube Page
- Service Provider Information Session on March 24, 2023

Outreach and information sharing will extend to the following community-based organizations:

- Black History Month Celebration in downtown Stockton on February 21, 2023
- Stockton Unified School District Black Education Fair Resource Table on February 24, 2023
- Dreamer Conference Resource Fair at San Joaquin Delta College on February 25, 2023
- Congreso Familiar Outreach at the Stockton VMRC office on March 15, 2023
- Purchase of Services Expenditures Public Hybrid meeting on March 29, 2023
- El Concilio on March 30, 2023
- Health Fair in Riverbank on April 29, 2023
- Asian Pacific Self Development and Residential Association (APSARA)
- NAACP
- Stanislaus Asian American Community Resource (SAACR)
- Family Resource and Referral Centers (FRRC) in all counties
- All Local Education Agencies (LEAs)
- Special Needs in My City

Q: How will RC assure that CFS Staff will communicate in the consumer's preferred language and be respectful of the consumer and family's culture?

A: The RFP specifies this as a condition of the RFP response.

The Service Design will reference this requirement, how the provider will meet this condition.



Alerts

Alert ID	Control#	Vendor ID #	Alert Date	Presenting Issue	Status	Closed Date	Finding	Action
4287	2022-11-86.0	HV0506	1/3/2023	Violation of Rights	Open			
4288	2022-11-87.0	PV0112	1/3/2023	Delivery of Care	Closed	2/16/2023	Unsubstantiated	Technical Assistance
4291	2023-01-01.0	HV0216	1/11/2023	Delivery of Care	Open			
4292	2023-01-02.0	H06284	1/11/2023	Delivery of Care	Closed			
4293	2023-01-03.0	HV0316	1/12/2023	Untimely SIR	Open			
4296	2023-01-04.0	HV0571	1/20/2023	Environment	Open			
4297	2023-01-05.0	HV0045	1/23/2023	Recordkeeping	Open			
4298	2023-01-06.0	HV0089	1/23/2023	Environment	Open			
4299	2023-01-07.0	PQ7264	1/24/2023	Health-Related Concerns	Open			
4300	2023-01-08.0	PV1299	1/24/2023	Delivery of Care	Open			
4301	2023-01-09.0	HV0216	1/27/2023	Environment	Open			
4303	2023-01-10.0	HV0216	1/30/2023	Recordkeeping	Open			
4304	2023-01-11.0	HV0590	2/1/2023	Response to Health Related Concern	Closed	2/6/2023	Substantiated	Technical Assistance
4305	2023-02-02.0	HV0216	2/2/2023		Open			
4316	2023-02-02.0	HV0131	2/2/2023		Open			
4306	2023-02-02.1	HV0216	2/2/2023		Open			
4317	2023-02-03.0	HV0089	2/2/2023	Environment	Closed	2/15/2023	Unsubstantiated	None
4318	2023-02-04.0	HV0131	2/2/2023		Open			
4319	2023-02-05.0	HV0131	2/2/2023	Change to SIR	Closed	2/10/2023		
4320	2023-02-06.0	HV0131	2/3/2023		Open			
4321	2023-02-07.0	HV0131	2/3/2023		Open			
4322	2023-02-08.0	HV0131	2/3/2023		Open			
4323	2023-02-09.0	HV0131	2/3/2023		Open			

Alerts

Alert ID	Control#	Vendor ID #	Alert Date	Presenting Issue	Status	Closed Date	Finding	Action
4324	2023-02-10.0	HV0501	2/3/2023	none	Open			
4325	2023-02-11.0	HV0549	2/1/2023	Record Keeping	Open			
4326	2023-02-12.0	H15714	1/30/2023	Untimely SIR	Open			
4327	2023-02-13.0	HV0519	2/6/2023		Open			
4328	2023-02-14.0	S29440	2/6/2023	Untimely SIR	Open			
4329	2023-02-15.0	HV0131	2/7/2023		Open			
4330	2023-02-16.0	HV0131	2/7/2023	Changed to SIR	Closed	2/15/2023		
4331	2023-02-17.0	HV0131	2/7/2023		Open			
4332	2023-02-18.0	SV0022	2/8/2023	Deliver of Care	Open			
4333	2023-02-19.0	HV0478	2/9/2023	Delivery of Care	Closed	2/16/2023	Unsubstantiated	None
4343	2023-02-19.0	HV0515	2/10/2023	Staffing, Record keeping, food	Open			
4334	2023-02-20.0	HV0519	2/6/2023		Open			
4335	2023-02-21.0	HV0506	2/9/2023		Open			
4336	2023-02-22.0	HV0109	2/9/2023	Delivery of Care	Open			
4337	2023-02-23.0	HV0538	2/9/2023		Open			
4338	2023-02-24.0	HV0131	2/9/2023		Open			
4339	2023-02-25.0	HV0131	2/10/2023		Open			
4340	2023-02-26.0	HV0478	2/10/2023		Open			
4341	2023-02-27.0	HV0131	2/10/2023		Open			
4342	2023-02-28.0	HV0131	2/10/2023		Open			
4344	2023-02-29.0	HV0515	2/10/2023		Open			
4345	2023-02-30.0	HV0314	2/11/2023	Recordkeeping	Closed	2/23/2023	Substantiated	Technical Assistance
4346	2023-02-31.0	HV0478	2/14/2023		Open			

Presenting Issue Breakdown

Delivery of Care	7
Environment	4
Food Service	1
Health-Related Concerns	1
IPP Implementation	0
Other	0
Recordkeeping	4
Staffing/Supervision	1
Untimely SIR	3
Violation of Rights	0

Grand Total: 21



QA Closed Alert Report

01/01/2023-02/14/2023

Alerts

Alert ID	Control#	Vendor ID#	Alert Date	Presenting Issue	Status	Closed Date	Finding	Action
4288	2022-11-87.0	PV0112	1/3/2023	Delivery of Care	Closed	2/16/2023	Unsubstantiated	Technical Assistance
4292	2023-01-02.0	H06284	1/11/2023	Delivery of Care	Closed			
4304	2023-01-11.0	HV0590	2/1/2023	Response to Health Related Concern	Closed	2/6/2023	Substantiated	Technical Assistance
4317	2023-02-03.0	HV0089	2/2/2023	Environment	Closed	2/15/2023	Unsubstantiated	None
4319	2023-02-05.0	HV0131	2/2/2023	Change to SIR	Closed	2/10/2023		
4330	2023-02-16.0	HV0131	2/7/2023	Changed to SIR	Closed	2/15/2023		
4333	2023-02-19.0	HV0478	2/9/2023	Delivery of Care	Closed	2/16/2023	Unsubstantiated	None
4336	2023-02-30.0	HV0134	2/11/2023	Recordkeeping	Closed	2/21/23	Substantiated	Technical Assistance

<u>Finding</u>			
N/A	0	Deferred	0
Substantiated	2	Non-Compliance CAP	0
Unsubstantiated	3	Substantial Inadequacy	0
		Technical Assistance	3
Grand Total: 8			

QA Pending Completion Alert Report

01/01/2023-02/14/2023

Alerts

Alert ID	Control#	Vendor ID#	Alert Date	Presenting Issue	Status	Closed Date	Finding	Action	
4279	2022-11-78.0	HV0367	1/3/2022		Open				
4287	2022-11-86.0	HV0506	1/3/2023	Violation of Rights	Open				
4291	2023-01-01.0	HV0216	1/11/2023	Delivery of Care	Open				
4293	2023-01-03.0	HV0316	1/12/2023	Untimely SIR	Open				
4296	2023-01-04.0	HV0571	1/20/2023	Environment	Open				
4297	2023-01-05.0	HV0045	1/23/2023	Record Keeping	Open				
4298	2023-01-06.0	HV0089	1/23/2023	Environment	Open				
4299	2023-01-07.0	PQ7264	1/24/2023	Health-Related Concerns	Open				
4300	2023-01-08.0	PV1299	1/24/2023	Delivery of Care2	Open				
4301	2023-01-09.0	HV0216	1/27/2023	Environment	Open				
4303	2023-01-10.0	HV0216	1/30/2023	Recordkeeping	Open				
4305	2023-02-02.0	HV0216	2/2/2023		Open				
4316	2023-02-02.0	HV0131	2/2/2023		Open				
4306	2023-02-02.1	HV0216	2/2/2023		Open				
4318	2023-02-04.0	HV0131	2/2/2023		Open				
4320	2023-02-06.0	HV0131	2/3/2023		Open				
4321	2023-02-07.0	HV0131	2/3/2023		Open				
4322	2023-02-08.0	HV0131	2/3/2023		Open				
4323	2023-02-09.0	HV0131	2/3/2023		Open				
4324	2023-02-10.0	HV0501	2/3/2023	none	Open				
4325	2023-02-11.0	HV0549	2/1/2023	Recordkeeping	Open				
4326	2023-02-12.0	H15714	1/30/2023	Untimely SIR	Open				
4327	2023-02-13.0	HV0519	2/6/2023		Open				

Alerts

Alert ID	Control#	Vendor ID#	Alert Date	Presenting Issue	Status	Closed Date	Finding	Action	
4328	2023-02-14.0	S29440	2/6/2023	Untimely SIR	Open				
4329	2023-02-15.0	HV0131	2/7/2023		Open				
4331	2023-02-17.0	HV0131	2/7/2023		Open				
4332	2023-02-18.0	SV0022	2/8/2023	Deliver of Care	Open				
4343	2023-02-19.0	HV0515	2/10/2023	Staffing, Record Keeping, Food Service	Open				
4334	2023-02-20.0	HV0519	2/6/2023		Open				
4335	2023-02-21.0	HV0506	2/9/2023		Open				
4336	2023-02-22.0	HV0109	2/9/2023	Delivery of Care	Open				
4337	2023-02-23.0	HV0538	2/9/2023		Open				
4338	2023-02-24.0	HV0131	2/9/2023		Open				
4339	2023-02-25.0	HV0131	2/10/2023		Open				
4340	2023-02-26.0	HV0478	2/10/2023		Open				
4341	2023-02-27.0	HV0131	2/10/2023		Open				
4342	2023-02-28.0	HV0131	2/10/2023		Open				
4344	2023-02-29.0	HV0515	2/10/2023		Open				
4346	2023-02-31.0	HV0478	2/14/2023		Open				

Presenting Issue Breakdown

Delivery of Care	4
Environment	3
Health-Related Concerns	1
Other	0
Recordkeeping	4
Staffing/Supervision	1
Untimely SIR	3
Violation of Rights	1

Grand Total: 17

2022-23 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
2/21/2023	Berekeley CIP	NA	Pending
1/19/2023	Bathtub/Bathroom Modification	1/31/2023	Agreement reached in Informal Meeting
1/09/2023	Car Seat Harness	1/13/2023	Agreement Reached in Informal Meeting
1/03/2023	Tracker subscription renewal	1/10/2023	Agreement reached in Informal Meeting
12/20/2022	Eligibility	1/04/2023	Agreed to redetermination and found eligible
12/5/2022	Eligibility	12/14/2022	Determined eligible in Informal Meeting.
11/28/2022	Digital Lock	12/15/2022	Agreement reached in Informal Meeting
10/31/2022	Fence	NA	Pending State Level Hearing