



VMRC Consumer Services Committee Meeting

Wednesday, November 20, 2024 4:00-5:00PM

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

702 N. Aurora Street

<https://us06web.zoom.us/j/89830426307>

Stockton, CA, 95202

For accommodations, please contact Lizzie Valerio at (209) 751-0732, or EValerio@vmrc.net.
Spanish translation is included without requesting.



Meeting Book - VMRC Consumer Services Committee Meeting - November 20, 2024

Consumer Services Committee Meeting

A. Call to Order, Roll Call, Review of Meeting Agenda Action
Gabriela Castillo

B. Review and Approval of the Consumer Services Committee Meeting Minutes of September 25, 2024 Action
Gabriela Castillo

C. Public Comment

Gabriela Castillo & Co-Chair Jose Lara

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 can not 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
Jason Toepel

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

K. Clinical Update
Dr. Claire Lazaro

L. Next Meeting - Wednesday, January 22, 2025, 4:00 PM, Hybrid (In-Person and via Zoom Video Conference)
Gabriela Castillo

M. Adjournment
Gabriela Castillo



VMRC Consumer Services Committee Meeting

November 20, 2024

- A. Call to Order, Roll Call, Review of Meeting Agenda – Gabriela Castillo
Action
- B. Review and Approval of Consumer Services Committee Minutes of 09/25/24 - Gabriela Castillo
Action
- C. Public Comment – Gabriela Castillo
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- 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
- San Joaquin Council of Governments
- I. Fair Hearing Update - Jason Toepel
- J. Coalition of Local Agency Service Providers (CLASP) Update - Daime Hoornaert
- K. Clinical Update - Dr. Claire Lazaro
- L. Next Meeting Wednesday, January 22, 2025, at 4:00pm (In-Person and Zoom) Gabriela Castillo & co-chair Jose Lara
- M. Adjournment - Gabriela Castillo



Minutes for VMRC Consumer Services Committee Meeting

09/25/2024 | 05:00 PM - 06:00 PM

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

Committee Members Present: Gabriella Castillo, Crystal Enyeart, Lisa Utsey, Kenneth Huntley, Daime Hoornaert, Jose Lara, Sarah Howard

Committee Members Not Present: Liz Herrera-Knapp, Marisela Cruz

Public Present: Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D)

VMRC Staff Present: Evelyn Solis-Ledesma, Christine Couch, Gabriela Lopez, Midori Perez, Katina Richison, Jason Toepel, Claire Lazaro, Tara Sisemore Hester, Leinani Walter, Lizzie Valerio, Robert Fernandez, Brian Bennett

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

Gabriella Castillo chaired the meeting tonight and called the meeting to order at 5:03pm. A quorum was established. The agenda was reviewed with no changes.

B. Review and Approval of the Consumer Services Committee Meeting

Minutes of 06/05/24

No meeting notes, no action.

C. Public Comment

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 repo

- Tumboura Hill shared that he has been trying to get vendored as an IF and running into walls. He has spoken to others who are having difficulty getting vendored. He is concerned there are different processes, vendorization process needs to be looked at again.
- Dena Hernandez shared information regarding the master plan on developmental services. Victor Duran overseeing implementation. She would like folks involved in master plan.

D. Intake, Early Start, and Case Management Update

Tara Sisemore Hester, shared the intake data for August 2024.

Christine Couch, shared the POS Exceptions Report for May, June, July, August 2024. She also shared the Consumer File Transfer Report through 9/17/24.

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

August 1st - Lisa Utsey worked the Sac6 Office hours at the VMRC in Modesto. These hours are the first Thursday of every month from 10 am to 11 am.

August 2 – Sac6 had their mountain counties Area Meeting. Guest speakers were Christine Couch who talked about Caseload Ratios. Mike from Drail about emergency preparedness and George Lewis from the SCDD North valley hills office on the NCI surveys. We had information tables handing out information and free goodies. Overall, it was a successful turnout with about 100 people in attendance.

August 22 - Sac6 had their quarterly finance meeting. The finance committee's duties are to make sure we are following our budget, and our bills are paid on time.

August 28 -- Sac6 consultants Jessica and Lisa attended the VMRC Board training followed by the VMRC Board meeting.

August 30th Lisa U. attended the ARCA CAC meeting on zoom.

September 14 -- Sac6 had their quarterly Business meeting. We had this meeting in Manteca

September 16 - Sac6 members attended the two in person CMP ceremonies, one was in Stockton and the other in Manteca. This was the 22nd annual California Memorial Project. This ceremony honors those who passed away while living in state Hospitals without the proper services.

F. Resource Development Update

- Robert Fernandez reported that informational sessions are held to assist potential providers with questions they have. The focus is to address all questions about being a vendor. The first Wednesday of this month session about being a vendor, difference of vendorization and licensing through MS Teams.
- Jose Lara asked if vendorization is for someone who wants to take on a family member to reside, Robert reported its more than providing services for a family member (like a personal assistant).
- Brian Bennett reported there may be a need a service for their child, Robert is talking about residential home serving 4-5 people, specific to license residential not for parent vendorization (personal assistant, recreational).
- Brian Bennett shared updates about disability resource fair, also with DRAIL in Modesto, 10 vendors from VMRC will be able to table
- Anna Sims shared update for Community Home Based evaluator. Apply to vendored services, our programs must follow all rules. Going on site for assessments day program, employment program to ensure they are following federal regulations. 55 day programs, 3 employment programs. 257 compliant residential homes. 4 settings going through remediation plan, to be found fully compliant. Agree to complete plans by 9/30/24. Tri county RC created a comic book that is translated into all languages used through regional center system.

G. Quality Assurance Update

Katina Richison shared the alert report.

H. Transportation Update

Anel Renteria, R&D Transportation shared transportation stats for individuals 2,059 individuals scheduled 236 routes operation on a daily basis. 47 transportation services providers contracted with VMRC. Growth in individuals scheduled on transportation, growth in number of routes operated, 197 last year, 30 additional, 41 service providers compared to 47 service providers. Additional services provided are added for long service waits. Anel answered questions from the committee.

Jose asked about long ride times, son reports his program ends at 2:00pm but gets home at 4:00pm. Anel reports it's an ongoing issue in the area due to driver availability, and obtaining vehicles takes 3-6 months for both. We are working on a plan to add specific routes.

I. Fair Hearing Update

Jason Toepel VMRC Compliance Manager, presented the Fair Hearing report for 3 months of field data. 25 appeals or hearing requests received. We are working on resolving. Two hearing withdrew, one was administratively closed.

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

VMRC Consumer Services Committee Meeting

September 25, 2024

CLASP Report

- 1) CLASP continues to meet on the 4th Monday of the month via zoom.
- 2) CLASP Members are continuing to renew their memberships. In August, there were 35 paid members and in September Membership increased to 69 paid members. CLASP continues to reach out to the vendor community to inform them of the benefits of CLASP.
- 3) CLASP Presentations:
September 23: All's Well presented on DDS DSP Internship program. Vendors are encouraged to reach out to VMRC if interested in hosting DSP interns.
- 4) The Day Program Sharing group met 9/25/24 and discussed more on the DSP Internship program. Programs currently using the program, felt it was a positive step in teaching people about being a Direct Support Professional, which could turn into employment for the intern. Next Meeting is scheduled for November 20 @ 8:15 via zoom.
- 5) The SLS/ILS network will begin starting up again and meeting on a regular basis. Erin Martin has sent out meeting information and she encourages anyone else interested in attending to email her.
- 6) Vendors are anxiously waiting for the Rate implementation to begin January 2025. DDS is expected to release directives in the next couple of months regarding the plan for rate adjustments.
- 7) Brian Bennett Shared the DSP Collaborative will fund vendors interested in having a booth at The DRAIL Disability Awareness Day on October 18, 2024. There are five more spots available.
- 8) Vendors are looking forward to all the upcoming trainings available to them. SIR training is scheduled for November 12, 2024, in person in Stockton and Virtually November 21st.
DSP 1 is starting October 1; DSP 2 is starting in November. Katina is working on LGBT+ training with the Pride Center.
- 9) R&D's Transportation Update: Anel Renteria reported that 2059 individuals received transportation in August. There are 47 active service providers. 236 routes on the road daily. Total number of trips was 85, 869.
- 10) 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

11) 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.

12) Please visit CLASP on Facebook (<https://facebok.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held via Zoom: October 28th, 2024 @ 10AM.

K. Clinical Update

Claire Lazaro, Director of Clinical Services, shared information on vaccine clinic October 4, 2024, from 10:00-1:00pm at VMRC-Modesto. The Oral Health Fair will be taking place on the same date/time/location. Free Community Health Fair in coordination with University of the Pacific on October 12, 2024, at VMRC Stockton. Claire answered questions from the committee.

L. Next Meeting - Wednesday, November 27, 2024, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)

M. Adjournment at 6:15pm

VMRC Early Start Intake Data (Birth to Age 3) October 2024

	Number of Early Start Cases Processed All	Early Start Cases Processed	Made Eligible	Percent Eligible
Stockton	188	152	128	84%
Modesto	128	84	76	90%
San Andreas	2	0	2	
Total	318	236	204	88%

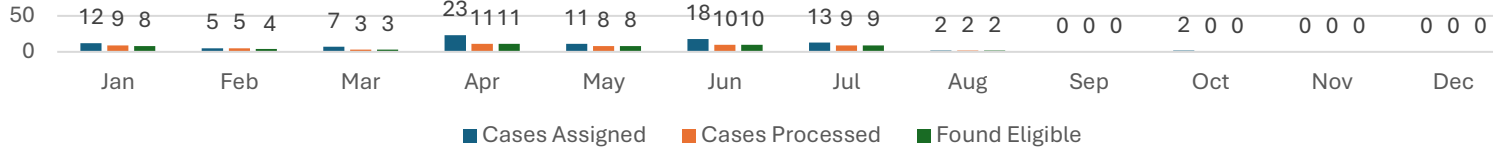
Number of Early Start Cases Processed All means all cases including Status 9 and D
 Early Start Cases Processed means all cases including Status 9 and D
 Made Eligible: Column D divided by Column C for ES

VMRC Intake Data - Lanterman (Over 3 years) October 2024

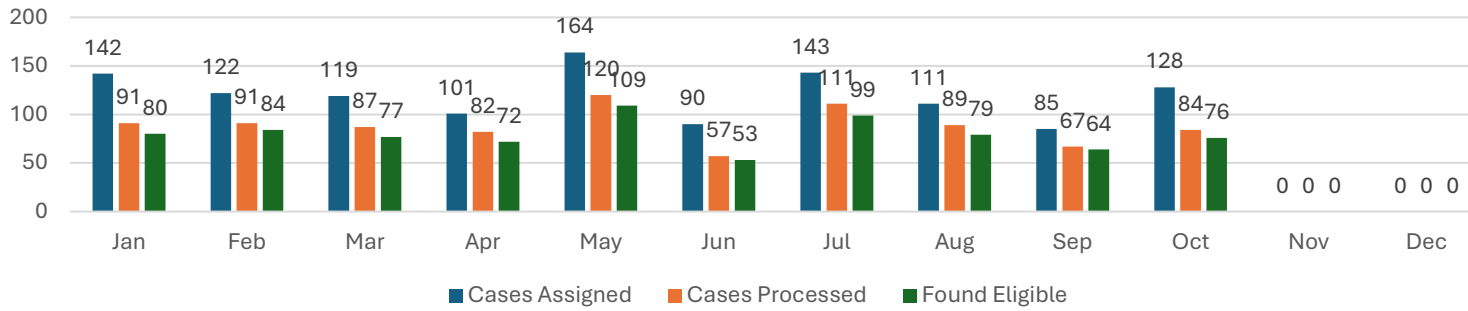
	Number of Over 3 Cases Processed All	Over 3 Cases Processed	Made Eligible	Percent Eligible
Stockton	110	98	68	69%
Modesto	77	70	53	76%
San Andreas	13	12	8	67%
Total	200	180	129	72%

Number of 3+ Cases Processed All means all cases including Status 9 and D
 3+ Cases Processed means all cases including Status 9 and D
 Made Eligible: Column D divided by Column C for ES

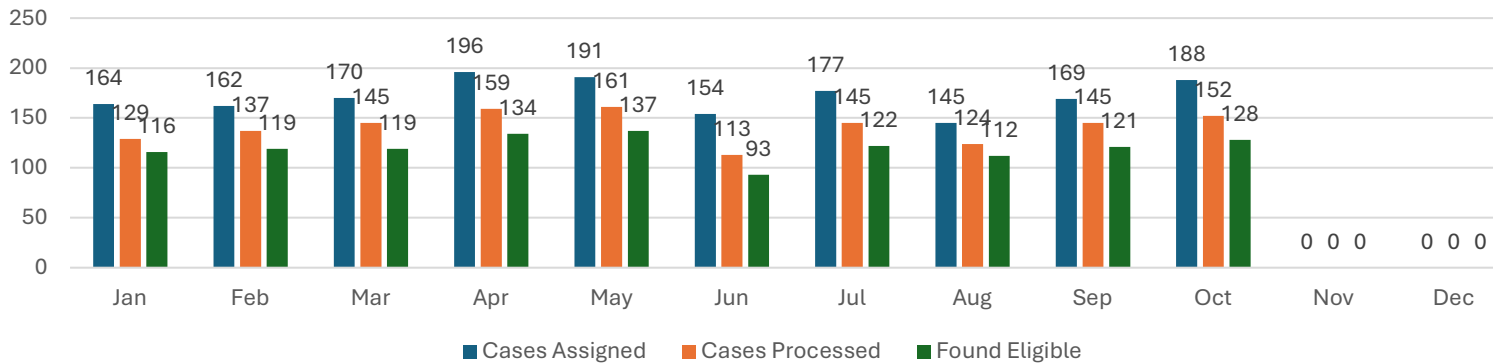
SA Office Early Start Intake 2024



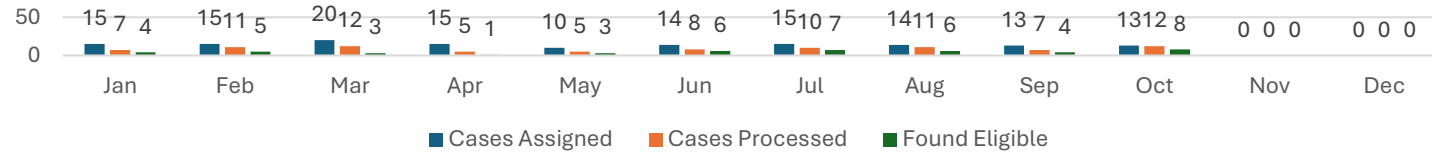
Modesto Office Early Start Intake 2024



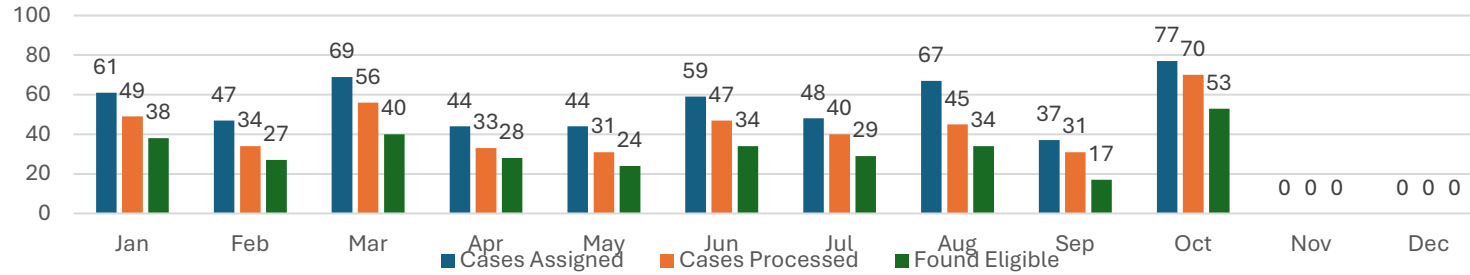
Stockton Office Early Start Intake 2024



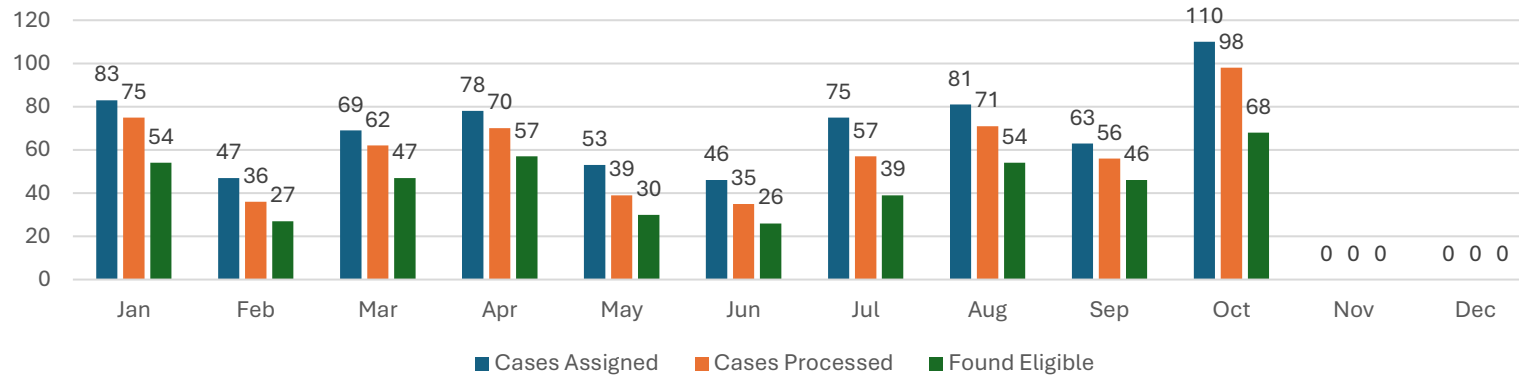
SA Office Lanterman Intake 2024



Modesto Office Lanterman Intake 2024

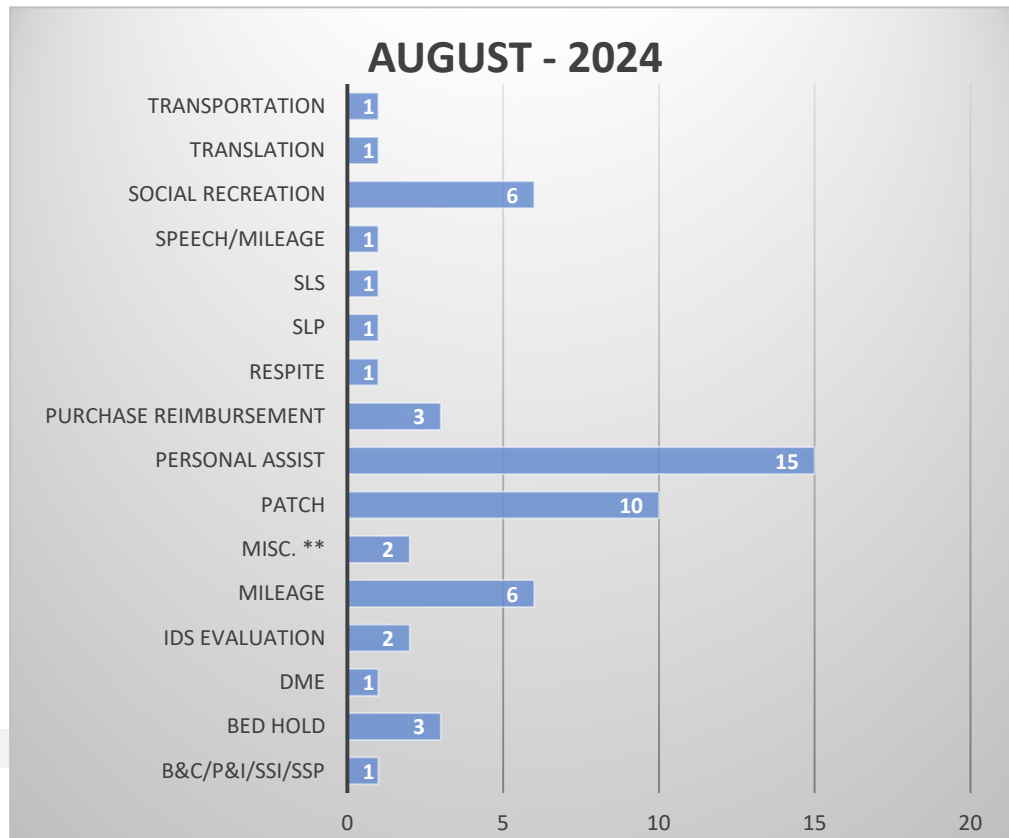


Stockton Office Lanterman Intake 2024



POS Exceptions - AUGUST 2024

2023/2024	AUG
B&C/P&I/SSI/SSP	1
Bed Hold	3
DME	1
IDS Evaluation	2
Mileage	6
Misc. **	2
Patch	10
Personal Assist	15
Purchase Reimbursement	3
Respite	1
SLP	1
SLS	1
Speech/mileage	1
Social Recreation	6
Translation	1
Transportation	1
TOTAL POS	55
Approved	53
Deferred	0
Denied	2



**MISC

Parenting Classes

EASIP Hours & Parenting Training

POS Exceptions - SEPTEMBER 2024

2023/2024	SEPT
B&C/P&I/SSI/SSP	3
Bed Hold	1
CAMP	1
DME	1
Home Modification	2
Insurance Deductible/co-pay	1
Mileage	3
Misc. **	1
Patch	10
Personal Assist	5
Respite	5
SLS	1
Social Recreation	2
Swim Lessons	1
TOTAL POS	37
Approved	36
Deferred	0
Denied	1



**MISC

Behind the wheel drivers training

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

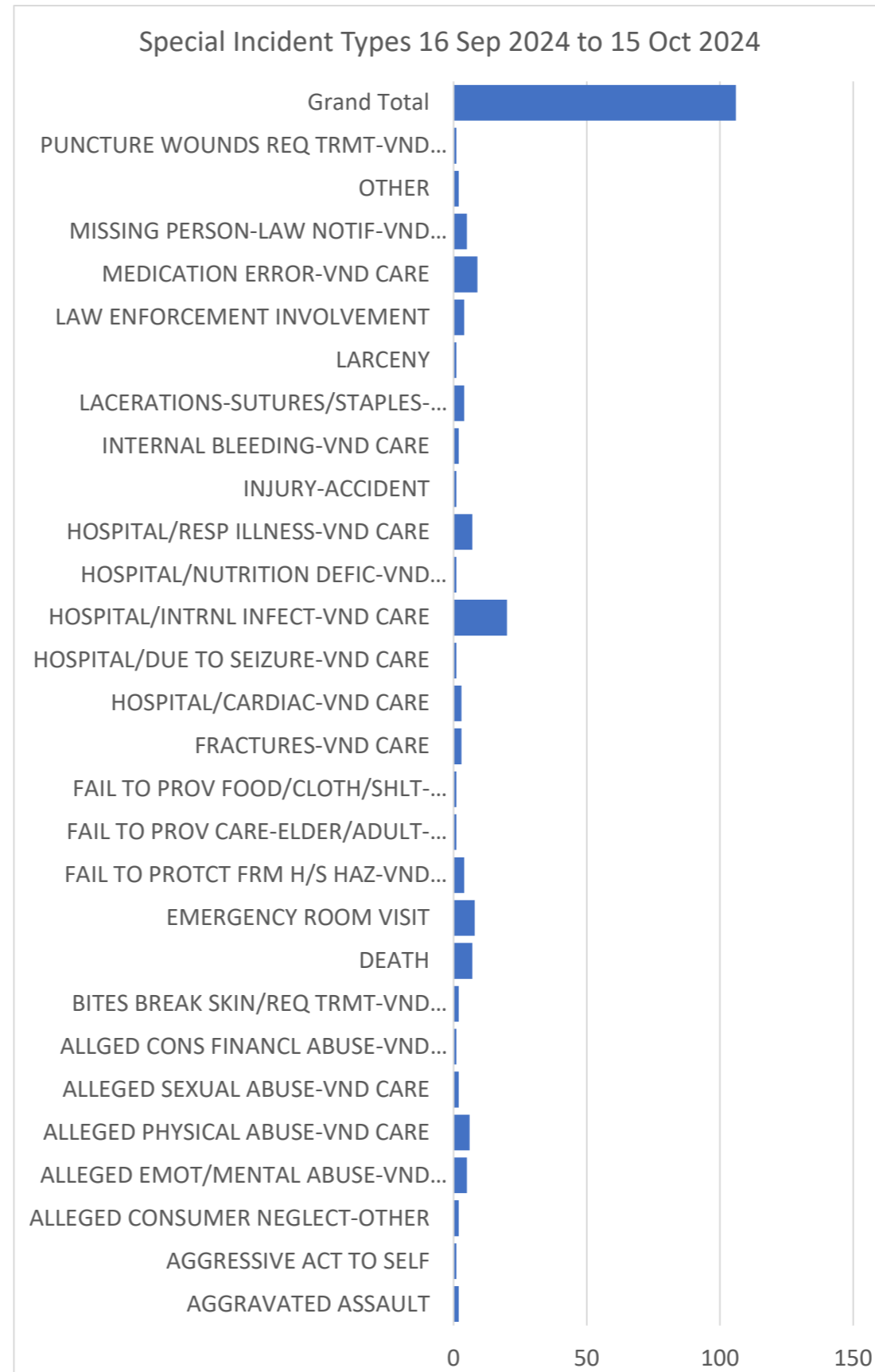
2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	48	May	54
June	37	June	19
July	38	July	48
August	34	August	31
September	60	September	41
October	29	October	44
November	59	November	44
December	28	December	22
total for 2023	475	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	5	November	14
December		December	
total for 2024	431	Total for 2024	353

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

16 September 2024 to 15 October 2024 Incident Report Consumer Count: 69

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.9%
AGGRESSIVE ACT TO SELF	1	0.9%
ALLEGED CONSUMER NEGLECT-OTHER	2	1.9%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	5	4.7%
ALLEGED PHYSICAL ABUSE-VND CARE	6	5.7%
ALLEGED SEXUAL ABUSE-VND CARE	2	1.9%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.9%
BITES BREAK SKIN/REQ TRMT-VND CARE	2	1.9%
DEATH	7	6.6%
EMERGENCY ROOM VISIT	8	7.5%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	4	3.8%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.9%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.9%
FRACTURES-VND CARE	3	2.8%
HOSPITAL/CARDIAC-VND CARE	3	2.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	1	0.9%
HOSPITAL/INTRNL INFECT-VND CARE	20	18.9%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	0.9%
HOSPITAL/RESP ILLNESS-VND CARE	7	6.6%
INJURY-ACCIDENT	1	0.9%
INTERNAL BLEEDING-VND CARE	2	1.9%
LACERATIONS-SUTURES/STAPLES-VND CR	4	3.8%
LARCENY	1	0.9%
LAW ENFORCEMENT INVOLVEMENT	4	3.8%
MEDICATION ERROR-VND CARE	9	8.5%
MISSING PERSON-LAW NOTIF-VND CARE	5	4.7%
OTHER	2	1.9%
PUNCTURE WOUNDS REQ TRMT-VND CARE	1	0.9%
Grand Total	106	100.0%



**PUBLIC NOTICE: VMRC 2024-2025 APPROVED
COMMUNITY PLACEMENT PLAN (**CPP**) AND
COMMUNITY RESOURCE DEVELOPMENT PLANNING
(**CRDP**)**

Valley Mountain Regional Center has been collecting input over the past year related to potential unmet Community Placement Plan / Community Resource Development Planning service needs; VMRC generates “unmet” resource information from Case Management staff on a routine basis. All project requests are dependent on Department of Developmental Services (DDS) approval and will be developed through the Request for Proposal (RFP) process, in accordance with VMRC’s Administrative Policy 200-11-01.

Project ID	CPP or CRDP?	Amount of Award	Type of Project
VMRC-2425-1	CRDP	1,600,000.00	Multi-Family Housing (16 set aside units for VMRC individuals-Stanislaus County)
VMRC-2425-2	CRDP	\$200,000.00	Behavior Management Program (Amador County)
VMRC-2425-3	CRDP	\$200,000.00	Behavior Management Program (Western Calaveras or Northeastern San Joaquin County)
VMRC-2425-4	CRDP	\$200,000.00	Behavior Management Program (Tuolumne County)
VMRC-2425-5	CRDP	\$5,000.00	Individual and Family training related to sexual health and safety
VMRC-2425-6	CRDP	\$50,000.00	Independent Living Services (ILS) (Amador, Calaveras , Tuolumne County)



QA Incoming Alert Report

09/16/2024 – 10/15/2024

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2024-09-13.0	Delivery of Care	9/17/2024	Open		
2024-09-14.0	Delivery of Care	9/17/2024	Open		
2024-09-14.1	Delivery of Care	9/17/2024	Open		
2024-09-15.0	Recordkeeping	9/17/2024	Open		
2024-09-15.1	Delivery of Care	9/17/2024	Open		
2024-09-16.0	Staff Qualifications	9/18/2024	Open		
2024-09-16.0	Staff Qualifications	9/18/2024	Open		
2024-09-17.0	Delivery of Care	9/18/2024	Open		
2024-09-18.0	Delivery of Care	9/18/2024	Closed	Substantiated	Non-Compliance CAP
2024-09-19.0	Recordkeeping	9/18/2024	Open		
2024-09-20.0	Environment	9/18/2024	Closed	Unsubstantiated	Technical Assistance
2024-09-20.1	Food Service	9/18/2024	Closed	Unsubstantiated	Technical Assistance
2024-09-20.2	Delivery of Care	9/18/2024	Closed	Unsubstantiated	Technical Assistance
2024-09-20.3	Staffing / Supervision	9/18/2024	Closed	Unsubstantiated	Technical Assistance
2024-09-21.0	Untimely SIR	9/19/2024	Open		
2024-09-22.0	Delivery of Care	9/20/2024	Open		
2024-09-23.0	Food Service	9/24/2024	Closed	Substantiated	Technical Assistance
2024-09-23.1	Other	9/24/2024	Closed	Unsubstantiated	Technical Assistance
2024-09-24.0	Staffing / Supervision	9/26/2024	Open		
2024-09-25.0	Environment	9/26/2024	Closed	Substantiated	Technical Assistance
2024-09-26.0	Delivery of Care	9/26/2024	Open		
2024-09-27.0	Environment	9/30/2024	Open		
2024-10-01.0	Untimely SIR	10/1/2024	Open		
2024-10-02.0	Recordkeeping	10/1/2024	Open		
2024-10-03.0	Recordkeeping	10/2/2024	Open		

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2024-10-04.0	Recordkeeping	10/2/2024	Open		
2024-10-05.0	Environment	10/3/2024	Open		
2024-10-06.0	Violation of Rights	10/3/2024	Closed	Unsubstantiated	Technical Assistance
2024-10-07.0	Staffing / Supervision	10/3/2024	Open		
2024-10-08.0	Other	10/7/2024	Closed	N/A	Deferred
2024-10-09.0	Violation of Rights	10/7/2024	Open		
2024-10-10.0	Environment	10/7/2024	Open		
2024-10-11.0	Environment	10/8/2024	Open		
2024-10-12.0	Recordkeeping	10/8/2024	Open		
2024-10-13.0	Recordkeeping	10/8/2024	Open		
2024-10-14.0	Untimely SIR	10/10/2024	Open		
2024-10-15.0	Environment	10/10/2024	Open		
2024-10-16.0	Recordkeeping	10/11/2024	Open		
2024-10-17.0	Untimely SIR	10/11/2024	Open		
2024-10-18.0	Recordkeeping	10/15/2024	Open		
2024-10-18.1	Food Service	10/15/2024	Open		

Presenting Issue Breakdown

Delivery of Care	9
Environment	7
Food Service	3
Other	2
Recordkeeping	9
Staffing Qualifications	2
Staffing/Supervision	3
Untimely SIR	4
Violation of Rights	2

Grand Total: 41

MAKE YOUR VOICE HEARD
TELL US ABOUT YOUR UNMET TRANSIT NEEDS (UTN)

Ride the bus? How about the train?
Wish there were more routes?

Let your voice be heard at the UTN public hearings.

Dec. 5, 2024, 4 p.m.
SJCOG Board Meeting
555 E. Weber Avenue
Stockton, CA 95202

Take our UTN Survey today!

tinyurl.com/UTN2025

English: <https://tinyurl.com/UTN-2025>

HAGA ESCUCHAR SU VOZ
CUÉNTENOS SOBRE SUS NECESIDADES DE TRÁNSITO INSATISFECHAS (UTN)

¿Viaja en autobús? ¿Qué tal el tren? ¿Desea que hayan más rutas?

Deje que su voz se escuche en la audiencia públicas de las Necesidades de Tránsito Insatisfechas (UTN).

- 5 de diciembre de 2024 a las 4 p.m.

555 E. Weber Avenue
Stockton, CA 95202

¡Tome nuestra encuesta UTN hoy!

<https://tinyurl.com/UTN2025-Spanish>

Spanish: <https://tinyurl.com/UTN-2025-Spanish>