



Helping People with Developmental Disabilities Reach Their Maximum Potential

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May 31, 2018

**VALLEY MOUNTAIN REGIONAL CENTER
CONSUMER SERVICES COMMITTEE MEETING
702 N. Aurora St., Stockton 95202, Cohen Board Room
June 11, 2018, 4:00 p.m.**

AMENDED AGENDA

- D 1.0 Public Comment – 5 minutes
- A 2.0 Review of Minutes (May 14, 2018)
- I 3.0 Clinical
- I 4.0 Resource Development
- I 5.0 Quality Assurance
 - 5.1 Alerts
- I 6.0 Case Management
 - 6.1 Reports:
 - Caseload Ratio
 - Transfer Reports
 - POS Exceptions
 - SIR
 - Fair Hearing
 - 6.2 Case Management Update
- I 7.0 Transportation
- I 8.0 Next Meeting September

Note to Committee Members: If you cannot make this meeting, please contact Cindy Strawderman at (209) 955-3256 as far in advance of the meeting as possible.

A=ACTION D= DISCUSSION E= EDUCATION F= FOLLOW-UP I = INFORMATION

Consumer Services Board Committee Members:

- | | |
|-----------------------------|--|
| ➤ Margaret Heinz– Chair | ➤ Kori Heuvel |
| ➤ Tom Bowe, Ex Officio | ➤ Marianna Sanfilippo |
| ➤ Emily Grunder | ➤ Tom Toomey |
| ➤ Moe Rashid | ➤ Daime Hoornaert, CLASP |
| ➤ Elizabeth Victor-Martinez | ➤ Cindy Mix, Director of Case Management Service |
| ➤ Tracie Leong | |

VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, May 14, 2018

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PRESENT: Dena Pfeifer, Lori Smith her facilitator, Robert Balderama, Cris Sugabo his facilitator, Mohamed Rashid, Gia McElroy, Tom Toomey, Emily Grunder, Patricia Green, Nicole Weiss, Mary Sheehan, Dena Hernandez, Daime Hoornaert, Cindy Mix, Tony Anderson, Wilma Murray

ABSENT: Elizabeth Victor Martinez, Tracie Leong, Kori Heuevel, Marianna Sanfilippo, Linda Mendoza

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Claire Lazaro, Chairperson, called the meeting to order at 4:04 p.m.

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1.0 PUBLIC COMMENT

Dena Hernandez shared the following:

- Congratulations to the VMRC Transition Unit Managers- Neidra Clayton from Stanislaus County, Dave Vodden, San Joaquin County and Tara Sizemore-Hester from the 3 mountain counties and their staff for the GREAT Transition Fairs that occurred on April 18, April 25, May 9 & 10. The last one will be May 31 in Tuolumne. Lots of good info and a building of community accrued at all there! SCDD North Valley Hills was proud to be a part of theses and look forward to next year!
- Congratulations to VMRC Board member Mohamed Rashid for doing a great presentation at the Statewide Self Advocacy Conference held in Sacramento on May 4-5, 2018. And to the Self Advocacy Council 6 for being a part of the planning team and providing another FUN Dating Game at the conference! VMRC Board members, Robert Balderama, Dena Pfeiffer and Marianna Sanfillipo all attended and supported Mo and the SAC6! Great job!
- Next SCDD North Valley Hills meeting will be held on May 22 at The Arc of Amador & Calaveras- Calaveras campus from 6:00pm-8:00pm -. We will be honoring the retirement of long time program director- Peggy Sparrow, and DRC/OCRA will be providing a presentation on their services. All are welcome
- CHOICES will be held April 5, 2019. The conference planning team will start meeting again on August 15, 2018 at 10am at SCDD North Valley Hills office. Dena passed out the Save the Date flyer.
- Our last IEP Workshop with Family Resource Network was on May 9 in Sonora. We will be planning next school years schedule this summer. We also hope to look at hosting IEP Clinics for more one to one assistance to families. We would like to collaborate with VMRC if possible!

2.0 REVIEW OF MINUTES

M/S/C Lazaro/Rashid Approve the minutes of April 9, 2018 as written.

3.0 **CLINICAL**

Mary Sheehan shared that the main thing that they have been working on in Clinical is Early Start. We have received many more referrals for all 3 offices. We are struggling with staffing and vendors as all are maxed out. Federal and State regulations state we have 45 days to contact families and complete the assessment, determine eligibility and hold the IFSP. Currently we are struggling to meet those 45 days. We have called quite a few vendors to meet this. We are not alone in the state; it's been a struggle to find enough services. Our rates are pretty fair compared to other areas. Other Regional Centers are struggling as well. We are continuing to recruit vendors and be very creative to get this accomplished.

We just started working on an idea from Juanita Lazar, years ago we did an equipment fair out at UOP where various vendors came out to show different types of durable medical equipment. Different people came to talk on various topics, like wheel chair maintenance, how to complete environmental modifications, answer questions, etc. It was very well attended. We have thought about doing another one next spring. As a first step, Juanita and Tony will attend an Ability Expo in San Mateo to meet with equipment vendors to get ideas. Juanita will form a committee to plan this event. Stay tuned, more to come later in the year.

4.0 **RESOURCE DEVELOPMENT**

Brian is not able to attend this afternoon, Cindy shared that he came up with a list of outlines what all of our projects we are working on. We have 47 board and care homes in various stages of development. 8 day programs in development. We will send this report out to everyone as soon as possible.

We are planning a strategic planning session with Resource Development staff this Thursday with Tony & myself to discuss a strategic plan for the department and create a mission statement and talk about some of our best practices and processes that we need to be working on. We held one with the Quality Assurance staff recently, we felt like it came out really well. We had some good discussions and created a mission statement.

5.0 **QUALITY ASSURANCE**

5.1 **Alerts**: Patricia Green passed out the alert report for this last month. There is no summary. Because of a glitch in the data base which is throwing off the totals and there are 13 alerts that did not get categorized. There were a total of 66 alerts on this report.

In terms of how we are presenting the data to you; we wanted to ask if you are open for a change. We want to provide the alert reports from the 15th to the 15th in order to have time to analyze the data and get it out to you in advance.

6.0 **CASE MANAGEMENT**

Cindy Mix shared the following:

- Review of reports: Monthly caseload ratios; transfer statistics; POS Exceptions; Fair Hearings; and SIR report. All committee members received copies of these reports along with their meeting packets.
- Person-Centered Planning Training. 4 trainers, 23 coaches and Leadership met on May 1st. Certification of trainers will determine schedule of team/parent/vendor trainings.
- Recent and upcoming events, trainings, and conferences:
 - Transition Fairs—4/25 in Stockton-10-2; 4/18 in Modesto-10-2; 5/9 in San Andreas at the Calaveras County Library, 12 noon to 2pm; 5/10 in Jackson at Argonaut High School, 12 noon to 2pm; 5/31 in Sonora at Sonora High School, 12 noon to 2pm.
 - Autism Forum on 4/10; Child Abuse Prevention on 4/20; and 5Cs on 5/7.
 - Outstretched Arms—4/28, Stockton
 - Cinco de Mayo—5/6-Weber's Point, Stockton.
 - Cultural Specialist Meeting—5/10—SARC.
 - Housing Authority Resident Fairs: 5/3-Sierra Vista, Stockton; 5/10-Mokelumne, Thornton; 5/17-Tracy Homes; 5/24 Conway Homes, Stockton.
 - 5/17—Shine Support Group, Lodi
 - 5/19—California Mentor Rock'n Resource Vendor Fair
 - Utility Discounts—6/14-Public Health.
 - Training and Informational Group—5/10 and 5/11 in Sacramento.
 - Chief Counselor's Meeting—6/7 and 6/8 in Sacramento.
- Self-Determination—Informational meetings on 5/14 in Stockton and 5/15 in Modesto.
- Strategic planning sessions: 4/30-QA—develop mission statement for department and review primary process; 5/17- Resource Development—Revise Best Practices and review processes.
- San Joaquin County Activity Center is closing on 5/25.
- Generic Counseling resource for consumers who identify as LGBTQ—referrals made to San Joaquin Pride Center.
- Tamara Rodriguez, DDS presented information to our Safety Committee last month and will present to Senior Managers on 5/22 to discuss the Everbridge emergency notification system to be used for consumers and staff.

Respite Policy Standard Revision. We need to have this as an action item and waive the 30 day period so that the board can vote on it to get it back to DDS.

M/S/C Grunder/Toomey Approve the Respite Policy Revision as presented

7.0 TRANSPORTATION

Wilma Murray she wanted to provide flyers for the MOVE program in Stanislaus County. They have been so busy they have not been able to get out the flyers to us. They will also be doing the same thing here in San Joaquin County. Last month she provided information on RTD's new services CARES connection. Our first person is using it today going to Sacramento. We are waiting on the San Francisco connection that is still targeted for June.

8.0 NEXT MEETING

Monday, June 11, 2018, 4:00 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 4:45 p.m.

Recorder: Cindy Strawderman

Consumer File Transfer Status - To and From VMRC

2014				2015				2016			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	39	January	28	January	12	January	14	January	39	January	26
February	25	February	12	February	25	February	12	February	34	February	21
March	24	March	14	March	47	March	16	March	19	March	25
April	28	April	21	April	34	April	16	April	31	April	19
May	30	May	24	May	35	May	18	May	35	May	23
June	21	June	16	June	24	June	22	June	30	June	14
July	36	July	35	July	20	July	37	July	37	July	32
August	28	August	26	August	37	August	29	August	31	August	8
September	32	September	28	September	46	September	15	September	31	September	52
October	29	October	24	October	43	October	25	October	25	October	25
November	22	November	17	November	30	November	26	November	49	November	15
December	25	December	31	December	16	December	18	December	31	December	32
total for 2014	339	Total for 2014	276	total for 2015	369	Total for 2015	248	total for 2016	392	Total for 2016	292

2017				2018			
Files Received		Files sent out		Files Received		Files sent out	
January	23	January	31	January	53	January	37
February	41	February	19	February	33	February	20
March	38	March	25	March	28	March	24
April	33	April	14	April	36	April	31
May	53	May	31	May	30	May	31
June	21	June	21	June	June		
July	41	July	12	July	July		
August	41	August	28	August	August		
September	40	September	29	September	September		
October	53	October	30	October	October		
November	52	November	57	November	November		
December	41	December	19	December	December		
total for 2017	477	Total for 2017	316	total for 2018	180	Total for 2018	143

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POS EXCPTIONS FOR MAY 2018

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Date Recvd	Request	Outcome
05/01/18	138 hrs/month program support at CVTC	Approved
05/01/18	Reimbursement to Choice Harney since 01/01/18	Approved
05/01/18	6 hrs/day. 138hr/mnth. 1:1 personal assistant sup	Approved
05/01/18	Out of hm respite completed on 03/12/18--03/19/18 and did not submit POS	Approved
05/01/18	Retro POS for 11/01/17--03/31/18 for nonmobile rate for day program	Approved
05/01/18	Retro POS for 11/01/17--03/31/18 for nonmobile rate for day program	Approved
05/01/18	Cont. PATCH svcs 138hrs/month	Approved
05/01/18	Req 527 hrs form 05/1/18--07/31/18	Approved
05/01/18	6hrs/day of patch, 138hrs	Approved
05/01/18	Increasing patch svcs to 30 hrs/month	Approved
05/01/18	Funding for SSI B&C L4D and P&I	Approved
05/01/18	Addt 10 hrs/month through SPEAK comm Builders	Approved
05/01/18	Bathroom mod. For roll in bathtub, non slip floor	Approved
05/01/18	PATCH 6 hrs/day...Patch will reduce when incidents reduce	Approved
05/01/18	Cont. of 26 hrs/month of patch for community outings	Approved
05/01/18	Bed Hold	Approved
05/01/18	March respite svc 20 hrs of in-hm respite	Approved
05/01/18	367 hrs of SLS/month. A reduction of 20 hrs/month by IHSS Tier 1-212hrs; Tier 2-31 hrs; Tier 3-124 hrs	Approved
05/01/18	4 hrs Patch/ day at dat program 92hs/month	Approved
05/01/18	4 hrs Patch/ day at dat program 92hs/month	Approved
05/01/18	92 hrs/ month	Approved
05/01/18	SSI and P&I/CPP funding	Approved
05/01/18	Personal Assistance 04/01/18--06/30/18 NTE 156per QTR	Approved
05/01/18	Personal Assistance 04/01/18--06/30/18 NTE 156per QTR	Approved
05/01/18	Personal Assistance 04/09/18--06/30/18 45hrs/month	Approved
05/01/18	Personal Assistance 04/05/18--04/30/18 12hrs/month	Approved
05/01/18	Purchase reimbursement from Feb 2018	Approved
05/01/18	SLS hrs for transitional housing (nightly staff). 82.75hrs/month total. Added Additional 57.75 hrs/month	Approved

POS EXCPTIONS FOR MAY 2018

05/01/18	Funding for entire month due to no SSI. @41.98/dayx30days= \$1301.38/month	Approved
05/01/18	2nd in addition to the 744/mo already approved in April & May	Approved
05/01/18	SLS 216 hrs (24 hrs x 9 days) addit to 744 approved for April0	Approved
05/01/18	STOP group Sessions/ month	Approved
05/01/18	SLS hrs for transitional housing (night staff). Total monthly hrs= 82.67 (248 divided by 3 consumer) TMS is payee	Approved
05/01/18	2 addtnl hrs, 6 total hrs	Approved
05/01/18	Care home for the month of April 2018	Approved
05/01/18	TMS for the month of April 2018; 04/01/18--03/31/19	Approved
05/01/18	Pay Day program for month of April 2018	Approved
05/01/18	TMS for month of april	Approved
05/01/18	Day Program for the month of April 04/01/18--04/30/18	Approved
05/01/18	Transportation fo the month of April 2018	Approved
05/01/18	Requesting funding for Home modification NTE \$18,853 through American Therapy Tubs	Approved
05/01/18	Retro POS for 56 miles for comprehensive prog svcs	Approved
05/01/18	Retro POS for 2 hrs of Comprehensive prog svcs	Approved
05/01/18	Additional 87 miles for month of April	Approved
05/01/18	Additional 133 miles for month of April	Approved
05/01/18	Extend ESAIP svcs to continue until 08/05/18	Approved
05/01/18	Additional 87 miles for month of April 2018	Approved
05/01/18	Additional 133 miles for month of April 2018	Approved
05/02/18	SLS 744 Hrs/mo	Approved
05/02/18	Req addit 2 wk bed hold starting 04/26/18--05/9/18	Approved
05/02/18	327 hrs of SLS Tier1 172; Tier2 31; Teir 3 124	Approved
05/02/18	10 addtl hrs respite/mo	Approved
05/02/18	23 days transportation for month of April	Approved
05/04/18	Additional 10 hrs respite	Approved
05/04/18	12 additional hrs/mo respite	Approved
05/04/18	Patch	Approved
05/07/18	IPP was held on 04/04/18. Overlooked POS for interpreter mileage reimbursement NTE 26 miles total.	Approved
05/07/18	Requesting funding for translation and mileage. NTE 3 hrs of interpereter svcs and 12 miles total for IPP mtg	Approved
05/07/18	New POS with additional rate effective 03/01/18--03/31/18	Approved

POS EXCPTIONS FOR MAY 2018

05/07/18	Retroactive pay for svcs provided for the month of April 2018	Approved
05/07/18	Retroactive pay for provided for the month of April 2018	Approved
05/07/18	Requesing 10 additnl hr/month for total of 40hrs/month	Approved
05/07/18	ILP hors for campus inclusion asmt, 10 hrs total...184 hrs total SLS hrs 08/01--10/31	Approved
05/07/18	PATCH svcs 50 hrs/mo	Approved
05/07/18	Extend ESAIP svcs to continue until 08/05/18	Approved
05/07/18	Daycare vendor has requested auth for April dates of svcs completed.	Approved
05/07/18	RETRO pays for svcs provided for the month of April 2018	Approved
05/07/18	RETRO pays for mileage month of April 2018	Approved
05/07/18	Additional 12 hrs translator svcs	Approved
05/07/18	Additional 135 miles for translator svcs	Approved
05/07/18	Retro funding for Daycare for April 2018	Approved
05/07/18	18 additional Tier 1 hours	Approved
05/07/18	\$22.40 co-pay fro 7 Rx's	Approved
05/07/18	Retro for Vendor	Approved
05/07/18	Retro for Vendor	Approved
05/07/18	Requesting funding for translation and mileage. NTE 2.5 hrs of interpereter svcs and 8 miles total for IPP mtg	Approved
05/08/18	ILP Hours	Approved
05/10/18	65 hrs SLS for next two months	Approved
05/11/18	Medication	Approved
05/11/18	Patch 4/1/18 - 7/31/18	Approved
05/14/18	Retro 3/7 speech eval	Approved
05/15/18	Wayfinders	Approved
05/15/18	Cont 50 hrs SLS/mo	Approved
05/15/18	Patch - 138 hrs/mo	Approved
05/15/18	Cont Respite - 4/14-4/16 - 66.5 hrs /4/45-4/29 - 76 hrs	Approved
05/15/18	Cont nursing respite 123 hrs/mo - 3 months	Approved
05/15/18	bed hold thru 5/11-5/24	Approved
05/15/18	Patch during respite thru 5/29 - 60 hrs	Approved
05/15/18	SSI - Thru May	Approved
05/15/18	Day Care - 63 hrs/mo - cont	Approved
05/15/18	\$10/mo for Rodgers Drugs/bubble packs	Approved
05/15/18	Addt' 30 hrs respite 6/1 - 8/31	Approved
05/15/18	Patch	Approved
05/15/18	Patch	Approved
05/15/18	Patch	Approved
05/15/18	Bed Hold 4-27-5/11	Approved
05/15/18	Nighttime Patch	Approved

POS EXCPTIONS FOR MAY 2018

05/15/18	Respite March/April while case wasd inactive	Denied
05/15/18	Home modification/hand rail/\$2400	Approved
05/15/18	Placement/ssi/ICF daily rate + \$50 for P&I	Approved
05/15/18	Retro/Feb/Pass Thru \$374.06	Approved
05/15/18	Patch - 6/per day/138 per month	Approved
05/15/18	Cont Respite 3 months	Approved
05/15/18	Repitye retor April	Approved
05/15/18	Retro UCP Day program march - a;pril	Approved
05/15/18	Retro/Transporation/April	Approved
05/16/18	Patch (5.5 hrs/day - M-F)	Approved
05/17/18	SLS (206 hrs/mo)	Approved
05/17/18	SLS (238 hrs/mo)	Approved
05/17/18	SSI/B&C	Approved
05/22/18	Patch 5.75 hrs/day	Approved
05/22/18	SSI/P&I (3 months)	Approved
05/22/18	Patch (8.5 hrsX2)	Approved
05/22/18	SSI/P&I (3 months)	Approved
05/22/18	SLS (cont)	Approved
05/22/18	Power Wheelchair (\$6739.57)	Approved
05/22/18	SLS (744 hrs)	Approved
05/22/18	Retro POS canceled in error (4/3, 4/10, 4/17, 4/24)	Approved
05/22/18	Bathroom remodel (\$5240.)	Approved
05/22/18	Translator (retro 3/7)	Approved
05/22/18	Respite thru end of summer (200 hrs - 3 child rate)	Approved
05/22/18	Respite thru end of summer (200 hrs - 3 child rate)	Approved
05/22/18	Respite thru end of summer (200 hrs - 3 child rate)	Approved
05/22/18	Respite (22 hrs/mo - June - Aug)	Approved
05/22/18	Document translation (retro 6 hrs)	Approved
05/22/18	REST - 3 hrs (3/28 & 3/29)	Approved
05/22/18	P&I - \$30.00	Approved
05/22/18	Respite - Retro 24 Hrs march/april	Approved
05/22/18	Patch - 149 hours/mo	Approved
05/22/18	Patch - cont 138 hrs/mo	Approved
05/22/18	Convaaid Stroller (\$2563)	Approved
05/22/18	Retro mileage for translation	Approved
05/22/18	Retro/march 1st	Approved
05/22/18	Co-Pay Reimb (90 days Nov-Jan)	Approved
05/22/18	Respite (15 addtl hrs June 1-30)	Approved
05/22/18	Step parent respite reimb.	Denied
05/22/18	SSI/P&I Loan	Approved
05/22/18	Wayfinders	Approved
05/22/18	Wayfinders	Approved
05/22/18	Patch (cont 8 hrs/day)	Approved

POS EXCPTIONS FOR MAY 2018

05/29/18	76 addtl hrs nursing respite	Approved
05/29/18	Patch 1:1	approved
05/29/18	Bed Hold - cont	approved
05/29/18	Bed Hold - 5/11 - 5/22	Approved
05/29/18	Add'l respite - 30 hrs	Approved
05/29/18	Home Mod - Porch lift - \$8,200	Approved
05/29/18	Retro Respite - March 18 hrs.	Approved
05/29/18	Rest, placement, Respite/out of home respite	Approved
05/29/18	Patch 252 hrs /mo	Approved
05/29/18	Cont - Day Care	Approved
05/29/18	cont - patch 230 hrs/mo 6/1 - 8/31	Approved
05/29/18	Addtl 10 hrs/mo nursing respite 4/1/18-6/30/18	Approved
05/29/18	Addtl 30 hrs/mo nursing respite	Approved
05/29/18	Purch reimbursement/Dec 17th - \$2,426	Approved
05/29/18	Cont - patch. June/July/Aug	Approved
05/29/18	Day Care - summer - June-163/July-210/Aug -160	Approved
05/29/18	Turney Seat - \$8466.50	Approved
05/29/18	Patch - Retro to May 1	Approved
05/29/18	cont - patch	Approved
05/29/18	Cont Patch	Approved
05/29/18	Patch - 84hrs/wk	Approved
05/29/18	Addtl 30 hrs respite - 2 months	Approved
05/29/18	Respite - 6/10-6/23 - borrowing 11 days from next year	Approved
05/29/18	SLS - 90 hrs / beginning june 1 -	Approved
05/29/18	Milford lift for van - \$5,556 -	Approved
05/29/18	Retro - January -	Approved
05/29/18	Retro - May - ARC Attendance	Approved
05/29/18	12.25 hrs - 20 hrs/mo sls	Approved
05/29/18	Retro - May - Activity Center	Approved

169 POS FOR MONTH OF MAY 2018

April 16 to May 15 Incident Report Count: 82

Special Incident Types	Count	Percent
MEDICATION ERROR-VND CARE	14	13.1%
EMERGENCY ROOM VISIT	10	9.3%
HOSPITAL/RESP ILLNESS-VND CARE	10	9.3%
HOSPITAL/INTRNL INFECT-VND CARE	9	8.4%
AGGRAVATED ASSAULT	7	6.5%
FRACTURES-VND CARE	7	6.5%
LACERATIONS-SUTURES/STAPLES-VND CR	6	5.6%
DEATH	4	3.7%
HOSPITAL/INVOL PSYCH ADM-VND CARE	4	3.7%
LAW ENFORCEMENT INVOLVEMENT	4	3.7%
ALLEGED SEXUAL ABUSE-VND CARE	3	2.8%
ALLEGED PHYSICAL ABUSE-VND CARE	3	2.8%
HOSPITAL/CARDIAC-VND CARE	3	2.8%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.8%
PERSONAL ROBBERY	3	2.8%
AGGRESSIVE ACT TO STAFF	2	1.9%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	1.9%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	1.9%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.9%
ALLEGED VIOLATION OF RIGHTS	1	0.9%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.9%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.9%
DRUG/ALCOHOL ABUSE	1	0.9%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.9%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.9%
FRACTURES	1	0.9%
HOSPITAL/OTHER	1	0.9%
INJURY-FROM A BEHAVIOR EPISODE	1	0.9%
INJURY-UNKNOWN ORIGIN	1	0.9%
Grand Total	107	

SIR - April 16, 2018 through May 15, 2018				
AGE	SRIDTE	Incident Description	Follow up	Outcome
61	20180418	about 4am on 4/18/18, called the ambulance and was taken to the hospital for leg pain. She was taken to Dameron and admitted for dehydration, acute renal failure, chronic leg pain, and MERSA	SLS staff will monitor . SLS will communicate with the hospital to stay aware of any changes or updates in condition.	04/24/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records. CM/vf
29	20180421	was running through the house saying he's going to kill himself, he then started biting himself and hitting his head against the door and desk. he eventually stopped hitting himself but kept yelling. then he ran outside to the van, got in, then proceeded to pull out the ceiling light and vents. then he ran into the office in the home and tripped, he fell and hit his face on the desk. he continued to yell at staff. once he calmed down staff applied first aid and stopped the nose bleed, he appeared dizzy and complained of pain on his head. he was transported to San Joaquin General Hospital ER for further evaluation. diagnosed with nasal fracture, follow up with primary - no medications prescribed, instructed to apply ice. X-Rays done.	follow up with primary. Staff to continue to redirect behaviors. SC to request medical records.	04/27/18 - Routing scanned copy of SIR to CRA and return original to SPL. CM/dc
31	20180420	On 4/20/18 at 1:15pm became aggressive and swat at staff. He was redirected to bench. He lost his balance, fell forward, and hit his face on the chain link. was bleeding from nose and lip area. First aid was administered. Cut was under nose and blood coming from inside his mouth. 911 was called because blood would not stop and would not allow 1st aid. He was transported to St. Joseph's Medical Center. was examined by Dr. Marquet. He was sedated and glue was applied to lacerations instead of stitches. He needs follow up care with primary care physician within 48 hours.	Request medical records from hospital. Follow up with consumer's condition. Continue looking for new day program.	04/25/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf-04/28/18 - Reviewed with Dr. Malik, Clinical Physician. Consumer received appropriate care. Clinical Physician approved closing SIR, no further follow up required. CM/dc
50	20180423	SLS worker was doing routine medication counts and dispensing medication as scheduled on 4/23/18. 20 Tramadol (narcotic-pain management medication) pills were missing. SLS confirmed that the medication had not been spilled or misplaced. SLS spoke with all SLS workers that have been recently working with . No additional information was found.	SLS has transferred this medication to lockbox that will be kept locked unless dispensing or counting. will be the only person who has the key. SLS will have log sheet to document opening and closing of box.	04/27/18 - Routing SIR to CSL requesting Investigative Outcome. Copy to Pharmacist. CM/dc ~5/1/18 - CSL reviewed SIR with SC who explained that did not miss any dosage of the PRN medication of Tramadol that was missing from the prescription bottle when the SL worker counted the pills during her visit with on 4/23/18. Per paperwork sent by the SL agency it is verified that there were enough pills in the bottle if needed any between this date and the date of re-fill, 4/27/18. Additionally, CSL was informed by the SL director that an APS report was submitted because not only did some of the Tramadol pills go missing, but so did an amount of cash that this consumer keeps in a box. (This theft was noted in a separate SIR also filed on 4/23/18.) Telephone contact with consumer along with discussion with SC verifies that the SL agency helped develop a plan whereby he now stores the Tramadol in a lock box with log and keeps a key to the box on his wheelchair. Per facts and documentation presented, CSL concludes that no breach in the standard of care occurred. Investigation complete. LChristian, CSL
50	20180423	on 4/23/18 asked SLS worker to assist him with getting \$30 out of his cash box. The money and envelope was not there or found within his apartment. did not remember asking anyone to help him in accessing the box. All SLS staff were asked if they had assisted him and none had. The last time the money was accounted for was when an SLS worker put money and envelope in the box on 4/20/18. SLS spoke with IHSS worker who had access to the apartment for shifts over the weekend. She also reported not assisting with getting cash from the box. stated that his apartment is always locked when he leaves his home.	SLS has implemented procedure to keep medication and money in locked box. The key to the box is attached to wheelchair. A log for locked medication and money will require provider and consumer's signature and reason for accessing box. IHSS has been informed of the new procedure and should have no reason to access the box. IHSS does access quarters for laundry. Quarters will be stored in the kitchen. medication and monetary needs will be addressed by SLS worker as outlined in ISP.	04/27/18 - Routing SIR to QA manager, for review and distribution to CSL, requesting investigative outcome. Copy to PM for review and distribution to SC requesting Investigative Outcome. CM/dc ~ 5/1/18 - QA Manager routing to Lynda Christian, CSL, for f/up and investigative outcome. ~ 5/2/18 - CSL reviewed SIR with SC who explained that keeps his money in a cash box. On 4/23/18 the consumer, who lives independently, asked his SL worker to help him access money from the box, but there was no money in the box and the envelope in which the money is stored was not there either. CSL contacted the SL worker who submitted the SIR and sent verification that an APS report regarding the missing money had been reported. CSL followed up with on 4/30/18 who provided verification that an APS worker, Sultana Craman, visited him on 4/29/18. As well, he reports that Officer Casias from the lone City Police also visited him at his apartment and provided a case number 18040218 regarding the incident. CSL left a message for the officer to contact CSL regarding the case. CSL also discussed with SC and SL what follow up will be provided to mitigate a recurrence of another incident such as this. SC and support worker state that a plan is now in place whereby the consumer's PRN medication of Tramadol (incident noted in 2nd SIR report for this date) and money will be stored in a lock box. The consumer will have a key to the lock box attached to his wheelchair and anytime money or the medication of Tramadol is accessed, the consumer's signature and that of the provider will be required. CSL concludes that no breach in the delivery of service occurred. Investigation complete. LChristian, CSL
59	20180421	complained of not feeling well. She said she had a cough and congestion. She had no appetite. Her blood pressure was normal, but her pulse was elevated to 115. An ambulance was called, and she was taken Memorial ER and then admitted with a diagnosis of possible pneumonia. Staff are in contact with the hospital for prognosis and release date.	The care home will continue to seek medical care for when needed and to inform SC when she is hospitalized.	04/25/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
45	20180424	4/24/18 spoke with ARC Vocational Program Manager, regarding an incident he had the other day with his job coach. reported that he witnessed the job coach going through his backpack without permission and may have taken some food. said that he advocated for himself, inform the job coach that he is not allowed to ever go through his backpack without asking. said that the job coach stated that if he ever told anybody, that he would "beat him up" asked how come he did not immediately report it to his direct supervisor at the work site or vocational PM and he stated he had a meeting at the office this afternoon and figured he would say something then.	was praised for advocating for himself. He was advised to immediately contact his direct supervisor at his worksite and the vocational PM or Director or operations, anytime he feels threatened or feels his rights are being violated. will be given a copy of his rights and a list of contacts in case of an emergency. The job coach was terminated.	05/02/18 - Routing SIR to QA manager, for review and distribution to CSL, requesting investigative outcome. Other; CCL substantiated? Routing SIR to PM for review and distribution to SC requesting Investigative Outcome and Police Report. Other; Risk mitigated. Copy to CRA. CM/dc 5/11/18 Risk has been mitigated. Job coach was interviewed by ARC-SJ management and admitted to going through the consumer's backpack. Job coach was terminated. This is not a CCL issue as this is supported employment situation which occurred at the consumer's employment site. W. Murray, CSM-Employment Services
68	20180418	was reportedly exhibiting symptoms of a UTI, so was taken to his primary care physician. He was sent to Doctor's Medical Center based on vitals where he was admitted for observation and IV antibiotics. He was determined to have a UTI as well as other irregular results.	Staff will continue to assist with all routine and emergency medical care.	04/25/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
25	20180420	At approximately 9:00am on 4/20/18 was taken to Lodi Memorial ER to get evaluated for off and on fever and decreased appetite. He was diagnosed with acute appendicitis. is set to have surgery and will be admitted for appendicitis.	Encourage the RSP Providers to follow the directions given to them by the doctor.	04/25/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
66	20180425	was not feeling well, and had been diagnosed with interstitial lung disease by PCP about a week prior for which he was taking antibiotics. He was not improving and was taken to the ER, where he was diagnosed with pneumonia and admitted.	SC will request discharge summary. RSP will schedule a follow up visit with PCP to monitor lung health.	05/02/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/dc~

62	20180424	On 04/24/18 was walking out of her bedroom when staff heard a thud and found that she was on the ground in the hallway. Staff immediately saw that she was bleeding from her upper lip. She has 1 inch horizontal laceration above the center of her upper lip. was alert but crying and in obvious pain. Staff treated her laceration but knew she probably needed to see a doctor. Staff drove to Community Medical Center but she was refused care because she was screaming and would not calm down. She was taken to St. Joseph's ER where she was treated by Dr. Romaine Sangha, MD. She was given 3 stitches on her laceration and diagnosed with a maxillary fracture on her upper jaw but was not treated, only referred to primary physician, Dr. Yao for removal of suture in 10 days. Follow-up with an ENT for treatment of maxillary fracture. Rx: Cephalexin 500mg oral capsule 2x a day for 10 days and Norco 5/325 1 tab every 6 hours for pain management. was discharged around 12:00AM on April 25, 2018. She returned home and is resting.	Rest and recovery at home, consult with primary physician, Dr. Yao for suture removal in 10 days. If symptoms worsen, consult PCP and or return to ER.	04/27/18 - Routing scanned copy of SIR to CRA and return original to SPL. CM/dc~
74	20180421	was taken to Urgent Care on 4/21/18 due to his oxygen levels ranging from 88-90% He was brought to St. Joseph's Emergency for pneumonia and he was admitted to stay for a couple of days.	Follow the doctors orders.	04/25/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
22	20180419	on 4/18 facility nurse called family to update them on recent psych appointment. at the time of the call the family asked if they could bring home for a few days (until 4/22). Nurse made transportation arrangements for 4/19 in which was dropped off to his family in Modesto. at the time of drop off appeared to be in a good mood, no distress. on 4/23 facility nurse called family to check on and ask what time to pick up. At that time, family notified Nurse that was admitted at Doctor's hospital in Modesto. was admitted for Sepsis, the family did not notify the care home or VMRC of the hospitalization which occurred the evening of 4/19	RSp will provide frequent monitoring of residents health during all shifts and will notify nurse immediately of any significant changes in vital signs that indicate change in health. staff will have open communication and will report any changes in condition. RSP will review the facility's policy regarding home visits with consumer's family to ensure a proper understanding.	04/26/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
53	20180423	On 4/23/18 at approximately 11 a.m. informed PCS staff member that he didn't have his usual Fish Oil capsule but a white pill instead usually takes a Fish Oil capsule at noon each day at DP. Core staff at PCS) looked up the pill on-line and discovered it was Divalproex Sodium. from H & R CH was contacted. She was aware that brought the Divalproex Sodium pill in a Fish Oil bottle. said that she would come to DP with a New Medication Form and administer the pill to Staff contacted when she hadn't arrived by 1:20 p.m. and said that she couldn't come to administer the pill.	didn't take the pill that day (4/23/18) at DP. said that could bring the pill back to the CH and the CH staff would administer the Divalproex Sodium to him. SC received an email from , RSP, today (4/25/18) stating that she spoke with psychiatrist at SJ Mental Health and he changed noon dose of Divalproex Sodium to 3 p.m. so care home staff will be administering this medication from this point forward.	04/26/18 - Routing SIR to CSL, L. Delaurenti requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
63	20180420	While VMRC liaison, was at the home for annual evaluation. She discovered that 3 AM medications were not in the unopened bubble pack and cited home. SC spoke to House Manager. She assured SC that did not miss any medications	SC spoke to , House Manager. She stated a procedure is being put in place to have 2 staff inspect bubble packs when delivered by the pharmacy to ensure all medications are correct.	04/26/18 - Routing SIR to CSL, W. Johnson requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
65	20180419	had forgotten how to swallow due to his Alzheimer's diagnosis. Due to this he was unable to eat or drink anything without choking. He was placed on comfort care so he could pass away peacefully at home.	This was an age/medical diagnosis decline and there is now preventive action to be taken in this case.	
67	20180424	Per SIR report that today 04/24/18 SLS worker arrived at apartment for morning medication monitoring while is taking his medications. SLS discovered that the morning medications are no longer in the bubble pack. SLS worker asked what happened to his morning medications. Thomas replied he did not know what happened.	VMRC SSC will continue to monitor. SLS called the pharmacy to notify the incident.	04/26/18 - Routing SIR to CSL, L. Christian requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf ~5/3/18 - CSL reviewed SIR in which it is stated that this consumer met with his SL worker on 4/24/18 at 8:15 am so that she could assist him with the morning dosages of pills. It was then that the SL worker discovered that the bubble pack of pills for this morning's dosage had been opened and were nowhere to be found. SL worker contacted the pharmacy and was told that it would be okay if this dosage was missed. Per contact log notation made by the SL worker, the consumer did not know how the pills went missing. CSL spoke to SC and reviewed other T19 notes that indicate this consumer has several random friends who often drop by his apartment and spend the night. CSL concludes that no breach in the standard of care occurred. Investigation complete. LChristian, CSL
59	20180417	At about 3:00 PM on 4/17/18, Consumer , complained about having severe headaches and shills while having a quarterly meeting at her apartment. called paramedics. Paramedics arrived and they transported her to St. Joseph's Medical Center. was checked by the attending physicians. X-rays, blood tests an EKG and medications were ordered to help control her health problems. The doctors also recommended stay overnight to continue checking her health problems.	Service First will continue to assist with the follow-up check with her Primary Doctor and for further treatment. Service First will also continue to monitor daily medications intake, ensuring that she takes the right dosage dosage of medications at the correct time of day.	04/24/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
47	20180425	had blood tinged urine in her urostomy bag and decreased urinary output after day program on 4/25. She was taken to Lodi Memorial ER and admitted for a UTI and urostomy bag/tubing replacement	SC will request med. records and RSP will follow up w/PCP	05/02/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/dc~
16	20180420	father was arrested and placed into custody regarding an incident in which he allegedly assaulted . Details are unknown at this time and father's SC is working on getting the police report. father was in court on 4/23/18 under case#18-CR-27162 and charged with 273(A)(B) PC C-Cruelty to Child by Endangering health (Misd A).SC has been contacted and spoke with CPS about having parents work on taking the HOBPT while also working on getting behavioral services in the home.	Both SC's are working with the court and CPS to determine the best course of action which may include offering services to both parents such as behavioral training, parent education, and counseling.	05/09/18 - Consumer in CPS custody. Per SC, contact with CPS 04/26/18, parents are working with HOBPT to obtain behavioral services. No further follow up required. CM/vf
23	20180426	It is reported that on 4/26/18 received a call from UCP @ approximately 1130a had a temperature of 103 degree F. EMS was notified. was brought to St. Joseph's ER for further eval. She was seen by Dr. Adams who ordered a chest x-ray, labs and UA. Chest x-ray was negative, WBC count was 18.3, Lactic Acid 1.0 and it was determined that had a UTI (Urinary Tract Infection). She was admitted to the hospital at approx. 8pm for tx of her UTI.		05/02/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/dc~

29	20180427	SSC received an SIR from CSA Director, ho reports told her this date that he had gone on Friday to Columbia College to meet , someone he knew, who was going to hire to do yard work for him. reportedly picked up at Columbia College and took him to his home in Columbia. That night went to sleep on the couch as he was staying the night at reported that came into the room that night and touched him. He proceeded to give oral sex and then told "you're sleeping in the bedroom". said he did not want to but that told him he had a shotgun in his bedroom so if someone broke in, he could use it. said he told not to tell anyone. ~ reported to the above this am. states was upset and angry. She let him know he had support and that she would report to Behavioral Health, law enforcement, and APS.	SSC will file a SOC 341 as the incident occurred in Tuolumne County. SC will follow up on APS's or law enforcement's investigations.	
37	20180420	On Friday, April 20, 2018, Person Being Served came into the Stockton, FHA office and told Program Supervisor, that he did not want to be his Direct Support Staff anymore because owed him \$20 for cleaning his apartment. Person Being Served reported was moving out of his apartment and had him come over, clean his bathroom, sweep and pack some items to move to his new home. Person Being Served was not able to tell when this incident took place. He said it happened a long time ago. Person Being Served stated that never gave him his money and he wanted to be paid. Program Supervisor spoke with regarding this incident and he stated in December of 2017, Person Being Served knew was moving and asked if he could help, but told him no. Due to Person Being Served continually asking, stated he finally said ok and that he would pay him \$20.00. stated that Person Being Served just did some sweeping and picked up some garbage that was in the home. He stated that he paid him \$10 that day and then later purchased him "juice" for his vape pen, which was priced at \$10. stated that he and Person Being served agreed they were even.	California MENTOR will be taking the appropriate disciplinary action. More questioning will be conducted to determine if money was paid out, as reported, or still owed to Person Being Served.	and risk mitigated? Copy given to QA manager for distribution to a CSL, requesting investigative outcome and CCL substantiated? Copy sent to CRA. CM/vf-S-25-18 - QA Mgr routing to Joel Demattei, CSL, for f/up and outcome. ~5/7/2018 - Community Services Liaison (CSL) Joel Demattei interviewed (Consumer/Victim) on 4/26/2018. stated that sometime around Christmas, (FHA DSP) asked him if he would clean his () apartment and move the stuff to his new house. asked if he would be paid and indicated that would when he gets paid. On the same day took to his apartment, cleaned and then moved stuff to s car. drove to the new home and unloaded stuff there. then asked again when he was going to get paid and responded "when I get paid". never gave any money, and has not to this day. On April 13th initiated conversation with asking him "What is up with my \$20", responded that was bullying him. On April 19th, texted that he did not want to be his DSP any longer. On April 20th, came to house and was following him. felt uncomfortable and went to the California Mentor office and spoke with Staci Bennet who initiated this SIR. ~On the same day (4/26/2018), the CSL interviewed . (FHA DSP/Suspect). stated that on 12/19/2017, when found out he was moving, he repeatedly asked if he could help move by cleaning his apartment until finally said yes then committed to paying \$20 dollars for his help assisted with cleaning apartment on 12/22/2017, and afterward asked for payment. only had \$10 which he gave with a promise to give him the rest the next time he saw him. When met with on 1/5/2017, asked if he wanted the rest of the \$10. stated he would need to go to the bank and pull out the money, informed that he could just buy him Juice (for his e cigarette) instead. drove to a store named Vape Division where purchased the juice that wanted which cost \$10.~The CSL interviewed and Nicole
23	20180416	On April 16, 2018 Valley CAPS day program coordinator, observed two circular bruises, the size of a dime, about one inch above her elbow. The bruises were faded and gray in color. was asked about the bruises, she is non-verbal and mumbled something back. Valley CAPS program specialists, spoke with mother, , and she was not aware of the bruises and how received them. Valley CAPS then reported the bruises to Adult Protective Services.	APS report was made due to unknown bruising. bruises very easily and day program reports all unknown injuries to APS.	04/19/18 - Routing SIR to QA manager, Patricia Green for review and distribution to CSL, requesting investigative outcome. Routing copy to PM/SC requesting APS investigative outcome. CM/dc~
53	20180422	was admitted to Arbor Convalescent on 4/12/18, per Lodi Memorial Hospital, transitioning to Comfort Care measures only, per instructions of his sister . CMS arrived to work today, received a phone call from Siste informing that her brother, passed away on 4/22/18 at 3:15pm, and his body was later transported, at 7:00pm, to Park View Cemetery, located at 3661 French Camp, CA 95336. No further information. CMS will request copy of death certificate.	CMS will request his death certificate.	04/24/18 - Routing SIR to PM for review and distribution to SC requesting death certificate. Copy sent to CRA, Cindy Mix and Tony Anderson. CM/vf ~05/02/18 - Routing SIR again to PM for review and distribution to SC requesting Death Certificate and Hospital/Medical Records. CM/dc
27	20180419	on 4/19/18, SLS staff administered the pm meds at 9:00 am instead of the A.M meds. Staff contacted the case manager who immediately contacted the pharmacy to inform them of medication error. The Pharmacist told them there shouldn't be any safety issues and to administer the A.M meds in the P.M and observe him.	Spread Your Wings SLS will provide medication trainings to staff.	04/25/18 - Routing SIR to CSL, T. Hill requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
49	20180422	Approx. 12:00am on 4/22/2018, and her boyfriend got into a disagreement. stated her boyfriend stole her spare keys to her home. stated that her boyfriend cut her hand with a knife. called 911 and made a statement. refused medical attention, saying there wasn't enough blood. When SLS arrived on 4/24/2018, assisted palm. palm looked like it was healing. stated that she is not in any pain. Adult Protective services was contacted.	Service First:will continue to to counsel Lenna bout her house mate, will encourage Lenna to obtain a restraining order, will assist Lenna will filling out a restraining order when she decides to get one, and will encourage lenna to not allow anyone to take advantage of her physically, emotionally and financially.	04/27/18 - Routing SIR to PM for review and distribution to SC requesting Police Report, Investigative Outcome to include if risk mitigated and counseling offered. CM/dc
40	20180418	On 4/18/18 had not returned from day program by 10:45 pm. Law enforcement was notified. Provider went to known hang out locations to search for him but did not find him. Police report #1814627. returned to facility on 4/19. In discussion with his care provider he shared that he doesn't want to move out and will respect the need for the facility to know if he isn't going to return home.	This issue is complicated by history that involves becoming involved with new people and not returning to facility at agreed upon time. He is not answering his phone and not calling his provider. Once he returns an IDT will occur to discuss his options.	04/24/18 - Routing SIR to PM/SC requesting investigative outcome, police report, and has safety counseling been offered? Return date? CM/vf ~05/10/18 - Police report filed. Matter now under jurisdiction of law enforcement. Consumer returned 04/19/18. Consumer counseled. No further follow up required. CM/vf
23	20180423	4/20/18 transported to Dameron Hospital for liver failure and comatose. Admitted to ICU, on life support and coma.		

23	20180420	On 4-20-18 at approximately 7:45AM, requested help drying off after his shower. While being dried off, (he is unable to do it himself) began attacking his staff, the staff quickly began to evade and give space as began throwing items at him like the plunger, trash can, and liquid soap dispenser. When threw the soap container it busted open leaking soap on the floor. then slipped and fell, landing on his right elbow cutting it open. began to calm after looking at the blood, when he was completely calm staff gave him first aid and called the admin to report the incident and seek medical attention for elbow. was taken to Lodi Memorial for immediate service. became combative at the hospital with the doctor and was given Lorazepam 1mg at that time. Once he was calm again he had x-rays done of his elbow. At that time he tried to attack the doctor again. had to be contained by hospital nurses so they could stitch his elbow. Once completed, the care staff calmed and the nurses removed the restraints. he received four dissolvable stitches. Doctor instructed to follow up with primary care in approximately 3 days and for any worsening symptoms. was calm for the remainder of the day, he returned to his normal routine once he was back home.	CHH staff will assist when he is in crisis. CHH staff will encourage to express himself with gestures or verbally instead of being assaultive. CHH staff will continue to assess areas of danger when becomes combative.	04/25/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf-04/28/18 - Reviewed with Dr. Malik, Clinical Physician. Consumer received appropriate care. Clinical Physician approved closing SIR, no further follow up required. CM/dc
28	20180419	On 4/19/18 was taken to grocery shopping and personal spending check. He then went to the park by his house and purchased \$20 of crystal meth. He snorted it according to other consumer. His eyes rolled in the back of his head and started shaking. The consumer called the ambulance and was taken to Dameron Hospital had lab work and CT scan; he had meth in his blood. He was transferred over to San Joaquin County Mental Health for treatment and is now non-verbal. No information was given when he was getting released or not.	Follow up with SLS on his treatment and current condition. Request records for SJ County Mental Health. Provide services to help with addiction/drug use.	04/25/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
59	20180425	The following information was obtained from Special Incident Report completed by J&L Guest Home RSP: On Wednesday, 4/25/18 at 1:00 p.m. consumer was not feeling well, his bile was very dark and vomit also. Due to a previous diagnosis of bowel obstruction in July 2016 and silar symptoms on 4/25/18 he was sent to Memorial Medical ER in Modesto, CA, for evaluation. He was admitted after a CT scan with a diagnosis of bowel obstruction. He is in room 2767. J&L Guest Home staff will remain in contact with consumer while he is in the hospital and any follow-up care will be provided as directed. Any changes in health will be reported to his PCP and SC at VMRC.	Talked to J&L Guest Home RSP, via-telephone. She reported she will keep SC informed of any changes in consumer's diagnosis. She reported that the plan is for the bowel blockage to be cleared and for consumer to return back home.	05/02/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/dc
58	20180427	On 4/27/18 daughter ame to visit She arrived in the early afternoon and had dinner with During her time there she indicated she was not feeling well and asked to lie down in room. After she had left, noticed her lock box from her room was missing. The box contained three PRN medications including at least one that is a controlled substance as well as s Dial a Ride tickets. called and asked her to return but screamed at and indicated that she did not take anything. believes was going to sell the medications for money. s HAL respite provider, called HAL administrator who encouraged to file a police report. contacted the police and filed a report. Modesto PD report #MP18-042768.	HAL discussed the situation with indicated she does not wish for her daughter to visit her ever again and HAL is encouraging and supporting that decision. They indicate they will have continued discussions on how to maintain a relationship with her daughter while also maintaining her safety.	05/02/18 - Routing SIR to QA manager, for review and distribution to CSL, requesting investigative outcome. Other; CCL substantiated? Routing SIR to PM for review and distribution to SC requesting Investigative Outcome and Police Report. Other; Risk mitigated. Copy to CRA. CM/dc ~5/7/18 - QA Manager routing to Wanda Johnson, CSL, for follow-up and outcome.
29	20180428	While was in respite at New Visions South 2, had multiple episodes of SIB. repeatedly banged his head on the wall and window sill. parents arrived at the home and had an abrasion and eyebrow laceration. Hi parents took him to St. Joseph's ER and glue was applied to the laceration as an alternative to stitches.		05-02-18 - Routing scanned copy of SIR to CRA and return original to SPL. CM/dc
73	20180430	On 4/30/18 in the morning, SLS was assisting with diabetes/medication monitoring. SLS noticed that evening medication from 4/29/18 still in the med set. had eaten the candy that is placed with the medication as an incentive. SLS asked if she had taken her evening meds and she stated yes. Shortly after she said that she didn't. She did say that she had spoken to SLS staff for evening medication check. SLS called into ARC office and confirmed that evening staff on 4/29/18 had logged that called in for evening medication. SLS followed medication monitoring strategy in place. did not complete her task of taking the medication.	SLS plan: SLS staff will give verbal reminders to that she needs to take medication before eating the chocolate when she calls in for evening medication check.	05/02/18 - Routing SIR to CSL, L. Christian requesting Investigative Outcome. Copy to Pharmacist. CM/dc ~5/4/18 - CSL reviewed SIR in which the SL agency documented that consume did not take her PM dose of prescribed medication on Sunday evening, 4/29/18. CSL spoke with the SC about the incident, as well as the SL worker who reported the incident. CSL also reviewed the IPP and ISP that documents the SL agency is responsible for providing the support this consumer requires to schedule and get to medical appointments, and that is responsible for independently taking her prescribed medication. SL has developed a system whereby a candy treat is placed with the medication as an incentive for her to take the medication and then call the pager that she took the medication. The SL call log verifies that she called the pager that evening. When CSL spoke to she said she ate the candy and called the pager, but didn't know why she did not take the medication. CSL concludes that the SL agency did not breach their duty to provide the expected service. Investigation complete. L.Christian, CSL
31	20180428	Around 12pm at home, his girlfriend, attempted to attack him with a hammer. He was able to get the hammer away from her. She then went into the kitchen and retrieved a knife. They struggled, fell and was able to get the knife away from her too. Police were called and was arrested. sustained several scratches that EMT's treated at the scene. Police report number DR 18-15643.		05/02/18 - Routing SIR to PM for review and distribution to SC requesting Investigative Outcome and Police Report. Other; Risk mitigated? Counseling offered? CM/dc
78	20180501	On May 1, 2018, at approximately 11AM, was sitting at the group table preparing for lunch. retrieved his lunch pail from his pack and placed his lunch pail on the table. Upon opening his lunch pail, he took out his water bottle and placed it on the table. Instructor observed there was mold on his plastic red reusable water bottle. replaced his water bottle with an unopened non-reusable water bottle.	Staff will continue to ensure all reportable incidents are documented and reported.	05/08/18 - Routing SIR to PM/SC requesting investigative outcome, DHSL report and risk mitigated? Copy given to QA manager for distribution to a CSL, requesting investigative outcome and DHSL substantiated? Copy sent to CRA. CM/vf ~5/14/18 - QA Manager routing to Linda DeLaurenti, CSL, for follow-up and outcome.
28	20180429	On 4/30/18 met with SLS staff for his meeting. During this time stated that he had been released from St. Joe's ER and had been attacked by his families dog. has several sutures in his head and crutches. also stated he had been in a fist fight with someone and he could have received the injury to his leg from running. stated the lacerations to the side of his face and head were definitely for the dog attack.		SLS informed to stay away from the family dogs until they are more familiar with him. he was also informed to walk away from conflicts and arguments with others. ~05/08/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf
13	20180429	Care home staff noticed had labored breathing and called 911. oxygen level dropped to 80, per ambulance medical responder. was transported by ambulance to Lodi Memorial Hospital and was diagnosed with bronchitis. She was admitted to the hospital due to the need for oxygen and labored breathing.	SC will obtain medical records from Lodi Memorial regarding hospitalization.	05/03/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/dc

58	20180425	4/25/18 husband called community builders after hours and reported that was admitted to Lodi Memorial Hospital. He stated that was having trouble with her heart and went to the ER. SC got information from and stated that she her heart was pumping really fast and SC talked to the nurse in duty which she stated that they are monitoring her for 24hrs because of a concerning heart rate.		05/08/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
58	20180428	was taken to DBHC around 8:30am on 4/28/18 due to reported disorientation and agitation for consultation. The nurse at DBHC asked if she wanted to be treated and responded with: "no.". was sent home however (RSP) was concerned and informed that she is not going away if she accepts help and that she can return. At 10:30am (4/28/2018), 911 was called from the care home and was taken to Memorial medical center (RSP) stayed with and talked with the attending doctor for whose name is Dr. Moo Cho. (RSP) informed Dr. Moo Cho of s constant ER visits' and how nothing is truly being addressed. Dr. Moo Cho informed (RSP) that will be admitted and some tests will be run on her as well as Dr. Moo Cho will request a psychiatrist to evaluate to see if she needs to be transported to a psychiatric ward for further care. ~	RSP will monitor. SC will request discharge medical records.	05/08/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records. CM/vf
32	20180426	On 4/26, Admin. was called by staff informing him that did not receive her 5pm medication. On-call doctor was called and was told for o continue her routine medication and she will be fine.	Retraining of medication with staff before next scheduled shift to emphasize 7 right of proper medication assistance.	05/03/18 - Routing SIR to CSI, Wanda Johnson requesting investigative outcome, copy to pharmacist. CM/dc
64	20180501	issues. On Sunday April 29th, was having stomach pain due to diarrhea. Staff advised Delores to use the restroom and she had one bowel movement. In the evening, had five bowel movement accidents on herself and told staff she was having trouble holding it in. Staff helped her clean up, cook and offered a lot of fluids, and told her she was scheduled a doctor visit at the Urgent Care the following morning. ~On Monday April 30th, had two bowel movements in the morning before her doctor appointment at 9am. She had an accident before her morning shower and then another getting dressed in her room. Staff helped clean up and get ready for her doctor's appointment. At the Urgent Care, had another bowel movements in the restroom. The Urgent Care Doctor told that she needed to go to the ER due to how hard her stomach was. Ambulance transported to Lodi ER. Lodi ER informed Keyholders 360 staff that they will be admitting nto the hospital for overnight testing. When house manager was informed by the hospital about Lodi Hospital admitting , he emailed SC about her situation. ~On Tuesday May 1st, Staff Stephanie went to Lodi Hospital to visit at 9AM. At the hospital she was informed that was moved to ICU. Staff was told that was having constipation issues and her body was not doing well. Keyholders 360 informed son and he made arrangements to drive down from San Jose, CA, to Lodi ER to see his mother. Staff shared with the nurses the bowel movements had a the house and how alert she was this past weekend. House manager emailed SC at 10:35AM, giving her an update on hospitalization and condition. ~SC called at 4:45pm and informed House manager passed away. No further information.	Keyholders will be assisting s son with gathering all of her personal belongings.	05/08/18 - Routing SIR to PM for review and distribution to SC requesting hospital/medical records and death certificate. Copy sent to CRA, Cindy Mix and Tony Anderson. CM/vf
40	20180430	On 04-30-18 around 6am B&C II. Staff followed him and encouraged to return to the care home. Staff notified RSP, of this incident and that was not himself and that he was extremely shaky. went out to the care home to check up on I and decided to take him to St. Joseph Hospital ER. It should be noted that the last several days (who is a mental health client) was acting very paranoid and talking about things that did not make sense. ~At ER, was seen by Dr. Dennie Hsieh, MD, who requested labs which came back normal. Dr. Hsieh diagnosed with acute psychosis, altered mind status and gave medical clearance for psychiatric admission. was then evaluated by , staff from St. Joseph's Behavioral Health, who did not see a reason to admit He was discharged to go home. ~On 05-01-18 around 5am B&C home staff contacted that had again taken off from the care home but refused to return. went out to the care home and called Stockton Police Dept to file a missing person's report. Around 7am received a call from Alan Short Center Day Program Director, that had showed up at the program. picked I up from the program and took him to Crisis at San Joaquin Mental Health because hewas a danger to himself. However, he not admitted to crisis and sent home the same day	SC has set up a tele-med appointment for to be seen by his psychiatrist, Dr. McManus, on 05-07-18. In the meantime Manuel's PCP, Dr. Coastes, prescribed him Haldol (5 days supply) to see if this will calm him down enough for to rest since he has not slept in the last couple of days.	05/08/18 - Routing SIR to PM/SC requesting police report, and was consumer counseled on unauthorized absence? CM/vf
34	20180501	on May 1, 2018 called her SLS provider at Service First and told her she had fell getting off the bus. Service First went to the bus stop where was and took her to the Urgent Care. was treated and given Toradol injection of 30mg and prescribed ibuprofen 600mg tabs as needed for pain. Urgent care ordered Som to go to Stockton Diagnostics for X-rays. Stockton Diagnostics wrapped ankle with ace bandage and sent her back to Urgent Care. Urgent Care explained to she had an fracture in her left ankle and told her to follow up with her PCP.	Service First will continue to assist at her upcoming medical appointments, take her medications as prescribed and encourage Som to stay off her fractured ankle.	05/08/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf
53	20180502	On May 2, 2018 at approximately 11am, was taken to the Emergency Room at Kaiser Permanente Hospital in Manteca for evaluation. Chest x-ray showed pneumonia. He was admitted for recurrent pneumonia.	SC to request medical records.	05/08/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
59	20180426	Staff informed RSP on 4/26 that had vomited twice and had watery diarrhea while giving her a shower. PCP was contacted and instructed be taken to the hospital. She was taken to St. JOseph's ER. A CT scan of her abdomen, was ordered and IV for nausea medication was given. A UA was later ordered and was admitted. She has compression Fracture of the L1 and L2. One of her nurses stated her breathing was sounding junky/gurgling. She had no bruising, swelling or discoloration on her back. Her labs came back good and it was said she may be discharged possibly Saturday.	RSP will continue to provide SC with any updates or changes with health or care. RSP will assist with any follow up appointments or prescribed regimen upon discharge.	05/08/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf

38	20180428	SC contacted SLS to inform how apartment caught fire and due to location of fire, had to jump off the balcony. Her primary staff was contacted and went to the hospital to visit. Staff, was advised had two broken ankles, and broken back. She had back surgery on 4/29 and was successful. She is stable.	Staff will continue to follow up with and assist her with understanding/complying with doctor's instructions. An IDT will be requested when a discharge date is known to discuss living arrangements. Staff will keep SC informed of any changes or updates.	05/08/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. Housing found? Copy sent to CRA. CM/vf
61	20180503	On Friday, May 4, 2018, consumer reported to VMRC Service Coordinator, and VMRC Program Manager, that on Thursday evening, May 3, at about 7:00pm, Male Care Home Staff at Prathna RCFC, came to her while she was sitting in the living room watching T.V., and gave her a hug and a kiss in her mouth without her consent, making her feel very uncomfortable. According to Staff gave her \$20.00 for her not to say anything. stated that during this time, her roommate was also present and witnessed the incident. also stated that while this was happening, the other staff in the home was in the kitchen. After the incident, went in to her room and locked her door. Later confessed incident to another female resident, and gave her the \$20.00 for her to hold on to, before left to day program on Friday Morning May 4, 2018. Later on Friday May 4, 2018, was moved in to a new care home per her request.	Ombudsman was contacted. Care Home Licensee was notified. Mare Care Home Staff no longer working in the home. ~	05/11/18 - Routing SIR to PM/SC requesting investigative outcome, LTCO report and risk mitigated? Copy given to QA manager for distribution to a CSL, requesting investigative outcome and CCL substantiated? Copy sent to CRA. CM/vf ~5/14/18 - QA Manager routing to Wanda Johnson, CSL, for follow-up and outcome.
22	20180502	On 5/2/18, called her SLS provider to request that she pick her up from the mall. SLS arrived to pick her up and refused to go with her. She then went to the bus stop and got on a bus. SLS staff shadowed her bus until she exited. then began yelling at SLS staff "you don't care about me bitch" and evaded SLS staff. Staff called 911 and filed a missing person's report with Officer Lopez. Staff continued to search for at likely destinations but was unable to locate her.	SLS notified VMRC after hours that night and VMRC SC and PM the following day. was reportedly picked up on Wilson Way on 5/4/18 by Stockton PD and returned to her home. ID team meeting scheduled for 5/14 to address risky behavior and problem solve.	
35	20180502	On 5/2/18 at approximately 12:00pm, noticed that his bike was missing from the bike rack outside of Safeway where he left it. On 5/2/18 at approximately 12:45pm, Another Way SLS staff arrived to meet with at the Safeway Store as scheduled. informed his SLS that his bike was missing where he left it, but his lock was on the ground. reported that he looked all over for the bike but could not find it. SLS assisted with searching the parking lot for his bike. SLS recommended that make a police report of the incident. At approximately 1:00pm, notified Stockton PD non-emergency line and reported the stolen bike. Officer Froilan Garcia responded to file the report. The incident is referenced as report# 18-11004. provided Officer Garcia his contact information and he was informed that if the bike was recovered he would be contacted.	SLS assisted and looked for the bike in the surrounding vicinity. SLS recommended and assisted with filing a police report. will be encouraged to report incidents to Another Way as soon as possible. Another Way will work with to identify ways to increase his safety in the community. Another Way will assist with following up with the Stockton PD to recover his bike, if located. Another Way will continue to assist in exploring other means of transportation such as public transportation.	05/08/18 - Routing SIR to PM/SC requesting investigative outcome, police report, bike found/replaced? Safety counseling offered? CM/vf
11	20180505	On Saturday, May 5th parent sent an email to Bright Futures administrator, Service Coordinator and Program Manager with a picture and video of a bruise located above penis area. On Monday, May 7th SC and PM read the email and viewed the picture and video of the bruise. PM contacted CPS who indicated they do not take reports for children in care homes. PM was directed to contact CCL. PM obtained the phone number for Children Service, CCL 916-263-2000. PM submitted the report to Jean Spidman of CCL. PM emailed the video and picture of the bruise to CCL incidents and the assigned CCL representative, Ignacia as well as CSL, Linda De Laurenti.	PM notified CCL and CSL of the incident to ensure an investigation is completed.	05/08/18 - Routing SIR to PM/SC requesting investigative outcome, police report and risk mitigated? Copy given to QA manager for distribution to a CSL, requesting investigative outcome and CCL substantiated? Copy sent to CRA. CM/vf ~5/14/18 - Routing to Linda DeLaurenti, CSL, for follow-up and outcome.
59	20180506	On 5/6/18 at approximately 8:10 PM, was experiencing high fever, chills and breathing problems. Ambulance was called and was taken to St. Joseph's Medical Center for treatment. Different tests were given and will stay at the hospital for a day or two depending on the outcome of the tests given.	Service First will continue to assist with a follow-up appointment with her Primary Doctor. Service First will continue to assist Terry with the daily monitoring of her medication intake ensuring that she takes the right dosage of medications at the correct time of day.	05/11/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
33	20180505	SC received a call from Oak Valley Hospital in Oakdale stating that was admitted into the hospital on 5/5/18 due to an infection on her foot. She is currently on IV anti biotics and should be released on Thursday or Friday.	SC called and spoke to who stated that she was feeling okay. SC to request medical records and keep in contact with Oak Valley social worker.	
67	20180506	On May 6, 2018 at approximately 8:15 pm, was getting ready at bedtime and Staff was assisting him. Staff noticed was having a hard time getting into bed. Staff asked if he was ok and he said, "No, I am not". Staff noticed was very weak and could hardly move around. also said he had chest pain. Staff asked if he wanted to go to the doctor and he said he wanted to go to the hospital. Staff called 911 right away. A paramedic came and transported him to St. Joseph's ER. Joseph had blood work and a urine test. The rest results were fine but he was admitted for further observation and treatment in regards to having chest pain.	No further discharge plan at this time.	05/11/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
12	20180505	Parents called very upset stating that got two bruises that look like bite marks during his stay at out of home respite at Jar-Mill. They were very upset & stated that they were told that had SIB behaviors during his stay though parents do not believe it to be true because doesn't do that. Parents stated that they were contacted by the school nurse also to ask about the bruises. ~SC contacted at Jar-Mill regarding bruises. stated that displayed behaviors he had not before such as biting himself, rubbing his groin really hard, & smearing his feces. She stated that went in with bruises, & that staff does a body check when he comes in and when he leaves. She also stated that there were no consumer to consumer aggressive acts.	Sc contacted CPS, Sc requested documentation from out of home respite vendor (Jar Mills)	05/11/18 - Routing SIR to PM/SC requesting investigative outcome, police report-CPS and risk mitigated? Copy given to QA manager for distribution to a CSL, requesting investigative outcome and CCL substantiated? Copy sent to CRA. CM/vf ~5/14/18 - QA Manager routing to Desiree Clifton, CSL, for follow-up and outcome. ~5/15/18 - CSL Clifton did not make contact with consumer per agency protocol due to age. CSL Clifton contacted parent and confirmed receipt of her complaint and advised the complaint had been reported to CPS per SC T19 report. Furthermore, this writer forwarded both the SIR, corresponding report from the care home, and the pictures to CCL, specifically Ilza via email for follow up and contact. Will await follow up report from CCL.
22	20180506	on 5/6/18 arrived home from a family visit. she had discharge paperwork that indicated she had pelvic inflammatory disease. she was given a morning after pill and was prescribed antibiotics, and pain pills. then contacted the police and reported that she had been raped. the police arrived and refused to take a report due to ongoing rape allegations that have already been investigated. arrived and asked to go to the ER to get checked out but refused and began recanting her rape allegations and stating that she did not need to go to the ER because nothing happened. Another SLS worker attempted to get to go to the ER but she also refused stating nothing happened.	SLS will follow up with medical treatment and counseling services and will consult with behaviorist.	

51	20180504	Upon review of consumer's medication by SLS on 5/4 at 10am, it was discovered that consumer had not taken her night time medication (Metoprolol, 100mg, 1 tab) this week. Consumer reported she had chosen not to take it because she thought it was aspirin.	SLS explained to consumer that her night time medication is her blood pressure medication. Consumer stated that she will take the medication as directed from this date forward. SLS contacted consumer's physician; however, there was no return call at the time SIR was submitted. SLS also contacted Rx Express pharmacy who advised consumer should continue to take medication according to the usual schedule. SLS will continue to review consumer's medications a minimum of 1 time each week and will initiate daily call in med checks if a second med error occurs within the next 12 months.	05/11/18 - Routing SIR to CSL, L. Christian requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
64	20180502	On May 2, 2018 at approximately 6:20PM was transported to the Emergency Room at San Joaquin County General Hospital via ambulance for seizure. had abrasions on his face, head and his hand was in a splint. He stated that his hand was broken and would need to remain in the splint. was informed that he would be receiving a call from an orthopedic doctor to schedule a follow up appointment for his hand. According to the hospital discharge documentation, was seen by Dr. Ambreen Rahman and diagnosed with breakthrough seizure. No changes were made to his medication. was instructed to follow up with his primary care physician.	Service Coordinator to request medical records.	05/11/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf
16	20180505	ran downstairs to watch tv. He was sitting on the floor in the dining room when he started hitting the sliding glass door with a fits. He was redirected to watch TV but he instead said he was going to throw the stool at the staff. He was redirected and took the stool and grabbed it and when he was directed to put the stool down. when he put the stool down and quickly removed his hand from the stool he yanked his finger so bad that he ripped his ring finger tip off. He was given first aid at the home and taken to Dameron ER. He was diagnosed with the left fourth fingertip amputation. He was there for 3 hours and his discharged with antibiotics.	SC to follow up with what happen at the doctor visit on 5/7.	05/11/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf
63	20180505	used the restroom, while he was walking back to his bed he suddenly fell. Night staff called paramedics who took to St. Joseph's ER. Lab tests and a CT Scan of head were taken and results were normal. ER physician Dr Malcolm applied 5 staples to the back of head.	was taken to ER for evaluation. Labs and CT Scan were completed and reported normal. Staples applied to laceration. Staples would be removed in 7-10 days. Staff will observe and in case any changes are noticed in condition staff will notify administrator immediately.	05/11/18 - Copy sent to CRA. SIR returned to the Special Projects Liaison. CM/vf
35	20180505	Per vendor SIR (Community Catalysts), consumer's motel called REST that consumer advised motel staff she wanted to "slit her throat". REST called county Sheriff, who responded and advised REST they were taking consumer to county MH. Covering SC contacted REST today but they have had no word re: consumer status since 5/5/18.	VMRC will continue to assist consumer as needed per REST staffing, possibly utilizing another residential motel and following up with any MH appts.	05/11/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records. CM/vf
41	20180505	Per vendor SIR (), during the time when staff was dispensing the medication, consumer pushed a peer out of the way and grabbed a med cup not belonging to him and ingested the medication (1 tab Zocor, 20mg). RSP licensee was contacted and called the pharmacy and was advised there would be no side effects for adverse reactions with his current meds. Poison Control was also contacted. CCL rep will investigate. RSP notes consumer has exhibited less impulse control recently, poss due to a recent med change.	VMRC will work with RSP as needed to ensure safe dispensing of meds.	05/11/18 - Routing SIR to CSL, w. Johnson requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
60	20180509	Received voicemail from consumer (left on 05/09/18) stating that his care home staff did not give him his AM medication. Consumer stated that he did not refuse medication (which he has a hx of), she just didn't give it to him. Telephone contact with consumer on 05/10/18. SC asked consumer what happened yesterday morning in regards to his medications and consumer stated that forgot to give him his AM medication, but gave every one else in the home their morning medications. Consumer reported that he told care home staff when he got home from program and she gave him both his AM and 5:00PM medications. SC asked consumer if he was sure of the events, due to his recent retracted allegation of physical abuse. Consumer was adamant that he was not lying and was telling the truth.	SC will continue to encourage care home to keep appropriate medication documentation.	
25	20180509	Special Education Teacher, went on his lunch break when relief staff showed and had not dispensed Brandon's noon medication to him. Upon realization around 3pm, Day Program staff contacted a Pharmacist and were informed that he would not experience any adverse effects from the missed dosage. They were advised to just resume the medication regimen at the evening dose.		05/15/18 - Routing SIR to CSL, W. Johnson requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
51	20180508	On 5/8/18 at approximately 10:10 am CVTC staff instructor notified Program Coordinator that had a swollen top lip with a cut on it. assessed who initially stated that he was pushed and fell down cutting his lip. When asked again later, mentioned that he was in fact punched in the mouth. notified the Program Director as well as California mentor worker as well as his RSP, then called the RTD Police and was able to speak to Officer Rust who gave the following incident number #P181280693. I called and followed up with Officer Rust to confirm an investigative outcome. Officer Rust confirmed that no criminal complaint was made and that there was no suspect identified.	Called Officer Rust to get the investigative outcome details. Will monitor and follow up as needed.	05/15/18 - Routing SIR to PM/SC requesting investigative outcome, safety counseling been offered? Risk mitigated? CM/vf
41	20180507	May 7, 2018, arrived from the day program at 3:30PM and met with Behaviorist started telling that he slept on the couch; push staff down; clock-out staff and tore his time card. explained to him that it was not proper to be physically aggressive towards the staff. Also, she let him know that she will then put back on the point system "not to sleep on the couch". He then, ran over and grabbed her computer and tried to throw it away. Staff intervened by taking the computer away. He then walks to the kitchen pick up his cup of juice and threw it at Staff and physically escorted him outdoor to calm him down. He started complaining that it was too hot outside and that he wanted to go to his room which he did. Both staffs followed him and monitored him from outside his door. started throwing a tantrum yelling in his room, using profanities language, throwing objects and kicking the walls. He then came out of his room, and threw his trophy at staff but the staff escapes the object. It missed the staff closely. Staff tried to verbally redirect him but no success. Staff then asks for assistance by calling the police. The police came at 4:40pm and took to Mental. asked staff and to accompany him to Mental Health. After the evaluation, was placed on a 24 to 72 hours hold for evaluation.	Continue counseling by our behaviorist, and Psychiatrist, Dr. Michael Bennett.	

58	20180511	On 5/12/18, reported to RSP that she was at the bus stop and her cousin and cousin's husband kept driving by and eventually stopped. The husband, got out of car and pointed a knife at her demanding her check. said she didn't have it and they drove away. She told her RSP and they called APS. They will discuss whether she needs to file a restraining order.	SC will request investigative outcome from APS.	05/15/18 - Routing SIR to PM/SC requesting investigative outcome, police report, and risk mitigated? Restraining order? CM/vf
34	20180512	was feeling dizzy and lightheaded. She fell asleep and staff had a hard time waking her up. When she woke up she was disoriented and slurred her speech. Staff took her vitals and she had low blood pressure. 911 was called.	ER did an evaluation and follow up care will be arranged with physician.	05/15/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
40	20180511	On 5/11/18 informed Community Outreach staff that when she exited the Greyhound bathroom a male struck her in the face, arm and neck. Staff is unsure if it was another consumer or community member. reported she informed the Police officer down there. She was given a case #MP18-047602. Two Community Outreach staff didn't see any marks and declined medical treatment. Staff contacted APS.	Staff suggested picking her up somewhere else instead of at bus station and declined. SC will request Police/APS records.	
23	20180510	5/10/18 approximately 8 pm, was very congested and was having hard time coughing secretions up. Breathing treatment provided and suction with no relief. Resident seemed to be in distress. Provided O2 2 L/M via Nasal canula and called 911.	was admitted to the hospital. Care home will follow up with the hospital for residents condition and plan of discharge.	05/15/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records - hospitalist discharge summary. CM/vf
61	20180511	was walking from the restroom to the group table at his day program. Mid-way there he stopped walking and leaned his shoulder against the wall. He placed his right hand on his chest and his head was tilted down. stated "I am having chest pains." 911 was called and EMT arrived and was placed on a gurney and transported to Doctors Hospital in Manteca. sister met him at the hospital. The sister reported that was going to be admitted for testing.		
26	20180513	Staff called case manager on 5/13/18 and explained that was taking his PM meds as prescribed when he coughed and accidentally spit up medication Propranolol. Staff picked up the pill and placed it in contaminated med bottle for pick up.		Staff will remind Chris to slow down when taking his medications. ~05/15/18 - Routing SIR to CSL, T. Hill requesting Investigative Outcome. Copy sent to the pharmacist. CM/vf
31	20180510	Upon arrival, on 5/10/18, Storer bus driver stated that appeared to be complaining about her right leg. DP staff reports that was taken to the changing room and she refused to stand. usually stands to assist with changing. DP staff asked a Spanish speaking staff member to contact mother and inform her that was refusing to stand. was taken to the changing room again in the afternoon and she refused to stand again. When staff removed pants, they noticed that her right ankle was swollen. DP staff called mother again and described the swelling and asked her to check leg when she arrives home.	SC spoke with sister on 5/11/18, she informed SC that when arrived home on 5/10/18 her right leg was swollen. Her leg had a large bruise on it and it was red and hot to the touch. sister stated that her mother reports that was able to stand while getting dressed on the morning of 5/10/18. sister informed SC that they took to San Joaquin General Hospital on 5/10/18. was diagnosed with a broken right foot. sister reports that her mother was upset because no one knew how foot was broken. ~SC spoke with , Transportation Manager, on 5/14/18 SC asked if she received an Unusual Incident Report from Storer Transportation for on 5/10/18? said "no". contacted Storer Transportation and the morning bus driver reports that was singing and clapping on her way to DP on 5/10/18. The bus driver reports that she didn't speak to DP staff on the morning of 5/10/18..	05/15/18 - Routing SIR to PM for review and distribution to SC requesting Hospital/Medical Records. CM/vf
26	20180509	Received and reviewed Special Incident Report completed by Community Catalysts of California Program Leader. She called consumer's mother today, 5/14/18, and she talked to her regarding consumer being admitted to Doctor's Medical Center in Modesto, CA, on May 9, 2018 at approximately 3:00 PM. Consumer was taken to the hospital because she had more than 3 seizures in 24 hours. That is the primary doctor's advice to consumer's mother. Consumer's mother reported to that consumer was being discharged from hospital today and that consumer would be transferring to another location to receive 2 weeks of physical therapy. Consumer's mother was not able tell exactly where consumer would be transferred for the therapy at the time of their conversation. APS was contacted when consumer was at the hospital due to consumer not having medication levels in her lab results from the hospital. No further information is available at this time.		
40	20180510	On May 10th, RSP from Care Home, took to see his PCP, ; noticed that right foot was very swollen. The past week had been having paranoia episodes, not sleeping and pacing hours at a time. Dr. Crosdale advised to take to Doctor's Hospital of Manteca for further evaluation. ~ was seen at ER at Doctor's Hospital of Manteca on May 10th and was evaluated by Dr. Mowry who diagnosed him with cellulitis. Blood test and ultrasound test were ordered to determine if had blood clots; test results did not show this. However, was admitted to the hospital for further evaluation and under Dr. Crosdale's recommendations who felt that if was permitted to go home he would not rest and stay off his feet causing further swelling and infection to his feet.	Upon discharge SC will request discharge summary. IDT will continue to work together with to ensure his health and safety.	
35	20180512	made the allegation that one ICF staff had not gotten him out of bed, did not feed him the entire day, or give him anything to drink. Staff documentation reports that she got him up and down several times, he ate 100% of all meals and snacks, and he was showered.	Please note that lived with his mother for most of his life. His mother expressed hatred toward African-Americans and always used very offensive racial slurs. Please note the staff accused in this SIR is the first African-American staff since he was placed at the ICF. He has stated that he will not allow her to take care of him.	
58	20180511	On 5/11/18 at approximately 5pm, notified HAL provider that she was having difficulty breathing and walking and asked him to call 911. Mike called 911 and was taken by ambulance to Memorial Medical Center where she was admitted for respiratory complications.	HAL will continue to monitor health at home and assist her in keeping up with medical appointments and directives.	
39	20180513	At 4:00 PM on 5/13/18, staff and forgot that was scheduled to do his daily blood sugar measurement. Staff reviewed the next day's results and showed no abnormalities and his glucose measure was within ideal tolerances.~	RSP staff will continue to monitor glucose levels per doctor's orders. Staff who failed to prompt to test his blood sugars have been reinstructed on the requirement of the daily glucose measurement, which has been documented. has also been reminded to participate in, and when necessary, remind staff that he needs to do his blood glucose measurement daily.	

32	20180513	<p>On 5/5/18, _____ was picked up by her mother, _____ to spend the week in Fernly, Nevada for vacation. _____ mother was given enough medication for _____ to last until 5/12/18. _____ was given instructions on how to administer the medication and was clearly told that _____ must return by 5/12/18 so that she does not miss her medications on 5/13/18. _____ did not return to the care home until _____ at around 2:00pm. All of _____ medications were given during the week, however due to her returning home late, she missed her AM medications on 5/13/18. _____ missed medications include: Dok-Senna 50-8 tablet, Vitamin D3 5,000 unit tablet, Levothyroxine 125mcg tablet, Magnesium Oxide 400mg tablet, Pioglitazone HCL 30mg tablet, Divalproex SOD ER 500mg, Famotidine 20mg, pre-natal tab, Trihexyphenidyl 2mg tablet, Lamotrigine 100mg tablet, and Paliperidone ER 6mg tablet. Care staff, _____ contacted _____ FNP, and left a message regarding the missed medications. BJRX pharmacy was also contacted, and per pharmacist, Kumar, staff is to not administer the missed medications, however can continue on with _____ s 5pm and _____ 8pm medications for the day.</p>	<p>Staff will continue to monitor _____ for any change in condition. Staff had a meeting and were all aware of _____ missed medications.</p>	
34	20180510	<p>On May 10, 2018 _____ informed her SLS staff that her "street mom" hit her. SLS staff reported that it appeared _____ had a black eye. _____ declined to file a police report and declined medical attention.</p>	<p>Spread Your Wings staff will continue to report all incidents of physical abuse and encourage _____ to utilize appropriate relationship boundaries.</p>	
21	20180511	<p>_____ was at school on 5/18/18 when his phone fell off the table and was broken. He became upset and was reportedly fighting with school staff. Staff placed him in a containment (not identified) while he de-escalated. He returned to him home later and was able to resume his normal routine without further incident.</p>	<p>Home will continue to work with school on consistency of behavior plan intervention. Home will prompt _____ to follow school policy of no electronics being taken to school. SC will monitor.</p>	

FAIR HEARINGS - MAY 2018

Date Received FHR	Issues	Resolved	Resolved Level	Date Resolved	Withdrawn	Date Withdrawn	Comments
7/18/2017	Eligibility				Yes	5/2/2018	
4/5/2018	ABA Services	Yes	Mediation	5/4/2018			
4/6/2018	Eligibility	Yes	State	5/23/2018			Hearing Decision - Claimant appeal denied
3/27/2018	Eligibility				Yes	5/15/2018	
4/27/2018	Vehicle Modification	Yes	Mediation	5/17/2018			
2/8/2018	Eligibility	No					State Hearing held on 5/22 - decision with OAH
4/6/2018	Respite	Yes	Mediation	5/25/2018			
5/18/2018	Eligibility				Yes	5/29/2018	
5/3/2018	Eligibility	No					Informal Results pending - State scheduled 6/21/18