



Consumer Services

January 6, 2020

VMRC Stockton Office Cohen Board Room

702 N. Aurora Street

Stockton, CA, 95202

Consumer Services Committee

Consumer Services Committee Meeting

- | | |
|--|---|
| 1.0 - PUBLIC COMMENT | D |
| 2.0 - REVIEW OF MINUTES FROM DECEMBER 2, 2019 | A |
| CSB Draft 12.2.19.docx | |
| Self Advocacy with SAC6.pdf | |
| Caseload Ratios.pdf | |
| 2019 RESPITE ASSESSMENT highlights.pdf | |
| RTD VanGo!.pdf | |
| Dial-a-Ride Stanislaus.pdf | |
| 3.0 - SAC6 UPDATE - Lisa Louise Esteves | I |
| 4.0 - CLASP UPDATE - Daime Hoornaert | I |
| 5.0 - CONSUMER SERVICES PROJECTS - Dena Pfeifer | I |
| VMRC COMPLIANCE MANAGER - Christine Couch | |
| Compliance Manager Presentation 2019.pdf | |
| 6.0 - CLINICAL UPDATE - Claire Lazaro & Tara Sisemore-Hester | I |
| CLINICAL DEPARTMENT UPDATE - Claire Lazaro | |
| INTAKE DEPARTMENT UPDATE - Tara Sisemore-Hester | |
| Nov. Intake Stats.pdf | |
| 7.0 - RESOURCE DEVELOPMENT - Brian Bennett & Robert Fernandez, Jr. | I |
| 8.0 - QUALITY ASSURANCE - Nicole Weiss & Patricia Green | I |
| QA Alert Report 11-19-19 thru 12-13-19.pdf | |
| 9.0 - CASE MANAGEMENT - Cindy Mix | I |
| 9.1 - REPORTS | |
| Transfer status.pdf | |
| POS Exception Tracking.pdf | |
| Special Incident Reports Nov 16 to Dec 15 2019.pdf | |
| Fair Hearing Status Report.pdf | |
| 9.2 - CASE MANAGEMENT UPDATE | |
| 9.3 - RESPITE ASSESSMENT TOOL | A |
| Requires Committee approval in order to go on to the Board of Directors approval. Then document will go to DDS for their approval. | |
| 10.0 - TRANSPORTATION - Wilma Murray | I |
| 11.0 - NEXT MEETING: Monday, February 3, 2020; 4:00 p.m.; Cohen Board Room | I |

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, December 2, 2019**

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PRESENT: Dena Pfeifer, Lori Smith her facilitator; Carlos Hernandez; Dena Hernandez; Robert Fernandez; Tara Sisemore Hester; Daime Hoornaert; Mariela Ramos; Jose A Lora; Wilma Murray; Liz Herrera Knapp; Catherin Mulita; Linda Collins; Mark Collins; Mohamed Rashid; Margaret Heinz; Nicole Weiss; Lisa Culley; Dora Contreras; Griselda Estrada; Tony Anderson; Emily Grunder; Maria E. Solano; Jeanette Cardenas; Maria Elena Diaz

ABSENT: Lisa Louise Esteves

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Dena Pfeifer, Chairperson, called the meeting to order at 4:06. Introductions were made.

1.0 PUBLIC COMMENT

Dena Hernandez provided the following information:

- Thank you to the VMRC staff who participated at the TBODS (The Brighter side of Down Syndrome) 5th Annual Strategies for Educating Children with Down Syndrome. It was held in Stockton on November 18, 2019 and about 100 people attended.
- CHOICES Conference April 3, 2020. There will be a t-shirt and video contest. Entries are due by January 13, 2020. Questions can be directed to Dena 209-473-6944.
- SCDD North Valley Hills will be giving out a mini grant in 2020; stay tuned for details on that.
- SCDD North Valley Hills next Regional Advisory Committee will be held on Tuesday, January 21, 2020 at the VMRC Modesto Office. Guest speaker will be Christine Couch on her new role and Mohamed Rashid on his role at DRAIL; Open to all.
- SCDD State PLAN Survey – we need your help – please take the short survey to let us know what SCDD should work on for the next State Plan! Go to www.scdd.ca.gov and click on the survey! THANK YOU! We need to hear from 400 folks in our 5-county region at the least! Share the word. Dena has hard copies of the survey if that works better for anyone.

Lisa Culley shared the following information:

- Family Resource Network is having their annual Holiday Open House at our office this week Saturday 11-1 to give back to the families we serve. We have food, games, crafts and Santa. If you want to come, please RSVP.

2.0 REVIEW OF MINUTES

M/S/C (Heinz/Heinz): Approve the minutes of November 4, 2019 as written. Daime Hoornaert abstained.

3.0 SAC6 UPDATE

Lisa Louise Esteves was not in attendance, Dena Pfeifer read the following:

- 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. I will share some of what we learned at the VMRC board retreat with the other SAC6 board members.
- We are busy planning our February Area Meeting. It will be Friday, February 7 at the Stribley Center. Tony will give a welcome to everyone and we will find out who won the CHOICES t-shirt and video contest. It will be a fun time with music by the PCS DJ's and a photo booth by the PCS People 1st group. Our SAC6 t-shirts and some candy and soda will be for sale. We hope to see you there. Be sure to RSVP!

4.0 CLASP UPDATE

Currently we are at a 65 membership and growing. We are also planning on January 7th a mixer for vendors at a winery to network. We have confirmed the holiday schedule with the two optional closure dates of Columbus day and Veterans Day. Vendors will let Wilma know if they will be closed on those days. We are continuing planning on the 2nd Annual Vendor Conference; November 17th, 2020 at San Joaquin County Office of Ed. We are looking at ongoing trainings where vendors can obtain CEU's.

5.0 CONSUMER SERVICES PROJECTS

Dena Pfeifer asked if anyone would like to volunteer to give a presentation at our next meeting in January. We will ask Christine Couch to give a presentation on her new role at VMRC.

6.0 CLINICAL

Claire was not in attendance, Tara shared the following:

- There was the Education in Motion Conference hosted by the National Seating and Mobility and VMRC held on November 1 at the Cohen Board room. This training was geared towards physical therapists, occupational therapists and assistant PTs.
- Most Clinical staff attended the Early Start Symposium held on Nov. 5th at the San Joaquin County Office of Education.
- A 2-day CAPTAIN Summit was attended by Tara, Claire, Angelique Shear and Danielle Wells at Sacramento on November 6th and 7th. A lot of representatives from the school district, regional center, and family resource centers all over California attended this Summit. CAPTAIN Stands for California Autism Professional Training and Information Network. Tara is one of the leaders of this statewide group. The focus

was evidence-based therapies for autism, developments in other CAPTAIN Teams, and presentation on the Phase 2 of the National Standards Project, from the National Autism Center.

- The Association of Regional Center Agencies (ARCA) Clinical Directors had a statewide meeting held at VMRC and North LA, and communicated via Zoom video conferencing on November 14th. One focus of discussion was the Assembly Bill 5 Worker Status on Employees and Independent Contractors and how this will affect the regional centers and their relationship with licensed professionals. The Clinical Directors have agreed to ask the ARCA Executive Directors group for guidance regarding this.
- Attended the Statewide Task Force on Oral Health for Aging Californians and People with Special Needs on 11/22. Dental coordinators from various regional centers all over the state attended the meeting, dentists and dental hygienists. There was a presentation on innovations on dental health that RC in southern CA that is approaching oral health in a multidisciplinary approach, including behaviorist, OT, PT on board, especially during the desensitization phase. Some of the dental check-up with registered dental hygienists happening in Day Programs and the consumers are very comfortable with it and like it because they are in a familiar environment. Dr.
- Bryan Nokelby, the Dental Program Consultant for the Medi-Cal Dental Program of the California Department of Health Care Services was there to discuss and explain the use of Code D-9920, wherein dentists can use this code when there have been additional time spent providing dental for people with special needs and complicated health conditions. Detailed explanation should be provided by the dentists to get this approved.
- November 13th, San Andreas had the training on ESES - Early Start Electronic Scheduling. And on November 20th, had an ESES 1.5 meeting to discuss improvements on this new system.

Tara Sisemore Hester went over the Intake statistics for October.

7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez provided the following update:

- We have newly vendored care home Adult residential facility "Glenbrook". Double 41 here in Stockton.

- Tumboura Hill is the HCBS coordinator for VMRC. VMRC has recognized 16 homes that are 7 or more beds that we will work with to ensure HCBS compliance by the March 17, 2022 deadline
- We have received 18 grant proposals from Vendors so that they can be HCBS compliant. This is a significant number as the 1st year we only had 1. We will review as a team as The submissions need to be submitted to DDS by December 13th.

8.0 **QUALITY ASSURANCE**

- 5.1 **Alerts**: We had less alerts than last month. There were 13 alerts for this last month. Presenting issues were: Violation of Rights; Delivery of Care; Staff Qualifications; Untimely SIR; Recordkeeping; Environment; Food Service; Health Related Concerns; Other.

We are going to refill Tumboura's position. We have posted 2 Senior Community Services Liaisons. One will focus on Vendor Training & the other monitoring of patch and staffing hours and assist Resource Development on HCBS..

9.0 **CASE MANAGEMENT**

- 9.1 Cindy Mix Provided a copy of the Caseload Ratio report and went over the Transfer Status Report, POS Exceptions, SIR & Fair Hearings form the last month.

- 9.2 Cindy Mix also provided the following update:

- Re: SIRs—We are piloting the Therap program with several vendors which involves nearly 600 consumers. Training occurred with staff and vendors. Our highest percentage of SIRs over the last couple of months are categorized as Hospital/Internal Infection-Vendor Care. We will be reviewing commonalities and addressing with clinical staff and vendors.
- Self Determination Program—
 - Person-Centered Planning and IPP meetings continue.
 - Our first 2 budgets have been certified and SD services began on 12/1 for those consumers.
 - We are adding a 3rd SD Service Coordinator.
 - We are developing a training for vendors to better understand the program.
 - Of 100 slots, 79 are continuing in the program. A re-draw happened on 11/22, we should be finding out soon and orientations will begin.
- Starting in February, we will be offering monthly SD orientations to prepare for June, 2021 when all can access the program.
 - New positions are being added to Case Management teams—
 - 15 new Service Coordinators agency-wide, 1 Program Manager, and 2 Senior Service Coordinators, a 2nd SIR Coordinator and an SOT.
 - Liz Diaz and Angie Shear will split a Children's team. Liz will continue to work on SD and Angie on Project Mgt.
 - Creating a new adolescent team in Stockton, ages 12 to 17.

- Current transition team will take on more young adults.
- We donated Thanksgiving dinners to 28 needy families this year.
- Our Stockton Transition Team coordinated a donation drive for winter items for the homeless during November's Homeless Awareness Month.
- Reminder trainings are occurring for case management staff. PMs received training and will provide to their teams by February 1st re:
 - VMRC's Mission, Vision, and Values
 - Employee Code of Ethics
 - Title 19 Documentation
 - Consumer Property and Valuables Inventory
 - Complaint Process
- We recently held a public meeting to gain feedback on our respite tool revisions. Informational item, to be brought back for action at January meeting.

9.3 Cindy Mix provided an update on the changes to the Respite Assessment tool. Please review and bring back any questions at the next meeting.

10.0 **TRANSPORTATION**

Wilma Murray provided the following information:

- In Stanislaus County – we have been able to add additional services to UCP and a couple other sites as we were having a waiting list. That started today.
- In Tuolumne area – we added another route next week.
- In San Joaquin County- we have two vendors are coming on board to elevate stress on our existing vendors. Potentially 12/16th and the other Mid January. RTD VanGo! Wilma provided a handout on the process and how to use. The should be adding more vehicles this month.
- In the foothills, The Amador Transit Board is expanding. Wilma provided a handout for this as well.
- Just found out last week that is an expansion of the Bridges program. People can come and volunteer as drivers and be reimbursed and IRS rate. They are doing a pilot program for San Joaquin & Stanislaus Counties. Currently they are looking for drivers. More to come once Wilma receives the information. There will be some public transit workshops in December for unmet needs.

11.0 **NEXT MEETING**

January 6, 2020, 4:00 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 4:51 p.m.

Recorder: Cindy Strawderman



Bring YOUR
lunch to the
meeting!

Candy/Soda for
sale \$1.00



PCS People 1st
Photo Booth
Picture \$2.00
And Frames
available for \$2.00



Call SAC6
NOW to RSVP
209-955-3306
Or
Email
SAC6@vmrc.net



Join us at the **FEBRUARY AREA MEETING!**

WHEN: Friday, February 7, 2020

TIME: 10:00am-1:00pm

WHERE: Stribley Center
1760 E. Sonora Street
Stockton, CA 95205

**Come and Celebrate
Self Advocacy with SAC6!**

Welcome by :Tony Anderson–
VMRC Executive Director



Come find out the winners of the
CHOICES t-shirt and video contest
AND

Have Fun & Dance—music provided by the
PCS DJ's

**FREE to get in but MUST RSVP by
January 30, 2020**

SAC6 T-shirts will be for sale \$5.00

And information tables by:



Caseload Ratio Report

12/2/2019

- **Lanterman Caseload Averages:**

Number of Status 2 consumers assigned to team divided by number of staff = average per caseload—

SA—979 / 12.5 = 78

SD—167 / 3.5 = 48--*Deflection numbers not used in caseload ratio calculation

SG—978 / 11.5 = 85

SN—954 / 11 = 87

ST—1,011 / 12.5 = 81

SC—1,049 / 11.5 = 91

SK—1,006 / 11.5 = 87

SY—1,125 / 11.5 = 98

AM—925 / 13 = 71

MA—825 / 10.5 = 79

MG—980 / 14.5 = 68

MT—758 / 10.5 = 72

MK—822 / 10.5 = 78

MY—1,040 / 12.5 = 83

Team Caseload Ratio Total of 1,058 divided by 13 teams = 1:81

RESPITE ASSESSMENT

Date: _____

Person Completing Form: _____

Consumer: _____

UCI# _____

Qualifying Diagnosis: _____

Please objectively evaluate the consumer using the following guidelines. Choose the most appropriate number under each heading. If the need is not best represented by any of the given options, consult your PM. Consumer's IPP should support your scoring selections. **Assessment is to be completed with family and/or caregiver:**

I. AGE OF CONSUMER(S)

- 0 3 – 5 years
- 3 6 – 12 years
- 5 13 – 17 years
- 7 18 and over

Score

II. ACTIVITIES OF DAILY LIVING (Compare with non-disabled peers in consumer's age group for dressing, eating, grooming, toileting, etc...)

- 0 No special care.
- 1 Daily supervision.
- 2 Daily hands-on assistance.
- 5 Total care in some aspect of activities of daily living.
- 7 Total care

Score

III. MOTOR ABILITY (Ability to walk, sit, need for wheelchair(s), walker, assistance or total care for transferring or positioning, as it impacts the level of supervision or care needs at home and in the community):

- 0 Independent with *no equipment* at home and in community w/ minimal care needs.
- 1 Independent *with equipment* at home or community w/minimal care needs.
- 2 Independent with *equip or chair(s)* at home or community w/moderate care needs.
- 3 Independent with *equip/chairs/lifting required* at home or community w/moderate care needs.
- 5 Not independently mobile with equip at home and community; needs constant care.
- 6 Not mobile, requires total care and repositioning every 2 hours.

Score

IV. SCHOOL / CHILD CARE / DAY PROGRAM ATTENDANCE Based on year around average (180 days of school, 6 hours/day = 20 hours week)

- 0 More than 20 hours per week.
- 1 11 to 20 hours per week.
- 2 5 to 10 hours per week.
- 3 Chooses not to attend; home all day.
- 4 Home schooled by parental choice
- 5 Unable to attend or refuses to attend due to behavior, medical, or safety concerns; home all day (home/hospital instruction up to 5 hrs/week)

Score

V. MEDICAL NEEDS and Impact on Supervision or Care:

- 0 No health problems (stable with preventative and routine care).
- 2 Minimal mental or physical health **diagnosis** (stable w/ongoing medication).
- 4 Moderate mental or physical health **diagnosis** (stable w/ ongoing medication and continuing f/up care).
- 6 Major Mental or physical Health **diagnosis** (constant monitoring by health professionals)

Score

Explain need for a value of 4 or 6:

VI. BEHAVIORAL NEEDS

Disruptive Social; Aggressive; Self-Injurious; Destruction; Emotional Outbursts:

Note: Score an additional point if behavior support **services** are in place to address behaviors **in the home**

For a score of 7, CDER must reflect scores of 1 for at least 3 behaviors.

- 0 Behaviors are appropriate for age.
- 1 Behaviors are easily redirected most of the time.
- 3 Behavioral excesses require frequent redirection and is not always successful.
- 5 Behavioral excesses unresponsive to redirection; requires intervention and *close* supervision.

CDER Score of 2 or less for at least 2 behaviors (Specify):

- 7 Behavioral excesses more often than weekly; require intervention and *constant* supervision.

CDER Score of 1 for at least 3 behaviors (Specify):

- 9 Behavioral excesses daily and individual or care providers health/safety risk exists due to severity of behavior excess

CDER Score of 1 for at least 3 behaviors (Specify):

***If behavior exists, i.e. isolation, but does not affect respite needs, SC to pursue services to target.**

VII. SUPERVISION IN COMMUNITY

Note: Score an additional point if behavior support services are in place to address behaviors of elopement/wandering and/or disruptive behavior

- 0 Able to participate safely in the community outings with age appropriate level of supervision
- 1 May require some redirection and prompting for safety in community and behaviors are easily redirected most of the time.
- 3 Frequently requires redirection and redirection is not always successful requires line of sight supervision in the community.
- 5 Unresponsive to redirection and requires intervention and close supervision within arms reach in the community
- 7 High potential health and safety risk in the community requiring constant supervision

Score

VIII. SAFETY AWARENESS/SUPERVISION AT HOME (safety awareness/supervision needs maybe reflection of individual's focus/impulsivity/hyperactivity, or supervision due to intensive medical needs)

Note: Score an additional point if behavior support services are in place to address behaviors in the home

- 0 Able to maintain own safety independently or the safety needs are not atypical for age.
- 2 Requires a responsible person/caregiver to be present when at home (not in the same room).
- 4 Requires line of sight supervision in order to maintain safety at home
- 6 Requires arms distance or hands on supervision at home to ensure health and safety of individual and others.

*Review for referral of services to target behavior

Score

IX. SPECIAL CIRCUMSTANCES: Score 7 for anyone in the first group; 5 for anyone in the second group; and, 3 for anyone in the third group.

Group 1 (Score 7 for one circumstance and 4 for each additional circumstance)

- ☐ Caregiver has chronic or ongoing illness that affects providing of care and supervision (doctor's verification required)
- ☐ Caregiver has acute or short term illness (doctor's verification required)
- ☐ Family member in the home has acute illness or health crisis (doctor's verification required)
- ☐ Caregiver has physical or mental disability or is a Regional Center Individual (doctor's verification required if disability is not evident)
- ☐ Caregiver has advancing age-related decline
- ☐ Multiple children with disabilities in the home needing respite
- ☐ Single parent (not shared custody situations)/caregiver
- ☐ Death of parent/caregiver or child in the household within last year
- ☐ Unable to access IHSS

Group 2 (Score 5 for one circumstance and 2 for any additional circumstances)

- ☐ Birth or adoption within period of previous 6 months
- ☐ Health crisis of an extended family member where primary care giver is providing care
- ☐ Intermittent Single Parent (spouse periodically absent (i.e. spouse travels frequently for work, or is in military)
- ☐ Loss of adult caregiver (includes siblings) within period of previous 6 months

Group 3 (Score 3).

- ☐ Dependent adult in home that is not an adult child of the caregiver(s)

Group 4 (Score 2 for this circumstance)

- ☐ Two parent/caregiver household with two or more dependent minors (no disabilities)

Combined
Score

ADDITIONAL CONSIDERATIONS

- ☐ The consumer requires intensive medical monitoring or care including gastrostomy or nasal-gastric feedings, frequent suctioning, ventilator care, tracheostomy care and monitoring constant intravenous therapy or has multiple medical conditions requiring constant vigilance; may be eligible for nursing respite.
- ☐ Generic Resources are available for the family. These include natural (extended family) and generic supports: EPSDT, NF Waiver, school programs and after school programs, parenting classes or HOBPT/BIS, etc, IHSS, FR&R (ie for day care). Please describe: _____
- ☐ Is the consumer able to be at home unsupervised for 4 hours or more?

If any of the boxes are checked or if the answer to either of the questions is "yes," consult your Program Manager.

Comments:

Other circumstances that affect the need for additional respite (Request to be forwarded to the Expanded Planning Team and VMRC POS Exception Committee):

Justification for a One-Person Rate: Applies if there is more than one consumer in the family that requires respite services. Any of the following situations will justify a One-Person Rate (indicate reason in IPP objective and Comment Section of POS):

- ☐ Overall assessment score is 30-35
- ☐ Significant behaviors of one or more minor or adult siblings (score is 7 in Section VI)
- ☐ Significant medical needs of one or more minor or adult siblings (score is 6 in Section V)
- ☐ 1:1 supervision ratio is required in the school or day program setting
- ☐ Multiple minor or adult siblings with disabilities in a single-parent home
- ☐ Disparate needs of siblings

RESPITE ASSESSMENT SUMMARY SCORE SHEET

Consumer: _____

SC/SSC: _____

Date: _____

I.	Age of Consumer(s)	Score:
II.	Activities of Daily Living	Score:
III.	Motor Ability	Score:
IV.	School / DP Attendance	Score:
V.	Medical Needs (A value of 4 or 6 requires an explanation of need)	Score:
VI.	Behavioral Needs	Score:
VII.	Supervision needs in Community	Score:
VIII.	Safety Awareness/Supervision at Home	Score:
IX.	Special Circumstances:	
	Group 1 Score:	Group 2 Score:
	Group 3 Score:	Group 4 Score:
	Special Circumstances Combined Score:	

TOTAL SCORE:

Total Score

Family Preference:

- ☐ In-Home Respite
- ☐ Out-of-Home Respite
- ☐ Combination of In-Home and Out-of-Home

In-Home Respite/Hourly Rate:

0-5 points	Routine supervision
6-10 points	12 hours per month
11-15 points	16 hours per month
16-19 points	18 hours per month
20-24 points	20 hours per month
25-29 points	24 hours per month
30-35 points	30 hours per month
36-40 points	35 hours per month

41-45 points	40 hours per month
46-50 points	45 hours per month
51+ points	Expanded Planning Team/POS Exception Committee decision

Out-of-Home/Daily Rate (24-hour increments)

0-6 points	Routine supervision
7-20 points	12 days per year
21-35 points	18 days per year
36 + points	24 days per year

Combination of In-Home Respite and Out-of-Home (OOH) Respite:

0-5 points	Routine supervision
6-10 points	6 hrs per month In-Home & 6 days per year OOH
11-15 points	8 hrs per month In-Home & 6 days per year OOH
16-19 points	9 hrs per month In-Home & 10 days per year OOH
20-24 points	10 hrs per month In-Home & 10 days per year OOH
25-29 points	12 hrs per month In-Home & 11 days per year OOH
30-35 points	15 hrs per month In-Home & 12 days per year OOH
36-40 points	20 hrs per month In-Home & 15 days per year OOH
41-44 points	25 hrs per month in Home & 15 days per year OOH
45-50 points	30 hrs per month in Home & 15 days per year OOH
51+ points	Expanded Planning Team/POS Exception Committee decision

The regional center may grant an exception for the respite limits if it is demonstrated that the intensity of the consumer's care and supervision needs are such that additional respite is necessary to maintain the consumer in the family home, or there is an extraordinary event that impacts the family member's ability to meet the care and supervision needs of the consumer.

When issue is going to Expanded Planning Team/POS Exception Committee decision- SC will complete Schedule Form with family documenting the hours available for support in each category: school + transportation hrs, day program + transportation hours, IHSS hrs, EPSDT hrs, other services hours, day care hours, sleep average hrs, respite hrs, calculating the total hours per month the individual receives services. After such calculation, determine the remaining hours in the month and then calculate 20% of that remaining time. This would be the amount of respite services. If this amount is less than 45 hours then respite eligibility would default to 45 hours/month of in-home respite.

FAQs

What is Van Go!

RTD's on-demand rideshare service throughout San Joaquin County.

What is the minimum age to ride?

You must be at least 18 to book and 13 to ride unaccompanied.

Can I hop on at any time?

No, all trips require that you make a reservation in advance.

How do I pay for my ride?

When booking through the app, you have the option to pay with a credit/debit card or you can pay with cash or present a pre-purchased pass when boarding.

How do I travel across zones?

Take advantage of the FREE transfer from Van Go! to a fixed-route service, anywhere in San Joaquin County. Just show your Van Go! trip on the app taken within the last two hours. You can also book a ride to one of the designated Transfer Points and book another ride to your final destination from there.

Can I travel with my spouse or friends?

Yes, you can book a trip for up to four people to travel together for the price of one! Please indicate any additional passengers on the app to ensure a proper vehicle assignment.

When should I book my trip?

Although you can book your trip on the same day, we recommend planning ahead so you may book up to 48 hours in advance.

How do I use Van Go! for my appointments?

When booking your trip, select "Arrive By" and enter the time you want to arrive at your appointment. The app will schedule an estimated time window for your pick up. Please note pick-up windows may change depending on traffic conditions and availability. We recommend passengers plan to be at their pick-up location at least five minutes ahead of the scheduled pick-up window so they can be ready to board.

Why did my pick-up window change?

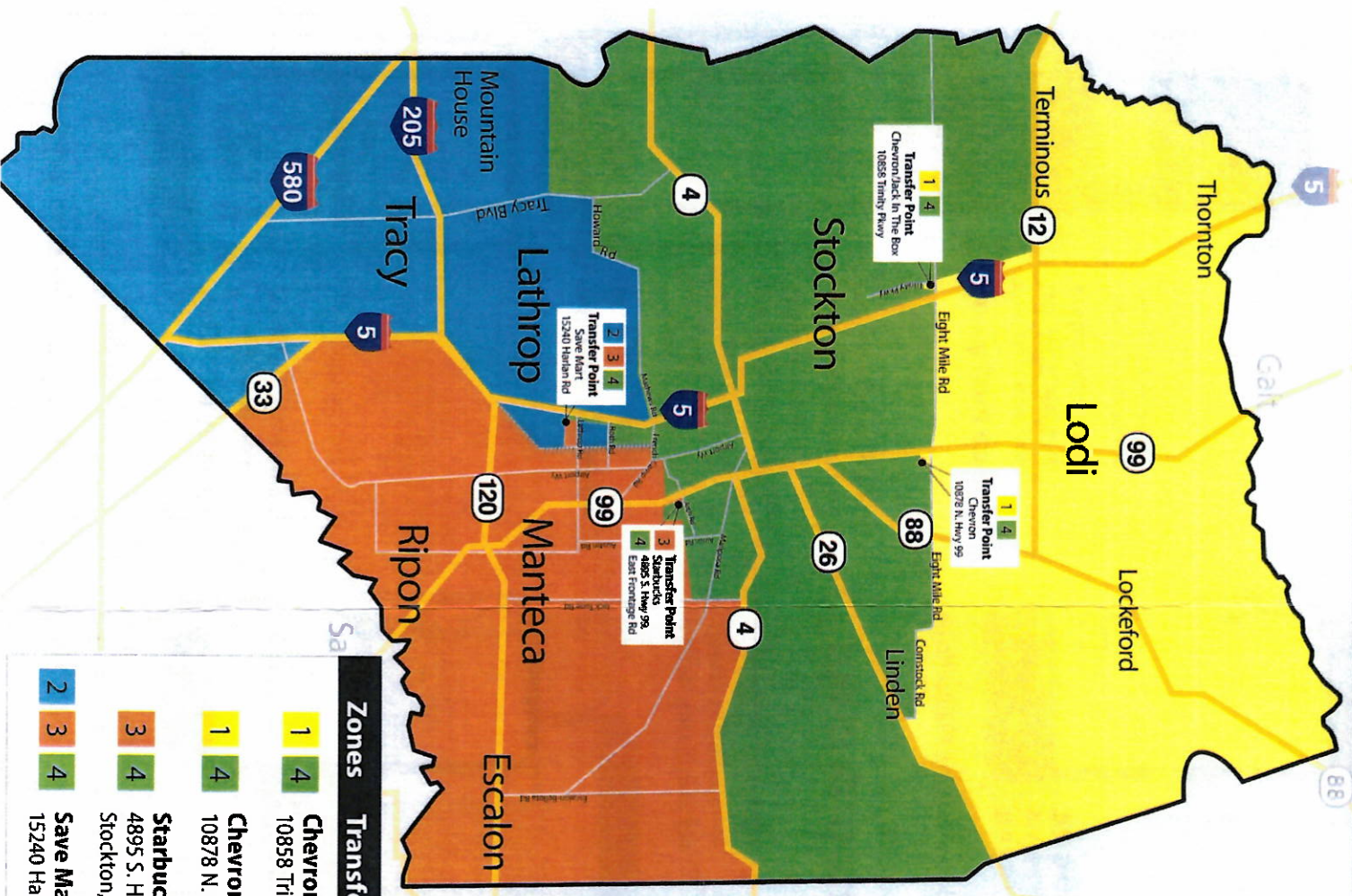
Pick-up windows may change depending on traffic conditions and availability. The time window you receive is an estimate and based on availability.

What does rideshare service mean?

A rideshare service means sometimes others will get on and off while your trip is still in session.

For more information, visit sjRTD.com/VanGo or email VanGo@sjRTD.com

RTD Van Go! Service Area



One-Way Trip Fare

Regular	\$4
Discount*	\$3
Transfer to Fixed-Route	Free

All fares are valid for groups up of to four people. Fares subject to change without notice.

*Discount Fare valid only for seniors (ages 60 and over), persons with disabilities, U.S. veterans, Medicare cardholders, and all other eligible passengers ADA-certified or with a valid Discount Fare Card (DFC).

Zones

1	Lodi
2	Lathrop, Tracy
3	Manteca, Escalon, Ripon
4	Stockton

Zones Transfer Points

1	4	Chevron/Jack In The Box
		10858 Trinity Pkwy, Stockton, CA 95219
1	4	Chevron
		10878 N. Hwy 99, Stockton, CA 95212
3	4	Starbucks
		4895 S. Hwy 99, East Frontage Rd, Stockton, CA 95215
2	3	Save Mart
		15240 Harlan Rd, Lathrop, CA 95330

HOW TO BOOK A TRIP using the app on your smartphone



Seven days a week

Monday – Friday 6:00 a.m. to 6:00 p.m.

Saturday – Sunday 6:00 a.m. to 10:00 p.m.

sjRTD.com/VanGo

Download the RTD Van Go! app

Find and open the **App Store** or **Google Play** on your smartphone



Type RTD Van Go! into the search bar



Select the **RTD Van Go!** app



To book a trip using the app, you must create an account with a valid email address.



Create an account

A valid email address is required

1 Open the app

Tap **SIGN UP** from the app home screen



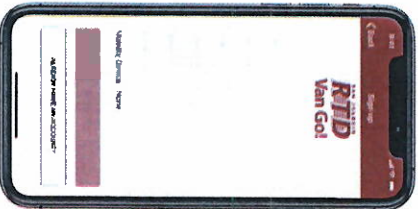
2 Fill in all the fields

Enter your name

Provide a valid email address (Example@email.com)

Create a login name and password

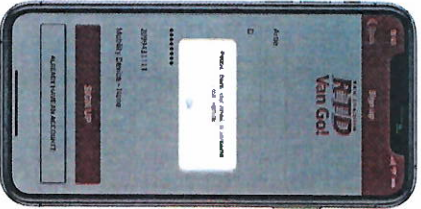
Tap **SIGN UP** to receive the confirmation email



3 Check your email

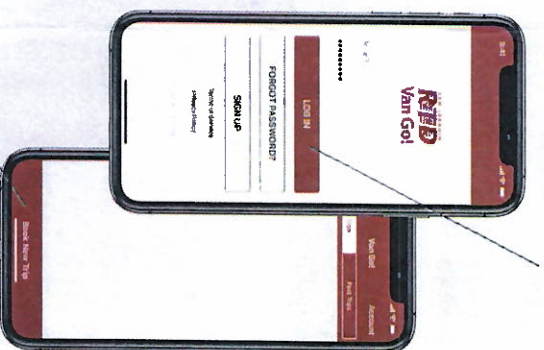
Find the email from **DO_NOT_REPLY@ecolane.com**

Click the link in the email to complete your sign up



Log in

Enter your login name and password then tap **LOG IN**



Book a new trip

Reserve a trip up to 48 hours in advance

Choose to **Leave At** or **Arrive By** a certain time

Select a **Date and Time** during service hours
See front cover

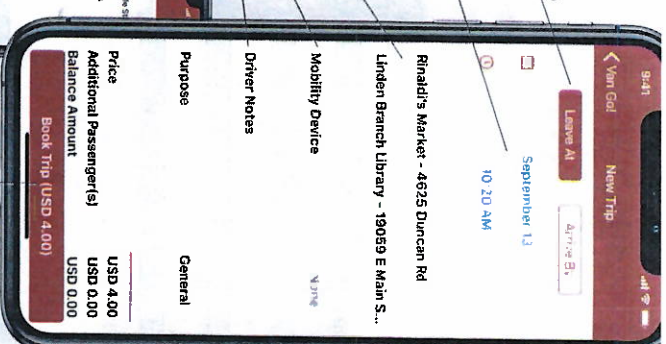
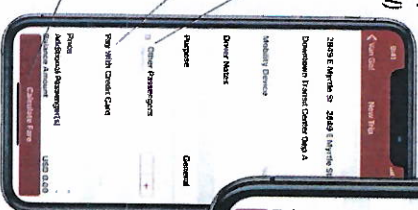
Enter **Pick-Up** and **Drop-Off Locations**

Add a **Mobility Device** or **Driver Notes (optional)**

Scroll down to add **Other Passengers**

Choose to **Pay With Credit Card** or pay with cash or present a pass to the driver at pick up

Tap **Calculate Fare** to view trip price



Tap **Book Trip** to confirm and receive a pick-up window
The estimated time you receive is based on availability

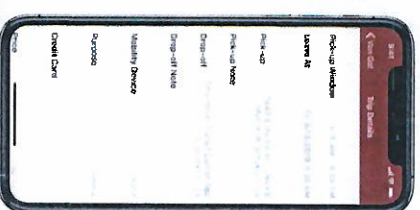
View trip details

Check the app for changes to your pick-up window

Find upcoming trip(s) on the app home screen



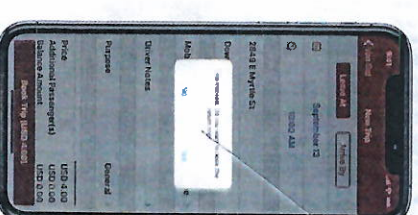
Tap a trip to view your **Trip Details**



Please note: pick-up windows may change depending on traffic conditions and availability
A rideshare service means sometimes others will get on and off while your trip is still in session

Book a return trip

Answer the pop-up after booking a new trip



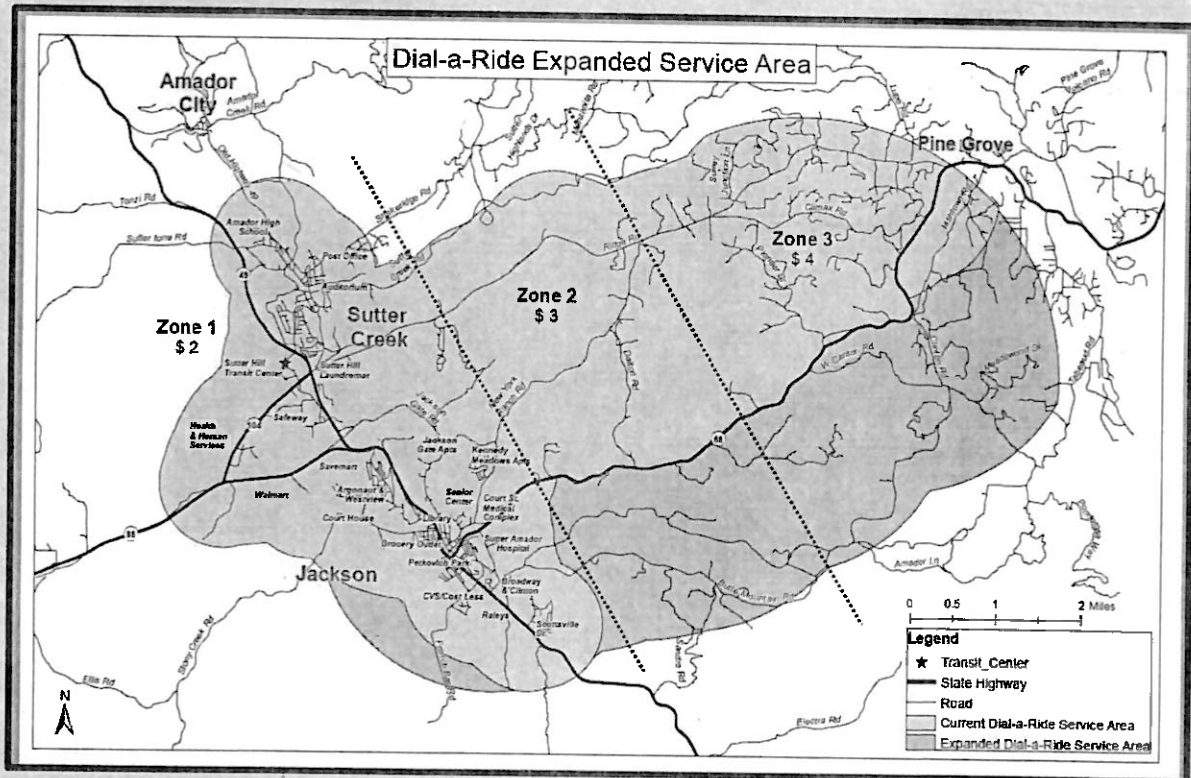
Tap **Yes** or **No** to book a return trip as needed

Dial-a-Ride is expanding!

In October 2019, The Amador Transit Board of Directors approved the expansion of Amador Transit's Dial-a-Ride service area. Now, qualified applicants living within a 2-mile radius of Highway 88 from Jackson to Lower Pine Grove can get mobile with Dial-a-ride! The map below shows the current Dial-a-Ride service area in green and the new expanded area in blue with fares ranging from \$2-\$4 per trip.

This door-to door service is offered to qualified seniors and persons with disabilities who cannot use fixed route service.

Call in for more information. **209-267-9395 or 877-704-4297**



Dial-a-Ride applications can be found on our website at www.amadortransit.com or at both of our office locations:

Amador Transit

11400 American legion Dr.

Jackson Ca, 95642

Sutter Hill Transit Center

115 Valley View Way

Sutter Creek Ca, 95685

Compliance Manager

CHRISTINE COUCH



What do I do?

There's so much!

Fair Hearing Process

- ▶ IPP with case management
- ▶ NOA is my invitation to help case management
 - informal meeting
 - mediation
 - state level fair hearing
- ▶ Eligibility too

Work with VMRC Staff

- ▶ Service Coordinators
- ▶ Community Services
- ▶ Attorney
- ▶ Committee's

Immigration

► Attorneys

Complaints

► Well....

Transparency

- ▶ Letting the public know what's going on

MOU's

- ▶ Memo of Understanding

Training

- ▶ What do you want to learn?

Thank you!

- ▶ Thanks for inviting me tonight!
- ▶ 209-955-3322
- ▶ ccouch@vmrc.net

November 2019 Intake Statistics

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	119	107	86	80%
Modesto	84	67	52	78%
San Andreas	8	3	3	100%
Total	211	177	141	80%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	36	34	24	71%
Modesto	30	24	11	46%
San Andreas	11	9	3	33%
Total	77	67	38	57%



Detailed Alert Data

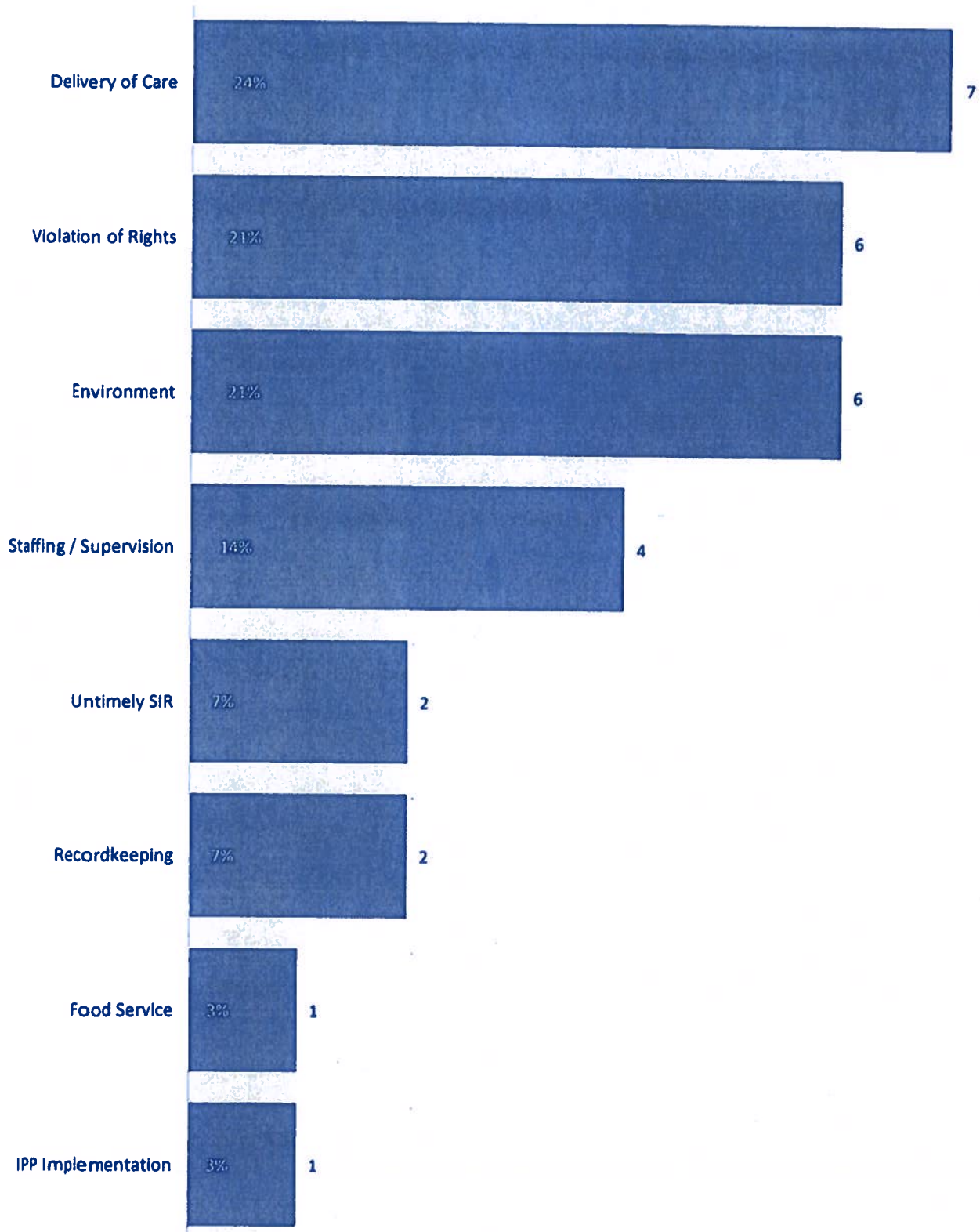
Date Opened	Presenting Issue	Action	Finding	Date Closed	Control #
11/19/2019	Untimely SIR	Substantial Inadequacy	Substantiated	12/17/2019	2019-11-17.0
11/19/2019	Violation of Rights				2019-11-16.0
11/19/2019	Delivery of Care	None	Unfounded	11/25/2019	2019-11-15.0
11/22/2019	Violation of Rights	Deferred	N/A	12/4/2019	2019-11-18.0
11/22/2019	IPP Implementation				2019-11-19.0
11/22/2019	Delivery of Care	None	Substantiated	11/25/2019	2019-11-20.0
11/25/2019	Environment				2019-11-21.0
11/26/2019	Untimely SIR	Substantial Inadequacy	Substantiated	12/11/2019	2019-11-22.0
11/27/2019	Food Service	None	Unsubstantiated	12/12/2019	2019-11-23.0
11/27/2019	Environment	None	Unsubstantiated	12/12/2019	2019-11-23.1
11/27/2019	Delivery of Care				2019-11-24.0
12/3/2019	Delivery of Care				2019-12-01.0
12/4/2019	Recordkeeping				2019-12-02.0
12/5/2019	Violation of Rights				2019-12-05.0
12/5/2019	Violation of Rights				2019-12-03.0
12/5/2019	Staffing / Supervision				2019-12-04.0
12/6/2019	Staffing / Supervision				2019-12-06.0
12/9/2019	Delivery of Care				2019-12-08.0
12/9/2019	Staffing / Supervision				2019-12-07.0
12/9/2019	Violation of Rights				2019-12-08.1
12/11/2019	Delivery of Care				2019-12-10.0
12/11/2019	Staffing / Supervision				2019-12-11.0
12/11/2019	Environment				2019-12-12.0
12/11/2019	Environment				2019-12-09.0
12/12/2019	Recordkeeping				2019-12-13.0
12/12/2019	Delivery of Care				2019-12-14.0
12/12/2019	Environment				2019-12-15.0
12/12/2019	Environment				2019-12-16.0
12/13/2019	Violation of Rights				2019-12-17.0
Total					29

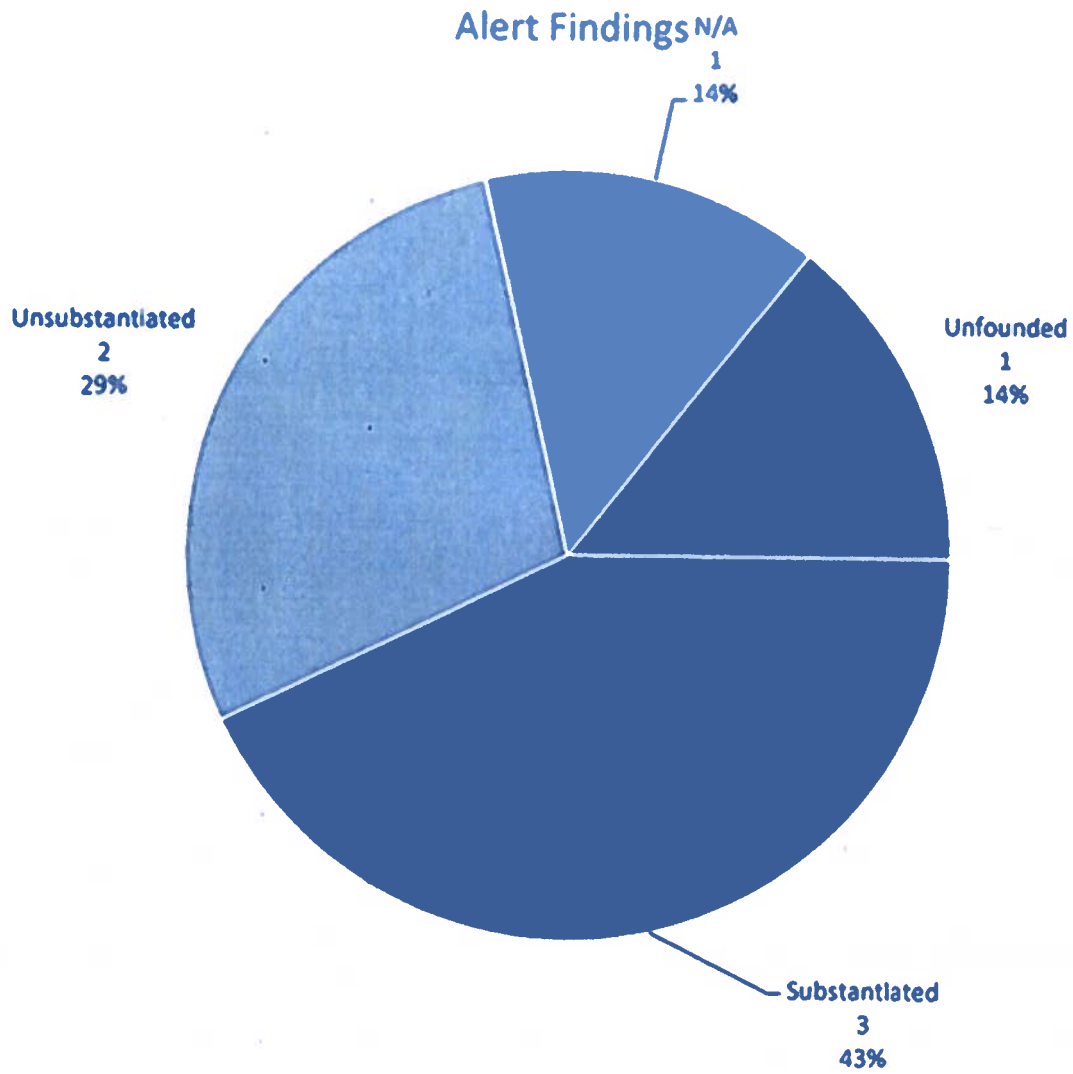


QA Alert Report

11/16/2019 - 12/15/2019

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	28	November	15
December	41	December	19	December	33	December	18	December	26	December	20
total for 2017	477	Total for 2017	316	total for 2018	465	Total for 2018	323	total for 2019	416	Total for 2019	343

POS Exceptions

2019	Jun	Jul	Aug	Sept	Oct	Nov	Dec
ABA Services						1	1
Attorney		1	1				1
B&C/P&I/SSI/SSP	10	11	7	9	20	13	5
Bed Hold	3	9	6	6	7	3	2
BIS					1	3	
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			1	
Day Care	5	5	3	2	8	7	
Day Program	1	7	3	1	1	2	6
DME		5	5	1	4	7	3
Equipment Repair	2						1
GPS Tracking Device		1		1	1	1	
Home Maker Services	6	4		4	1	2	1
Home Modification	3	3	6	1	5	2	1
IDS Evaluation	4	1		3			
ILP	1	3					
ILS	2	5	1		2		1
Incontinence Supplies		5	3	1			
Insurance Deductible/co-pay		1			7	3	2
Med Part D co-pay	1	3		1		1	
Medic Alert	1	1			1		1
Mileage	10	1	4	2		1	1
Misc.	25	7	9	10	10	12	10
Non mobile rate	1						
Nursing Respite	2	2	5	4	3	5	2
Overnight Staffing	1						
Patch	33	42	41	43	35	25	13
Personal Assist	3	3	4	4	11	7	6
Placement funding		4			1	2	
Program Support		4	1				
Purchase Reimbursement			3	4	6	11	3
Residential Program		4			2		
Respite	18	43	33	37	42	33	31
REST/RAPID		2		1	2	3	1
Shared Costs		1					
SLP			2	3			
SLS	27	23	30	32	29	13	26
Social Recreation	1	1	3	1			
Translation		1	4	7	4	2	1
Transportation	3	9			1	4	2
Vehicle Modification	2			1	12	3	1
Weight Management Program		1			1		
TOTAL POS	167	219	179	180	222	164	120
Approved	159	203	169	172	197	143	111
Deferred	6	8	6	5	11	8	6
Denied	2	8	4	3	14	13	3

16 Nov to 15 Dec 2019 Incident Report Count: 86

Special Incident Types	Count	Percent
MEDICATION ERROR-VND CARE	21	17.1%
HOSPITAL/INTRNL INFECT-VND CARE	13	10.6%
HOSPITAL/RESP ILLNESS-VND CARE	11	8.9%
HOSPITAL/INVOL PSYCH ADM-VND CARE	8	6.5%
EMERGENCY ROOM VISIT	7	5.7%
DEATH	6	4.9%
LAW ENFORCEMENT INVOLVEMENT	5	4.1%
LARCENY	4	3.3%
FRACTURES-VND CARE	4	3.3%
ALLEGED PHYSICAL ABUSE-VND CARE	4	3.3%
AGGRESSIVE ACT TO ANOTHER CONSUMER	3	2.4%
AGGRESSIVE ACT TO STAFF	3	2.4%
PROPERTY DAMAGE	3	2.4%
LACERATIONS-SUTURES/STAPLES-VND CR	3	2.4%
INJURY-ACCIDENT	2	1.6%
MISSING PERSON-LAW NOTIF-VND CARE	2	1.6%
ALLEGED SEXUAL ABUSE-VND CARE	2	1.6%
SUICIDE THREAT	2	1.6%
HOSPITAL/CARDIAC-VND CARE	2	1.6%
AGGRESSIVE ACT TO SELF	1	0.8%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	1	0.8%
MEDICATION REACTIONS-VND CARE	1	0.8%
AGGRESSIVE ACT TO FAMILY/VISITORS	1	0.8%
AGGRAVATED ASSAULT	1	0.8%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.8%
ALLEGED PHYSICAL ABUSE	1	0.8%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.8%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	1	0.8%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	0.8%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.8%
BURGLARY	1	0.8%
SEVERE VERBAL THREATS	1	0.8%
INJURY-FROM A BEHAVIOR EPISODE	1	0.8%
HOSPITAL/DIABETES-VND CARE	1	0.8%
INJURY-FROM ANOTHER CONSUMER	1	0.8%
Grand Total	123	

Sp

MEDICATION

HOSPITAL/INTRN

HOSPITAL/RESP

HOSPITAL/INVOL PSY

EMER

LAW ENFORCEM

ALLEGED PHYSICA

FR

LACERATIONS-SUTURI

I

AGGRE

AGGRESSIV

HOSPITAL/

ALLEGED SEXUA

MISSING PERSON-LA

INJURY-FROM AN

HOSPITAL/E

INJURY-FROM A

SEVER

FAIL TO PROV FOOD/

HOSPITAL/WOUND/S

FAIL TO PROTCT FRM

BITES BREAK SKIN/RE

ALLEGI

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AGGRESSIVE ACT T

MEDICATION RE

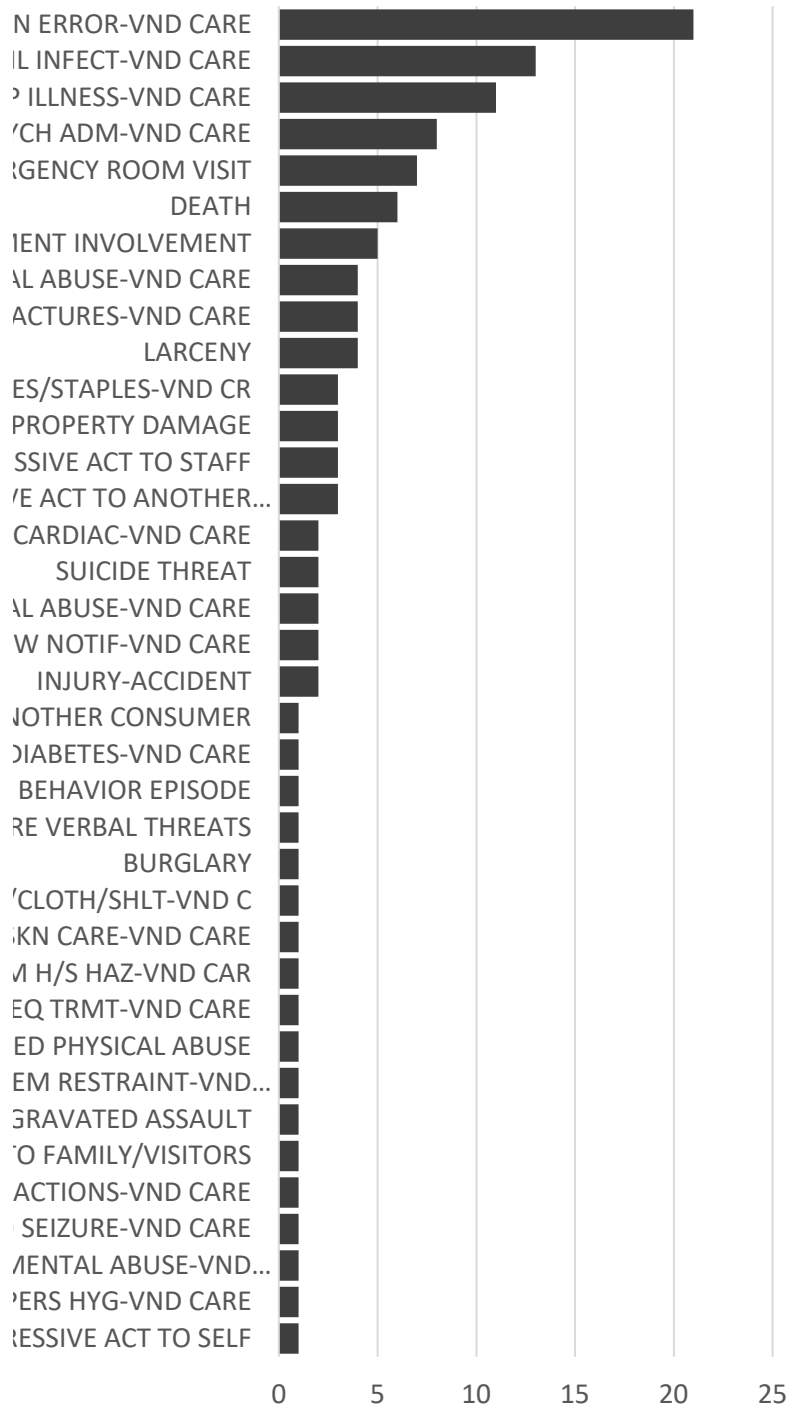
HOSPITAL/DUE TO

ALLEGED EMOT/M

FAIL TO ASST W/P

AGGR

Special Incident Types 16 Nov to 15 Dec



Fair Hearing Log Sheet

	E	F	G	H	I	J	K	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Notes	Advocacy/Representation	Ethnicity	Age
1										
2	Water Safety Lessons	No Informal					Using interpreter: Irene (ireneh69@sbcglobal.net). Have asked Irene to contact family with tentative dates: Mediation: 1/14 - 10:00am - State: 2/3 - 10:00am		Spanish/Latin	5
3	ABA Compensatory Funding	9/30/19 @ 1:00 San Andreas Tuolumne - Parents refused to attend Informal		CONFIRMED 3/30/20 - 10:00AM San Andreas Tuolumne		Jan has blue folder PREP BINDERS: 3/2	10/16 - Tricia going to ask for continuance, too many people not available 12/23/19. Matthew said Mom may not agree to this. Tricia is calculating hours missed/canceled Meeting scheduled for VMRC staff to discuss case on 11/14 - 10:00 12/2 - Received email from Advocate. Family wants to reschedule Hearing date. 12/9 -Have offered 3/30 to reschedule State Hearing 12/10 - Uploaded RFC to OAH for 3/30/20 SFH 12/11 - RFC granted. SLH is now scheduled for 3/30	Yes (advocate)	White	3
4	\$250 Registration fees for Self-Determination Conference	No Informal	CONFIRMED: ED: 1/6 10:00 - Stk Rm 104	CONFIRMED: 1/27 - 10:00am Stk Rm 104 10:00 - STk Rm 104		PREP BINDERS: 1/9	11/18 - Received FHReq through OAH 11/22 - Dora Contreras (grandmother) has confirmed 12/9 for Mediation and waiting for attorney to confirm his schedule for 12/30 for the State hearing. If not will go 1/6. Need to put in RTS paperwork to OAH to secure dates. 11/25 - Sent Request To Set documentation to OAH (also sent email to OAH explaining we will be rescheduling). Also, talked to Dora Contreras and have emailed the Waiver of Time for to her again, and asked that she complete and return it to me asap. 11/29 - emailed Waiver of Time form again 12/1 - emailed Waiver again (Dora couldn't see it) 12/2 - Got Dora's signature on the Waiver. 12/2 - submitted RFC requesting Mediation be changed to 1/6 and State be changed to 1/27 12/9 - called Dora to confirm new dates for Mediation 1/6 and State 1/27	ICC	Spanish/Latin	27

Fair Hearing Log Sheet

	E	F	G	H	I	J	K	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Notes	Advocacy/Representation	Ethnicity	Age
1										
5	Eligibility	CONFIRMED: Monday 11/18 @ 10:00 a.m. Stockton Rm 104		CONFIRMED 3/2/20 - 10:00am - Stockton Rm 104		Binders completed and in Jan's office. <i>Add results of independent testing to the binder and mail documentary evidence again to foster aunt on 2/24</i>	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 (jan's office). <i>Will send Doc Evidence to her again by 2/24/2020</i> 11/13 - mailed OAH Notice 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 ineligible for services. This will go to <i>State Level Fair Hearing on 3/2/2020.</i> 12/2 - emailed barbara to ask if Dr. Cady will be needed at the SFH. Dr. Funamura has accepted meeting invitation		African American	4
6						ON HOLD	This case is going back through ER		White	21
7	\$250 Registration fees for Self-Determination Conference		CONFIRMED: 12/30 - 10:00am Stk 104 <i>(CHRISTINE WILL COVER)</i>	CONFIRMED: 1/13 - 10:00am Stk 104			Submitted RTS paperwork to OAH requesting 12/23 for Mediation and 1/13 for SLH. OAH gave 1/30 (not 1/23) for the Mediation date and SC will confirm this date with mom. <i>Christine will cover the 12/30 Mediation in Matthew's absence.</i>	ICC	Mult.Cultural	7
8	Eligibility	CONFIRMED: 12/11 - 10:00am - Stockton Rm 104 2nd Informal 2/11 - 11:00am Rm 105	N/A	CONFIRMED: 3/16 - 11:00am Stockton		Jan will call Louis on 2/6 to remind him of Informal	Currently calendared for 1/3 - will need to put in RFC to 3/16 SLH set for 3/16 12/9 - Have emailed to ask if Dr. Funamura can join 12/11 Informal (voicemail states email is best way to contact Dr. Funamura) 12/11 - Louis was no-show. Christene called and he was checking out of hospital. Jan will call on 12/12 to reschedule IFH <i>IFH rescheduled for 2/11 (Dr. Funamura will attend).</i>		Spanish/Latin	22

Fair Hearing Log Sheet

	E	F	G	H	I	J	K	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Notes	Advocacy/Representation	Ethnicity	Age
1										
9	Water Safety/Awareness	No Informal	CONFIRMED 12/16 - 10:00AM Stockton Rm 104	CONFIRMED: 1/23 - Stk 104		PREP BINDERS 1/7	<p>11/21 Chris sending email to Matthew (gave 6 lessons for similar case in June). Do we give the same to this person and not schedule any fair Hearings? 12/25 Emaley (SC) will call mom to request that she signs a WoT (req'd for State date). In the meantime Jan will set Mediation and a date for the State hearing with the OAH (after WoT received, State date will be moved out to 2/11).</p> <p>12/3 Informed by SC that mom came in to VMRC to sign WoT and then refused as she said 2/10 is too far out and she wants the 1/8 date. Emailed Matthew and he has agreed to come to VMRC Thursday 1/9 or 1/23 for this case. SC will call mom to explain there are no staff members available to hear case on 1/8 and to offer 1/9 or 1/23.</p> <p>12/10 advised SC and Christine that mom will need to sign WoT at the Mediation hearing, so the State hearing can be set for 1/23 (mom's preferred date).</p> <p>12/16 uploaded RFC to OAH</p> <p>12/18 OAH confirmed 1/23 for State date.</p>		Spanish/Latin	13
10	Water Safety Lessons	No Informal				FRIDAY - Upload RTS and Motion to Consolidate to OAH	Using interpreter: Irene (ireneh69@sbcglobal.net). Have asked Irene to contact family with tentative dates: Mediation: 1/3 - 10:00am - State: 1/20 - 10:00am		Spanish/Latin	12
11	Bicycle Lessons	No Informal				FRIDAY - Upload RTS and Motion to Consolidate to OAH	See above		Spanish/Latin	12
12	Eligibility	CONFIRMED: 1/13 for 2nd Informal	N/A	CONFIRMED 2/3 - 9:00am - Stockton Rm 104		Start prepping binders MID-JANUARY (Keep dates on Schedule until this has gone back through ER)	<p>Dr. Funamura and Dr. Appleby not required.</p> <p>11/1/19 - emailed Kimberly Ivy to ask if January 13 and February 3 are good dates to postpone both the Informal and State Level Fair Hearings.</p> <p>11/7 - uploaded RFC to reschedule State to 2/3/20</p> <p>12/19 - Asked Barbara status of ER review as I need this date for somebody else.</p>		African American	10

Fair Hearing Log Sheet

	E	F	G	H	I	J	K	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Notes	Advoca cy/Rep resenta tion	Ethnicity	Age
1										
13	Eligibility				Informal only	11/15 Jan emailed Dorothy Mead (Asst. Public Defender) for an update and 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 Dorothy Mead (Asst.PDefender) - she is looking for someone to walk Mallory 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
14	Eligibility	2/18 10:00am Stockton 104	N/A	3/9/20 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	Barbara wants 2nd informal. 10/16 sent by certified mail documentary evidence to dad. Interpreter Ong Lee is available for informal. 11/1/19 - Will need to reschedule 2nd half January for Informal and first half Feb for State. 11/18 - Interpreter informed Bill has eval on 12/2 - Christine emailed Justin to confirm if this is ASD. Waiting on Justin. Dad has changed work schedule and wants to have Informal on 2/19 and the State on 3/9. Justin confirmed the referral was made on 11/8 and that testing is set for 12/2 - VMRC Stockton Dr. Caden. Dad signed the Waiver of Time form. // Submitted RFC to OAH for State on 3/9. Interpreter is meeting family at VMRC on 11/27 and will have dad sign the Waiver. 12/2 - Dad signed Waiver of Time - submitted RFC to OAH - new dates confirmed. 12/9 - Per Barbara, Nikki will let everyone know when the ER process has been completed. Jan will have interpreter call family to see if they agree with Dr. Cady's evaluation (have Her Van sign NOR).		Hmong	3
15										
16										