



VMRC Consumer Services Committee Meeting

Wednesday, November 19, 2025

4:00 PM – 5:00 PM

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Valley Mountain Regional Center

702 N. Aurora Street

Stockton, CA 95202

Zoom:

<https://us06web.zoom.us/j/87108787568?pwd=Llgs33y6brKsUMGNhh6Z7LOK865uxH.1>

Webinar ID

871 0878 7568

Passcode: 878650



VMRC Consumer Services Committee Meeting

November 19, 2025

- A. Call to Order, Roll Call, Review of Meeting Agenda – Crystal Enyeart
Action
- B. Review and Approval of Consumer Services Committee Minutes of 9/24/25 – Crystal Enyeart
Action
- C. Public Comment – Crystal Enyeart
- *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 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 – Liz Herrera-Knapp
- K. Clinical Update - Dr. Claire Lazaro
- L. Next Meeting Wednesday, January 28, 2026, at 4:00pm - Crystal Enyeart
- M. Adjournment - Crystal Enyeart



Minutes for VMRC Consumer Services Committee Meeting

September 24, 2025 | 4:00 PM – 5:00 PM

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

Committee Members Present: Crystal Enyeart, Kenneth Huntley, Lisa Utsey, Gabriella Castillo, Sarah Howard, Jessica Quesada, Megan Ybarra, Dominique Mellion

Committee Members Not Present: Marisela Cruz, Liz Herrera-Knapp (Informed Absence), Sarah Howard

Public Present: Irene Hernandez, Isela Bingham, Anel Renteria, Rachelle Munoz, Dena Hernandez, Angelina Sulamo, Elizabeth Kenyon, Sarah's Notetaker (Otter.ai), Tamra Hernandez

VMRC Staff Present: Brian Bennett, Evelyn Ledesma-Solis, Athena Jurado, Aaron McDonald, Christine Couch, Lizzie Valerio, Claire Lazaro, Robert Fernandez, Libby Contreras, Tara Sisemore-Hester, Libby Contreras

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

Crystall Enyeart called the meeting to order at 4:02 PM. Lizzie took roll call, a quorum was established.

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 7/23/25

Crystal asked for a motion to approve the minutes of 7/23/25. Kenneth Huntley made a motion, Lisa Utsey seconded the motion. Motion carried minutes were approved.

C. Public Comment

1. Dena Hernandez – California State Council on Developmental Disabilities thanked VMRC for their collaboration along with SAC6, Valley Caps and Office of Client's Right Advocacy for the annual Memorial project held on the Stockton Campus and Manteca cemetery. She shared the State Council will be holding their meeting on September 30th where they will be honoring Eric Ybarra, past VMRC board member and Governor appointee to the state council. Information is on the website and there will be a tribute on November 11, 2025. They are currently working on their 5 year state plan, we have a campaign where folks can fill out a survey. She thanked SAC6 for hosting in person and their support. A new campaign Medicaid Watch platform is being launched on Monday. Choices Conference will be March 28, theme is "Power if you Choice".

D. Intake, Early Start, and Case Management Update

1. Tara reported for Intake they are starting a new process in October. There will be two intake appointments for an all-Spanish-Speaking team for intake assessment in the Modesto office.
2. Tara reported on behalf of Christine. She shared that for the month of July, POS exceptions were for the categories in the personal assistance and respite. For special incident reports, hospital internal infections were the highest numbers reported. Katina reported that for unplanned and scheduled hospital admissions are related to cardiac, seizures and involuntary psychiatric admissions.

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

- August 8th – SAC6 had their meeting in the Mountain Counties in several SAC6 members
- August 5th – SAC6 members joined SCDD “What are the new laws” meeting via zoom
- August 9th – Some SAC6 members joined the SCDD Medicaid training on zoom
- August 18th – SAC6 members joined the SCDD “Hands off my Money” training
- August 27th – Angelina, SAC6 Chair attended Statewide Self-Advocacy on zoom
- August 14th – SAC6 member, Jessican attended the OAHA Committee on zoom
- August 15th – SAC6 consultant Lisa attended the VMRC Bylaws meeting on zoom
- August 28th – SAC6 had their quarterly finance meeting
- August 29th – SAC6 members worked on making a contact list of day programs to contact on August 30th.

F. Resource Development Update

Brian shared a quick update to the department. Every year all regional centers have to gather information on unmet needs to build community resource development plans. It gives regional centers startup money to entice providers to provide those services. Proposed are 3 infant developments early start programs (Foothill Counties), 3 specialized children care homes, 3 coordinated career pathway programs. And two specialized 3-bed residential homes (deflection unit, needed 24-hour care).

On October 16, Community Services will be hosting two information sessions for residential service providers.

Robert reported that in development going into effect January 2026, standardized vendorization, lots of work and looking forward to new process. New Senior Office technician started in their department.

Libby shared that they are launching new providers for our early start, we have launched 10 new companies. We have a new company that will translate documents translated to braille. In addition to the companies, 30 new therapists are starting (OT/PT, Early Intervention Specialists, Speech Therapists) this last month. Lastly with special assessment providers, we are reached out to see who is qualified to provide special assessments (feeding special assessments, infant massage, DME).

G. Quality Assurance Update

Katina shared alert report and breakdowns. She shared Anna Sims will be new QA manager. QA also hosted, "What is OCRA?" on September 10th.

H. Transportation Update

Anel shared transportation updates for August:

- Total service providers vendored with VMRC is 49
- Total number of riders is 2,223, an increase of 72 individuals.
- Total of trips was 88,560 for month of August.

I. Fair Hearing Update

Jason reported as of July 1st:

We have had 24 fair hearing requests:

- 12 have been for eligibility
- 7 for case inactivation
- 5 for service

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

Tamra reported the last meeting was held on September 22nd Vendors were reminded to renew their membership for the upcoming year. Membership is \$35 per person or organization, currently 81 paid members. CLASP and VMRC continue to inform benefits of CLASP. Next meeting will be held on October 27th.

K. Clinical Update

Claire reported that on October 10, at the upcoming Cultural and Disability fair, Walgreens will be providing flu vaccinations and can bring insurance information and can still provide flu vaccines with 100 vouchers they will provide. UOP will be giving away health items for free.

L. Next Meeting - Wednesday, November 19 at 4:00 PM, Hybrid (In-Person and via Zoom Video Conference)

Leinani added to Claire's remarks about the Cultural and Disability Fair which will be on October 10. We hope folks can join us, the event is Friday this year to help with transportation. She shared we will have microbusiness and would like more and shared email for contact information. Second to share, she would like to get folks to complete survey for Strategic Plan survey that is due by October 10.

M. Adjournment at 4:46pm