



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

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

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

**Committee Members present:** Linda Collins, Liz Herrera Knapp, Crystal Enyeart, Margaret Heinz, Anthony Owens, Daime Hoornaert, Dora Contreras, Erria Kaalund

**Committee Members not present:** Lisa Utsey, Jose Lara, Sarah Howard

**VMRC Staff Present:** Tony Anderson, Doug Bonnet, Gabriela Lopez, Mark Crear, Christine Couch, Angelique Shear, Katina Richison, Jason Toepel, Evelyn Ledesma, Brian Bennett and Tara Sisemore Hester, Robert Fernandez, and Dr. Claire Lazaro

**Public Present:** Irene Hernandez, Lisa Culley, Anel Renteria, Myra Montejano, Irma Ojeda, Maria Elena Diaz

### **A. Call to Order, Welcome, Roll Call**

Linda Collins called the meeting to order at 5:17pm. Doug Bonnet took roll. There is a quorum.

### **B. Review and Approval of the Consumer Services Committee**

#### **Meeting Minutes of 03/01/23**

Margaret Heinz made a motion to approve the Consumer Services Committee Meeting Minutes of 03-01-2023. Crystal Enyeart seconded the motion. Liz Herrera Knapp abstained. The Consumer Services Committee meeting minutes of 03-01-2023 were approved.

### **C. Presentation - Kavere Services**

Richard Herrera, Vickie Davis, Stacy Marks, Amada Gulley, Wendy Ratto, Ingunn Kristjansdottir Oveny – shared information about Kavere Services Inc. They started serving VMRC adults in 2007. In the last couple of years they began serving children. They reviewed their crisis, step down, and a second step step-down. They also have a wrap around program, Encore, as an in-home program to support families. They have a partnership with University of the Pacific to provide BCBA, behavioral services. They also have Pacific Life Skills services. We watched a video, <https://vimeo.com/702154978>. Kavere Services answered questions from board members. Brochures and business cards were shared with the board. Their website is, <http://kavere.com/>

Dora Contreras asked about how to develop new services in the community as she sees needs. Robert Fernandez shared with her about our vendorization team and how they can support the exploration of potential new vendors/services. A future presentation idea would be how to become a vendor of VMRC.

#### **D. Public Comment**

No public comment

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

Tara Sisemore Hester, Director of Case Management Children, spoke about the intake/referrals to all offices for Early Start and Lanterman (reports in meeting book); Christine Couch, Director of Case Management Adults, spoke about Consumers In and Out transfer status and the POS exceptions (reports in meeting book). Tony shared that the numbers for Early Start represent 6 caseloads per month and Lanterman represents 1 caseload per month.

Dora Contreras asked about the AB637 waiver status for psychologists in our area. Brian Bennett shared that DDS received our request but we have not received a response from DDS.

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

Consumer Services Report from SAC6 by Crystal, May 2023

April 14, 2023, SAC6 had a table at the CHOICES Conference where material was available on Self Advocacy, what SAC6 does, self-determination information and handouts of the

SAC6 Chatter letter. It was so nice to be in person, for those who could attend. Others still attended just via zoom.

April 20, 2023, SAC6 consultant Lisa U. gave a presentation to some of the VMRC staff at the Modesto site on the End-of-Life Prepare for Care presentation. This was a great way for her to practice and receive feedback on what she can improve on and a great training for Service coordinators at VMRC.

April 26, 2023, SAC6 members Jessica and Dena worked the SAC6 table at the Transition Fair in Stockton. This was a great opportunity to talk with others about any unmet needs they may have.

April 28, 2023, SAC6 members Lisa and I worked the SAC6 table at the Transition Fair in Stockton. This was a great opportunity to hand out information on Self Advocacy, what the VMRC Advocate job is and provide people with educational materials.

April 29, 2023, Lisa, and I attended the ARCA conference in Sacramento.

SAC6 has had several meetings to prepare for their three presentations for the Supported Life Conference that is in May 2023. We are just about to our final stages now.

\*\*Check out our webpage from the VMRC website, we have updated information and contact info.

#### Upcoming events:

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

May 26<sup>th</sup> the Mountain County will also be having a Transition Fair and I will be working the SAC6 table.

## **G. Resource Development Update**

Brian Bennett, Community Services Director, and Robert Fernandez, Division Manager, gave this update. Brian shared that they are hosting a training tomorrow for residential services providers. Mark Crear and Aaron McDonald will give this training. The QA team will share trends in recent quality assurance alerts. The Community Placement Plan has request for proposals under review for both grant and non-grant projects. Robert shared information on current projects the team is working on. Robert wanted to share the link for Coordinated Family Support Services with the board, <https://www.dds.ca.gov/services/coordinated-family-support-service/>. Robert and Brian answered questions from the board.

## **H. Quality Assurance Update**

Katina Richison, Division Manager, presented the Quality Assurance Alert Reports (reports in meeting book). Katina and Brian answered questions from the board.

## **I. Transportation Update**

Myra Montejano from R&D Transportation gave an update on the transportation services. She answered questions from the board members.

## **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**

Daime Hoornaert shared the CLASP meeting has had presentations in their meeting to keep their knowledge current in labor laws, an application (PathNow) to use to share the vendor services digitally. CLASP members approved the provider conference for October 24, 2023. They are looking for scholarships. They announced the election slate and will vote on new officers. The Workforce Collaboration between ACRC, VMRC and vendors continues to work together. The goal is raise awareness in the field. They've had job fairs in both ACRC and VMRC. There are commercials on local TV channels. There is also a DSP workforce survey, vendors are encouraged to

complete the survey. They receive reports from VMRC and SCDD at their meetings. The next meeting is May 22 at 10am, via zoom.

## **L. Clinical Update**

Dr. Claire Lazaro, Clinical Director gave the update. They are promoting the Family Wellness project. They have been going to parent support groups to share the information. They held a Family Wellness Brunch in April. The team is attending outreach events. They have a survey to gather information from the community and the link will be in the newsletter.

There was a Hospice Presentation for staff.

Please remember the public health emergency for Covid is ending. People without health insurance will no longer be able to receive the covid vaccines. You have until May 11 to receive free at-home covid tests.

For people receiving controlled medications, there is a new rule, from DEA – Drug Enforcement Agency- being implemented after May 11, that does not allow you to receive your prescriptions for controlled medications through telemedicine. They will need to be prescribed by a physician who sees you in person. Claire answered questions from the board.

## **M. Committee Discussion on 2023/2024 Consumer Services**

### **Committee Meeting Schedule**

Tony Anderson shared that this was a discussion about the meeting schedule. The next meeting is June and that is the last meeting of the committee year. The new President of the board will select the chairs of the committees. This committee will have a new chair. We anticipate a new chair and letting that person move forward with this committee and their schedule.

## **N. Next Meeting, Wednesday, June 7, 2023, 5:15 PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference)**

The meeting adjourned at 7:00pm.