



Consumer Services Committee Meeting

4:00 P.M.

February 3, 2020

VMRC Stockton Office Cohen Board Room

702 N. Aurora Street

Stockton, CA, 95202

If you need accommodation during the meeting (i.e. translation), please notify us at least 3 days in advance of the scheduled meeting.



Meeting Book - Consumer Services Committee Meeting February 3, 2020

Consumer Services Committee Meeting

- 1.0 - Public Comment D
Each individual will have 3 minutes for commentary
- 2.0 - Review of Minutes - January 6, 2020 A
- CSB Draft Minutes 01.06.2020.pdf - Page 4
- SAC6 Area Meeting.pdf - Page 8
- Caseload Ratios.pdf - Page 9
- Self Determination Orientation.pdf - Page 11
- Case Management Glossary.pdf - Page 12
- RTD Notice of Public Hearing.pdf - Page 17
- VanGo English.pdf - Page 18
- VanGo Spanish.pdf - Page 20
- VAnGo Volunteer Application.pdf - Page 22
- 3.0 - SAC6 Update - Crystal Enyeart I
- 4.0 - CLASP Update - Daive Hoornaert I
- 5.0 - Consumer Services Project Discussion or Presentation - Dena Pfeifer I
- Brian Bennett - How New Services are Developed
- 6.0 - Clinical Update - Claire Lazaro & Tara Sisemore Hester I
- 6.1 - Claire Lazaro Update
- 6.2 - Tara Sisemore Hester Update
- EARLY START INTAKE 2019.pdf - Page 24
- EARLY START STATISTICS FOR DECEMBER.pdf - Page 25
- 7.0 - Resource Development - Brian Bennett & Robert Fernandez I
- February 2020 Unmet Needs Session RD.pdf - Page 26
- March 4 Children's Res Info Session.pdf - Page 27
- 8.0 - Quality Assurance - Nicole Weiss & Patricia Green I
- Quality Assurance Report.pdf - Page 28
- 9.0 - Case Management - Cindy Mix I
- 9.1 - Case Management Reports
- Transfer Status Report.pdf - Page 31
- POS Exception Tracking 19-20.pdf - Page 32

9.2 - Case Mnagement Update

10.0 - Transportation - Wilma Murray

I

11.0 - Next Meeting: Monday, March 2. 2020, Cohen Board Room ,
4:00 P.M.

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, January 6, 2020**

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PRESENT: Dena Pfeifer; Lori Smith her facilitator; Margaret Heinz; Robert Fernandez; Liz Herrera Knapp; Patricia Green; Lisa Culley; Claire Lazaro; Christine Couch; Crystal Enyeart; Linda Collins; Chanel Murray Tony Anderson; Cindy Mix; Cindy Strawderman; Daime Hoornaert (by phone)

ABSENT: Dora Contreras; Maria Elena Diaz; Gricelda Estrada

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Dena Pfeifer, Chairperson, called the meeting to order at 4:07 p.m. and introductions were made.

1.0 PUBLIC COMMENT

Chanel Murray – SCD North Valley Hills Office shared the following:

- The choices conference will be held on April 3 this year. The entries for the T-shirt and Video contest are due on January 13th. Choices committee will be voting on those entries at their meeting on January 15th. The winners will be announced the SAC6 meeting on February 7th at the Stribley Community Center.
- State Council Office will hold their next Regional Advisory Committee meeting on Tuesday, January 21st at the VMRC Modesto office. The guest speaker will be Christine Couch to discuss her new role. This meeting is open to all.
- We are still looking for input on the state plan survey. We need your help. If you have not taken the survey, go to their website www.SCDD.ca.gov and click on the survey link. And if you have already taken the survey “Thank You”!
- Our office will be working with Disability Rights Education & Defense Fund and The California Foundation on Independent Living Centers to help educate people about the 2020 Census. Stay tuned for more information and we are hoping the get VMRC to assist with outreach services.

2.0 REVIEW OF MINUTES

M/S/C (Heinz/Herrera Knapp): Approve the minutes of December 2, 2019 as written.

3.0 SAC6 UPDATE

Crystal Enyeart shared the following:

- Our final board meeting was December 14 at the ARC in Sutter Creek for the 2019 year. Thank you to Doug, Carlos and Christine for attending.
- We held elections and are proud to announce our new officers and leadership team:
 - Lisa Utsey, Chairperson and Treasurer
 - Catrina Castro, Vice Chairlady
 - Jessica Quesada, Secretary

- Crystal Enyeart, Sargent at Arms and our new VMRC Board and Consumer Services Committee representative. Crystal will begin attending the meetings in January!

4.0 CLASP UPDATE

Daime Hoornaert provided the following information:

- Tomorrow (1/7/2020) CLASP is holding a mixer/wine tasting, to meet people as an appreciation to the vendors. We are working on Professional Development so that we can get an idea of what training the vendors are looking for in the future.

5.0 CONSUMER SERVICES PROJECTS

Christine Couch gave a presentation on her new role at VMRC.

6.0 CLINICAL

Claire shared the following:

- We have continued the monthly meetings with Health Plan of San Joaquin and quarterly meetings with the other Managed Care Insurance companies (like Anthem Blue Cross & Kaiser) to discuss other consumer issues.
- We have meetings with our PT/OT vendors to take about preparing for transition as some of our staff and vendor staff are retiring, so we have to plan for that.
- Our Dental Coordinator attended a meeting with the Oral Health Task Force from ARCA. So when they plan a statewide meeting with all Regional Center Dental Coordinators sometime in May.
- We have had other consumers that needed end of life care advance directives, so we are now coordinating with the Collation for Compassionate Care CA to have a training on advance directives. This will happen sometime in February or March. We will also have a subcommittee with Program Managers to discuss this topic.

Tara Sisemore Hester was not available; Claire shared the Intake statistics for November.

7.0 RESOURCE DEVELOPMENT

Robert Fernandez provided the following update:

- ODS (Open Door Services) is moving to a site within a block from VMRC. They are keeping their old site, but will be working in the new site. We have toured the site and believe it is a more efficient space.
- EBSH (Enhanced Behavior Support Homes) VMRC RD is in development of a Children's home and an adult home.
- Residential Services Orientation will be held on February 19 & 20 for all new providers with approved letter of intent to provide residential services.

- Administrator orientation is happening the same day Wednesday, February 19th. This is a new training for individuals who are administrators and have already received the initial training.
- Day program orientation April 15th.
- SLS/ILS Orientation on April 16th.
- We do have a Level 4i ARF in the Manteca area that will soon be vendored. Excellent Residential Care. Hopefully they will be vendored this week.

8.0 **QUALITY ASSURANCE**

- 5.1 **Alerts**: There were 29 alerts for this last month. 8 of these have been closed. Presenting issues were Delivery of Care; Violation of Rights; Environment; Staffing/supervision; Untimely SIR; Recordkeeping; IPP Implementation.

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:

- Self Determination Program—
 - Person-Centered Planning and IPP meetings continue daily. 17 completed.
 - 3 Spending Plans completed (of those, 2 started SD services on 12/1 and 1 on 1/1/20; and 11 spending plans are in process.
 - We are adding a 3rd SD Service Coordinator.
 - We are developing a training for vendors to better understand the program.
 - Starting in February, we will be offering monthly SD orientations to prepare for June, 2021 when all can access the program.
 - 4 vendors for FMS/ 1 vendor for PCP
 - Of the initial 100 slots, 79 are continuing in the program. A re-draw happened on 11/22, which added 32 names.
 - Latest numbers after 2nd draw--Total current participants=110 (- Stockton-62 Modesto-41 SA-7) Attended orientations—71; Need to attend—34; Still want orientations from Initial draw—2; not interested in program--3
- Hiring of Case Management staff to reduce caseload ratios—
 - Effective in mid-January, 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.
 - Also--Senior Case Management/High Risk Consumer Specialist; 3 CSLs; Trainer, Educational Specialist;
- SSI/SSA rate changes occurred on 1/1/20. Attachment A's completed for all living in B&C.

- VMRC, with assistance from Kinetic Flow will be sending out surveys to Consumers, Families, Vendors, and Employees during early Spring, as a follow up to our recent Strategic Plan.
- Several teams adopted families and donated holiday items.
- Trainings being attended this month—Contentious IEPs, Nuts & Bolts of IEP Facilitation, Role in Assisting Students Impacted by Environmental Adversity, Trauma or Foster Placement, and Looking at Behavior through a New Lens.
- Case Management is looking to revise our IPP Cover Sheet. It will be brought as an informational item to the next Consumer Services meeting.
- Glossary Handout

9.3 Updated Respite Assessment Tool **M/S/C (Heinz/Collins) (with the correction of the revision date on page 1)** this will go on to the board at the next meeting for approval then it will be forwarded to DDS for final approval.

10.0 **TRANSPORTATION**

Wilma Murray provided the following information:

- There are a few new routes in the foothills and Stanislaus County areas. We are looking at a vendor for San Joaquin County; they should be starting Feb 1 in the North County. We are looking at another vendor for in San Joaquin County.
- RTD:
 - VanGo! Hours have expanded. Will run until 10:00 pm daily. They have added more vehicles. Dial-a-ride tickets can be used for VanGo! You can have an additional 3 riders with you for the same fare.
 - A public hearing is being held on January 17th to discontinue one of the Hopper routes to Mountain House.
 - Bridges program expanding to San Joaquin County. They are slowly making their way up here. They have 6 volunteer drivers currently. They are still looking for drivers.

11.0 **NEXT MEETING**

February 3, 2020, 4:00 p.m., Stockton VMRC office, Cohen Board Room

The meeting was adjourned at 5:00 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**

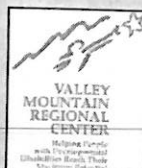
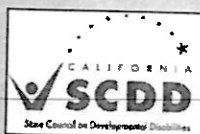
AND

**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

1/6/2020

- **Lanternman Caseload Averages:**

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

SA—989 / 12.5 =79

SD—166 / 3.5 = 49--*Deflection numbers not used in caseload ratio calculation

SG—976 / 12.5 = 78

SN—950 /12 = 79

ST—1,015 / 12.5 = 81

SC—1,062 / 11.5 = 92

SK—1,019 / 12.5 = 82

SY—1,155 /11.5 = 100

AM—926 /13 = 71

MA—844/10.5=80

MG—985/14.5=73

MT—759/10.5=72

MK—824/10.5=72

MY—1,043/12.5=83

Total Lanternman Consumers—12,713 minus 166 (Deflection) =12,547

Team Caseload Ratio Total of 1,042 divided by 13 teams =1:80

Self Determination Orientation Trainings

Would you like to know how Self Determination Works?

Were you were selected to participate in Self Determination?

Come Learn About the Program



Self Determination Trainings

All trainings are 2 sessions, 3 hours each. You must attend both days

January 16 and 24 from 9-12 at the Stockton Office

February 10 and 11 from 9-12 at the Stockton Office

March 3 and 12 from 9-12 at the Stockton Office

Please contact Angelique Shear at (209) 955-3294 or ashear@vmrc.net to register for one of the orientation sessions.

One session of training is mandatory if you have been selected and not already attended. Anyone is welcome at any session

Glossary

A

Advocacy

Helping to represent the interests of another as if they were one's own. People who do this are known as advocates.

Autism

The most common definition is those persons who, before the age of three years old, develop severe disorders of communication and social behavior.

C

Case Management

Locating and coordinating support, information and service choices for a consumer and the family to feel secure, knowledgeable, responsible and empowered. Also known as Service Coordination.

Case Manager

Person assigned as the primary contact and partner at the regional center once eligibility has been determined. A Case Manager is a professional in the area of developmental disabilities and is knowledgeable about resources, supports and services.

Cerebral Palsy (CP)

Problems with muscle control and coordination as a result of trauma to parts of the brain at birth or during early life.

Client

A person who is eligible for and uses regional center services. Also referred to as a consumer.

Clients' Rights Advocate

A designated individual whose role is to assist individuals with special developmental needs to exercise all rights guaranteed by law.

Consumer Advocate

An individual with developmental disabilities who is employed by the regional center to assist in quality assurance efforts, support and advocate for consumers, and provide peer training.

D

Department of Developmental Services (DDS)

Administers direct service to children and adults in state developmental centers. DDS also provides programs to persons with developmental disabilities who live in the community through contracts with regional centers. In addition, the Department sets policy, determines rates, and advocates for people through its various divisions.

Developmental Delay

A significant difference between an infant's or toddler's current level of functioning and the expected level of functioning and development for his/her chronological age in one or more of the following developmental areas: Cognitive, Motor and Physical, Communication, Social or Emotional, and Adaptive.

Developmental Disability

California defines a person with a developmental disability as anyone who has acquired intellectual disability, autism, epilepsy or cerebral palsy before age 18 and is likely to need special services throughout life. The federal definition uses age 22 and looks at a person's range of abilities instead of diagnostic categories.

E

Early Intervention

A multi-disciplinary program to provide services to developmentally at-risk and delayed infants (birth to three years of age), usually involving medical, educational, and psychosocial professionals. Infant intervention programs also provide emotional support, guidance and information to parents.

Entitlement

Persons with developmental disabilities and their families have the right to receive services and supports which will enable them to make decisions and choices about how, and with whom, they want to live their lives; achieve the highest self-sufficiency possible; and lead productive, independent and satisfying lives as part of the community in which they live.

Epilepsy

A condition occurring in the brain which can cause a variety of nervous system episodes involving muscle contractions and other disturbances of bodily functions known as seizures.

Exceptions Committee

A group of regional center staff who review and make a decision regarding a request that is an exception to the regional center's funding guidelines.

F

Fair Hearing

A procedure used by individuals who wish to question the decision of an agency regarding the type or amount of service they receive, or any other action they feel to be illegal, discriminatory, or not in their best interest.

G

Generic Agency

Any agency which has a legal responsibility to serve all members of the general public and which is receiving public funds for providing such services.

Generic Resources

Resources available to all persons residing within a given area (e.g. city, county, or state) without additional qualifications or requirements, such as public education, mental health services, and parks and recreational programs.

I

Individual Educational Plan (IEP)

Required by Public Law 94-142, this plan is developed for school-age individuals by a team of people including parents, teachers and psychologists. The IEP describes the direction a student with special needs will be going in the future and how to get there.

Individual Family Service Plan (IFSP)

A written plan that outlines special services, goals and objectives for a family of a child from birth to three years of age. The IFSP is developed by the regional center Case Manager and the family.

Individual Program Plan (IPP)

A written plan that outlines special services, goals and objectives for a person who needs individualized help because of a developmental disability. The IPP is developed by the regional center Case Manager and the consumer.

Intake and Assessment

A process used by regional centers to determine whether or not individuals are eligible for their services and what services are needed.

Intellectual Disability

People who have been diagnosed with intellectual disability simply learn at a rate that is slower than other people. In the State of California, when this diagnosis occurs before age 18, it is called a developmental disability.

Interdisciplinary Team (IDT)

A group of people (parents, teachers, psychologists, social workers, and others) who are involved with a consumer in helping him/her get the services he/she needs by developing the IEP, IPP, or IPSP.

L

Lanterman Developmental Disabilities Act of 1976 (Lanterman Act)

This California state law provides basic service rights to persons with developmental disabilities. It put in place the Department of Developmental Services (DDS), Regional Centers, State Council on Developmental Disabilities and Area Boards to establish needed services and monitor their delivery.

Least Restrictive Environment

A mandate established by federal and state laws and the courts that states that all people, regardless of disability, have the right to be served in ways and in places that allow a person to be as independent as possible with the least amount of supervision necessary.

N

Natural Environment

Places and social contexts commonly used by individuals without developmental disabilities.

Natural Support

Refers to support and assistance that naturally comes from the associations and relationships developed in natural environments.

P

Person-Centered Planning

The way in which the planning team works together to figure out where you want to go (goals), how you want to get there (objectives), and what kinds of support you need to get there. Person-centered planning means focusing on your strengths, capabilities and needs, and helping you to have an independent, productive and satisfying life.

Protection and Advocacy, Inc.

A private nonprofit corporation designated by the Governor of California under federal law for the protection and advocacy of the rights of persons with developmental disabilities.

Purchase of Service (POS) Funds

Funds identified in the Budget Act of the regional center system for the purpose of purchasing services provided by vendors for consumers.

Q

Quality Assurance (QA)

A set of requirements that cover the major areas of client care and existence, including: programming focus and hours, client rights, community integration, health, the physical plant and safety, client records, staff training, and qualifications and administration.

R

Regional Center

A diagnostic, counseling and service coordination center for persons with developmental disabilities and their families which is established by a private, non-profit community agency/corporation acting as a contracting agency. Twenty-one centers throughout California provide people with residential, day, transportation, social, independent living, respite, medical, psychological, preschool and other services.

S

Service Coordination

Locating and coordinating support, information and service choices for a consumer and the family to feel secure, knowledgeable, responsible and empowered. Also known as Case Management



NOTICE OF PUBLIC HEARING

SAN JOAQUIN RTD TO HOLD A PUBLIC HEARING ON PROPOSED DISCONTINUANCE OF HOPPER ROUTE 99 BETWEEN MOUNTAIN HOUSE AND TRACY EFFECTIVE JANUARY 26, 2020

The San Joaquin Regional Transit District (RTD) has scheduled a public hearing to invite public comments on proposed discontinuance of Hopper Route 99. These proposed service modifications are the result of low ridership and no dedicated funding for operations of the service. The public is invited to express any comments or concerns at the following location and time:

Friday, January 17, 2020
10:00 a.m.

RTD's Downtown Transit Center
421 East Weber
Stockton, CA 95202

The DTC is served by RTD Routes 4, 5, 7, 9, 23, 40, 44, 47, 510, 515, 520, 525, 560, 576, 578, 580, 315, 340, 360, 390, 90, 91, 93, 97, and Commuter Route 150. Connections are possible from all other RTD routes by transferring at the Hammer Transfer Station (HTS), Mall Transfer Station (MTS), Union Transfer Station (UTS), Manteca Transportation Center, Lodi Transit Center, and Tracy Transit Station. RTD's on-demand rideshare service, Van Go! may be used to travel to RTD transit centers, routes, and the DTC. For Van Go! service, reservations are required in advance using a phone app. For more information, please call (209) 943-1111 or go to RTD online at www.sjRTD.com.

All persons submitting comments should include their name and contact information. Persons who are unable to attend these public hearings are encouraged to register their comments by:

- E-mail—comments@sanjoaquinRTD.com
- Phone—(209) 467-6625
- Fax—(209) 948-8516
- Mail—RTD Planning Department, P.O. Box 201010, Stockton, CA 95201.
- In-person—RTD DTC/421 E. Weber Avenue, Stockton, CA 95202

Comments must be received by 5:00 p.m. on Monday, January, 20, 2020, to be incorporated into the public hearing records.

TRANSPORTATION THAT'S A WORK OF ART

RTD Van Go!

On-demand service throughout
San Joaquin County

Go anywhere within the zones below!*

**Pick-up and drop-off must be within one zone.*

**Weekend
& Holiday
Service
Available**

**\$4
ONE-WAY
TRIP**

Rideshare Service will transport you and up to three friends for \$4.

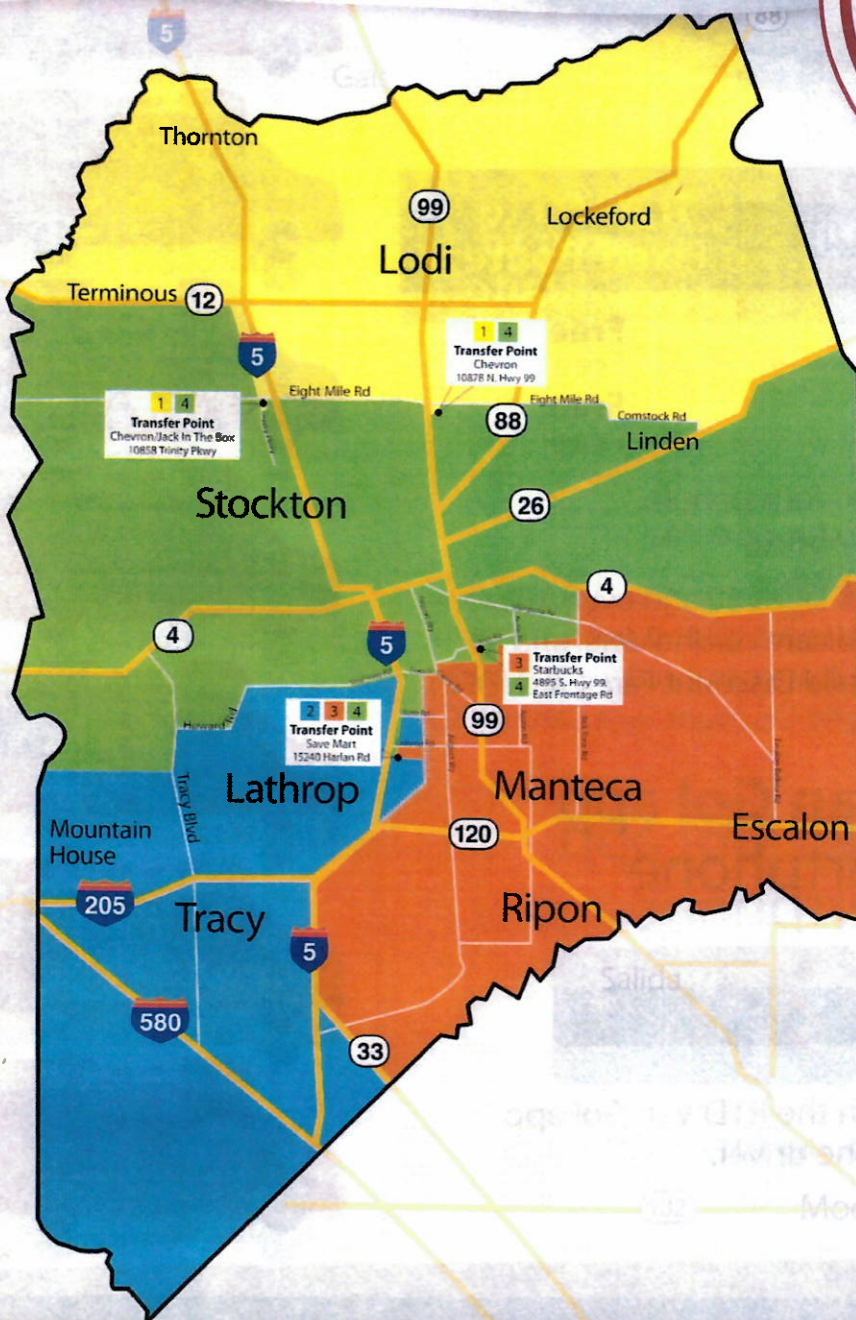
Free Transfer to fixed-route bus service to continue longer trips.

Accessible & Safe vehicles can transport wheelchairs. Drivers are professionally trained, licensed, and prepared to help.

Note: Vehicles cannot transport bicycles.

7 days a week

6:00 a.m. – 10:00 p.m.





Look for your **Van Go!** ride to arrive with one of the art themes below:

Fare	One-Way Trip	Transfer to Fixed-Route
Regular	\$4	Free
Discount*	\$3	Free

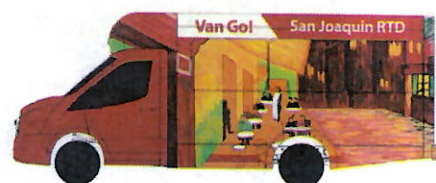
All fares are valid for groups up to four people.
Fares subject to change without notice.

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

Use the **RTD Van Go!** app on your smartphone



Pay with credit/debit through the RTD Van Go! app or pay cash to the driver.



sjRTD.com/VanGo

VanGo@sjrtd.com



TRANSPORTE QUE ES UNA OBRA DE ARTE

RTD Van Go!

Servicio a pedido en todo el condado de San Joaquín

¡Ve a cualquier lugar dentro de las siguientes zonas!*

**El recojo y desembarque deben ser dentro de la misma zona.*

Servicio disponible los fines de semana y festivos

\$4
POR TRAYECTO

Un servicio de transporte compartido que te llevará a ti y a un máximo de tres amigos por \$4.

Traslado gratuito hasta un servicio de autobús de ruta fija para continuar viajes más largos.

Vehículos seguros y de fácil acceso que pueden transportar sillas de ruedas. Los conductores tienen entrenamiento profesional, tienen licencia, y están preparados para ayudar.

Nota: Los vehículos no pueden transportar bicicletas.

7 días a la semana
de 6:00 a.m. a 10:00 p.m.





Busca tu viaje con **Van Go!** y llega a tu destino con alguna de las siguientes obras de arte:

Tarifa	Viaje de ida	Traslado a ruta fija
Regular	\$4	Gratis
Reducida*	\$3	Gratis

Todas las tarifas son válidas para grupos de hasta cuatro personas. Las tarifas pueden cambiar sin previo aviso.

*La tarifa reducida solo es válida para personas mayores (de 60 años en adelante), personas con discapacidad, veteranos del ejército de los Estados Unidos, titulares de Medicare, y todo el resto de pasajeros que posean una Tarjeta de Tarifa Reducida (Discount Fare Card) válida.

Utiliza la app de **RTD Van Go!** en tu smartphone



Paga con tarjeta de crédito/débito a través de la app de RTD Van Go! o paga en metálico al conductor.



sjRTD.com/VanGo

VanGo@sjRTD.com





3500 Coffee Rd Ste 19
 Modesto, Ca 95355
 Ph. 209-595-8740
 Fx. 209-593-0803

APPLICANT INFORMATION

Clients must be registered with the Volunteers On The Go *before* they can be transported. The following information must be completed and returned to the above address or faxed. All information is confidential and will remain so.

Name	Date of Birth (M) (D) (Y)
Home Phone	Cell Phone
Mailing Address	
Physical Address	
County of Residence	
Detailed directions to your home	

Name and telephone number of nearest relative, agency contact person or case manager:

Name	Relationship	Phone
Agency name (if applicable)		

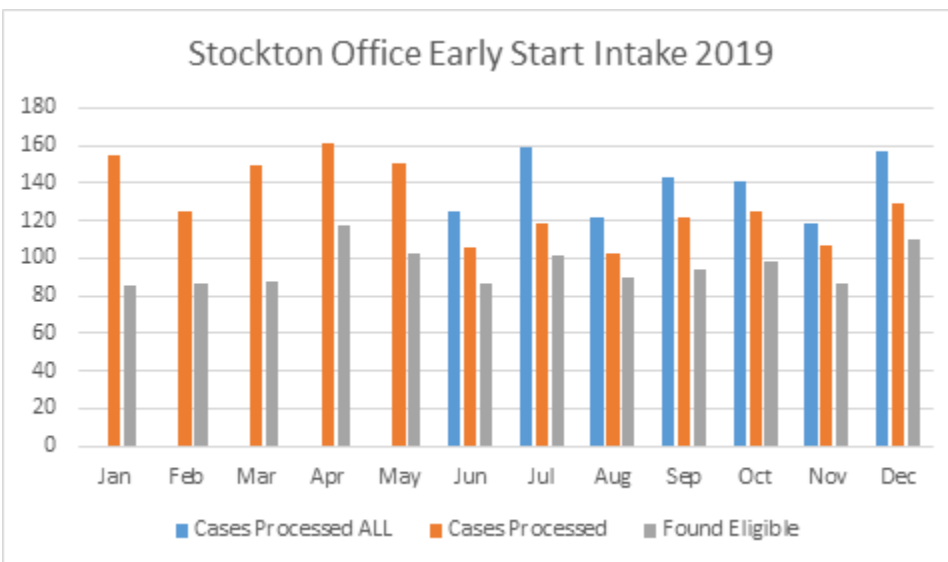
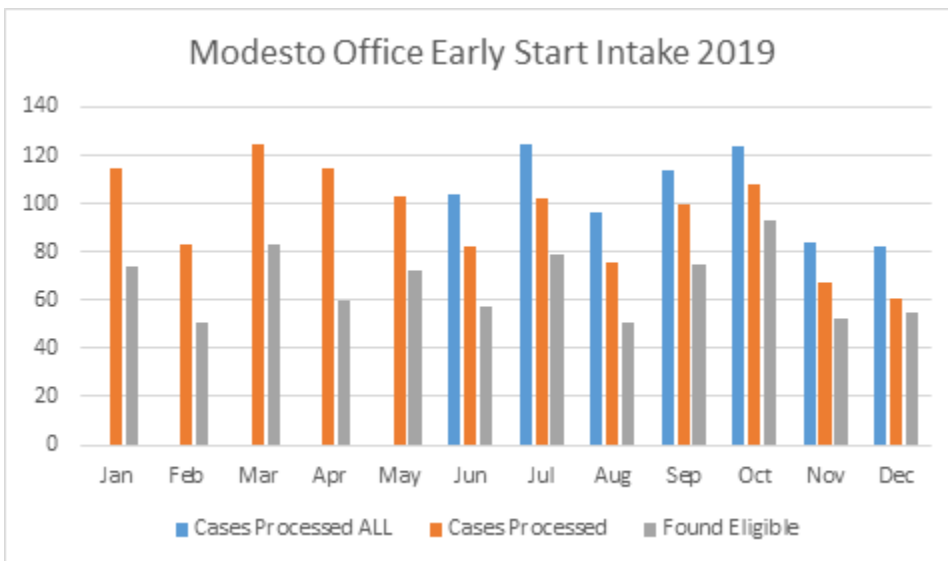
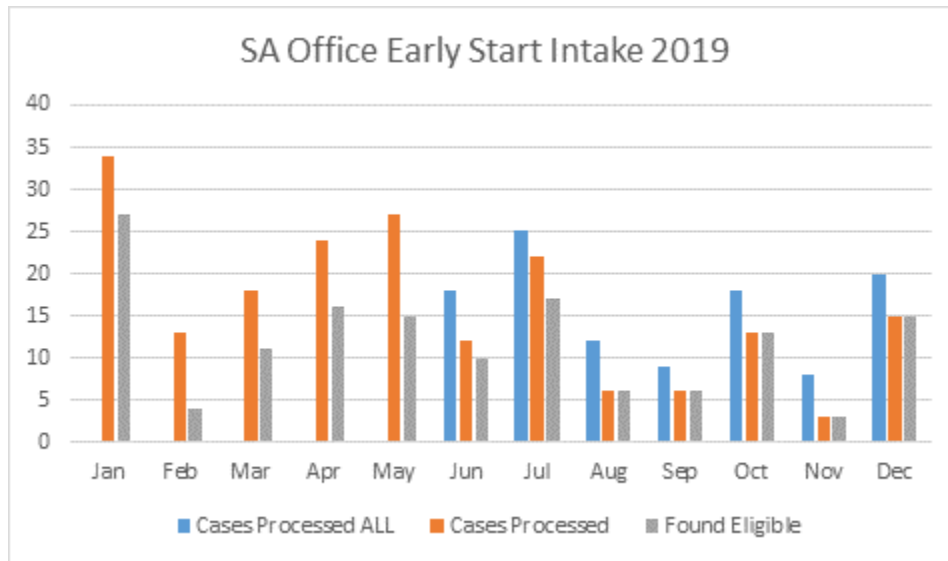
TRANSPORTATION NEEDS

Briefly state your Transportation Needs

Do you have other transportation available to you (other than our service)?				<input type="radio"/> Yes	<input type="radio"/> No
<input type="radio"/> Personal Vehicle	<input type="radio"/> Public Transportation	<input type="radio"/> Family	<input type="radio"/> Friends	<input type="radio"/> Taxis	
Is there a car available in your household?		<input type="radio"/> Yes	<input type="radio"/> No		
Do you need assistance getting in/out of vehicle?	<input type="radio"/> Yes	<input type="radio"/> No	Do you need assistance getting in/out of your home/office?	<input type="radio"/> Yes	<input type="radio"/> No

STATISTICAL INFORMATION					
Are you frail or disabled?		<input type="radio"/> Yes		<input type="radio"/> No	
Do you use:		<input type="radio"/> folding wheelchair <input type="radio"/> walker		<input type="radio"/> folding wheelchair with battery pack <input type="radio"/> crutches	
Are you over 75?		<input type="radio"/> Yes		<input type="radio"/> No	
How did you hear about us?					
<p>Please note that the Volunteers On The GO does not discriminate. The eligibility of each client for the <i>Transportation</i> programs is not based upon race, color, creed, religious beliefs, sexual orientation or age, but is based upon cities eligible through CCI Grant.</p> <p>DO NOT PUT ANY APPOINTMENT INFORMATION ON THIS FORM. You will be notified by the Volunteer Transportation Center of your approval status.</p>					
RELEASE FORM MUST BE COMPLETED BEFORE TRANSPORTATION CAN BE APPROVED					
I give permission for (Applicant) _____ to be transported by the volunteer drivers from the Volunteers On The Go in partnership VTC Inc. I will not hold any volunteer driver nor the Volunteer Transportation Center's staff and/or Board of Directors responsible for any injury to the above named client that occurs during the course of transportation, destination, and return home. This also includes returning the client home while noting that no other individual is at the home destination to oversee this client.					
Signature of Applicant or Responsible Person:				Date:	
Witness:			Phone: (day)		Phone: (evening)
Name and mailing address of responsible person (other than applicant)					
FOR OFFICE USE ONLY:					
City:	<input type="radio"/> Riverbank	<input type="radio"/> Escalon	<input type="radio"/> Manteca	<input type="radio"/> Lathrop	
Approval:		Date Approved			
Limitations/Reason for denial: _____					

EARLY START INTAKE 2019



EARLY START STATISTICS FOR DECEMBER 2019

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	157	129	110	85%
Modesto	82	61	55	90%
San Andreas	20	15	15	100%
Total	259	205	180	88%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	42	41	35	85%
Modesto	16	14	11	79%
San Andreas	15	7	1	14%
Total	73	62	47	76%



Valley Mountain Regional Center

Presents

Unmet Residential Resource Needs Informational Meeting

Who Should Attend?

- Persons who have **APPROVED VMRC Letter of Intent**s to provide Adult Residential Facility services
- Persons who are interested in VMRC Residential Vendorization

When? February 5, 2020

What Time? 2:00-3:30 pm

Information to Be Covered

- VMRC's Residential needs
- Home and Community Based Services Requirements
- Cultural and Linguistic Considerations
- Consultant Expectations
- Program Design development tips

Registration required- please contact Carrie Vasquez at Cvasquez@vmrc.net to enroll

YOU MUST REGISTER FOR THIS EVENT- NO WALK UP'S ALLOWED



Valley Mountain Regional Center

Presents

Unmet Children's Residential Resource Needs Informational Meeting

Who Should Attend?

- Persons who have **APPROVED VMRC Letter of Intent**s to provide Children's Residential Facility services
- Persons who are interested in providing residential services to Children receiving services from VMRC

When? March 4, 2020

What Time? 2:00-3:30 pm

Information to Be Covered

- VMRC's Residential support needs for Children
- Home and Community Based Services Requirements
- Cultural and Linguistic Considerations
- Consultant Expectations
- Program Design development tips

Registration required- please contact Carrie Vasquez at Cvasquez@vmrc.net to enroll

YOU MUST REGISTER FOR THIS EVENT- NO WALK UP'S ALLOWED

Detailed Alert Data

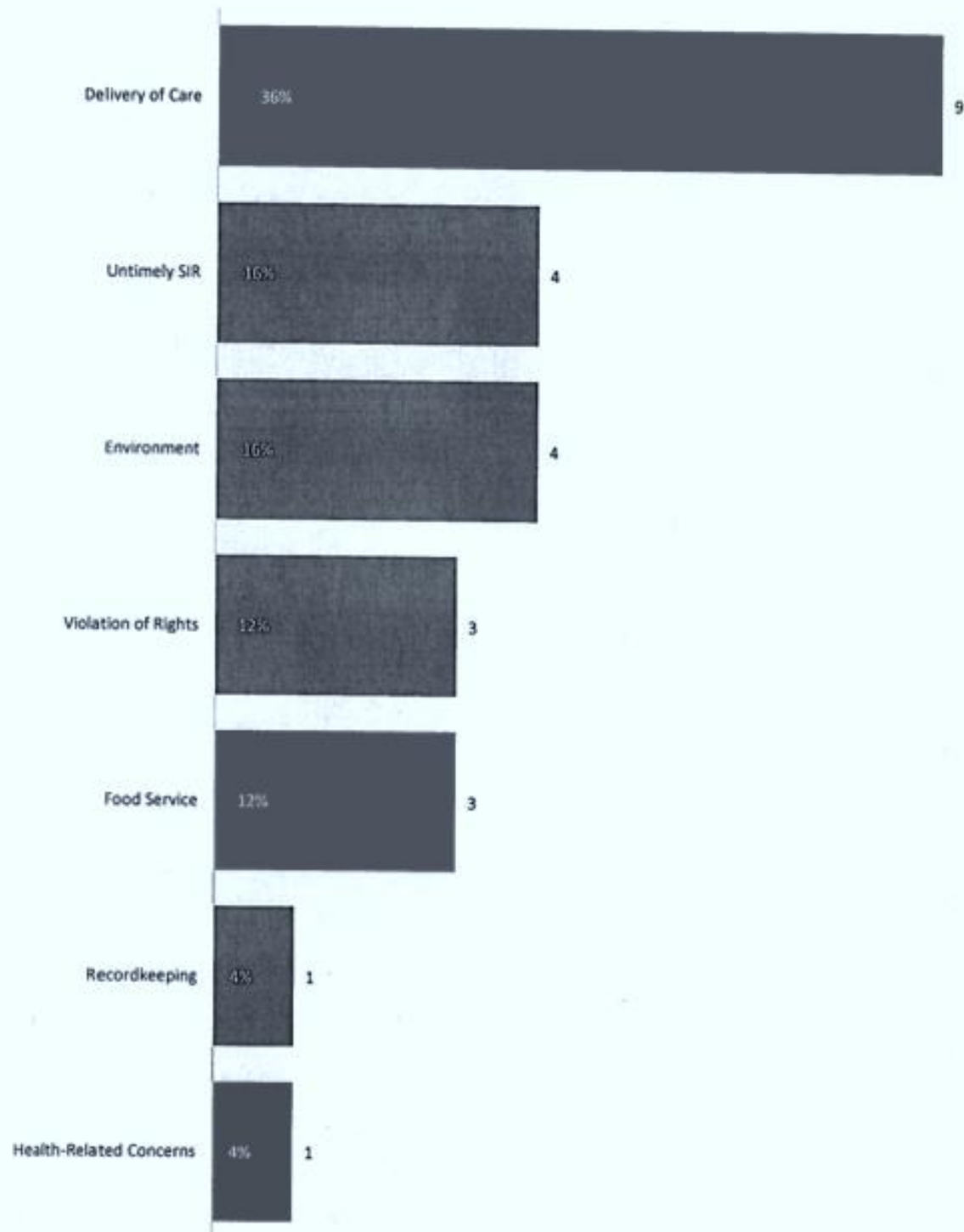
Date Opened	Presenting Issue	Action	Finding	Date Closed	Control #
12/16/2019	Recordkeeping				2019-12-18.2
12/16/2019	Delivery of Care				2019-12-18.0
12/16/2019	Delivery of Care				2019-12-19.0
12/16/2019	Food Service				2019-12-20.0
12/16/2019	Delivery of Care				2019-12-21.0
12/16/2019	Delivery of Care				2019-12-20.1
12/16/2019	Delivery of Care				2019-12-18.1
12/17/2019	Untimely SIR				2019-12-22.0
12/19/2019	Food Service	None	Unfounded	1/21/2020	2019-12-23.1
12/19/2019	Environment	None	Unsubstantiated	1/21/2020	2019-12-23.2
12/19/2019	Delivery of Care	Technical Assistance	Substantiated	1/21/2020	2019-12-23.3
12/19/2019	Food Service	Technical Assistance	Unfounded	1/21/2020	2019-12-23.0
12/30/2019	Untimely SIR	None	Unfounded	1/7/2020	2019-12-25.0
12/30/2019	Untimely SIR	None	Unfounded	1/7/2020	2019-12-24.0
1/2/2020	Untimely SIR				2020-01-01.0
1/6/2020	Delivery of Care				2020-01-08.0
1/6/2020	Health-Related Concerns				2020-01-07.0
1/6/2020	Environment	Technical Assistance	Substantiated	1/15/2020	2020-01-05.0
1/6/2020	Delivery of Care				2020-01-03.0
1/6/2020	Environment				2020-01-04.0
1/6/2020	Violation of Rights				2020-01-02.0
1/6/2020	Violation of Rights				2020-01-06.0
1/13/2020	Violation of Rights				2020-01-09.0
1/13/2020	Environment				2020-01-10.0
1/15/2020	Delivery of Care				2020-01-11.0
Total					25



QA Alert Report

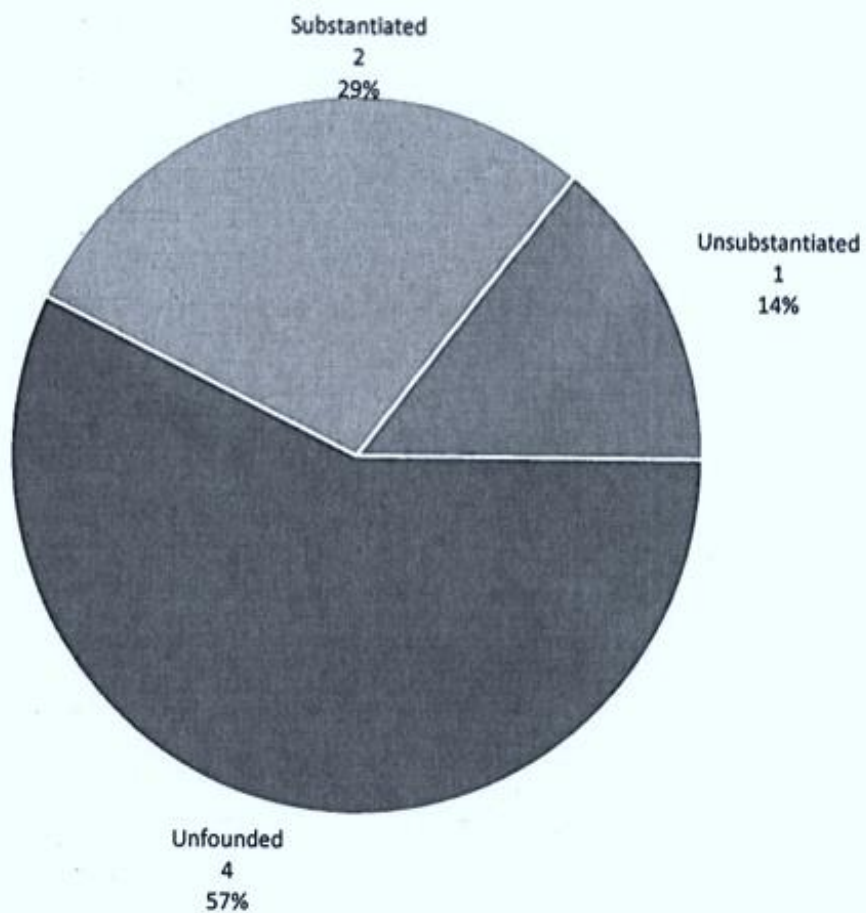
12/16/2019 - 1/15/2020

Alert Presenting Issues Received





Alert Findings



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	23
total for 2017	477	Total for 2017	316	total for 2018	465	Total for 2018	323	total for 2019	416	Total for 2019	346

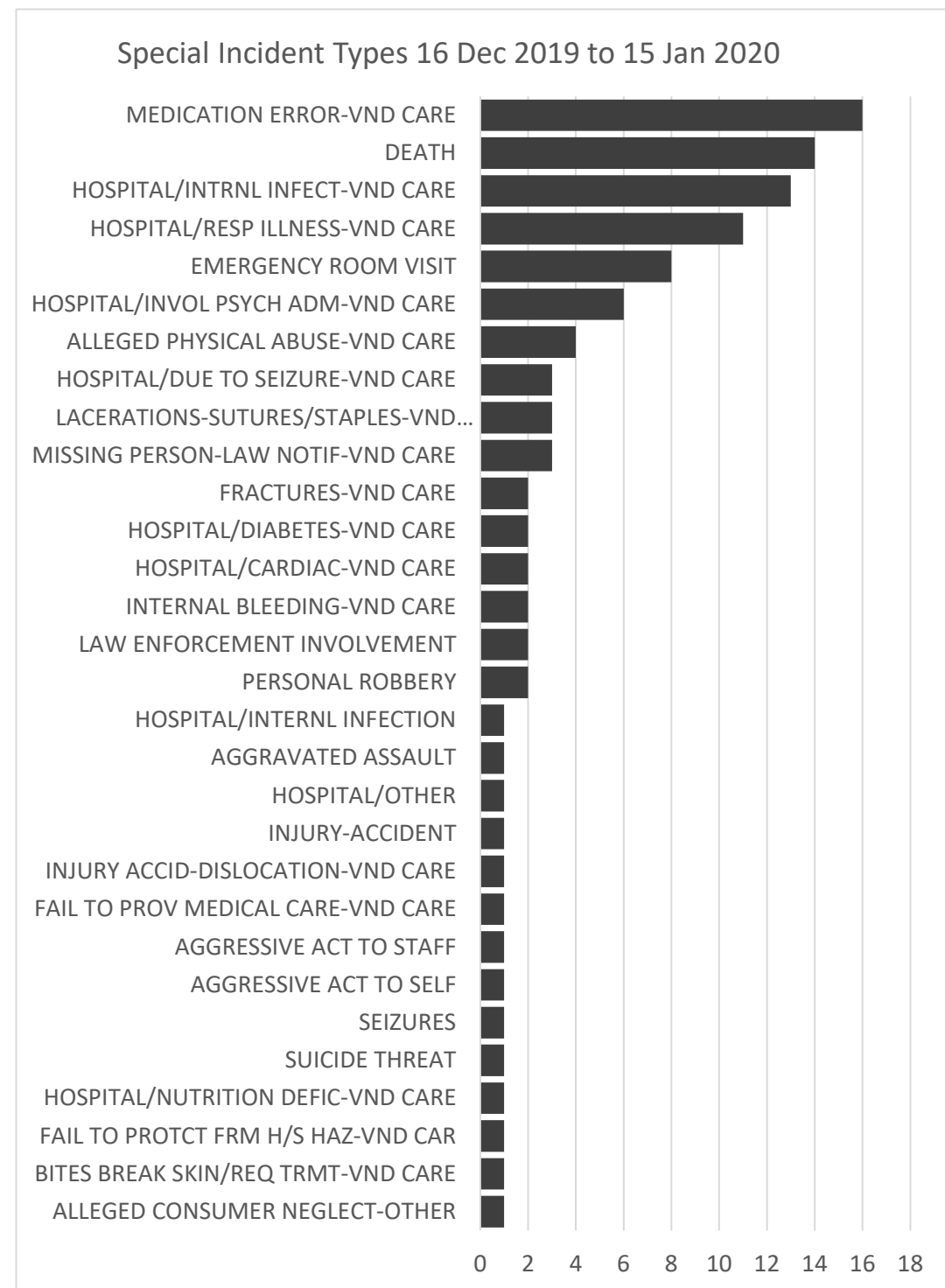
2020			
Files Received		Files sent out	
January	28	January	18
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2019	28	Total for 2019	18

POS Exceptions 2019-2020

2019	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	June
ABA Services					1	1	1				
Attorney	1	1				1					
B&C/P&I/SSI/SSP	11	7	9	20	13	5	6				
Bed Hold	9	6	6	7	3	3	7				
BIS				1	3	1					
CAMP	3	1	1	1							
CBEM		2		1							
Chiropractor	1										
College Living Experience				3	1						
College Tuition	1						1				
Communication Device/Software	1	1									
Crisis Intervention		1			1						
Day Care	5	3	2	8	7		2				
Day Program	7	3	1	1	2	6	3				
DME	5	5	1	4	7	4	1				
Equipment Repair											
GPS Tracking Device	1		1	1	1						
Home Maker Services	4		4	1	2	1	1				
Home Modification	3	6	1	5	2	1	2				
IDS Evaluation	1		3								
ILP	3										
ILS	5	1		2		1	1				
Incontinence Supplies	5	3	1								
Insurance Deductible/co-pay	1			7	3	2	2				
Med Part D co-pay	3		1		1						
Medic Alert	1			1		1					
Mileage	1	4	2		1	2	4				
Misc.	7	9	10	10	12	7	4				
Non mobile rate											
Nursing Respite	2	5	4	3	5	2	4				
Overnight Staffing											
Patch	42	41	43	35	25	13	22				
Personal Assist	3	4	4	11	7	6	2				
Placement funding	4			1	2	1	1				
Program Support	4	1									
Purchase Reimbursement		3	4	6	11	3	5				
Residential Program	4			2							
Respite	43	33	37	42	33	35	24				
REST/RAPID	2		1	2	3	1	2				
Shared Costs	1										
SLP		2	3								
SLS	23	30	32	29	13	27	4				
Social Recreation	1	3	1								
Translation	1	4	7	4	2	2	4				
Transportation	9			1	4	2	1				
Vehicle Modification			1	12	3	1	3				
Weight Management Program	1			1							
TOTAL POS	219	179	180	222	164	129	107	0	0	0	0
Approved	203	169	172	197	143	120	102				
Deferred	8	6	5	11	8	6	3				
Denied	8	4	3	14	13	3	2				

16 Dec 2019 to 15 Jan 2020 Incident Report Count: 107

Special Incident Types	Count	Percent
MEDICATION ERROR-VND CARE	16	15.0%
DEATH	14	13.1%
HOSPITAL/INTRNL INFECT-VND CARE	13	12.1%
HOSPITAL/RESP ILLNESS-VND CARE	11	10.3%
EMERGENCY ROOM VISIT	8	7.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	6	5.6%
ALLEGED PHYSICAL ABUSE-VND CARE	4	3.7%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.8%
LACERATIONS-SUTURES/STAPLES-VND CR	3	2.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.8%
PERSONAL ROBBERY	2	1.9%
LAW ENFORCEMENT INVOLVEMENT	2	1.9%
INTERNAL BLEEDING-VND CARE	2	1.9%
HOSPITAL/CARDIAC-VND CARE	2	1.9%
HOSPITAL/DIABETES-VND CARE	2	1.9%
FRACTURES-VND CARE	2	1.9%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.9%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.9%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	1	0.9%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	0.9%
SUICIDE THREAT	1	0.9%
SEIZURES	1	0.9%
AGGRESSIVE ACT TO SELF	1	0.9%
AGGRESSIVE ACT TO STAFF	1	0.9%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.9%
INJURY ACCID-DISLOCATION-VND CARE	1	0.9%
INJURY-ACCIDENT	1	0.9%
HOSPITAL/OTHER	1	0.9%
AGGRAVATED ASSAULT	1	0.9%
HOSPITAL/INTERNL INFECTION	1	0.9%
Grand Total	107	100.0%



Fair Hearing Log Sheet

	E	F	G	H	I	J	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Advocacy/Representation	Ethnicity	Age
1									
2	Eligibility								
3	Water Safety Lessons	No Informal	No Mediation	CONFIRMED: 2/3 @ 10:00 A.M. - STK ROOM 104		PREP BINDERS 1/23		Spanish/Latin	5
4	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	Yes (advocate)	White	3
5	\$250 Registration fees for Self-Determination Conference	No Informal	CONFIRMED: 1/6 10:00 - Stk Rm 104	CONFIRMED: 1/27 - 10:00am Stk Rm 104 10:00 - STk Rm 104		Binders completed and on Christine's Desk After mailing and emailing info to and after creating binders, SC brought latest IPP to me. I sent to via email and mail and will add to the binders on Wednesday 1/22	ICC	Spanish/Latin	27
6	Attorney Fees for EIBT in the School	1/9/20 @ 10:00 a.m. Conf room 104	No Mediation	CONFIRMED: 2/10 @ 10:00 a.m. Conf room 104		1/15 - Informal results letter (spanish and english) mailed certified, and emailed to		Spanish/Latin	3
7	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. Send cc of Doc Evidence by 2/24/20		African American	4
8						ON HOLD		White	21

Fair Hearing Log Sheet

	E	F	G	H	I	J	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Advoca cy/Rep resenta tion	Ethnicity	Age
1									
9	\$250 Registrati on fees for Self- Determina tion Conferenc e		CONFIRM ED: 12/30 10:00am - Stk 104 (CHRISTIE NE WILL COVER)	CONFIRMED: 1/13 - 10:00am Stk 104		1/13 - State Level Hearing completed. Waiting for Judge to make decision.	ICC	Mult.Cultu ral	7
10	Eligibility	2/11 - 11:00am Rm 105	N/A	CONFIRMED: 3/16 - 11:00am Stockton		Jan will call on 2/6 to remind him of Informal		Spanish/L atin	22
11	Water Safety/ Awareness	No Informal	CONFIRM ED 12/16 - 10:00AM Stockton Rm 104	CONFIRMED: 1/23 - Stk 104		1/15 - Binders completed and in Christine's office		Spanish/L atin	13
12	ELIGIBIL ITY	Letter sent advising mom of date. 2/5 (Wed) 1:00pm - STK 104	N/A	2/20/20		Continue attempts to contact mom. PREP BINDERS 2/6		African American	3
13	Water Safety Lessons	No Informal	TENTATIV E: 1/30/20 @ 10:00 a.m.- STK ROOM 104	TENTATIVE: 3/23 @ 10:00 a.m.- STK ROOM 104	Possible Consolidati on with case below	12/23/19 uploaded RTS, FHR and NOA. Separate submission was notice to consolidate and proof of service..		Spanish/L atin	12
14	Bicycle Lessons	No Informal	Mom wants to canx Mediation - Waiting on OAH. TENTATIV E: 1/30/20 @ 10:00 a.m.- STK ROOM 104	TENTATIVE: 3/23 @ 10:00 a.m.- STK ROOM 104	Possible Consolidati on with case below	12/23/19 uploaded RTS, FHR and NOA. Separate submission was notice to consolidate and proof of service..		Spanish/L atin	12

Fair Hearing Log Sheet

	E	F	G	H	I	J	L	M	N
	Issue	Informal	Mediation	State	Status	Next Steps	Advoca cy/Rep resenta tion	Ethnicity	Age
1									
15	Eligibility				Informal only	11/15 Jan emailed (Asst. Public Defender) for an update and to to see if still wants an Informal (keeping blue folder active for now)	Asst. Public Defend er	African American	29
16	Eligibility	2/18 10:00am Stockton 104	N/A	3/9/20 10:00am Stockton 104	<u>CLOSED</u> Family has decided to withdraw from Informal and State hearings. They will seek help through the school	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		Hmong	3
17									
18									