



## Helping People with Developmental Disabilities Reach Their Maximum Potential

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April 29, 2019

**VALLEY MOUNTAIN REGIONAL CENTER  
CONSUMER SERVICES COMMITTEE MEETING  
702 N. Aurora St., Stockton 95202, Cohen Board Room  
DIAL-IN NUMBER : 1-866-299-7945 - CONFERENCE PASSCODE 7793177#  
May 13, 4:00 p.m.**

### AGENDA

- D** 1.0 Public Comment – 5 minutes
- A** 2.0 Review of Minutes (March 11, 2019)
- I** 3.0 Clinical
- A** 4.0 Resource Development
  - 4.1 Chesney Professional Care Capacity Exception
- 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 TBD

**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**

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**Consumer Services Board Committee Members:**

- |                             |  |
|-----------------------------|--|
| ➤ Christine Varela - Chair  | ➤ Nadia Robinson                                 |
| ➤ Dena Pfeifer – Vice Chair | ➤ Marianna Sanfilippo                            |
| ➤ Robert Balderama          | ➤ Daime Hoornaert, CLASP                         |
| ➤ Linda Collins             | ➤ Cindy Mix, Director of Case Management Service |
| ➤ Mohamed Rashid            |  |



**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
March 11, 2019**

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**PRESENT:** Chris Varela, Mohamed Rashid, Damie Hoornaert, Linda Collins, Dena Pfeifer, Lori Smith, Dena's facilitator, Cindy Mix, Angela Njoroge, Mary Sheehan, Robert Fernandez, Nicole Weiss

**ABSENT:** Robert Balderama, Nadia Robinson, Marianna Sanfilippo

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Chris Varela, Chairperson, called the meeting to order at 4:05 PM.

**1.0 PUBLIC COMMENT**

Dena Hernandez, Regional Manager-SCDD North Valley Hills Office shared the following:

- Next SCDD North Valley Hills meeting will be held on March 26, 2019 at the Arc of Amador & Calaveras- Amador Campus from 6:00pm-8:00pm - all are welcome.
- SCDD Legislative & Public Policy Committee developed the SCDD Policy Priorities for 2019-2020. SCDD North Valley Hills sent this info to all the legislators in our region. Handouts given.
- SCDD North Valley Hills gave a grant to Get Safe for training in our area on law enforcement and people with disabilities. The trainings will be this summer. Flyers given.
- The Next VMRC Self Determination Advisory Committee meeting will be at VMRC on Monday, March 18, 2019 at 2pm. All are welcome.
- CHOICES will be held April 5, 2019. The theme is "Wheel of CHOICES". The conference is SOLD OUT.
- Next IEP Workshop with Family Resource Network will be March 13, 2019 at Valley CAPS in Manteca 6pm-8:30pm and at PCS Lodi on March 27, 2019. There will be a POS Disparity meeting following the workshop in Lodi. Flyers given.
- March 14, 2019 at the SJCOE- we are collaborating with UC Davis Mind Institute, VMRC, FRN, and DRC/OCRA to host a FREE presentation on Supportive Decision Making. This is an alternative to conservatorship. Even though the date to register has passed- people are still able to do so! Please come and share this info- there will be two sessions. Flyer given

**2.0 REVIEW OF MINUTES**

**M/S/C (Rashid/Pfeifer): Approve the minutes of January 7, 2019 as written.**

**3.0 CLINICAL**

Mary Sheehan, Clinical Director shared the following:

- Angela Njoroge the new Clinical Nurse Manager was introduced to the committee.
- Mary Sheehan will be attending the Regional Center Clinical directors meeting and conference regarding updates for Developmental Disabilities.

- A RFP went out last week for the new Dental Coordinator contract position. Once hired it is hoped that this individual will work with Phil Glassman to look at the dental needs and way to provide more services for the individuals that we work with.
- VMRC Ability Expo will be held on Thursday April 11<sup>th</sup> in the Stockton.

#### 4.0 **RESOURCE DEVELOPMENT**

Robert Fernandez, Community Services Manager shared the following:

- Last week a new provider orientation was held and had 33 people in attendance.
- An updated list of current projects or developments that are in the works was provided.

#### 5.0 **QUALITY ASSURANCE**

5.1 **Alerts**: Nicole Weiss provided a copy of the Alert report from 1/1/19-2/15/19. There were 38 total alerts.

- The department has been a little behind on closing some of the alerts but they are working at closing them before the 90 day timeframe.

#### 6.0 **CASE MANAGEMENT**

A presentation on the new proposed IPP Person Centered objectives was presented by Karen Jensen and Danielle Wells. Some of the changes include changing Long Range Goals to Hopes and Goals for the future. The objective includes what the individual wants to do as well as what is required for Medicaid Waiver. The objectives are focused on what an individual can do instead of what they cannot. The committee is now working on developing questions that will help spark conversations.

Cindy Mix, Director of Consumer Services shared the following:

- Current caseload ratio is 78.
- Staff changes—Danielle Wells promoted to PM of Stockton Children's team and Amy Browning promoted to Modesto Children's team. Kennitha Montgomery is now SSC/Modesto. Losing Kathy Ward in RD/Contracts to retirement in May. Currently interviewing.
- Medicaid Waiver Audit starting March 18<sup>th</sup>, ending March 27<sup>th</sup>.
- Self-Determination Program. Train the trainers occurring now throughout the state. Local Orientations to be scheduled within 60 days of completion. VMRC trainers will be Liz Diaz, David Narbona, Tania Candelaria, Angie Shear and Tara Sisemore-Hester. Orientations will be completed per age group and language. An email with a checklist will be sent out to all participants.
- Person-Centered Thinking Training—will begin trainings for vendors and families effective March, 2019. Modesto scheduled odd months, Stockton in even months. Flyer handout.
- POS Disparity annual meetings are now occurring. 3/5 in Sonora at ATTCA; March 16 at 1:30 pm in Modesto at Valley CAPS following a Self-Advocacy Council 6 board meeting

at 9 am. Food will be provided. Respite will be available upon request; March 27 at 8 pm in Lodi at Person Centered Services following an IEP Workshop at 6 pm. VMRC received a \$75,000 grant for community outreach. Two CBOs received grant monies to assist VMRC—ICC for parent training and advocacy, and SCDD for trainings.

- March is Social Worker Month. NASW giveaway and raffle to attend the national conference. Movie “Intelligent Lives” will be shown to staff. Possible community event.
- Children’s Program Managers are developing an in-house training re: IEP Collaboration. A Summer Series will occur. First in the series is 6/6 in the board room.
- Coffee with the Boss is expanding to invite all interested to meet with assigned Program Managers. Two children unit per year and two adult.
- CalFresh—DSS is offering an incentive to regional centers to assist with application procedures. Program will be open to all SSI participants eff. 6/1/19. EBT card avg. \$125 per month. Impact—500,000 new applicants.
- Mortality information on SIRs will be much more detail-oriented. Webinar for RC staff on March 11<sup>th</sup> and 19<sup>th</sup>.
- Upcoming conferences—Transition Fairs—Calaveras HS-3/13; 4/3—VMRC Stockton; 4/9—VMRC-Modesto; 4/26—Argonaut HS.Jackson; 5/23—Sonoma HS; Choices on 4/5, Autism Forum 4/10, Child Abuse Prevention Symp-4/10.

## 7.0 **NEXT MEETING**

There was discussion about holding Consumer Services Committee meeting every month or every other month. There was a motion to table the conversation for more discussion and vote at the May 13, 2019 meeting. **M/S/C (Collins/Pfeifer)**

May 13, 2019, 4:00 p.m., Stockton VMRC office, Cohen Board Room.

The meeting was adjourned at 5:24 PM.

Recorder: Angelique Shear



## Presenting Issues

1. Select the time frame you would like to show data for by using box below titled "Review Time Frame".

2. Select whether you would like to review "Open" or "Closed" alerts.

### Investigation Status

Closed

Open

Row Labels	Count of PresentingIssue2	Count of PresentingIssue
Health-Related Concerns	2%	1
Staffing/Supervision	2%	1
Discharged	2%	1
IPP Implementation	4%	2
Staffing / Supervision	5%	3
Staff Qualifications	9%	5
Violation of Rights	9%	5
Environment	11%	6
Recordkeeping	16%	9
Delivery of Care	18%	10
Untimely SIR	25%	14
<b>Grand Total</b>	<b>100%</b>	<b>57</b>

## Findings

1. Select the time frame you would like to show data for by using box below titled "Review Time Frame".

### Review Time Frame

Feb 16 - Apr 30, 2019

DAYS ▼

FEB 2019

8 9 10 11 12 13 14 15 16 17 18 19 2



### Status

Closed

Open

Row Labels	Count of Finding
Substantiated	18
Unsubstantiated	6
Unfounded	4
N/A	1
<b>Grand Total</b>	<b>29</b>



## Avg Days to Close

1. Select the time frame you would like to show data for by using box below titled "Review Time Frame".

**AlertDate**  
 Q3 - Q4 2018 MONTHS ▾  
 2018 2...  
 JUN JUL AUG SEP OCT NOV DEC JAN  
 ◀ ▶

Row Labels	Average of Days to Close
2018	
7	70
8	38
9	72
10	43
11	57
12	57
<b>Grand Total</b>	<b>57</b>



## Alerts Opened 2/16/19 - 4/30/19 In Chronological Order

Ctrl #	Alert Date	Closed Date	Presenting Issue	Finding	Action	# Days Open
Status	Closed					
2019-02-22.0	2/19/2019	2/25/2019	Untimely SIR	Unfounded	None	6
2019-02-23.0	2/19/2019	3/21/2019	Untimely SIR	Unsubstantiated	Technical Assistance	30
2019-02-24.0	2/19/2019	3/21/2019	Untimely SIR	Unsubstantiated	Technical Assistance	30
2019-02-28.0	2/25/2019	3/6/2019	Untimely SIR	Substantiated	Substantial Inadequacy	9
2019-02-29.0	2/25/2019	3/28/2019	Untimely SIR	Substantiated	Substantial Inadequacy	31
2019-02-31.0	2/27/2019	3/6/2019	Untimely SIR	Substantiated	Technical Assistance	7
2019-02-32.0	2/27/2019	3/8/2019	Untimely SIR	Unsubstantiated	None	9
2019-03-02.0	2/27/2019	3/8/2019	Recordkeeping	Unfounded	None	9
2019-03-22.0	3/4/2019	4/15/2019	Staffing / Supervision	Unsubstantiated	None	42
2019-03-22.1	3/4/2019	4/15/2019	Violation of Rights	Unsubstantiated	Technical Assistance	42
2019-03-03.0	3/8/2019	4/15/2019	Untimely SIR	Substantiated	Substantial Inadequacy	38
2019-03-04.0	3/8/2019	4/8/2019	Untimely SIR	Substantiated	Substantial Inadequacy	31
2019-03-08.0	3/18/2019	3/22/2019	Environment	Unsubstantiated	None	4
2019-03-13.0	3/21/2019	4/15/2019	Untimely SIR	Unfounded	None	25
2019-03-16.0	3/25/2019	4/15/2019	Recordkeeping	Substantiated	Substantial Inadequacy	21
2019-03-18.1	3/25/2019	4/15/2019	Recordkeeping	Substantiated	Technical Assistance	21
2019-03-18.2	3/25/2019	4/15/2019	Recordkeeping	Substantiated	Technical Assistance	21
2019-03-18.0	3/26/2019	4/30/2019	Recordkeeping	Substantiated	Technical Assistance	35
2019-03-18.1	3/26/2019	4/30/2019	Recordkeeping	Substantiated	Substantial Inadequacy	35
2019-03-19.0	3/26/2019	3/26/2019	Discharged	N/A	Deferred	0
2019-04-01.0	4/1/2019	4/22/2019	Staffing / Supervision	Substantiated	Substantial Inadequacy	21
2019-04-01.1	4/1/2019	4/22/2019	Environment	Substantiated	Substantial Inadequacy	21
2019-04-03.0	4/2/2019	4/3/2019	Environment	Substantiated	Substantial Inadequacy	1
2019-04-03.1	4/2/2019	4/3/2019	Environment	Substantiated	Technical Assistance	1
2019-04-04.0	4/2/2019	4/9/2019	Violation of Rights	Substantiated	Substantial Inadequacy	7
2019-04-04.1	4/2/2019	4/9/2019	Environment	Substantiated	Technical Assistance	7
2019-04-11.0	4/17/2019	5/1/2019	Environment	Substantiated	Technical Assistance	14
2019-04-11.1	4/17/2019	5/1/2019	Violation of Rights	Unfounded	None	14
2019-04-12.0	4/18/2019	4/30/2019	Delivery of Care	Substantiated	Technical Assistance	12

5/3/2019

Ctrl #	Alert Date	Closed Date	Presenting Issue	Finding	Action	# Days Open
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## Status Closed

Status Closed 29

## Status Open

2019-02-25.0	2/19/2019	Violation of Rights	73
2019-02-26.0	2/19/2019	Staffing/Supervision	73
2019-02-27.0	2/19/2019	Delivery of Care	73
2019-02-30.0	2/25/2019	Untimely SIR	67
2019-03-01.0	2/28/2019	Delivery of Care	64
2019-03-05.0	3/14/2019	Untimely SIR	50
2019-03-06.0	3/14/2019	Recordkeeping	50
2019-03-07.0	3/14/2019	Delivery of Care	50
2019-03-09.0	3/18/2019	Recordkeeping	46
2019-03-10.0	3/21/2019	Staff Qualifications	43
2019-03-11.0	3/21/2019	Staff Qualifications	43
2019-03-12.0	3/21/2019	Delivery of Care	43
2019-03-14.0	3/21/2019	Staff Qualifications	43
2019-03-15.0	3/21/2019	IPP Implementation	43
2019-03-17.0	3/25/2019	Delivery of Care	39
2019-03-20.0	3/27/2019	Delivery of Care	37
2019-03-21.0	3/28/2019	Health-Related Concerns	36
2019-04-02.0	4/1/2019	Delivery of Care	32
2019-04-05.0	4/3/2019	Staff Qualifications	30
2019-04-06.0	4/4/2019	Untimely SIR	29
2019-04-08.0	4/8/2019	IPP Implementation	25
2019-04-09.0	4/10/2019	Staffing / Supervision	23
2019-04-10.0	4/17/2019	Violation of Rights	16
2019-04-13.0	4/19/2019	Staff Qualifications	14
2019-04-14.0	4/25/2019	Recordkeeping	8
2019-04-15.0	4/30/2019	Delivery of Care	3
2019-04-16.0	4/30/2019	Delivery of Care	3
2019-04-17.0	4/30/2019	Untimely SIR	3

Ctrl #	Alert Date	Closed Date	Presenting Issue	Finding	Action	# Days Open
Status	Open					
Status	Open	28				

Grand Total Opened	57	Grand Total Closed	29
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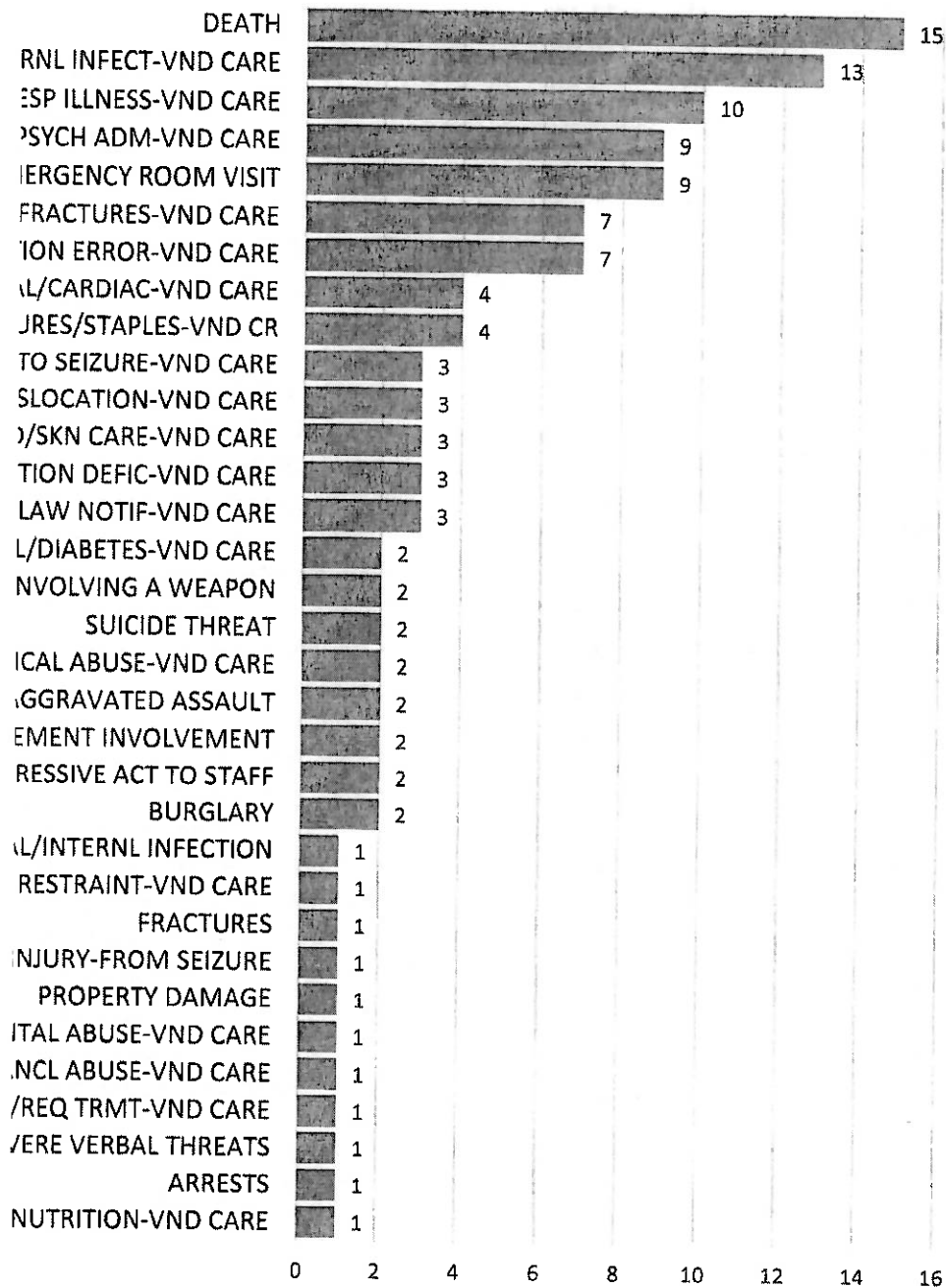


16 Mar to 15 Apr 2019 Incident Report Count: 101

Special Incident Types	Count	Percent
HOSPITAL/RESP ILLNESS-VND CARE	16	11.9%
HOSPITAL/INTRNL INFECT-VND CARE	15	11.1%
EMERGENCY ROOM VISIT	12	8.9%
DEATH	10	7.4%
MEDICATION ERROR-VND CARE	10	7.4%
HOSPITAL/INVOL PSYCH ADM-VND CARE	6	4.4%
ALLEGED PHYSICAL ABUSE-VND CARE	5	3.7%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	4	3.0%
LACERATIONS-SUTURES/STAPLES-VND CR	4	3.0%
HOSPITAL/DUE TO SEIZURE-VND CARE	4	3.0%
FRACTURES-VND CARE	4	3.0%
HOSPITAL/CARDIAC-VND CARE	4	3.0%
LAW ENFORCEMENT INVOLVEMENT	3	2.2%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.2%
AGGRESSIVE ACT TO STAFF	3	2.2%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	3	2.2%
INJURY ACCID-DISLOCATION-VND CARE	2	1.5%
FAIL TO PROV MEDICAL CARE-VND CARE	2	1.5%
ALLEGED SEXUAL ABUSE-VND CARE	2	1.5%
HOSPITAL/DIABETES-VND CARE	2	1.5%
MEDICATION REACTIONS-VND CARE	2	1.5%
BITES BREAK SKIN/REQ TRMT-VND CARE	2	1.5%
OTHER	2	1.5%
HOSPITAL/OTHER	2	1.5%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	1.5%
PERSONAL ROBBERY	1	0.7%
SUICIDE THREAT	1	0.7%
SEIZURES	1	0.7%
AGGRESSIVE ACT TO SELF	1	0.7%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.7%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.7%
PROPERTY DAMAGE	1	0.7%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.7%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.7%
AGGRAVATED ASSAULT	1	0.7%
HOSPITAL/RESP ILLNESS	1	0.7%
Grand Total	135	

HOSPITAL/RESP ILLNE  
 HOSPITAL/INTRNL INFE  
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 MEDICATION ERR  
  
 HOSPITAL/INVOL PSYCH AC  
 ALLEGED PHYSICAL ABL  
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# Special Incident Types 16 Feb to 15 Mar 2019



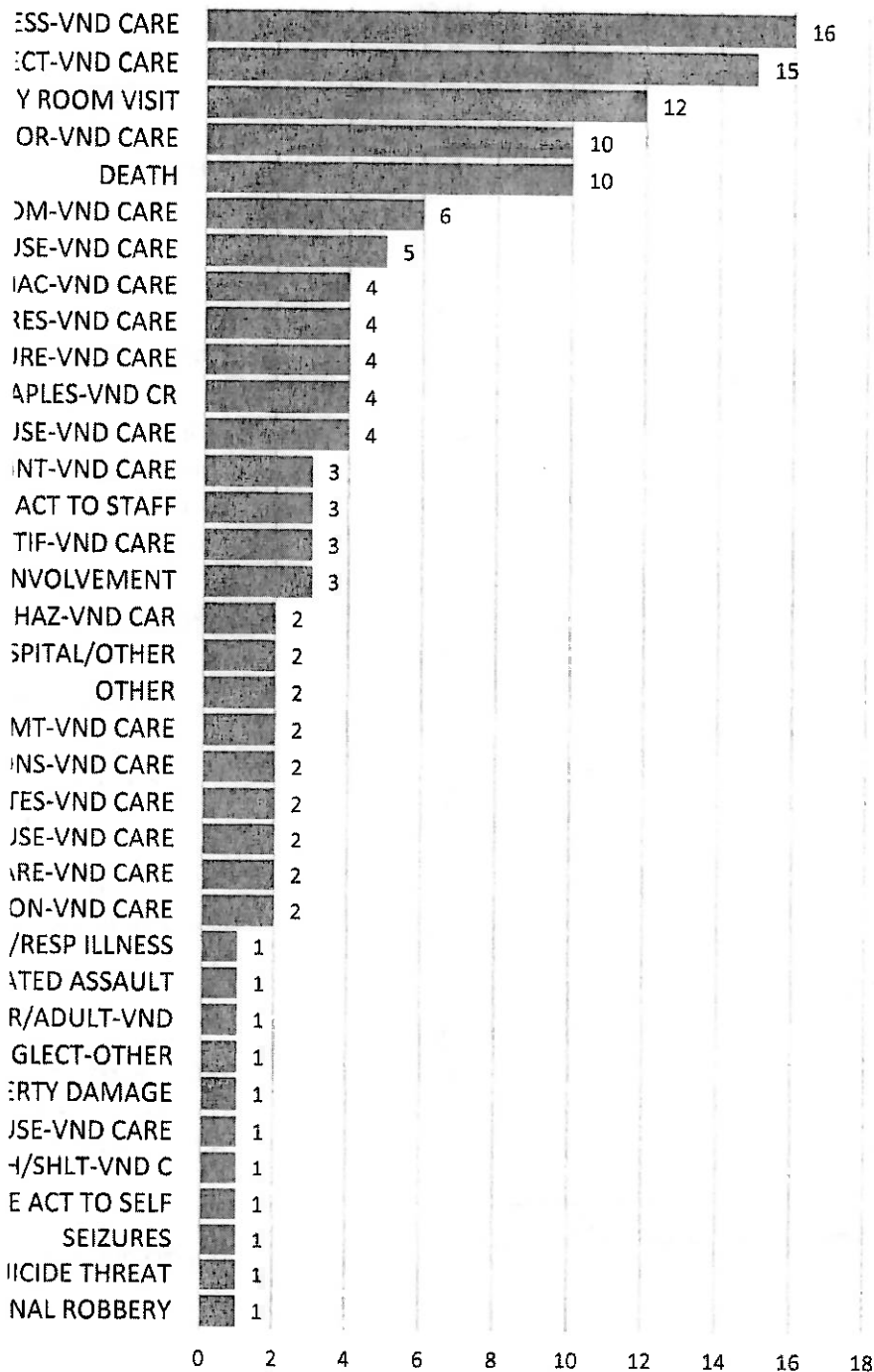


16 Feb to 15 Mar 2019 Incident Report Count: 96

Special Incident Types	Count	Percent
DEATH	15	12.5%
HOSPITAL/INTRNL INFECT-VND CARE	13	10.8%
HOSPITAL/RESP ILLNESS-VND CARE	10	8.3%
EMERGENCY ROOM VISIT	9	7.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	9	7.5%
MEDICATION ERROR-VND CARE	7	5.8%
FRACTURES-VND CARE	7	5.8%
LACERATIONS-SUTURES/STAPLES-VND CR	4	3.3%
HOSPITAL/CARDIAC-VND CARE	4	3.3%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.5%
HOSPITAL/NUTRITION DEFIC-VND CARE	3	2.5%
HOSPITAL/WOUND/SKN CARE-VND CARE	3	2.5%
INJURY ACCID-DISLOCATION-VND CARE	3	2.5%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.5%
BURGLARY	2	1.7%
AGGRESSIVE ACT TO STAFF	2	1.7%
LAW ENFORCEMENT INVOLVEMENT	2	1.7%
AGGRAVATED ASSAULT	2	1.7%
ALLEGED PHYSICAL ABUSE-VND CARE	2	1.7%
SUICIDE THREAT	2	1.7%
AGGRESSIVE ACT INVOLVING A WEAPON	2	1.7%
HOSPITAL/DIABETES-VND CARE	2	1.7%
FAIL TO PREV MALNUTRITION-VND CARE	1	0.8%
ARRESTS	1	0.8%
SEVERE VERBAL THREATS	1	0.8%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.8%
ALLGD CONS FINANCL ABUSE-VND CARE	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.8%
PROPERTY DAMAGE	1	0.8%
INJURY-FROM SEIZURE	1	0.8%
FRACTURES	1	0.8%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.8%
HOSPITAL/INTERNL INFECTION	1	0.8%
Grand Total	120	

HOSPITAL/INTI  
HOSPITAL/RE  
HOSPITAL/INVOL F  
EM  
F  
MEDICAT  
HOSPITA  
LACERATIONS-SUTL  
HOSPITAL/DUE -  
INJURY ACCID-DIS  
HOSPITAL/WOUND  
HOSPITAL/NUTRI  
MISSING PERSON-I  
HOSPITAL  
AGGRESSIVE ACT II  
  
ALLEGED PHYSI  
A  
LAW ENFORCE  
AGGI  
  
HOSPITA  
ALLGD PHYS/CHEM  
I  
  
ALLEGED EMOT/MEN  
ALLGD CONS FINA  
BITES BREAK SKIN,  
SEV  
  
FAIL TO PREV MALI

## Special Incident Types 16 Mar to 15 Apr 2019



# Fair Hearing March-April 2019

Claimant Last Name	Claimant First Name	UCI	Date FHR Received	NOA Date	Issue	Office	Informed of Advocacy Options	Advocate Involved	Informal Date	Time
Chakos	Alec	7726893	3/1/2019	2/21/2019	Respite	Modesto			4/1/2019	10:00AM
Chakos	Ashton	7726894	3/1/2019	2/21/2019	Respite	Modesto			4/1/2019	10:00AM
Rossell	Angelina	7755431	3/7/2019	2/8/2019	Eligibility Vehicle	Stockton			4/10/2019	10:00AM
Spangler	Christian	7726992	3/13/2019	2/19/2019	Modification	San Andreas			N/A	N/A
Souza	Darren	7766967	3/20/2019	2/25/2019	Eligibility Veh Mod and	Modesto			3/26/2019	10:00AM
Poulsen	Sierrah	7741784	3/18/2019	3/12/2019	Rec Services	Stockton			4/4/2019	10:00AM
Corsaut	Evangeline	7747960	3/18/2019	2/22/2019	Stair Lift Vehicle	Modesto			4/8/2019	
Montoya	Oscar	7721277	3/28/2019	3/25/2019	Modification Vehicle	Stockton			N/A	N/A
Meza	Mia	7757235	4/15/2019	4/3/2019	Modification Vehicle	Stockton			N/A	N/A
Wilson	Miracle	7734487	4/15/2019	3/7/2019	Modification	Modesto			N/A	N/A

Mediation Date	Time	State Date	Time	ed Yes/No	Resolved Level	Date Resolved	Withdrawn Yes/No	Date Withdrawn
		4/22/2019	10:00AM	Yes			Yes	5/1/2019
		5/16/2019	10:00AM	Yes			Yes	5/1/2019
N/A	N/A	5/14/2019	9:30AM	No				
4/23/2019	10:00AM	5/21/2019	10:00AM	Yes	Medication	4/23/2019		
N/A	N/A	5/7/2019	10:00AM	Yes			Yes	
4/16/2019	1:30PM	5/30/2019	10:00AM	No				
4/26/2019		6/26/2019		No				
5/20/2019								
4/24/2019	9:00AM			Yes	Medication	4/24/2019		
5/9/2019	1:00PM	5/24/2019	10:00AM	No				
5/10/2019	10:00AM	5/31/2019	10:00AM	No				

**Comments**

4/5/2019 RFC submitted to Continue 4/22/19 State Hearing - Parent wishes to withdraw from further fair hearing per phone call and email from parent. NOR completed and processed 5/1/2019

4/5/2019 RFC submitted to Continue 4/22/19 State Hearing

RFC submitted moving State date from 4/26/19 to 5/14/19

Unable to schedule mediation within 30 day timeline due to all parties availability. RFC to schedule mediation on 4/23 pending signed waiver of time from parent

Parent to withdraw appeal, NOR w parent for signature and return

RFC completed and submitted 4/17/19 per all parties to continue state level fair hearing from 5/2/19 to 5/30/19

Per Mediation on 4/26/19 all parties agreed to second mediation and continued state hearing. RFC processed and completed.

