



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

06/07/2023 | 05:15 PM - 06:45 PM

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

**Committee Members Present:** Suzanne Devitt, Jose Lara, Sarah Howard, Daime Hoornaert, Lisa Utsey, Dora Contreras, Crystal Enyeart, Margaret Heinz, Anthony Owens, Erria Kaalund,

**Committee Members Not Present:** Liz Herrera Knapp

**VMRC Staff Present:** Doug Bonnet, Christine Couch, Jason Toepel, R&D (Anel Renteria and Myra Montejano), Gabriela Lopez, Mari Bel Trujillo, Evelyn Solis, Katina Richison, Irene Hernandez (interpreter), Brian Bennett, Robert Fernandez, Tara Sisemore Hester, Claire Lazaro

**Public Present:** Jessica Quesada, Dena Pfeifer, George Lewis, Catrina Castro, Steven Herrera

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

Suzanne Devitt called the meeting to order at 5:15pm. Doug Bonnet took roll. There is a quorum.

### **B. Review and Approval of Consumer Services Committee Meeting Minutes of 05/03/23**

Crystal Enyeart made a motion to approve the Consumer Services Committee Meeting Minutes of 05-03-2023 with the changes, CLASP approved the budget for the provider conference and were looking for sponsorships for the provider conference. Lisa Utsey seconded the motion. The Consumer Services Committee Meeting Minutes of 05-03-2023 were approved with the changes as discussed.

### **C. Presentation - VMRC Best Practices in Residential Care**

Brian Bennett reviewed the best practices in residential care, found in your meeting book. The goal is a series of events planned related to the review of the current document, including members of the Community Services team, residential services providers, and case management. The process will involve a lot of folks and will be a meaningful finished document with an expectation of residential care homes with 4 beds or less. The goal is to have all revisions made prior to September so that it comes as an action item to the Consumer Services Committee after August, 2023. As a revised service standard, it will require board approval and DDS approval.

### **D. Public Comment**

George Lewis, State Council on Developmental Disabilities, North Valley Hills Office – thank you to the staff of VMRC for your support of the CHOICES 2023 conference. The update on the Quality Assessment Project – all contractual obligations have been met for VMRC. They surveyed about 440 people and thank you to service coordinators who have encouraged and supported people to participate in the interviews.

### **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 (see attached report); Christine Couch, Director of Case Management Adults, spoke about the in and out transfer status and the POS exceptions (reports in meeting book).

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

Consumer Services Report from SAC6 by Crystal, June 2023

May 4, 2023, SAC6 had their first office hours in the Modesto VMRC Office from 10 am to 12pm.

May 11, 2023, SAC6 members, Lisa U., Catrina, Jessica, Dena, Minette, Robert, and I attended the 2023 Supported Life Conference in Sacramento. I gave a presentation on how to get involved in your regional center. Catrina

and Lisa gave a presentation on Fair hearing process and Lisa also gave a presentation on Planning for End-of-Life Care. Everyone did great!

May 11, 2023, Jessica attended the OAH Advisory Committee for the first time, this was to trouble shoot any issues for the actual meeting.

May 15, 2023, Jessica attended the first OAH Advisory Committee. OAH stands for Office of Administrative Hearings.

May 17, 2023, Catrina attended the VMRC By-laws Committee. This was Catrina first time attending this committee meeting.

May 18, 2023, SAC6 had their quarterly Finance Committee meeting.

May 22, 2023, Lisa attended the Family Wellness Committee meeting.

May 26, 2023, I worked the SAC6 table at the VMRC Transition Fair at the Mountain County.

May 26, 2023, Lisa attended the ARCA meeting via zoom, they are working on affordable housing as this is a very important topic.

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

Sincerely,  
Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

## **G. Resource Development Update**

Robert Fernandez shared an update on residential projects. The EBSH, children's home in Modesto, Atlantis. They did the first walk-thru through the home with Turning Point (service provider) and Brilliant Corners (housing developer). Once the plans are approved with the City of Modesto, we anticipate opening late this year or early next year. Another project being developed, CPP (Community Placement Project), residential care facility, Denali home in Valley Springs. This will serve elderly people. Remodeling continues and is close to completion. The anticipated date of services is the last quarter of this year. One other project, CPP, children's home by Kavere, Cherryland. Remodeling is almost complete; the anticipated start date of services is this quarter. Robert explained that the funding for the CPP projects is done through the regional center based on the needs of the area. We put out requests for proposals to identify potential providers and make decisions based on the proposal and interviews.

Two other projects – enhanced supported living services interview completed last week. The enhanced supported living will offer consultants. The offer has been made to a provider. The other project is an adult residential provider, and they are being selected. The awardees will be announced in the newsletter on Friday.

The team is continuing to contact providers to complete their rate worksheets so that they receive a rate adjustment based on the rate study.

## **H. Quality Assurance Update**

Katina Richison shared the alert information (included in the meeting book).

## **I. Transportation Update**

R&D, Myra Montejano shared an update (see the presentation in the meeting minutes).

## **J. Fair Hearing Update**

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

## **K. Coalition of Local Agency Providers (CLASP) Update by Daime Hoornaert**

June 07, 2023

### **CLASP Report**

1) CLASP Members voted for the Board Officers for 2023-2024 year.

- President- Melanie Gonzales
- Vice President- Kirsten Shadman
- Treasurer- Tamra Hernandez
- Secretary- Chris Martin
- VMRC Board Rep- Liz Herrera-Knapp
- Membership Coordinator- Karyn Gregorius

CLASP Representatives appointed to VMRC Committees:

- Consumer Services: Daime Hoornaert
- Finance Committee: Connie Uychutin
- Legislative Committee: Candice Bright and Karen Gregorius
- Nominating Committee: Daime Hoornaert

CLASP Representatives for CLASP Committees:

- CLASP By-Law's-Rita Redondo
- Social Media/Special Events-Kirsten Shadman
- Provider Conference-Candice Bright and Liz Herrera-Knapp
- Day Program Workgroup-Sonya Fox-Watson
- Residential Home Workgroup-Unfilled

- 2) CLASP members voted on By Law changes and the CLASP mission statement, along with Officer Term changes.
- 3) Transportation continues to be an unmet need. R&D presents every month to CLASP and continues to hold forums the 2<sup>nd</sup> Thursday of the month at 11:00 AM for transportation updates. Some vendors are meeting individually with R&D to discuss individual vendor needs.
- 4) Provider Conference planning meeting was held on 5/23/23.
- 5) CLASP has a public page on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)
- 6) Workforce Collaboration Update- Collaboration of VMRC, Alta and vendors in both areas. Commercials are airing on KCRA. Vendors are encouraged to sign up on the website to assist in hiring @ <https://dspcollaborative.org/> . Many vendors will be attending the Career Expo on June 15<sup>th</sup> 10:00 AM-12:00PM @ the Lodi Grape Bowl.

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

Next CLASP meeting will be held via zoom: June 26, 2023 @ 10AM.

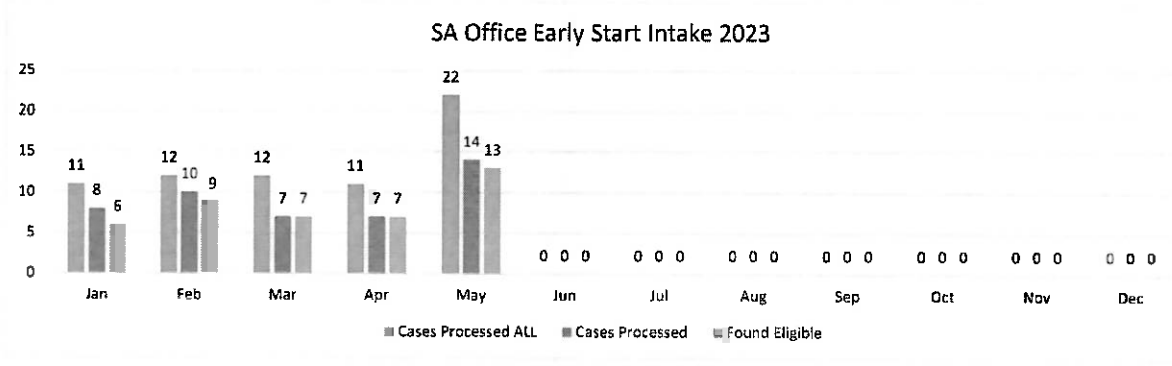
### **L. Clinical Update**

Claire Lazaro shared that the SynGap training is uploaded to the VMRC website. The Family Wellness Project, free counseling to families of children 0-5 years of age. The team presented the project at the Early Start Symposium. They are currently gathering data in the community about the need for counseling in families, regardless of the age of the family member/individual who receives VMRC services. The next family brunch will be in July in Modesto. They are seeking contractor counselors who speak other languages to serve families who speak languages other than English. The family café is held in Stockton.

### **M. Next Meeting, Wednesday, September 6, 2023, Time TBD, Hybrid (In-Person and via Zoom Video Conference)**

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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	6
Feb	12	10	9
Mar	12	7	7
Apr	11	7	7
May	22	14	13
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
<b>Total</b>	<b>68</b>	<b>46</b>	<b>42</b>



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

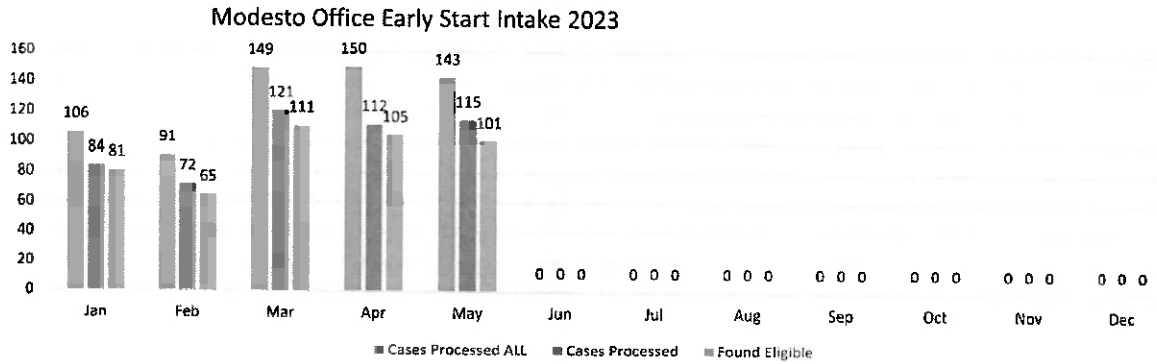
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	106	84	81
Feb	91	72	65
Mar	149	121	111
Apr	150	112	105
May	143	115	101
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

Total

639

504

463

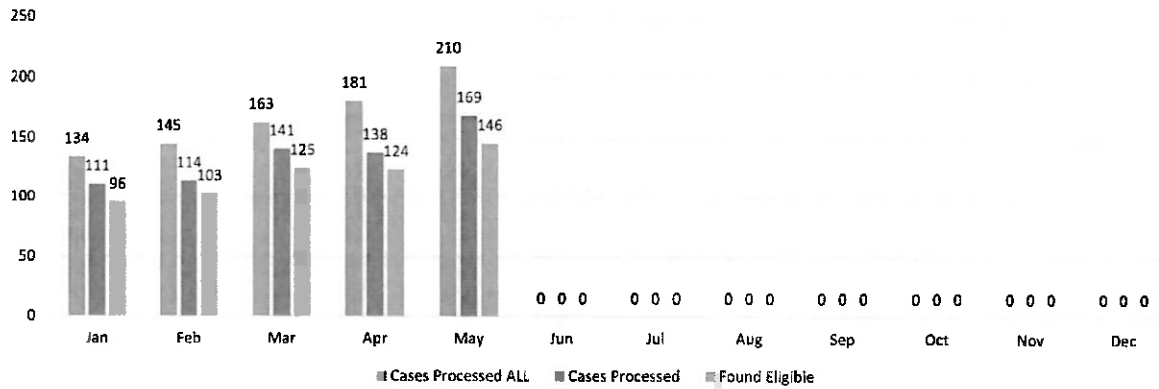


**Trend of Early Start Intake Work in Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	134	111	96
Feb	145	114	103
Mar	163	141	125
Apr	181	138	124
May	210	169	146
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
<b>Total</b>	<b>833</b>	<b>673</b>	<b>594</b>



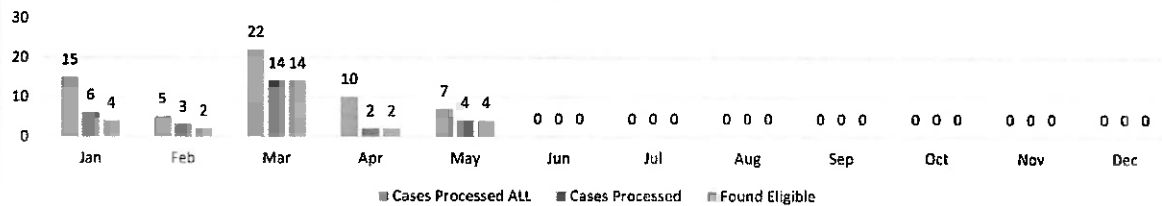
Stockton Office Early Start Intake 2023



Trend of Lanterman Intake Work in SA Office

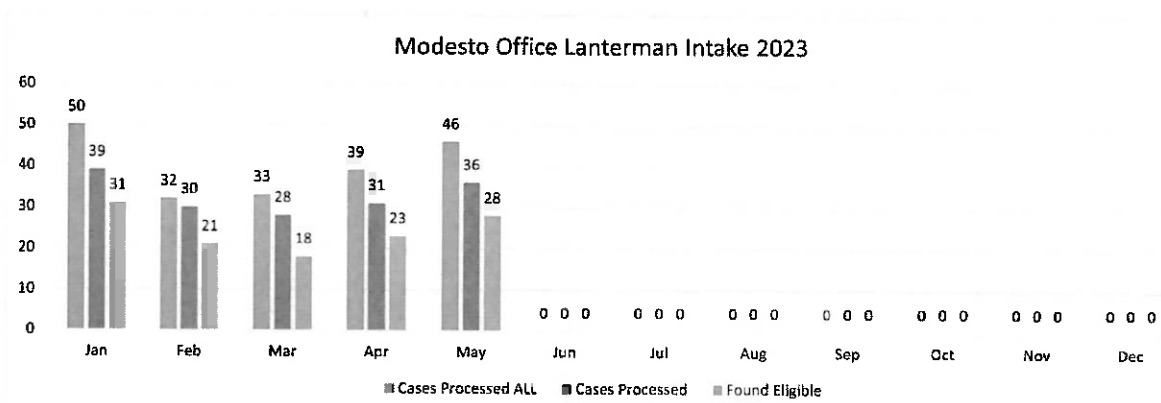
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	6	4
Feb	5	3	2
Mar	22	14	14
Apr	10	2	2
May	7	4	4
Jun	0	0	0
Jul	0	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	59	29	26

SA Office Lanterman Intake 2023



Trend of Lanterman Intake Work in Modesto Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	50	39	31
Feb	32	30	21
Mar	33	28	18
Apr	39	31	23
May	46	36	28
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
<b>Total</b>	<b>200</b>	<b>164</b>	<b>121</b>



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	63	52	42
Feb	47	41	38
Mar	67	55	41
Apr	60	42	35
May	54	39	31
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
<b>Total</b>	<b>291</b>	<b>229</b>	<b>187</b>

Stockton Office Lanterman Intake 2023

