

Department of Developmental Services (DDS)

Consumer Advisory Committee (CAC)

Meeting Minutes June 10 and 26, 2020

<u>Members Attended</u>	<u>Others Attended</u>
Deaka McClain (Both Days)	Vickki Williams (June 10 th)
Esther Kelsey (Both Days)	Ashley Myles (Both Days)
Craig Moorman (Both Days)	Keith Nelson (Both Days)
Kim Rucker (Both Days)	Nicole Patterson (Both Days)
Shawn Costello (Both Days)	Jana Chapman-Plon (Both Days)
Lisa Utsey (June 10 th)	Rachelle Munoz (June 10 th)
Tim Farrar (June 26 th)	Joshua Sudarma (Both Days)
Ryan Nelson (Both Days)	Leslie Morrison (June 10 th)
	Leilani Walter (June 10 th)
	Julia Lowe (Both Days)
<u>Members Absent</u>	Tracey Mensch (Both Days)
	Sara Desumala (Both Days)
Lisa Utsey (June 26 th)	Sheri Rains (June 26 th)
Sam Yi (Both Days)	Susan Crow (June 26 th)
Tim Farrar (June 10 th)	Tim Travis (June 26 th)
	Maricris Acon (June 26 th)
	Madison Muncer (June 26 th)
	Karina Cruz (June 26 th)
	Rene Rodriguez (June 26 th)
	Brian Winfield (June 26 th)

JUNE 10, 2020

1. CALL TO ORDER

Deaka McClain, Chairperson, called the meeting to order at 10:00am

- A. Everyone introduced themselves
- B. Zoom Ground Rules were reviewed
- C. The agenda for June 10th was reviewed and no changes were made. **It was moved** (Craig Moorman), **seconded** (Shawn Costello), **and carried to approve the agenda.**
- D. The minutes of the February 2020 CAC meeting were reviewed. **It was moved** (Kim Rucker), **seconded** (Ryan Nelson), **and carried to approve the minutes.**

2. CAC SAFETY TRAINING

The CAC is working on putting together a safety training to make available to our service system to do trainings. The CAC voted on which topics would be included in the training. Results of the vote will be reviewed at a future CAC meeting. The topics, with options, are as follows:

- What do you think is important for people to know in module one? (Safe, Unsafe, and Uncertain)
 - Learning how to see feelings through body language
 - Learning how to identify the feeling of being safe and unsafe
 - Thrilling and exciting actions that made you feel uncertain
- Circle of Relationships: Who to Trust

- Where is your safe zone
- Who is ok to trust
- When someone makes you feel uncomfortable
- Telling someone you trust
- The Right to Privacy
 - The right to ask for privacy
 - My rights when it comes to privacy in my personal space
 - My rights when it comes to privacy of my body
- Guard Against Tricks, Lies, and Scams
 - Detecting lies and tricks
 - Profile of a predator
 - Examples of lurers
 - Developing a safety plan
- Changes in Relationships
 - Components of Domestic Violence
 - Sexual Assault
 - The Profile of a Rapist
 - Verbal Abuse
- First Aid
 - First Aid Kit
 - Self-administered first aid for minor cuts and scrapes
 - Self-administered first aid for major wounds
 - Nosebleeds
 - Choking
 - Burns
- Dealing with Emergencies
 - Emergency Dispatch Scenario
 - Emergency Contact
- Do you think the CAC safety training should include information about Self-Defense? Yes or No

- Do you think the CAC safety training should include information about Sexual Harassment? Yes or No

3. **DDS HEALTH TOOL KIT**

Joshua Sudarma introduced the new DDS Health Tool Kit website, formerly known as the DDS Safety Net. He began by showing the CAC how to get to the new site. He told the CAC to go to the DDS website then to the “Consumers” drop-down menu then to “Consumer Resources” then to “DDS Health Toolkit”:

- Materials are geared towards 3 focus groups
 - Vendors/Providers
 - Direct Support Professionals (DSPs)
 - Self-advocates
- The website includes tools that give advice and tools to use for health & safety
- Josh reviewed each button for each focus group to see what topic areas there are:
 - Self-advocates (all videos)
 - DSPs (infographics/posters)
 - Vendors/Providers (infographics/posters)
- Infographics and posters can be downloaded or printed
- Other resources:
 - Tools like slides to use for trainings or presentations
 - Tip sheets
 - Suggested activities
- Resource page:
 - Alphabetic listing of resources and organizations
- Contact page:
 - This is a way to give feedback on the website or to suggest topics

- ✓ New content will be added every quarter (every 3 months)

4. **NEXT STEPS WITH DEALING WITH COVID-19**

Julia Lowe & Leilani Walter came to the CAC to get their input on a plan for next steps dealing with Covid-19.

- Purpose is to give guidance to service providers, families, individuals, etc.
- The goal is to start slowly and gradually increase integration into the community (returning to day services, going out to eat, etc)
 - We must do this carefully and slowly

The CAC members were asked the following questions:

- If you've had support staff, what did they do to make you feel safe from getting COVID-19?
- If you want to go out, what are some things you might do to prepare yourselves before you go out?
- What do you do when you get home to continue to be safe?
- How can we be good teachers on how to be safe with COVID-19?

5. **CAC MEMBER CHECK-IN**

The CAC Chair took some time to check-in with CAC members on how they're doing during this difficult time.

6. **END MEETING**

Deaka McClain, Chairperson, adjourned the meeting at 11:59am

JUNE 26,2020

1. CALL TO ORDER

Deaka McClain, Chairperson, called the meeting to order at 10:00am

- A. Everyone introduced themselves
- B. Zoom Ground Rules were reviewed
- C. The agenda for June 26th was reviewed and changes to the time were made. **It was moved** (Esther Kelsey), **seconded** (Ryan Nelson), **and carried to approve the agenda.**

2. HCBS CONSUMER SURVEYS

Susan Crow reminded the CAC what the HCBS Rule is - provide eligible persons with disabilities full access to the benefits of community living and offer them long-term services and supports in the most integrated settings of their choosing. Susan asked for the following feedback:

- How have your services changed in the last few months?
 - Is it the choice of the client or the agency for support staff not to come in the house?
 - ✓ Individuals must have this conversation with their providers.
 - ✓ It could be a provider rule or the preference of the support staff.
 - ✓ Things are going a little slower with getting SDP services going.

- For those getting services remotely, are those services still meaningful for you? Are you still getting the supports you need to meet your goals in your IPP or in your life?
 - My regional center is doing a lot of remote meetings, including IPP meetings. They're meeting a need to an extent, but service coordinators are not listening. They're rushing through the meetings and that needs to be addressed. I feel that our IPPs should be our meetings and not on their timeframe. These meetings should be done face-to-face as much as possible rather than by phone.
 - DDS: Maybe there should be more information in the community on how to have these remote meetings either by Zoom or by phone.
 - I'm having issues with having a job coach stay with me at my job for the whole shift.
 - Some people are unable to wear masks and some people in the public might take issue with that.
 - ✓ DDS: One idea is that people could carry a copy of the Governor's mask order and highlight the section about exceptions to the rule.
- When we were planning to go on-site to meet with providers, the intent was to interview clients in person to ask about their services and their rights to make sure they're being included at all levels of the conversation. What are ways to get and gather information from people who are receiving services? What are different ways to collect meaningful information with the understanding that we might not be able to have in-person meetings in the near future?
 - Department of Rehabilitation (DOR) has a survey online that they send to their clients. They also do

a lot of Zoom meetings. We don't need to reinvent the wheel. The survey is easy to fill out.

- People can go to their local groups and ask them for information.
- How has “community” changed for you?
 - I usually go to the gym 3 days a week, but I can't do that. Gyms have opened, but they have restrictions on how many people can go in and how long you can stay.
- Susan asked participants to think about ways to change the survey questions to be more appropriate for meetings that aren't face-to-face.

3. REOPENING OF DAY OF SERVICES

Julia Lowe came to the CAC to get their input on a plan for the reopening of day of services. In some parts of California some people are ready to get back out and get back to work. In other parts people are not at all ready because the pandemic is not stable. DDS wants to make sure we have a plan for when people are ready, and how to support service providers to help people get out of their homes. Providers will have what's called a Protection Plan for how to keep people safe while doing this. We want to talk about the best way to handle this. We also want to make sure that individuals have the information they need to make the decision on whether to move forward with getting out again.

- There may be support staff who are not comfortable with going back into people's homes. There also might be individuals who are not comfortable having people come into their homes again too.
 - DDS will look into some guidance for these situations.
 - In this conversation, we miss the importance of changing your environment through getting out of the house. Nutrition is also important to stress

right now. We don't want to misunderstand the term "lockdown."

- Why are people telling us that we're "not allowed" for every little thing?
 - ✓ We need to find out what this really means when someone says this, and more information needs to be given to individuals about what they mean and when it will change.
- We have a right to speak up and know our rights. We need to speak up to get answers.
 - ✓ DDS is in the process of making a reengagement plan.
 - ✓ There needs to be an agreement between the person needing the services and people providing the services.
- What is working for you or not working for you right now? Have any of you used Participant Directed Services during the pandemic? Brian explained what "Participant Directed Services" means.
 - Participant Directed Services: A different way of getting services where the person gets to choose who is providing services. They don't have to go through an agency. It can be a friend, relative, or neighbor. The number of services that can be used under this program has been expanded during the pandemic.
 - ✓ More flexibility was built in for the pandemic.
 - ✓ To set this up, individuals must go through the regional center.
 - ✓ Doing my advocacy work on my home computer on Zoom works great because I'm not comfortable using public transportation to go to the office yet.
 - ✓ My providers are able to come see me in person and maintain distancing.

- ✓ We found a creative way to have meetings on Zoom since March. We have guest speakers from different boards. During the pandemic has been my first experience using Zoom for meetings. We started having meetings on the phone and that was difficult. Zoom was difficult too, but we all got used to it.
- ✓ Barber shops are closed, and I can't cut my hair myself and there's nobody I can ask to do it for me.
- ✓ I used to be able to go to my men's group, but we've been using Zoom instead so we can still meet, and I still get a lot out of it.
- ✓ I'll be wearing my motorcycle helmet instead of a mask when I go back to work.
- Are there any issues getting access to a dentist?
 - My dentist appointment was cancelled because of the pandemic. The dentist was only doing emergency appointments.
 - I've had a toothache during this period, and I had a hard time finding a local dentist to treat it, but my regional center was able to get me to a dentist. I'm even going to switch to this new dentist permanently because I liked him so much.
- What are your thoughts and concerns about going back to things you were doing before the pandemic?
 - How to be protected and not to get the virus
 - I'm anxious about going back out.
 - I'll be a bit nervous about taking public transportation to my job. I'm going to advocate for working at home for a while longer.
 - We must speak up for what we need. You must know your own boundaries.
 - My life has changed a whole lot. I'm a little nervous about going out, but I'm a go-getter so I'll

- do it and take precautions. I will also continue to do meetings online.
- We need to find some literature to help people understand more about fears related to staffing. We could have a similar thing for providers to help them understand our fears.
 - We all have to work together. I want to see us be able to function even though there is fear. There is still a lot of confusion out there that needs to be addressed.
 - Transportation: there needs to be more education when people get on the bus systems when going to day or work programs. This needs to go to the providers and the people using the service. There is a lot of fear out there about this and we need to find ways to alleviate this fear. The information must be accessible and individual-friendly.
- For anyone receiving services in your home, how is that going?
 - I'm receiving ILS services and it's going good. My worker has been helping me go the store and helping me in the house and helping me study some online courses I'm taking. We use masks and we use physical distancing.
 - I get ILS and IHSS. When they come in, they wear a mask and we use physical distancing. One cleans my house and the other helps me with my vital chores. I also get help with my budget and cooking. They also help facilitate my meetings, read my material, and give me questions and answers for my business meetings.
 - It's important to let individuals know that in some cases you can't do social distancing because of the care that is required. Everyone's situation is different, and some protections (like 6-foot

distance) won't be an option for some people and it's okay. They shouldn't be fearful.

- We need to keep in mind that staff providing the service could be fearful about coming in and touching people too.

4. END MEETING

Deaka let the CAC know that they will be resuming COVID-19 check-in meetings soon. Deaka and Ryan will discuss this, and we will be in touch with a date soon.

Deaka McClain, Chairperson, adjourned the meeting at 11:59am

Next in-person CAC meeting will be November 17-18, 2020 in Sacramento and we'll have elections.