



Minutes for Consumer Services Committee Meeting

03/01/2023 | 05:15 PM - 06:45 PM

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

Committee Members Present: Dr. Suzanne Devitt, Linda Collins, Margaret Heinz, Erria Kaaland, Lisa Utsey, Daime Hoornaert, Crystal Enyeart, Jose Lara, Sarah Howard

Committee Members Not Present: Dora Contreras, Anthony Owens (informed absence), Liz Herrera Knapp (informed absence)

VMRC Staff Presen: Tony Anderson, Doug Bonnet

Public Present: Minnette Oliver, Erick Thurmond, Andrea Patta

A. Call to Order, Welcome, Roll Call

Dr. Suzanne Devitt called the meeting to order at 5:15 PM.

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 01/04/23

Daime Hoornaert mentioned that at the last committee meeting, Dora Contreras had requested for the committee to consider to meet monthly due to the amount of information being presented at the meeting. Suzanne did acknowledge that that conversation was not in the minutes. Suzanne agreed that we can put it on the agenda for the next committee meeting for discussion.

Lisa Utsey made a motion to approve the Consumer Services Committee Meeting Minutes of 01/04/23. Erria Kaalund seconded the motion. The Consumer Services Committee Meeting Minutes of 01/04/23 were approved unanimously.

C. Presentation - Pacific Homecare Services

Leticia Robles and Priscilla Ortiz gave a presentation of Pacific Homecare Services and Respite Services. Presentation attached to these minutes.

D. Public Comment

None.

E. Intake, Early Start, and Case Management Update

Tara Sisemore Hester, Director of Case Management Children, spoke about the POS Exceptions for December 2022 and January 2023 (reports in meeting book), VMRC Consumers in and Consumers out transfer status (reports in meeting book), and the reports on referrals to all offices for Early Start and Lanterman (reports in meeting book) and answered any questions that the committee members had.

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

Crystal Enyeart gave the following report:

January 4, 2023, SAC6 members Lisa U. and Jessica Q. meet with Mark Crear the new VMRC DEI manager and shared what SAC6 does and what self-advocacy is.

January 6, 2023, SAC6 Friday Zoom chat was meet and greet the New SAC 6 officers.

January 7, 2023, SAC6 had their annual Goals meeting, to review our contract and make sure we are meeting our goals.

January 11, 2023, Lisa U. attended the VMRC Finance Committee meeting.

January 12, 2023, SAC6 had their monthly Leadership meeting.

February 1, 2023, SAC6 had their weekly practice meeting to prepare for the February Area Meeting via zoom.

February 3, 2023, SAC6 had their Area meeting via Zoom and at this zoom SAC6 announced the 2023 CHOICES T-shirt and Video winners.

February 6, 2023, SAC6 members meet to start the planning of their sessions for the Supported Life Conference.

February 8, 2023, Lisa U. attended via zoom the VMRC Finance Committee meeting.

February 9, 2023, SAC6 assisted VMRC in the Accessibility walk through of the VMRC offices.

February 15, 2023, Catrina attended the DDS CAC meeting via zoom.

February 16, 2023, SAC6 had their quarterly finance meeting, to make sure we are on track with our budget and to approve some finances.

February 18th & 19th Lisa U. attended the Partners in Policy making Graduation to congratulate and celebrate all the parents who completed the course.

February 23, 2023, SAC6 had their monthly Leadership meeting.

Upcoming events:

CHOICES Conference is April 14, 2023.

Statewide Supported Life Conference is May 12th & 13th SAC6 is presenting on three different sessions.

G. Resource Development Update

Brian Bennett, Community Services Director, and Robert Fernandez, Division Manager, gave this update. Robert updated the committee that last week they had their Residential Services Orientation (RSO). This was the first one in about 3 years. It is for new providers who are in development or existing providers who want a refresher course. There were 42 participants that listened to different members of the Community Services Department present.

Providers had an opportunity to get a raise in rates effective January 1. They need to complete a certain form if they believe there was an error in how their rate was calculated.

CPP projects for Children's Homes – 1 in Stanislaus County and 1 in San Joaquin County....1 has been vendored effective 02/01/23 for Stanislaus County. The other one in San Joaquin County is still in development.

Brian – we found a potential home for a longtime project we've been working on for children in Stanislaus County, in Turlock. Very exciting.

Brian spoke about Coordinated Family Support (CFS) and answered any questions that committee members had (reports in meeting book). He also talked about the RFP that is posted to the website.

H. Quality Assurance Update

Katina Richison, Division Manager, presented the Quality Assurance Alert Reports (reports in meeting book).

I. Transportation Update

No update this month from R&D Transportation.

Brian shared that they are working on an AB637 waiver with transportation providers (commercial). We met with DDS on Monday to review with them where we are at on this process. Providers had to provide reports on their expenses. The goal is to enhance that rate on transportation. Hoping to hear back from DDS in the next week or so. We then will need to have a public meeting to gather feedback on this. These providers need relief.

J. Fair Hearing Update

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

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

Consumer Services Committee Meeting

By Daime Hoornaert

March 01, 2023

CLASP Report

- 1) Presentation: At January's meeting, Mark Crear presented on his role as VMRC's Diversity, Equity, and Inclusion Manager.
At February's meeting, Teresa Anderson from The ARC presented on the current budget and legislative items that pertain to the IDD community.
- 2) CLASP continues to have On Going Discussions on Current DDS Directives and CCL PINS (Provider Information Notice)

Katina Richison shared that CCL is back logged 4 to 6 months for Administrator Certificate renewals and new submissions. If Administrator Certificate expires and you send in required documents for renewal, Katina requested that administrators keep all documents submitted to CCL and be in contact with their VMRC Liaison.
- 3) 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.
- 4) CLASP's Provider Conference is scheduled for October 24. The committee has secured a location and several speakers. The committee is looking for sponsorship.
- 5) CLASP announced to members that it's time to begin thinking about voting in new officers. If any member is interested in becoming part of the CLASP Leadership, they can email the CLASP nominating committee so a voting slate can be presented at the next meeting.
- 6) Workforce Collaboration Update- Collaboration of VMRC, Alta and vendors in both areas. Working on website to assist in hiring. Goal is to raise awareness of the field, to attract new people to the field. Developing video and social media package to help with awareness. Also planning a job fair in both areas dates are May 3 in Sacramento, June 15 in Lodi. Vendor Events are 3/22/23 at Alta and 3/24/23 at VMRC Stockton.
- 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

Next CLASP meeting will be held via zoom: March 27, 2023 @ 10AM.

L. Clinical Update

Dr. Claire Lazaro, VMRC Clinical Director gave this update.

We have done quite a few training courses since November 2022 for our staff. These trainings are part of our strategic plan to focus on consumer health. This helps our staff assist and guide our consumers on issues that arise. We did one on pressure ulcers, bowel care and constipation. The training courses are posted on our website under Clinical. This morning we had dental training with our staff. We also had a training with Health Plan of San Joaquin.

Our Family Wellness Pilot Project is moving along. We hired, in December, a Family Wellness Navigator to assist with the Family Wellness Coordinator. We have had a few community stakeholder meetings. We plan a few more. What we are really looking for is to hire our counselors, LMFT and LCSW, to hire for this program. Please spread the word...we are looking to fill these positions.

M. Next Meeting, Wednesday, May 3, 2023, 5:15 PM, Hybrid (In-Person and via Zoom Video Conference)

Suzanne proposed holding a meeting next month on Wednesday April 5th, to discuss about holding this committee meeting on a monthly basis, at 5:00 PM. We will have further discussion, and then take action on the future schedule of Consumer Services.

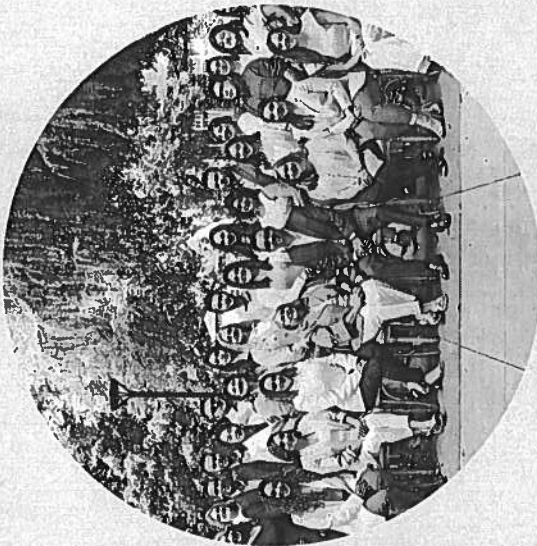
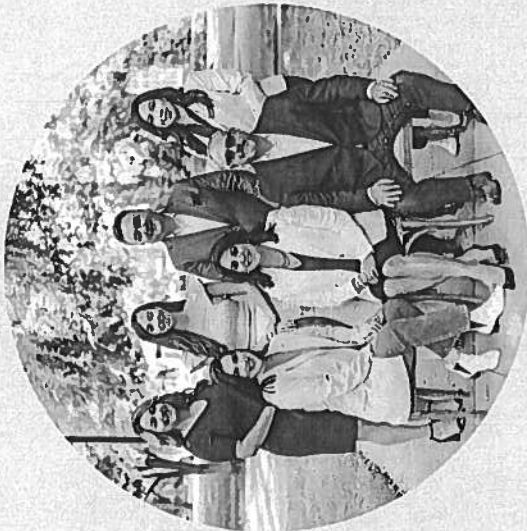
Pacific HomeCare Services

RESPECT • HONESTY • KINDNESS

www.pacifichomecare.com



OUR STORY



STOCKTON ● SACRAMENTO ● MODESTO ● SANTA ROSA ● FAIRFIELD ● PLEASANTON ● SALINAS

WE CARE AND UNDERSTAND THE INDIVIDUALS WE SERVE



First Hand
Experience



Bilingual Care
and Admin Team



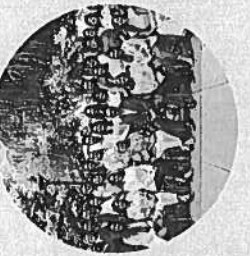
Person Centered
Thinking



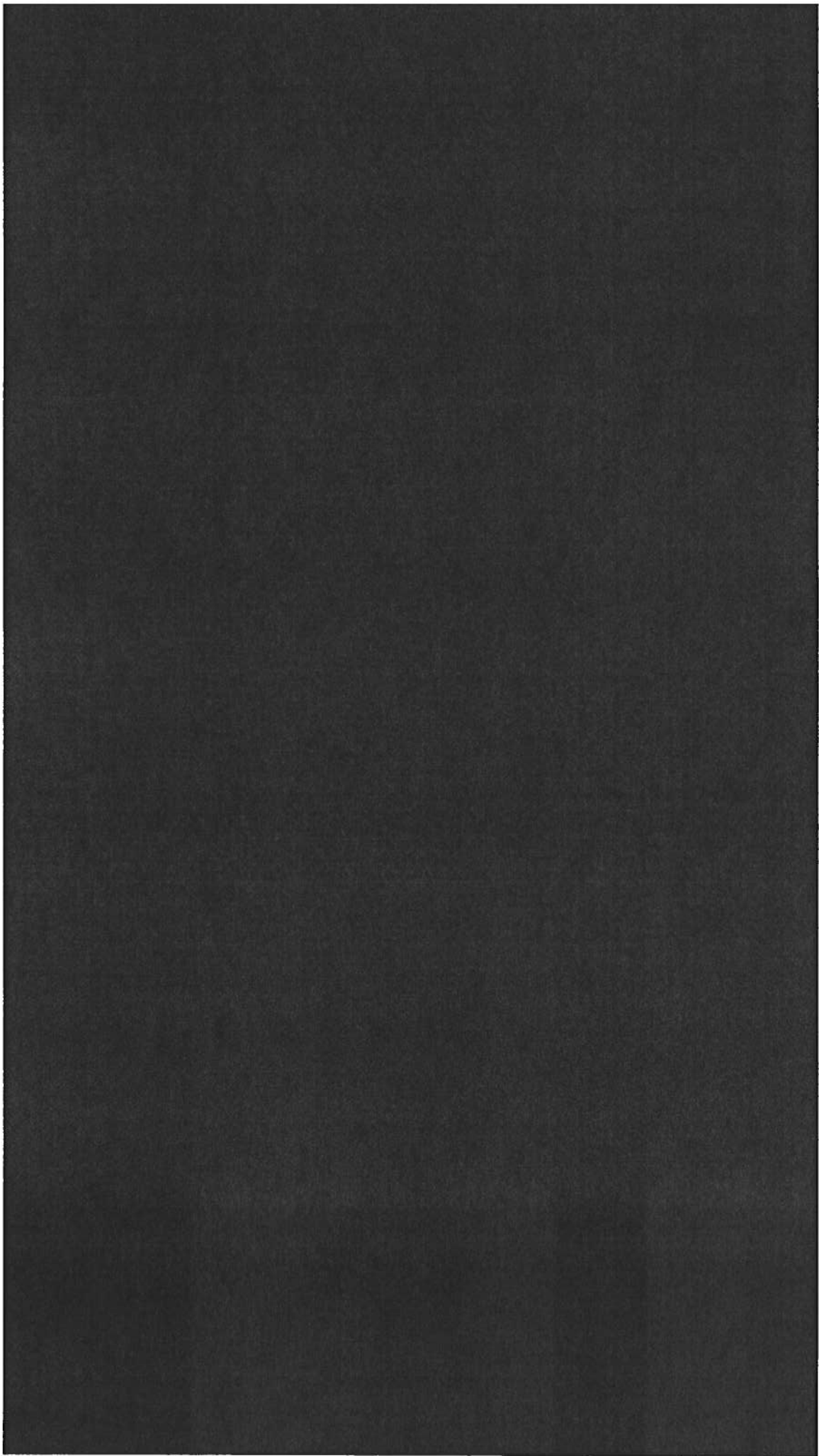
Family Oriented
Values

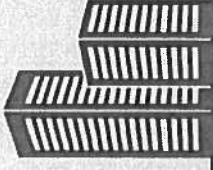


Personalized
Care



Support System





Pacific Coast Services, Inc.

Pacific
HomeCare
Services

EOR Respite

Full-Service Agency
Respite

In-Home Care (non-
Regional Center)

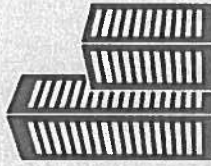
Full-Service Agency
Daycare/Personal
Attendant

Non-Medical
Transportation (non-
regional center)

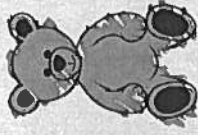


**PACIFIC
FINGERPRINT**
Safe. Secure. Simple.

Live Scan
Fingerprint



Pacific In-Home Services, LLC

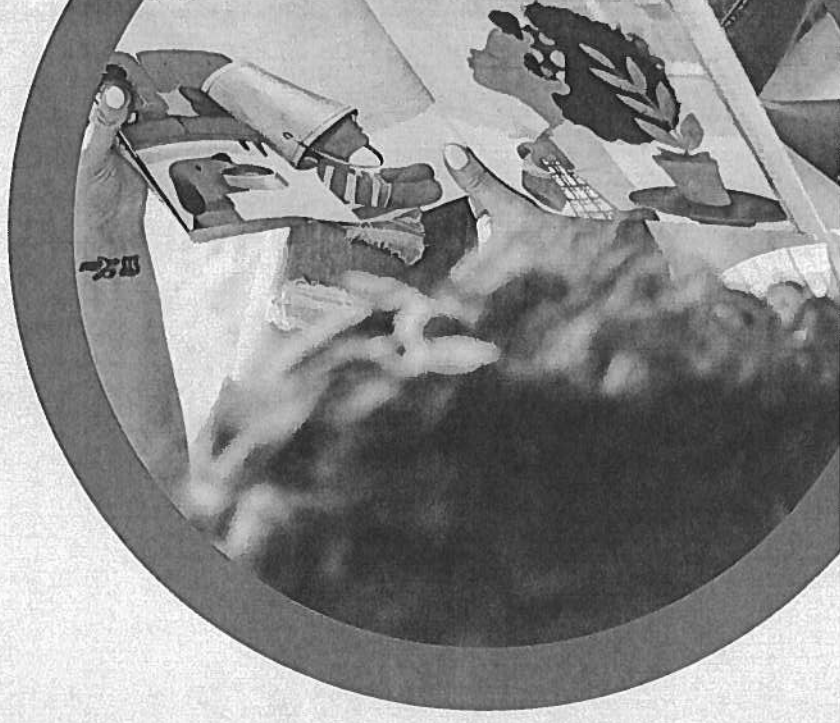


PACIFIC
DayCare
services

EOR Daycare/Personal
Attendant

WHAT IS RESPITE CARE?

Respite Care provides much-needed relief from caregiving duties when you're looking after a loved one who requires frequent supervision and care.



TYPES OF RESPITE

AGENCY RESPITE

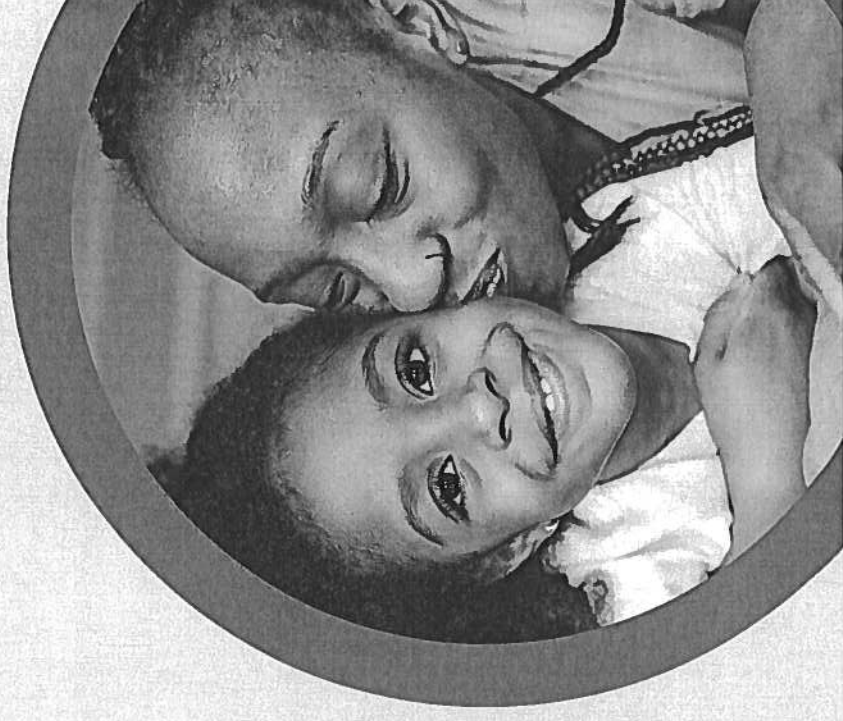
Agency Respite is for families who may need assistance in identifying someone to care for their loved one. In this case, we would identify an Agency Care Provider who can provide services.

EMPLOYER OF RECORD

Respite care through Employer of Record is for families who have identified their own Care Provider. This is typically a friend, a neighbor, a family member, etc. who has agreed to care for their loved one.

BENEFITS OF RESPITE

- ✓ Allows time for errands and appointments
- ✓ Time for self care and relaxation
- ✓ Minding household tasks and needs of the family
- ✓ Spending quality time with other family members
- ✓ Reduce stress and burnout on the primary caretaker



MEET THE VMRC TEAM!



Maria Peterson
Senior Placement
Manager - VMRC North



Amanda Artiaga
Placement Manager -
VMRC South



Dalila Aguilar
Placement Coordinator



Breanna Martinez
Office Assistant



Beatriz Banda
Staffing Coordinator



Rina Miranda
Staffing Manager



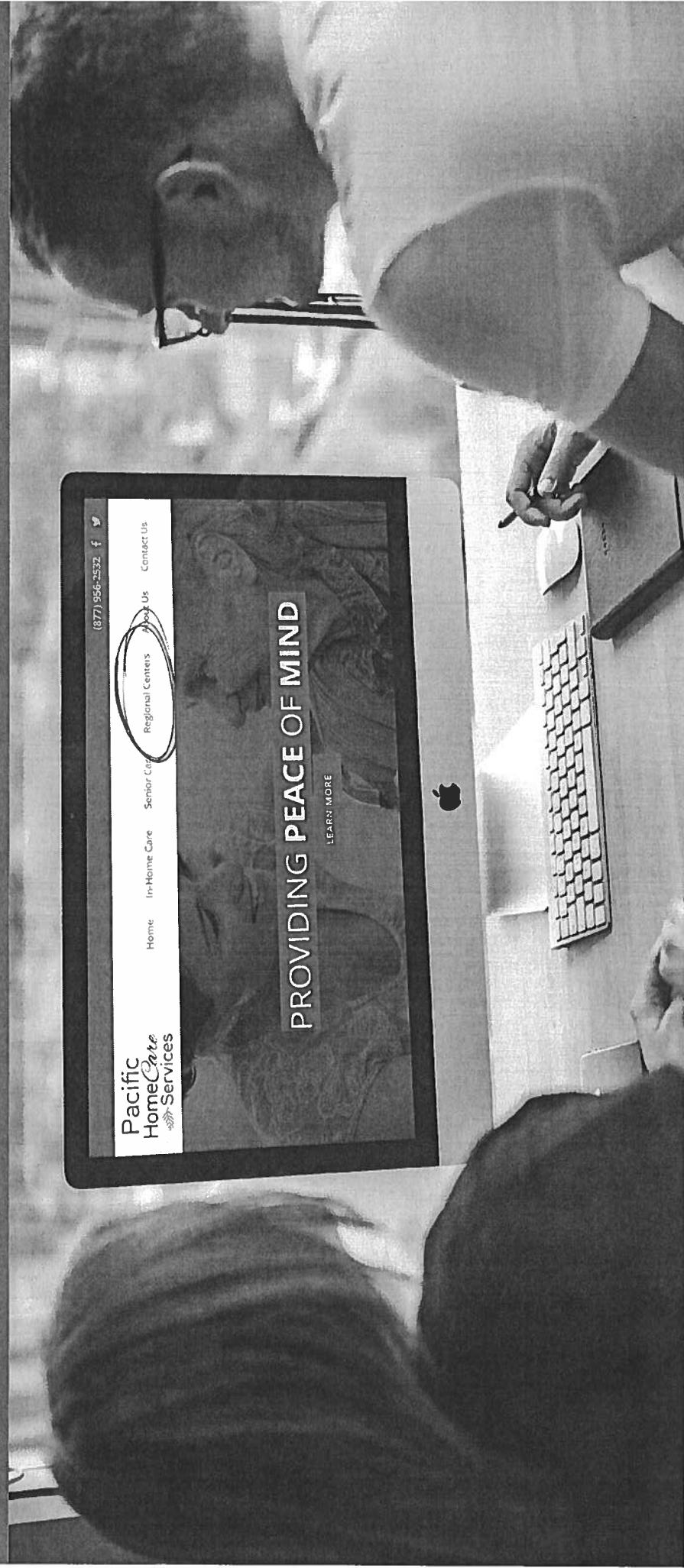
Luis Aguilar
Accounting Specialist



Andrea De La Torre
EOR Specialist

ONLINE REFERRAL PROCESS

WWW.PACIFICHOMECARE.COM



ONLINE REFERRAL PROCESS

SELECT SERVICE TYPE

Regional Centers
Pacific Homecare Services provides professional and personalized non-medical in-home care service to clients within these Regional Centers:

Alta California Regional Center

- Employer of Record Respite
- Full Service Agency Respite

ACRC REFERRAL

North Bay Regional Center

- Employer of Record Respite
- Full Service Agency Respite

NBRC REFERRAL

Valley Mountain Regional Center

- Employer of Record Respite
- Full Service Agency Respite

VMRC REFERRAL

Regional Center of the East Bay

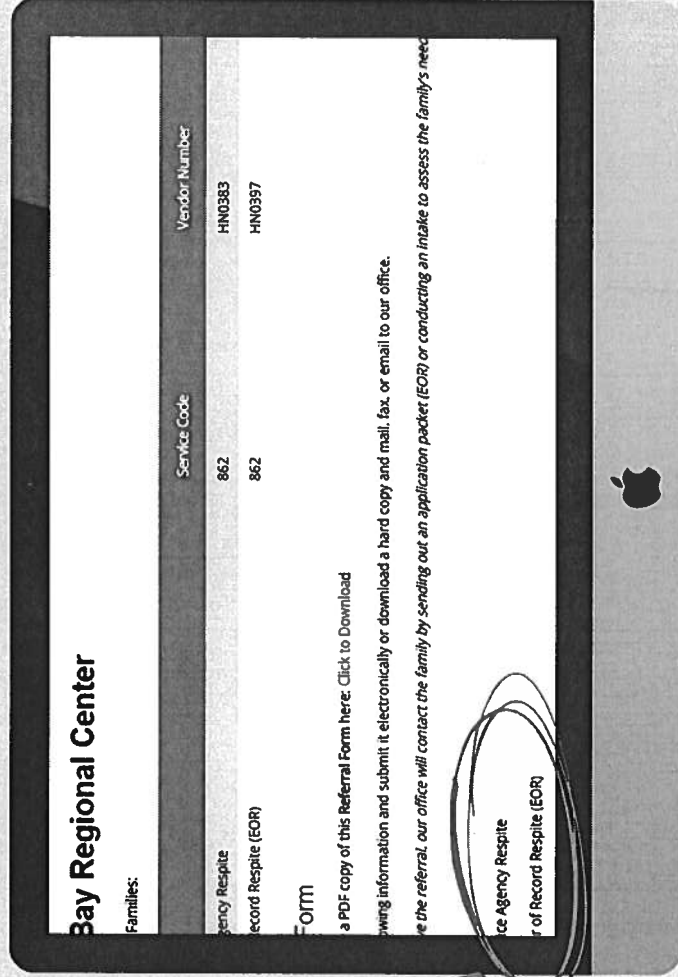
- Employer of Record Respite
- Full Service Agency Respite
- Employer of Record Daycare (Offered through Pacific Daycare Services)

RCEB REFERRAL

The tablet also features the Apple logo on its bezel.

ONLINE REFERRAL PROCESS

SELECT SERVICE TYPE



ONLINE REFERRAL PROCESS

FILL OUT CONSUMER INFORMATION

Name

Gender Male Female Non-Binary

UCI Number

DOB

Parent / Guardian's Name

Address

City, State, & Zip

Phone Number

Parent / Guardian's Email Address

Parent Language

Interpreter

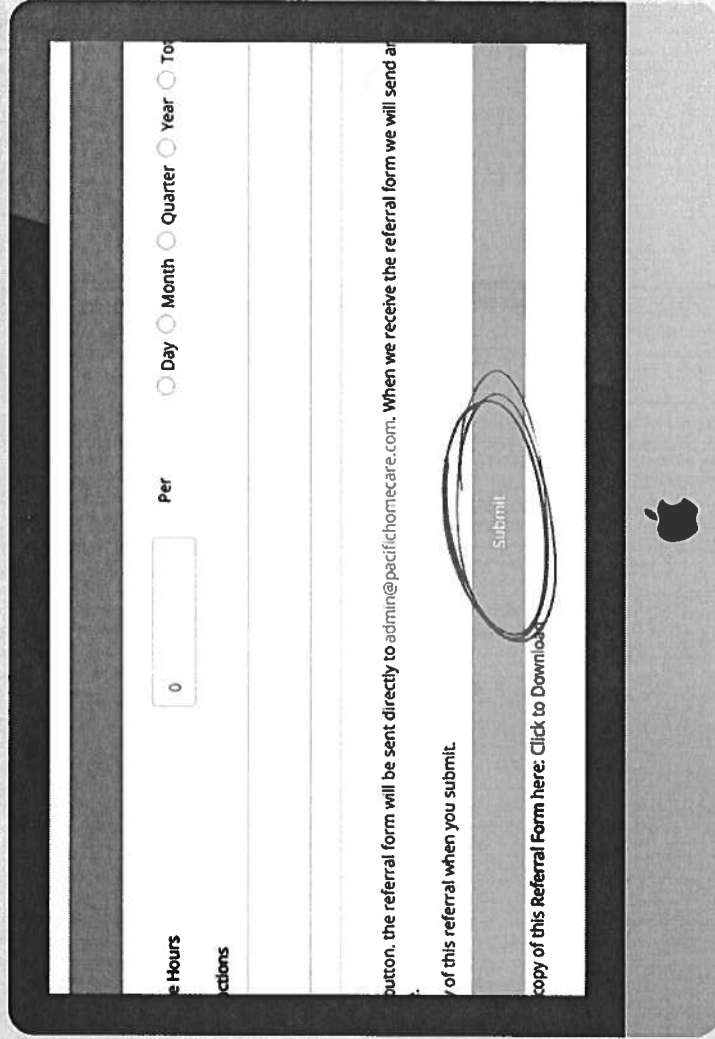
Does the family have an interpreter? Yes No

Parent doesn't have an email

Behavior Plan

ONLINE REFERRAL PROCESS

FILL OUT POS INFORMATION & SUBMIT!



CONTACT US!

Placement Services

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aartiaga@pacifichomecare.com

CPR Department

cpr_fa@pacifichomecare.com

Accounting Department

accounting@pacifichomecare.com

laguilar@pacifichomecare.com

Employer of Record Department

eor@pacifichomecare.com

adelatorre@pacifichomecare.com