



Consumer Services Committee Meeting

December 2, 2019

VMRC Stockton Office Cohen Board Room

702 N. Aurora Street

Stockton, CA, 95202

Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee Meeting

1.0 Public Comment	Open Discussion	
2.0 Review of Minutes (November 4/2019)	Committee Action Item	
11.04.19 Minutes Draft.docx - Page 4		
CSB Presentation Ideas.pdf - Page 8		
Managed Health Care Help Line.pdf - Page 9		
3.0 SAC6 Update – Lisa Louise Esteves	Information	
4.0 CLASP Update – Daime Hoornaert	Information	
5.0 Consumer Services Project Discussion – Dena Pfeifer	Information	
CSB Presentation Ideas.pdf - Page 11		
6.0 Clinical Update	Information	
Claire Lazaro		
Tara Sisemore Hester		
October Intake Statistics.pdf - Page 12		
7.0 Resource Development	Information	
Brian Bennett		
Robert Fernandez, Jr.		
8.0 Quality Assurance	Information	
Nicole Weiss		
Patricia Green		
8.1 Alerts		
QA Alerts.pdf - Page 13		
9.0 Case Management	Information	
9.1 Reports:		Cindy Mix
Transfer status.pdf - Page 16		
POS Exception Tracking.pdf - Page 17		
SIR REPORT Oct 16 to Nov 15 2019.pdf - Page 18		
Fair Hearing Status Report.pdf - Page 19		
9.2 Case Management Update		Cindy Mix
10.0 Transportation	Information	
Wilma Murray		
11.0 Next Meeting Monday, January 6, 2020		



Minutes for Meeting Book - Consumer Services Committee Meeting

11/04/2019 | 04:00 PM - 04:45 PM - Pacific Time (US & Canada)

VMRC Stockton Office Cohen Board Room

Attendees (24)

PRESENT:

Committee Members: Dena Pfeifer, Liz Herrera Knapp, Emily Grunder, Lisa Esteves, Margaret Heinz, Linda Collins

VMRC Staff: Tara Sisemore Hester, Brian Bennett, Nicole Weiss, Christine Couch, Doug Bonnet, Claire Lazaro, Robert Fernandez, Cindy Mix, Tony Anderson, Cindy Strawderman

Facilitators: Lori Smith

Guest/Visitors: Jose Lara, Maria E. Solano, Mariela Ramos, Jeanette Co, Maria Elena Diaz, Doris Contreras, Griselda Estrada

ABSENT: Mo Rashid, Robert Balderama, Daime Hoornaert

1.0 - Public Comment

Maria Ramos – asked if there is a policy for Personal Assistance? Cindy Mix advised that there is a work group currently in process.

2.0 - Review of Minutes from October 7, 2019

M/S/C (Heinz/Heinz): Approve the minutes of October 7, 2019 as written.

3.0 - SAC6 Update - Lisa Louise Esteves

SAC6 held our November 1 area meeting in Turlock. Our topic was Voting Rights. The speaker was Paul Spencer, an attorney from the San Diego office of Disability Rights California. He held a mock election with us and explained that we have a right to vote. We learned that our vote is independent and private. We can make our own decisions about our vote and we do not have to tell people how we voted.

We want to thank VMRC staff Angie Shear, Carlos Hernandez, Tony Anderson and Christine Couch for attending our meeting and supporting us with Voting Rights.

Thank you to Moe Rashid from DRAIL for telling us about the services he offers at DRAIL. Thank you to Ignacio Chavez of UCPA Stanislaus for helping us connect with the Cornerstone Church in Turlock. Thank you to Sandy Graham from OCRA for

having a table with Voting Rights publications. Thank you to George Lewis from the State Council on Developmental Disabilities, North Valley Hills Office for helping us set up the meeting and making it a great day. Thanks to George for helping me emcee the meeting. Thank you to Cheryl and Kerstin from PCS for talking about the CHOICES t-shirt and video contest.

Lisa Utsey, the SAC6 Vice Chairperson and Treasurer, is a member of the Department of Developmental Services Consumer Advisory Committee. Lisa and Christine Couch have finished the self-advocacy training on Prepare for Your Care, end of life planning and decisions. They will present it to the DDS CAC on November 5. We are excited to have this training available to us to share with others.

Our next board meeting is December 14 at the ARC in Sutter Creek. We will hold our annual elections for the officers for the 2020 year.

4.0 - CLASP Update – Liz Herrera Knapp

We had our meeting on 10/22. UCP during that meeting let them know they had their POM event on 10/20 at UOP, with 250 people in attendance. During our meeting, they were working on the holiday schedule, and looking to finalize at their next meeting.

On October 29th the provider conference committee will meet to recap the conference on the 8th. We are looking to plan our next conference for 2020 the 3rd week in November.

Next meeting on 11/26 at 10:00 in the VMRC Board Room.

We also want to remind everyone of our presence on Social Media to follow CLASP on Instagram CLASP.VMRC and we are on Facebook.

5.0 - Consumer Services Projects - Dena Pfeifer

Dena Pfeifer passed out a list of ideas of presentations that she felt would benefit the committee. If everyone could look at and provide feedback on other topics. If you would like we could try to have a presentation at each meeting.

6.0 - Clinical Update

Claire Lazaro

Clair and Tara attendee a presentation from the Department of Managed Health Care. She received a brochure from them “Need Help with Your Health Plan”. This is a free resource for consumers and families requiring assistance with their health plan. There is a Spanish version on line.

Tara Sisemore-Hester

Tara went over the intake statistics that were provided in the meeting packet

7.0 - Resource Development

Robert Fernandez

Robert Fernandez provided the following information: Recently we had 1 home “Wellwoods” a level 4i in Manteca vendored. We have 2 adult residential homes “Delta Care” a level 4i in Modesto and “Glenbrook” a level 4i in Stockton.

We have a Disaster Emergency Preparedness Workshop with vendors scheduled this Friday in the boardroom 10 – 1. We are expecting many providers, currently 71 registered. We are inviting Staff to attend as well.

We recently scheduled HCBS information training for providers. There will be 3 different locations 11/12 in Modesto; 11/15 San Andres at the Public Library; and the Stockton 11/18. All locations will be 10-1.

8.0 - Quality Assurance

Patricia Green was not in attendance; Nicole Weiss provided the following information:

8.1 **Alerts:** Nicole went over the Alert report that were provided in the meeting packet. We have 42 open Alerts. We are taking a bit longer closing alerts as we are down to 4 staff members from 6, and 2 of them are new and still in training. We have a new staff member coming on board early December. Therefore, we should be back on track soon.

9.0 - Case Management - Cindy Mix

9.1 Reports:

- Caseload Ratio— 1:82;
- Transfer Status—352 in/303 out year to date;
- POS Exceptions—126 approved/11 deferred/6 denied;
- SIR—Hospital/Internal Infection-Vendor was highest percentage, followed by Med Errors and ER visits;
- Fair Hearings—5 of 11 dealt with eligibility.

9.2 Case Management Update:

- Respite Tool Revision—scheduling of public meeting—11/21/19 @1:30-3pm.

- Performance Contract submitted to DDS for approval.
- CLASP Conf, 10/8; MHSA Conf, 10/9 & 10/10; Down Syndrome Buddy Walk at Mickie Grove, Oct. 19; Georgetown Project Cultural Competence training on Oct. 21 and 22; Autism Speaks Walk in Modesto, 10/26. Independent Facilitator training, Nov. 6 and 7 at SJCOE. Homeless Awareness Month—Dave Vodden's team is spearheading a drive for blankets and winter wear. Early Start Symposium on Nov 5th.
- Self-Determination--Of 100 slots, 79 continuing at this point. We are contacting those on the list who have not confirmed denial to hold one last orientation for them with a deadline of Dec 6th. VMRC staff are holding PCT planning sessions and IPPs. Both current SC/PM and SD SC/PM are participating. In addition, completion of budget tools is occurring. The second drawing will occur on Nov 22nd. We are looking at adding another SD Service Coordinator.
- An IHSS Informational Conference is being planned in partnership with Fuezas Unites for late in March 2020.

9.3 Updated Respite Assessment Tool:

The Respite assessment tool discussion will be tabled, as a public meeting will be scheduled for November 21st, 1:30-3:00 p.m. in the Cohen Board Room. Then we can have updated for submission to DDS for approval. We have received some good feedback so far.

10.0 - Transportation

Wilma Murray was not available to provide an update on transportation.

11.0 - Next Meeting - Monday, December 2, 2019, Stockton VMRC office, Cohen Board Room

Ideas for Consumer Service Committee Presentations

- A day in the life of a Service Coordinator
- Early Start - an introduction
- Tell us about all the clinics
- What is SAC6 ?
- How do you develop new serves or programs ?
- What does the Compliance Manager do ?
- What is CLASP ?
- Teach us about appeals and fair hearings

What people are saying about the Help Center

"World class customer service."

"Thank you for all that you do. Thank you for empowering me and standing with me. I am truly grateful."

"You took the time to listen to me and he went above and beyond to help me."

"Your hard work to ensure that serious complaints are not brushed away will honor others."

"Your compassion and willingness to 'go the extra mile' to help us get justice has restored my optimism. We will never forget what you have done for us."

"You were the one who finally got [our health plan] to cover my surgery, which helped out a lot with all the pain! Thank you so much!!!"

The Help Center works with community-based organizations to assist you with enrollment into health coverage, filing of complaints and appeals, and provide you with educational materials and information about health coverage and health care reform.

If you need one-on-one, local help, please request direct assistance from the Help Center.

Health Coverage

With changes in health care, there are more ways to get health coverage.

Plans cannot refuse to cover people who have a pre-existing condition. They cannot put a limit on lifetime or yearly costs. They cannot cancel your coverage just because you have a costly health condition.

The Help Center can help you find information on:

- ✓ Covered California, the new health insurance marketplace.
- ✓ Health plans for people with both Medicare and Medi-Cal.
- ✓ Medi-Cal health plans.

If the Help Center cannot help you directly, we will connect you to a program that can.

DEPARTMENT OF
Managed Health Care

The Help Center provides help in many languages and formats. All services are free.

Help Center

Department of Managed Health Care
980 9th Street, Suite 500
Sacramento, CA 95814-2725

1-888-466-2219
HAVE QUESTIONS ABOUT YOUR HEALTH PLAN? CONTACT THE HELP CENTER.
HealthHelp.ca.gov

FAX: 1-916-255-5241
TTY: 1-877-688-9891



This brochure is also available in large print, audio, braille or online.



Need Help
with your
Health Plan?

DEPARTMENT OF
Managed Health Care
Help Center

A Free Service

1-888-466-2219



The Help Center

A free service for Californians

Do you have a problem with your health plan? In California, you have a place to go—**the Help Center**.

The Help Center is part of the Department of Managed Health Care (DMHC). DMHC is the state agency that oversees health plans. DMHC protects the rights of health plan members. DMHC staff includes medical and legal experts.

All Help Center services are free. We can help you get the treatment you need for medical, mental health, and other health issues.



Take the First Step

Call the Help Center if you are not sure what to do about your problem.

- ✓ We can explain your rights.
- ✓ We can help you file a complaint
- ✓ We can explain how to qualify for an IMR and how to apply.
- ✓ Urgent issues are decided quickly. Other issues are usually decided within 30 days.
- ✓ Your privacy is safe. We keep your name and medical information confidential.



File a Complaint

The Help Center can help you with problems and concerns like these:

- ✓ I need help filing a complaint.
- ✓ I have to wait too long for an appointment.
- ✓ I have a problem with a bill.
- ✓ I cannot get services in sign language (or another language).
- ✓ My doctor is no longer in my plan's network, but I am in the middle of treatment.
- ✓ I have a problem with my Medi-Cal Managed Care Plan.
- ✓ I cannot get the health care treatments that I need.



Apply for IMR

The Help Center can help you apply for an Independent Medical Review (IMR).

This is a kind of appeal or complaint. You can apply for IMR if your health plan denies care.

- ✓ Your plan won't approve a service you want, and says you do not medically need the service.
For example, you and your doctor think you need a specific medication, a medical test, or a surgery. But, your plan says you don't need it or wants you to try something else.
- ✓ Your plan won't pay for an experimental treatment for a serious condition. This is a treatment that's still being studied.
- ✓ Your plan won't pay for emergency care that you received.
In an IMR, doctors outside your health plan review your case. Your health plan must do what they decide.

✓ More than half of IMRs are decided in the patient's favor.

✓ IMR is free, fast, and easy.



1-888-466-2219

HAVE QUESTIONS ABOUT YOUR HEALTH PLAN? CONTACT THE HELP CENTER.

HealthHelp.ca.gov

Ideas for Consumer Service Committee Presentations

- A day in the life of a Service Coordinator
- Early Start - an introduction
- Tell us about all the clinics
- What is SAC6 ?
- How do you develop new serves or programs ?
- What does the Compliance Manager do ?
- What is CLASP ?
- Teach us about appeals and fair hearings

October Intake Statistics:

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	141	125	98	78%
Modesto	124	108	93	86%
San Andreas	18	13	13	100%
Total	283	246	204	83%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	46	40	28	70%
Modesto	25	21	14	67%
San Andreas	11	6	2	33%
Total	82	67	44	66%

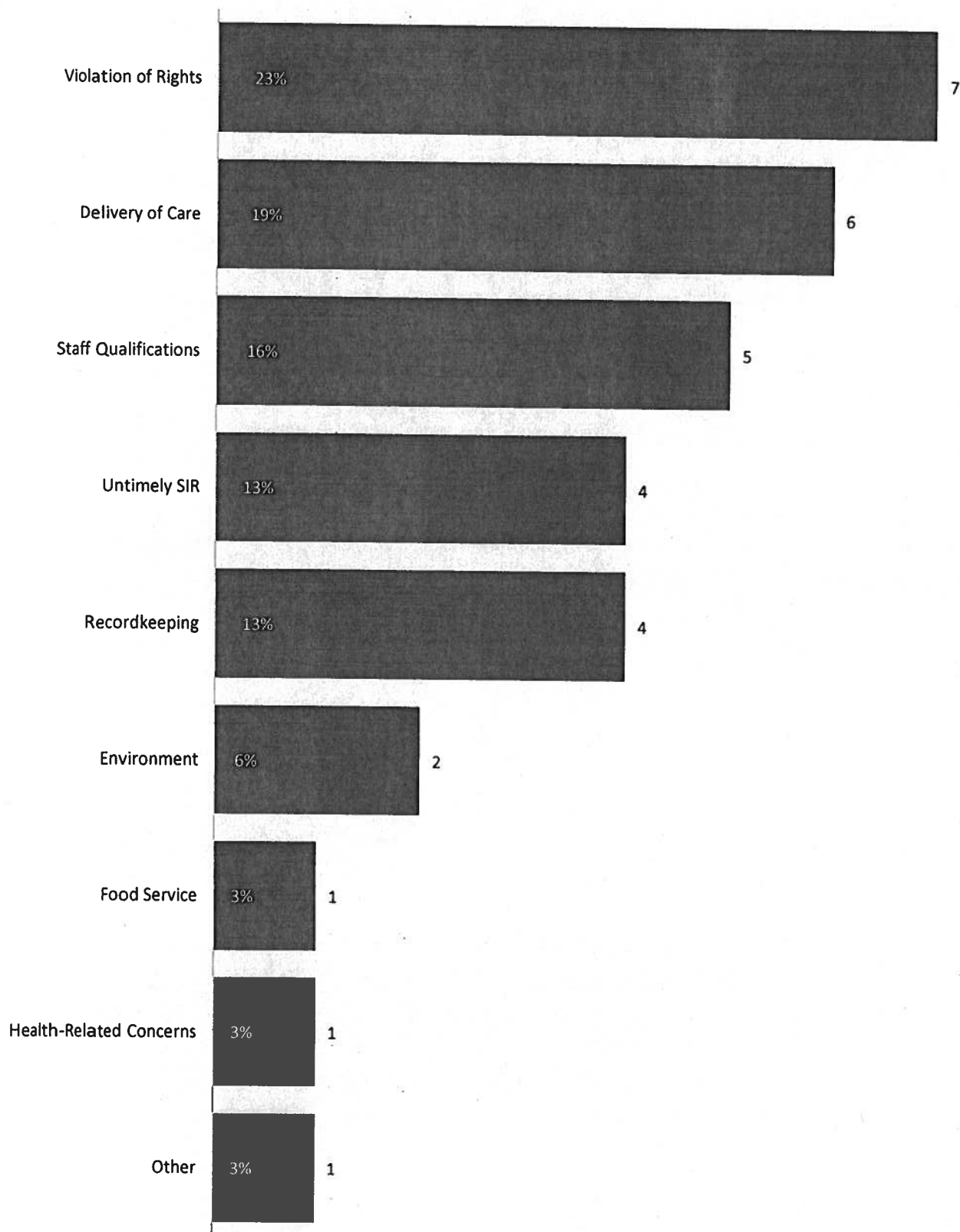
Detailed Alert Data

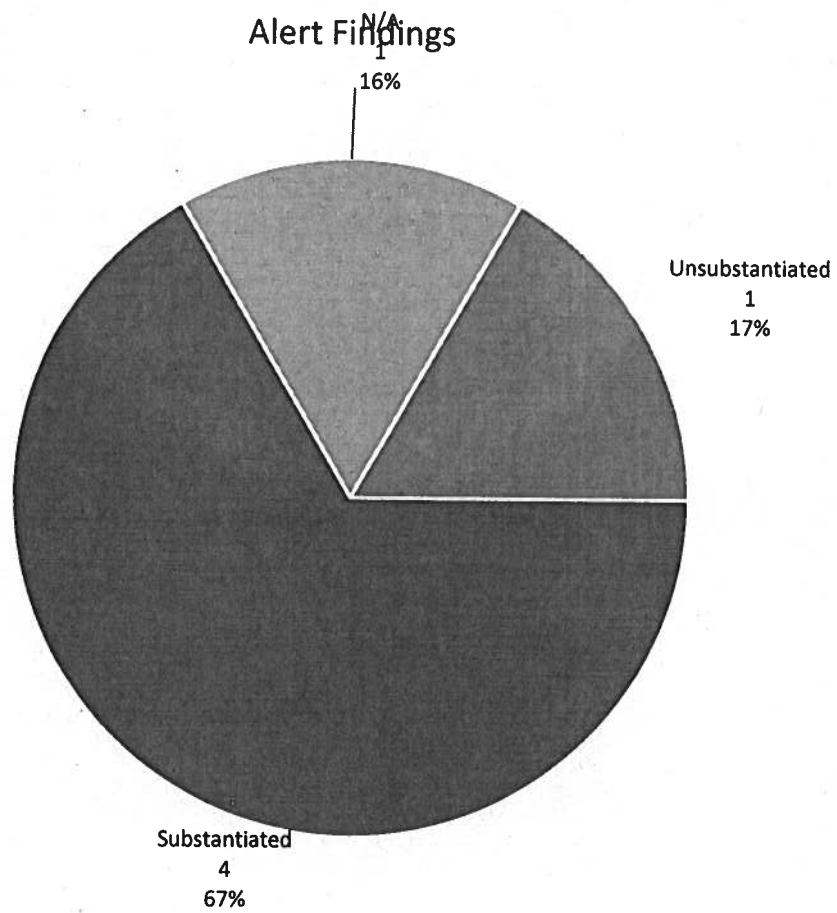
Date Opened	Presenting Issue	Action	Finding	Date Closed	Control #
10/16/2019	Recordkeeping				2019-10-20.0
10/16/2019	Other	Technical Assistance	Substantiated	11/12/2019	2019-10-16.0
10/16/2019	Violation of Rights				2019-10-17.0
10/16/2019	Untimely SIR	Substantial Inadequacy	Substantiated	11/15/2019	2019-10-19.0
10/16/2019	Environment	Deferred	N/A	10/25/2019	2019-10-18.0
10/21/2019	Environment	Technical Assistance	Substantiated	11/20/2019	2019-10-21.0
10/23/2019	Untimely SIR	Substantial Inadequacy	Substantiated	11/20/2019	2019-10-22.0
10/24/2019	Violation of Rights				2019-10-23.0
10/24/2019	Delivery of Care				2019-10-24.0
10/28/2019	Violation of Rights				2019-10-25.0
11/5/2019	Recordkeeping				2019-11-01.0
11/5/2019	Violation of Rights				2019-10-26.0
11/5/2019	Delivery of Care				2019-11-03.0
11/5/2019	Untimely SIR				2019-11-04.0
11/5/2019	Delivery of Care				2019-11-05.0
11/5/2019	Staff Qualifications				2019-10-29.0
11/5/2019	Staff Qualifications	None	Unsubstantiated	11/6/2019	2019-10-28.0
11/5/2019	Recordkeeping				2019-11-02.0
11/5/2019	Delivery of Care				2019-10-27.0
11/5/2019	Recordkeeping				2019-11-03.1
11/6/2019	Health-Related Concerns				2019-11-06.0
11/7/2019	Violation of Rights				2019-11-08.0
11/7/2019	Delivery of Care				2019-11-07.0
11/7/2019	Violation of Rights				2019-11-07.1
11/8/2019	Untimely SIR				2019-11-09.0
11/13/2019	Delivery of Care				2019-11-13.0
11/13/2019	Staff Qualifications				2019-11-10.0
11/13/2019	Staff Qualifications				2019-11-12.0
11/13/2019	Food Service				2019-11-14.1
11/13/2019	Violation of Rights				2019-11-14.0
11/13/2019	Staff Qualifications				2019-11-11.0
Total					31

QA Alert Report

10/16/2019 - 11/16/2019

Alert Presenting Issues Received





Consumer File Transfer Status - To and From VMRC

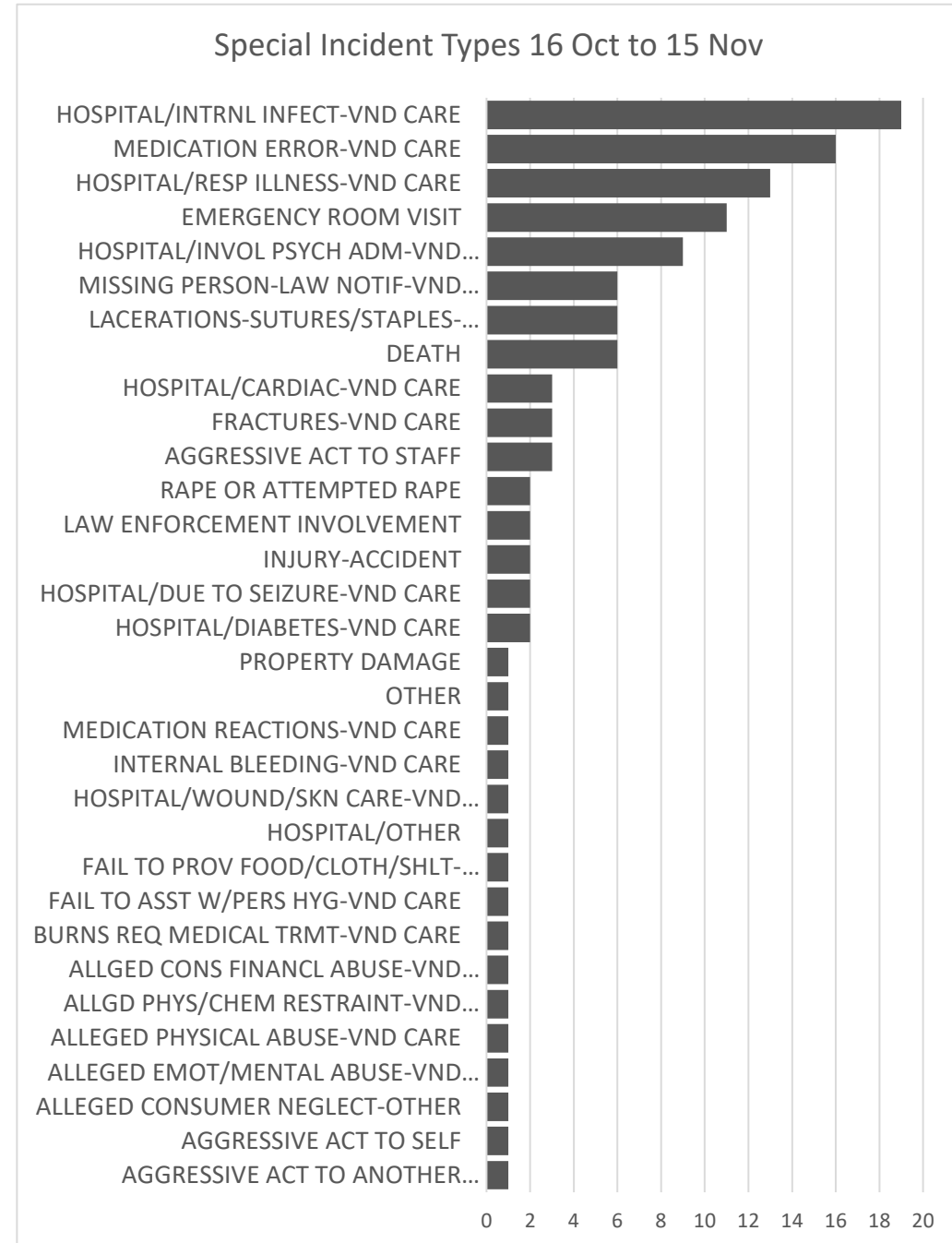
2014				2015				2016			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	39	January	28	January	12	January	14	January	39	January	26
February	25	February	12	February	25	February	12	February	34	February	21
March	24	March	14	March	47	March	16	March	19	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				2019			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	23	January	31	January	53	January	37	January	33	January	32
February	41	February	19	February	33	February	20	February	31	February	37
March	38	March	25	March	28	March	24	March	36	March	33
April	33	April	14	April	36	April	31	April	49	April	21
May	53	May	31	May	32	May	32	May	33	May	26
June	21	June	21	June	39	June	28	June	25	June	26
July	41	July	12	July	39	July	23	July	33	July	38
August	41	August	28	August	51	August	35	August	42	August	25
September	40	September	29	September	41	September	22	September	39	September	38
October	53	October	30	October	43	October	23	October	41	October	32
November	52	November	57	November	37	November	30	November	21	November	11
December	41	December	19	December	33	December	18	December		December	
total for 2017	477	Total for 2017	316	total for 2018	465	Total for 2018	323	total for 2019	383	Total for 2019	319

POS Exceptions							
2019	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Attorney		1	1				
B&C/P&I/SSI/SSP	10	11	7	9	20	7	
Bed Hold	3	9	6	6	7	2	
BIS					1	2	
CAMP		3	1	1	1		
CBEM			2		1		
Chiropractor		1					
College Living Experience	1				3	1	
College Tuition		1					
Communication Device/Software	1	1	1				
Crisis Intervention			1				
Day Care	5	5	3	2	8	4	
Day Program	1	7	3	1	1	1	
DME		5	5	1	4	1	
Equipment Repair	2						
GPS Tracking Device		1		1	1		
Home Maker Services	6	4		4	1		
Home Modification	3	3	6	1	5	2	
IDS Evaluation	4	1		3			
ILP	1	3					
ILS	2	5	1		2		
Incontinence Supplies		5	3	1			
Insurance Deductible/co-pay		1			7	3	
Med Part D co-pay	1	3		1			
Medic Alert	1	1			1		
Mileage	10	1	4	2			
Misc.	25	7	9	10	10	2	
Non mobile rate	1						
Nursing Respite	2	2	5	4	3	3	
Overnight Staffing	1						
Patch	33	42	41	43	35	12	
Personal Assist	3	3	4	4	11	4	
Placement funding		4			1	1	
Program Support		4	1				
Purchase Reimbursement			3	4	6	2	
Residential Program		4			2		
Respite	18	43	33	37	42	14	
REST/RAPID		2		1	2	3	
Shared Costs		1					
SLP			2	3			
SLS	27	23	30	32	29	9	
Social Recreation	1	1	3	1			
Translation		1	4	7	4		
Transportation	3	9			1	4	
Vehicle Modification	2			1	12		
Weight Management Program		1			1		
TOTAL POS	167	219	179	180	222	77	0
Approved	159	203	169	172	197	64	
Deferred	6	8	6	5	11	6	
Denied	2	8	4	3	14	7	

16 Oct to 15 Nov 2019 Incident Report Count: 121

Special Incident Types	Count	Percent
HOSPITAL/INTRNL INFECT-VND CARE	19	15.7%
MEDICATION ERROR-VND CARE	16	13.2%
HOSPITAL/RESP ILLNESS-VND CARE	13	10.7%
EMERGENCY ROOM VISIT	11	9.1%
HOSPITAL/INVOL PSYCH ADM-VND CARE	9	7.4%
DEATH	6	5.0%
LACERATIONS-SUTURES/STAPLES-VND CR	6	5.0%
MISSING PERSON-LAW NOTIF-VND CARE	6	5.0%
AGGRESSIVE ACT TO STAFF	3	2.5%
FRACTURES-VND CARE	3	2.5%
HOSPITAL/CARDIAC-VND CARE	3	2.5%
HOSPITAL/DIABETES-VND CARE	2	1.7%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	1.7%
INJURY-ACCIDENT	2	1.7%
LAW ENFORCEMENT INVOLVEMENT	2	1.7%
RAPE OR ATTEMPTED RAPE	2	1.7%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	0.8%
AGGRESSIVE ACT TO SELF	1	0.8%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.8%
ALLEGED PHYSICAL ABUSE-VND CARE	1	0.8%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.8%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.8%
BURNS REQ MEDICAL TRMT-VND CARE	1	0.8%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.8%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.8%
HOSPITAL/OTHER	1	0.8%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	0.8%
INTERNAL BLEEDING-VND CARE	1	0.8%
MEDICATION REACTIONS-VND CARE	1	0.8%
OTHER	1	0.8%
PROPERTY DAMAGE	1	0.8%
Grand Total	121	100.0%



Fair Hearing Log Sheet - Open Cases

	E	F	G	H	I	J	K	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Notes	Advocacy /Represent	Ethnicity	Age
1										
2	ABA Compensator y Funding	9/30/19 @ 1:00 San Andreas Tuolumne - Parents refused to attend Informal		CONFIRMED 12/23/19 @ 11:00 a.m. San Andreas Tuolumne	Tricia may request new date.	Matthew has blue folder Start Binders: Mid December	10/16 - PM going to ask for continuance, too many people not available 12/23/19. Attonrey said Mom may not agree to this. PM is calculating hours missed/canceled Meeting scheduled for VMRC staff to discuss case on 11/14 - 10:00	Yes (advocate)	White	3
3	Registration fees for Self- Determinatio n Conference	No Informal (mother					11/18 - Received FHReq through OAH		Spanish/L atin	27
4	Home Modification	12/4 - 10:00am Modesto STILL TENTATIV E (based on receipt of Conservato rship papers)	CONFIRM ED 12/19/19 10:00am Rm 211 Mod	CONFIRMED 1/10/20 - 10:00am Rm 211 Mod		Christine will review the IPP 11/15 - Jan called and emailed mom re: cons. Papers 11/18 - Christine will work with SC Katie to get Patrick's signature on the FHReq. form, thereby eliminating need for conservatorship papers.	10/30 - Ready to Submit RTS paperwork to OAH. AS OF 11/1 - Still awaiting Conservatorship Paperwork from SC/PM. 11/4 - Received Cons. Documentation - put in Request to Set Pkt to OAH 11/7 - Uploaded RFC to OAH for Med:12/19 and State: 1/10 11/14 - Still waiting for conservatorship papers Trustees to attend Informal 11/15 - Sent email asking mom if she has conservatorship papers yet. 11/18 - SC will meet with family to get PConsumer signature on FHReq for his mom to be the Authorized Rep.		White	25
5	Eligibility	No Informal	See Notes/Nex t Steps	See Notes/Next steps		11/15 - Uploaded Motion to OAH to reinstate Mediation (12/9) and set State (1/27). OAH holding until receipt of Waiver of Time form.	Family refused Informal and requested Mediation only. OAH has to schedule State date at time of setting Mediation date: 10/31 - mailed Waiver of Time form to family to change dates: Mediation 11/15 to 11/21 State 12/10 to 12/16 11/7 - uploaded RFC to move Mediation to 11/12 and State to 12/9. Both VMRC and the OAH unable to contact parents via phone to confirm dates. The Waiver of Time has not yet been returned. 11/8 Withdrew from Mediation 11/15 Admin confirmed 12/9 for Mediation and 1/27 for State with mom. Uploaded Continuance Motion to OAH, <u>but there is no Waiver of Time on File.</u> Left VM for mom to return previously mailed Waiver form. 11/18 - Per Dr. J, case will go through Intake process again		White	12

Fair Hearing Log Sheet - Open Cases

	E	F	G	H	I	J	K	L	M	N
6	Eligibility	CONFIRMED: Monday 11/18 @ 10:00 a.m. Stockton Rm 104	N/A	CONFIRMED 3/2/20 - 10:00am - Stockton Rm 104		START PREPPING BINDERS MID FEB. Is there additional documentation/testin g to be included in binders? 11/15 Jan will call foster aunt to remind her of Monday's	2nd FH request as aunt did not attend first Informal or State dates. Doc. Evidence returned/aunt did not pick up certified mail. Resent regular mail. Once case dismissed by judge mom asked to reset. Put in new FH req. One binder already made (Admins office). Will send Doc Evidence to her again by 2/24/2020 11/13 - mailed OAH Noticve of Hearing to aunt and called on 11/15 to remind her of 11/18 Informal (aunt was no-show for 11/4 Informal, so we converted State date to new Informal date) 11/19 mailed results of Informal letter to foster aunt. Was found to be neligible for services. This will go to State Level Fair Hearing on 3/2/2020.		African American	4
7	Eligibility								Spanish/L atin	22
8	Water Safety Awareness						11/21 - CC sending email to Attonrey (gave 6 lessons for similar case in June). Do we give the same to this person and not schedule any fair hearings?		Spanish/L atin	13
9	Eligibility	CONFIRMED: D: 1/13 for 2nd Informal	N/A	CONFIRMED 2/3 - 10:00AM - Stockton Rm 104		Start prepping binders MID JANUARY	Dr. F. and Dr. A. not required. 11/1/19 - emailed mom to ask if January 13 and February 3 are good dates to postpone both the Informal and State Level Fair Hearings. 11/7 - uploaded RFC to reschedule State to 2/3/20		African American	10
10	Eligibility				Informal only	11/15 Jan emailed Dorothy Mead (Asst. Public Defender) for an update and to to see if she still wants an Informal (keeping blue folder active for now)	Asst. Public Defender wants to arrange just an Informal meeting, so no need to do Mediation or State level with the OAH. 10/25 - Received signed form from Asst. Public Defender. 10/30 - Emailed to set up Informal for 11/7, but as of 10/31 no response received Called Asst.PDefender - she is looking for someone to walk Consumer through the process - suggested she call OCRA 11/14 - Informal set for 11/14 with Asst. PD. - was a No-Show for the Informal 11/18 Rec'd email from Asst. P.Defender to say she is still awaiting response from OCRA	Asst. Public Defender	African American	29

Fair Hearing Log Sheet - Open Cases

	E	F	G	H	I	J	K	L	M	N
11	Eligibility	06/13/19 11/12 need to set 2nd Informal	N/A	01/06/20 @ 10:00 a.m. 1/6/20 10:00am Stockton 104	Don't need Funamura or Appleby. Binders Completed (IN JAN'S OFFICE)	State Level set for 7/18 RFC State to 10/14 RFC State to 1/6/20 Have asked if Renee Williams and Nikki Gillespie should attend Informal/State	<div>FHRequest Rec'd 5/30/19</div> <div>Dr. J. wants 2nd informal. 10/16 sent by certified mail documentary evidence to dad. Interpreter is available for informal.</div> <div>11/1/19 - Will need to reschedule 2nd half January for Informal and first half Feb for State.</div> <div>11/1 - Set second Informal for 12/10.</div> <div>11/18 - Interpreter informed Consumer has eval on 12/2 - C.C. emailed J.S. to confirm if this is ASD. Waiting on J.S.</div> <div>11/18 - Interpreter called and family wants to know if 12/2 testing is the only testing (they thought it would be in Sacramento). I will text to let Interpreter know.</div> <div>Also dad has changed work schedule and wants to have Informal on 2/19 and the State on 3/9.</div> <div>J.S. confirmed the referral was made on 11/8 and that testing is set for 12/2 -</div>		Hmong	3