



# Consumer Services Committee

4:00 P. M.

Monday, December 7, 2020

VIA Zoom - Dial In Number: 669-900-6833

Meeting ID: 912 6700 7341 - Passcode: 108771

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



## Meeting Book - Consumer Services Committee

### Consumers Services

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SAC6 UPDATE CRYSTAL ENYEART	INFORMATION	
Self Advocacy Council 6 VMRC consumer services report for December 2020.pdf		Page 13
CLASP UPDATE DAIME HOORNAERT	INFORMATION	
CONSUMER SERVICES PROJECTS/PRESENTATIONS	NO PRESENTATION THIS MONTH	
CLINICAL UPDATE	INFORMATION	
RESOURCE DEVELOPMENT BRIAN BENNETT & ROBERT FERNANDEZ	INFORMATION	
QUALITY ASSURANCE BRIAN BENNETT	INFORMATION	
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FAIR HEARING STATUS UPDATE  
CHRISTING COUCT

INFORMATION

Copy of 2020-21 VMRC Fair Hearing Data for con services  
November 2020.pdf

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CASE MANAGEMENT UPDATE  
CINDY MIX

INFORMATION

TRANSPORTATION  
BRIAN BENNETT

INFORMATION

NEXT MEETING  
MONDAY, JANUARY 4, 2021  
Via Zoom - DIAL-IN NUMBER : 1-669-900-6833  
Meeting ID: 912 6700 7341 – Passcode: 108771



## **Minutes for \* Meeting Book - Consumer Services Committee**

10/05/2020 | 04:00 PM - Pacific Time (US & Canada)

VIA Zoom - Dial In Number: 669-900-6833

### **Attendees (1)**

Cindy Strawderman

### **PUBLIC COMMENT - 3 MINUTES**

### **REVIEW OF MINUTES**

### **SAC6 UPDATE**

### **CLASP UPDATE**

### **CONSUMER SERVICES PROJECTS/PRESENTATIONS**

### **CLINICAL UPDATE**

### **RESOURCE DEVELOPMENT**

### **QUALITY ASSURANCE**

### **CASE MANAGEMENT**

### **TRANSPORTATION**

### **NEXT MEETING**

**VALLEY MOUNTAIN REGIONAL CENTER  
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING  
Monday, November 2, 2020**

=====

**PRESENT:**     **Committee Members:** Dena Pfeifer, Lori Smith her facilitator; Crystal Enyeart; Liz Herrera Knapp  
                 **VMRC:** Cindy Strawderman; Doug Bonnet; Katina Richison; Christine Couch; Robert Fernandez; Claire Lazaro; Cindy Mix; Tara Sisemore-Hester; Tony Anderson; Brian Bennett  
                 **Visitors:** Carlos Hernandez, translator; Keisha; Dena Hernandez; Lisa Culley; Christine Waterman.

**ABSENT:**     **Mohamed Rashid; Daime Hoornaert; Linda Collins; Nadia Robinson**

=====

Dena Pfeifer, Chairperson, called the meeting to order at 4:05 p.m.

**1.0   PUBLIC COMMENT**

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

- Just a reminder of my request from last meeting to check out The State Council on Developmental Disabilities Public Comment period online until November 9, 2020 on the DRAFT State Plan for 2022-2026. I would appreciate it if you would please look at the State Plan and give any feedback or comments. It is available in English and all the threshold languages and Plain Language. The link is <https://scdd.ca.gov/stateplan/>
- SCDD North Valley Hills and SAC6 will be holding a Disaster Preparedness training as our office received 150 emergency backpacks from the American Red Cross. Stay tuned for details- it will be for self-advocates and families.

**2.0   REVIEW OF MINUTES**

**There was no Quorum for a vote to approve the minutes of October 5, 2020. This will be brought back to December 7, 2020 meeting for vote.**

**3.0   SAC6 UPDATE**

Crystal Enyeart shared the following information:

- On October 2<sup>nd</sup> we had our Friday Zoom Chat, this Zoom Chat was in combination with DDS Consumer Advisory Committee and the main topics were on 1. Town Hall with DDS on Alternative Delivery of Nonresidential Services and 2. Voting! Lots of great and important information was shared with self-advocates.
- Since the month of October is National Employment Month sac 6 Zoom Chats are all focused on employment.
- October 7<sup>th</sup> Sac 6 partnered with VMRC and SCDD North Valley Hills Office and distributed PPE equipment in San Joaquin County in a contactless drive thru style.

- October 9<sup>th</sup> Friday Zoom Chat topic was Employment and YOU! Presented by Enos Edmerson VMRC Employment Specialist. After our Zoom Chat was over Sac 6 also distributed PPE equipment in Stanislaus County in a contactless drive thru style.
- October 14<sup>th</sup> Sac 6 partnered with VMRC and SCDD North Valley Hills Office and distributed PPE equipment in San Andreas County in a contactless drive thru style.
- On October 16<sup>th</sup>, our Friday Zoom chat was on National Core Indicators (NCI) and SCDD State Plan with George Lewis from SCDD North Valley Hills Office.
- October 23<sup>rd</sup> Friday Zoom Chat topic was on National Disability Employment Awareness Month presented by PJ Swan, from the SCDD grant "Let's Work"! PJ shared her personal story with other self-advocate to empower other to achieve their employment dream!
- October 29<sup>th</sup> Sac6 presented a training to the new VMRC staff on what Sac6 is and what we do. Also, on October 29<sup>th</sup> Sac6 had their monthly Leadership meeting with Tony Anderson.
- October 30<sup>th</sup> Friday Zoom Chat was on Employment Wrap up presented by Tony Anderson from VMRC and we had a Halloween Bingo & Costume Contest with Prizes. It was lots of fun to wrap up the end of the month with a contest.
- Lastly a huge congratulations to Sac6 member Emily Grunder who recently got appointment to the California Office of Emergency Services Committee.
- Some other great news is Sac6 has finally got an ASL interpreter to assist with our Friday Zoom Chats.
- Upcoming events:
  - We are continuing to work with VMRC and SCDD to distribute PPE Equipment to the community as needed. We are discussing other PPE distribution days in areas such as Ceres, Turlock, Manteca, and Tracy. When these days are scheduled you can find the information on the VMRC website.
  - Sac6 is also working on Plain Language of End of Life definitions, presentation.

#### 4.0 CLASP UPDATE

Liz Herrera Knapp provided the following update:

- Current Membership: 71 paid members
  - CLASP President Corinne Seaton has stepped down as CLASP President. Vice President, Diana Bonnett is now the President. CLASP is looking for interested members who want to be appointed as Vice- President.
- CLASP Provider Conference:
  - CLASP PROVIDER CONFERENCE Nov 5, 10, & 17 ONLINE. 6 CEUs \$25 REGISTRATION "Vision 2020" This is an online series over 3 days with knowledgeable and inspiring speakers. The series will kick off on 11/5 10am to 12:30pm with Director Nancy Bargman and Dr. Laura Brackin, then 11/10 10am to 12pm with Vance Taylor (OES) and Nicole Paterson (DDS) & ending on 11/17 10am to 1pm with Jason Freeman (Advocate) & VMRC QA/RD (CEUs).

- So far 71 attendees have signed up.
- Residential Service Provider Group: Met once in October. Most RSP's need staff! They discussed if they are starting in person visits to the facilities and only those that were necessary were in person, others were done remotely.
- A survey was sent to RSP's to answer questions put forth by Brian Bennett last month.
- Having hiring difficulties? 77% said yes having difficulties with keeping staff and replacing staff. It is time consuming and costly to do both.
- Seeing increased staff costs? 88% said yes having financial hardship due to increased costs of staffing.
- Seeing increased program costs (food, internet, power)? 88% said yes.
  - \*\*\*Out of the total of those who responded, 39% own more than one home.
  - RSP's want to know what they should expect in regard to vaccines in residential facilities. Tony will get an answer to Marni. There is a Change in staff COVID testing to 25% every 7 days, costing way more to test staff now.
  - BIOCEPT will send kits for COVID testing for free but need a Doctor NPI number to oversee. If anyone knows a Doctor willing to do this, please contact Marni.
- Day Program Network: Discussed Alternative Services new rates which haven't been established by DDS yet. Discussed Health Advisory contacts for Public Health for reopening info.
  - Next meeting is on November 12, 2020 @ 8 AM.
- Day Program/Residential Workgroup: Has not met in this last month.
- Next CLASP meeting is November 23, 2020 @ 10:00.
  - <https://zoom.us/meeting/register/tJwsf-ytrzkrHdfK2up2FqVnGu2UkzGKeHWV>
- CLASP PROVIDER CONFERENCE:  
<https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ehcqljyw6a430fd5&oseq=&c=&ch=>
- Marni Dick [marnijd@sbcglobal.net](mailto:marnijd@sbcglobal.net)

## 5.0 **PRESENTATION:**

Katina Richison, Special Projects manager provided a presentation on "SIR Reporting Relative to the Previous Year"

## 6.0 **CLINICAL**

Claire Lazaro shared the following:

- We had a vision screening training for our providers on October 8<sup>th</sup>. It was recorded we sent them a copy. Prior to that week, we had the training for our staff.

- On October 15<sup>th</sup> I had a meeting with Turo University Medical Group (TUMG). They reached out to us as they plan to have a residency program with ST. Joseph. We will now have a new generic resource through them. One of their Physicians Dr. Suess, is a child psychiatrist and is now contracted thru Community Medical centers. They will accept medic al & Medicare.
- On October 16 we had another medication basics by Dr. Kehoe. This was attended by staff and other vendors. They can claim CE.
- We had several interviews for the new clinical staff. Clinical Admin Assistant & BCBA.
- I was in communication with Collation for Compassionate Care of California (CCCC). They are going to provide training for staff who have consumers are terminally ill or dealing with end of life. This will be on December 14 & 15.
- One other project we are in still in the planning stages is the Pilot of the Remote Oral Health Support project. The goal is to continue to provide oral health, education to our consumers remotely during the pandemic. We are trying to identify a care home to work with on the pilot.

Tara Sisemore Hester shared the following:

- Tara shared the intake statistics for the year. Modesto Early Start has picked up, but Stockton is alarmingly low. All regional centers are focusing on community outreach. We are not seeing the referrals that we did prior to COVID. WE have created an outreach committee. FRN, our Cultural Specialist & Doug Bonnet are working on the outreach communication. We are hoping with this campaign, the meeting is Wednesday, it will pick up our numbers. We know that they are out there.
- For the OT Services, the home modification bids from contractors, with COVID, contractors are overwhelmed right now. Even though it is much better than last year, we made a lot of progress, but when COVID hit it affected us getting second bids from contractors. So, in many cases we are going with one bid so we can meet the consumer's needs. Any contractor is hard to find as everyone is staying at home and want their homes fixed or putting additions on.

## 7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez provided the following information:

- We have we have some informational sessions
  - Surge homes information session. This is information session to all providers out there who want information as far as being a surge home. These were developed obviously because of the COVID situation, and we are going to provide that information again. With the fall weather there's going to be a surge of some sort and so we are providing informational session sessions for



providers again that's going to happen November 19th Thursday from 11:00 to 1:00 PM.

- Another informational session we're going to be doing is the Unmet Needs. We talk about services that we currently don't have as a regional center and so we're going to provide informational session. This will be held on December 10th from 11:00 to 1:00 PM
- In Addition, Tumboura who is our HCBS program evaluator he will be doing several trainings. For the month of November, November 10th & November 18<sup>th</sup>; and then for December, December 2<sup>nd</sup>, December 8th and December 17th all trainings are from 10:00 AM to 12:00 PM HCBS.
- Lastly one of our homes at resource developments developing through the CPP grants EBSH for the traumatic brain injury consumers, we are doing provider interviews on November 20<sup>th</sup>.

## 8.0 **QUALITY ASSURANCE**

5.1 **Alerts**: Brian Bennett shared the current QA report for the period of 9/16 – 10/15.

## 9.0 **CASE MANAGEMENT**

Cindy Mix went thru the following reports:

- Caseload Ratio Report – Total Lanterman Consumers—13,230 minus 173 (Deflection) =13,057. Overall Agency Caseload Ratio—13,057 consumers divided by 159.5 Service Coordinators =1:82. We have an additional team listed at 12, we have 2 Service Coordinators at this time, but we are working on moving the cases over as we transfer Service Coordinators. Next Month you will see a better representation.
- Transfer Status Report as of 10/22/2020 – There have been a total of 311 transfer in files and 234 transfer out files. The difference is 77, still equivalent to one full case load of transfer in files for this year.
- POS Exception Report for September. There were a total of 436 Purchase of Service Exceptions. With Respite still being the largest number of 310, followed by Patch and Personal Assistance.
- SIR Report – For this last month, Medication Errors & Hospital/Internal Infection errors were the top at 9 each.
- Fair Hearing Report:
  - Christine Couch shared the following report:
    - Nothing has changed on our Lanterman eligibility cases. That means people who have asked VMRC if they can be eligible for our services. We did not find them eligible, but they disagreed so they appealed. Currently we have 2 adults & 4 children that we are working on to determine if they are eligible.

- We have 1 open service request case. They asked for a service and we said no, so we are waiting on the state level hearing. The other has mediation this week on Friday
  - We had 7 - 4731 complaints, those are all done. These are complaints done if a consumer feels they have had their clients rights violated by VMRC or a vendor.
  - The one whistleblower complaint. It is done and we are putting together our findings. This one in particular is that regional center staff acted the wrong way. We did something wrong and so we're working on that. We received a second whistleblower complaint and we are working on it.
  - And the 8<sup>th</sup> 4731 complaint that we received we found that it actually wasn't a complaint and instead it was a fair hearing issue because it wasn't about clients rights it was about service so we're working on it.
- 
- Today was Nicole Weiss's last day of work before retirement. Brian Bennett has been named Community Services Director which will now oversee Quality Assurance as well as Resource Development. Neidra Clayton has been named Deflection Manager and the Transition Program Manager position that she vacated in Modesto will be filled soon. Interviews are being held this week. Gloria Craven, one of our long time Senior Service Coordinators also retired as of last week.
  - Many DDS Directives have been extended. The latest list of extensions can be found on our website or in the 10/23 Health Advisory. Remote meetings continue due to COVID. We do have a policy allowing for in-person outdoor meetings if all agree. But, as the weather gets colder, we may need a reminder that virtual meetings will be taking place.
  - The Performance Contract was approved by the Board at their October meeting, as was the Personal Assistance Service Standard that was first approved by this committee.
  - We held two half-day New Employee Orientations last week via Zoom, helping to paint an overall picture of the agency and help staff become acquainted with some basic system information.
  - We have six (6) new SCs starting work in early November.
  - Staff attended several trainings/conferences this past month—The Help Group's Best Practice in Autism Spectrum Disorder, The Supported Life Conference, and the Person-Centered Planning Gathering for our PCP Trainers. Virtual training tips were discussed, so we are hoping to start using that information soon.
  - Most Service Coordinators and Program Managers will be attending a Participant-Directed Service training provided by DDS on November 5<sup>th</sup>. This is a more flexible use of services in several traditional service categories—respite, day care, transportation, nursing and day services, plus during COVID--personal assistance, ILS, and supported employment.
  - Self-Determination Program update—we have 32 in the program now, 73 have completed orientations. We have 37 PCP/IPPs completed and 11 working on a budget and 13 working on their spending plans. Orientations will begin again in the New Year. All PCP and IPP meetings continue, and we have over 1,000 on the interested list, so we

are starting to plan our structure for moving forward. As discussed before, effective 7/1/21, all who are interested can participate in SDP.

- A Person-Centered Planning Module will be available soon in LMS for staff, vendors and families. The training was developed by the ARCA Training and Information Group and will be a 6-part series.
- DDS has developed a Vaccination Task Force to assist with planning and distribution when available. Also, they are involved in making rapid testing more available at lower costs. The testing aspect is set to move forward in November.
- Re: Day Program—Alternative Services vs. Traditional Services Assessment Surveys have been completed by each program vendor and Enclosure A's completed. We had over 4,000 submissions. Case Management staff have received the information and all confirmation letters have been sent out to those consumers who will receive alternative services. The programs are completing Individual Service Plans for all of those and the purchases will be completed. We are still waiting on the rates for the alternative services; however, DDS has pushed the start date to December 1.
- A couple of our day programs have been given the approval from Public Health to re-open their buildings on a very limited basis. They would stagger their schedules, have very few in a room and be socially distanced using all precautions. A list of the consumers is being reviewed by case management staff and planning teams are being scheduled to discuss the possible vulnerable conditions of the consumers. CDC guidelines are being followed which could exclude some from attending based on diagnosis and others needing a doctor's note to attend. We just want to make sure that all are safe.
- VMRC has partnered with UOP--Medicare Part D Plan reviews for consumers who have Medicare only will be conducted between October 15 and December 7, 2020, which is Medicare's annual open enrollment period. Plans for consumers that are dual eligible and have both Medicare and Medi-Cal will begin January 1, 2021.
- We are putting together names of needy consumers and families who could benefit from a Thanksgiving meal. We will be purchasing pre-made dinners through the Popplewell Fund and delivering them on Wednesday before Thanksgiving.
- Our Stockton Transition Team is collecting donations for the homeless during Homeless Awareness month. The clothing and blanket items will be presented during a lunch event at St. Mary's Dining Hall on November 19<sup>th</sup>.

#### 10.0 **TRANSPORTATION**

Wilma was not available and there were no updates.

#### 11.0 **NEXT MEETING**

December 7, 2020, 4:00 p.m., Stockton VMRC office, Via Zoom.

The meeting was adjourned at 4:54 p.m.

Recorder: Cindy Strawderman

DRAFT

### Report to the VMRC Consumer Services Committee

Monday November 2<sup>nd</sup>, Sac 6 chairperson Lisa U. had a zoom meeting to prepare a training for VMRC SC's. This group started working on making an End of Life Training in plain language.

On November 6<sup>th</sup> we had our Friday Zoom Chat, this Zoom Chat was on Cyber Bullying-Lets End This! Presented by Sac 6 members. We thought this would be a good topic with everyone staying home and more and more people are on the internet we wanted to let people know how to stay safe and not get bullied, and what steps to take if you are.

Also, on November 6<sup>th</sup>, Sac 6 helped hand out PPE equipment in San Joaquin County in a contactless drive thru style. We were at the Valley CAPS PLUS location in Manteca.

On November 10<sup>th</sup> Sac held had their quarterly finance meeting.

On November 12<sup>th</sup>, Sac 6 Chairperson Lisa U. had another meeting regarding the "End of Life Training."

November 13<sup>th</sup> Sac 6 members Lisa U and I, along with Dena Hernandez from SCDD and VMRC staff drove to Sutter Creek to hand out PPE Equipment.

November 20<sup>th</sup> Sac 6 Chairperson Lisa U. had her last meeting with DDS-Consumer advisory Committee. Lisa has represented Sac 6 on this committee for 6 years.

Also, on November 20<sup>th</sup> Sac 6 hosted their 30<sup>th</sup> Friday Zoom Chat. This topic was presented by Sac 6 self-advocates and what self-advocacy means to us. After the zoom chat sac 6 members volunteered to hand out PPE equipment with VMRC and SCDD at UCP in Turlock.

#### Upcoming events:

We are continuing to work with VMRC and SCDD to distribute PPE Equipment to the community as needed. We are discussing other PPE distribution days in December. Locations are Tracy, Lodi, and Stockton area. When these days are scheduled you can find the information on the VMRC website.

You can find more information about our upcoming Friday Chats on the VMRC website under the Sac 6 tab.

Sincerely,  
Crystal Enyeart  
SAC6 representative to the VMRC board

QA Incoming Alert Report

10/16/20 - 11/15/20

Alerts		
Control#	Presenting Issue	Alert Date
2020-10-12.0	Delivery of Care	10/26/2020
2020-10-13.0	Environment	10/27/2020
2020-10-13.1	Food Service	10/27/2020
2020-10-14.0	Health-Related Concerns	10/28/2020
2020-10-15.0	Violation of Rights	10/29/2020
2020-10-16.0	Delivery of Care	10/30/2020
2020-10-17.0	Untimely SIR	10/30/2020
2020-11-01.0	Health-Related Concerns	11/2/2020
2020-11-02.0	Health-Related Concerns	11/2/2020
2020-11-03.0	Delivery of Care	11/5/2020
2020-11-04.0	Recordkeeping	11/9/2020
2020-11-05.0	Untimely SIR	11/9/2020
2020-11-06.0	Health-Related Concerns	11/10/2020
2020-11-07.0	Health-Related Concerns	11/10/2020
2020-11-08.0	IPP Implementation	11/13/2020
2020-11-09.0	Untimely SIR	11/19/2020

Grand Total: 16

QA Closed Alert Report

7/01/20 - 11/23/20

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2020-07-01.0	Untimely SIR	7/6/2020	Substantiated	Technical Assistance
2020-07-02.0	Delivery of Care	7/10/2020	Unsubstantiated	None
2020-07-02.1	Delivery of Care	7/10/2020	Substantiated	Technical Assistance
2020-07-02.2	Violation of Rights	7/10/2020	Substantiated	Technical Assistance
2020-07-03.0	Violation of Rights	7/10/2020	Substantiated	Substantial Inadequacy
2020-07-03.1	Delivery of Care	7/10/2020	Unsubstantiated	Technical Assistance
2020-07-06.0	Untimely SIR	7/13/2020	Substantiated	Technical Assistance
2020-07-07.0	Delivery of Care	7/16/2020	Unsubstantiated	None
2020-07-07.1	Delivery of Care	7/16/2020	Unsubstantiated	None
2020-07-09.0	Recordkeeping	7/17/2020	Unfounded	None
2020-07-10.0	Recordkeeping	7/17/2020	Unfounded	None
2020-07-11.0	Untimely SIR	7/17/2020	Substantiated	Technical Assistance
2020-07-14.0	Delivery of Care	7/22/2020	Unsubstantiated	Technical Assistance
2020-07-15.0	Delivery of Care	7/23/2020	Unsubstantiated	Technical Assistance
2020-07-16.0	Delivery of Care	7/24/2020	Unsubstantiated	None
2020-07-16.1	Delivery of Care	7/24/2020	Unfounded	None
2020-07-17.0	Recordkeeping	7/27/2020	Substantiated	Technical Assistance
2020-07-18.0	Untimely SIR	7/31/2020	Substantiated	Technical Assistance
2020-08-04.0	Untimely SIR	8/4/2020	Substantiated	Technical Assistance
2020-08-06.0	Violation of Rights	8/6/2020	Substantiated	Technical Assistance
2020-08-06.1	Delivery of Care	8/6/2020	Unsubstantiated	Technical Assistance
2020-08-06.2	Delivery of Care	8/6/2020	Unsubstantiated	None
2020-08-08.0	Untimely SIR	8/6/2020	Substantiated	Technical Assistance
2020-08-09.0	Recordkeeping	8/11/2020	Unsubstantiated	None
2020-08-10.0	Untimely SIR	8/18/2020	Substantiated	Technical Assistance

### Alerts

Control#	Presenting Issue	Alert Date	Finding	Action
2020-08-13.0	Violation of Rights	8/21/2020	Unfounded	Technical Assistance
2020-08-15.0	Untimely SIR	8/21/2020	Substantiated	Technical Assistance
2020-08-17.0	Delivery of Care	8/27/2020	Unsubstantiated	None
2020-08-17.1	Delivery of Care	8/27/2020	Unsubstantiated	None
2020-08-19.0	Delivery of Care	8/31/2020	Substantiated	Technical Assistance
2020-08-19.1	Delivery of Care	8/31/2020	Substantiated	Technical Assistance
2020-09-01.0	Delivery of Care	9/2/2020	Substantiated	Technical Assistance
2020-09-01.1	Delivery of Care	9/2/2020	Unsubstantiated	Technical Assistance
2020-09-01.2	Delivery of Care	9/2/2020	Unsubstantiated	None
2020-09-02.0	Delivery of Care	9/2/2020	Substantiated	Technical Assistance
2020-09-03.0	Untimely SIR	9/3/2020	Substantiated	Technical Assistance
2020-09-04.0	Environment	9/8/2020	Unfounded	None
2020-09-05.0	Delivery of Care	9/8/2020	Unfounded	None
2020-09-06.0	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-07.0	Other	9/8/2020	Unfounded	None
2020-09-08.0	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.1	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.2	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.3	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.4	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.5	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-08.6	Environment	9/8/2020	Substantiated	Technical Assistance
2020-09-09.0	Recordkeeping	9/8/2020	Unsubstantiated	Technical Assistance
2020-09-09.1	Delivery of Care	9/8/2020	Substantiated	Technical Assistance
2020-09-10.0	Untimely SIR	9/8/2020	Substantiated	Technical Assistance
2020-09-13.0	Untimely SIR	9/11/2020	Substantiated	Technical Assistance
2020-09-14.0	Untimely SIR	9/11/2020	Unfounded	Technical Assistance
2020-09-16.0	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.1	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance



### Alerts

Control#	Presenting Issue	Alert Date	Finding	Action
2020-09-16.2	Violation of Rights	9/15/2020	Substantiated	Substantial Inadequacy
2020-09-16.3	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.4	Violation of Rights	9/15/2020	Unsubstantiated	Technical Assistance
2020-09-16.5	Violation of Rights	9/15/2020	Unsubstantiated	None
2020-09-17.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-18.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-19.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-20.0	Untimely SIR	9/15/2020	Substantiated	Technical Assistance
2020-09-23.0	Staffing / Supervision	9/17/2020	Unsubstantiated	None
2020-09-24.0	Untimely SIR	9/21/2020	Substantiated	Technical Assistance
2020-09-26.0	Environment	9/23/2020	Substantiated	Technical Assistance
2020-09-27.0	Delivery of Care	9/28/2020	Unsubstantiated	Technical Assistance
2020-09-27.1	Food Service	9/28/2020	Substantiated	Technical Assistance
2020-09-27.2	Delivery of Care	9/28/2020	Substantiated	Technical Assistance
2020-09-30.0	Delivery of Care	9/28/2020	Substantiated	Technical Assistance
2020-09-31.0	Untimely SIR	9/28/2020	Substantiated	Technical Assistance
2020-09-33.0	Delivery of Care	9/29/2020	Unsubstantiated	Technical Assistance
2020-09-34.0	Delivery of Care	9/30/2020	Substantiated	Technical Assistance
2020-09-34.1	Delivery of Care	9/30/2020	Substantiated	None
2020-09-34.2	Staffing / Supervision	9/30/2020	N/A	Deferred
2020-09-35.0	Delivery of Care	9/30/2020	Unfounded	None
2020-09-36.0	Untimely SIR	10/1/2020	Unsubstantiated	Technical Assistance
2020-10-01.0	Violation of Rights	10/2/2020	Unsubstantiated	None
2020-10-01.1	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.2	Violation of Rights	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.3	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.4	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.5	Violation of Rights	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-01.6	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2020-10-01.7	Delivery of Care	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.8	Violation of Rights	10/2/2020	Substantiated	Substantial Inadequacy
2020-10-01.9	Delivery of Care	10/2/2020	Unsubstantiated	Technical Assistance
2020-10-02.0	Staff Qualifications	10/7/2020	Unfounded	Technical Assistance
2020-10-05.0	Delivery of Care	10/9/2020	Unsubstantiated	None
2020-10-05.1	Delivery of Care	10/9/2020	Unsubstantiated	Technical Assistance
2020-10-07.0	Untimely SIR	10/12/2020	Unsubstantiated	None
2020-10-08.0	Violation of Rights	10/13/2020	Unsubstantiated	None
2020-10-09.0	Untimely SIR	10/13/2020	Substantiated	Technical Assistance
2020-10-10.0	Delivery of Care	10/15/2020	Substantiated	Technical Assistance
2020-10-10.1	Delivery of Care	10/15/2020	Unsubstantiated	None
2020-10-11.0	Recordkeeping	10/15/2020	Substantiated	None
2020-10-11.1	Recordkeeping	10/15/2020	Substantiated	Technical Assistance
2020-10-11.2	Recordkeeping	10/15/2020	Substantiated	Technical Assistance
2020-10-13.0	Environment	10/27/2020	Unfounded	None
2020-10-13.1	Food Service	10/27/2020	Substantiated	Technical Assistance
2020-10-16.0	Delivery of Care	10/30/2020	Unfounded	Technical Assistance
2020-11-06.0	Health-Related Concerns	11/10/2020	Unfounded	Technical Assistance
2020-11-08.0	IPP Implementation	11/13/2020	Substantiated	Substantial Inadequacy

**Grand Total: 102**

QA Pending Completion Alert Report

10/16/20 - 11/15/20

Alerts		
Control#	Presenting Issue	Alert Date
2020-10-12.0	Delivery of Care	10/26/2020
2020-10-14.0	Health-Related Concerns	10/28/2020
2020-10-15.0	Violation of Rights	10/29/2020
2020-10-17.0	Untimely SIR	10/30/2020
2020-11-01.0	Health-Related Concerns	11/2/2020
2020-11-02.0	Health-Related Concerns	11/2/2020
2020-11-03.0	Delivery of Care	11/5/2020
2020-11-04.0	Recordkeeping	11/9/2020
2020-11-05.0	Untimely SIR	11/9/2020
2020-11-07.0	Health-Related Concerns	11/10/2020
2020-11-09.0	Untimely SIR	11/19/2020

**Grand Total: 11**

The Community Services Department is developing an Investigative Policy for Quality Assurance Liaison's to use when conducting interviews with Vendors, Consumers or others who contribute to any Quality Assurance Alert investigation.

The Investigative Process will outline:

1. How interviews will be conducted
2. Who can participate (if a consumer is interviewed, they will have the opportunity to have a friend, staff, community member of their choice with them)?
3. Where interviews will be completed
4. Time limits
5. Technology and/ or language preference

The Community Services Department would like to share the policy and process with the Consumer Services Committee and would like input from SAC 6 on this new policy to assure that all parties needs are met, that QA investigations are completed fairly to all parties.

Sources for the development of this policy/ process includes but is not limited to:

1. Supports Intensity Scale
2. National Center on Disability and Journalism
3. Interviewing Victims with Developmental Disabilities (by ARCA)
4. LRA Alternatives Investigations Manual – Conducting Serious Incident Investigations

It is anticipated that this policy/ process will be completed no later than February 2021

VMRC completed interviews of 5 potential Service Provider candidates for CRDP 2020 Enhanced Behavior Supports Home for persons with Traumatic Brain Injury on Friday November 20<sup>th</sup>:

The interview panel consisted of Deflection Program Manager, Neidra Clayton; Clinical Psychologist, Dr. Justin Schrotenboer; Adult Program Manager, Mary Ann Gonzalez; Adult Program Manager, Erin Goudreau. VMRC CPP Consultant, Melinda Gonser and Director of Community Services, Brian L. Bennett

The panel was impressed by the applicants and their experiences working with persons with IDD. One interview panel proved to have the most experience working with persons diagnosed as having Traumatic Brain Injury; the project was awarded to Telecare Corporation. Telecare currently operates Enhanced Behavior Supports Homes and Community Crisis Homes with Regional Center of the East Bay, North Bay Regional Center and Alta California Regional Center.

VMRC is very excited to have the opportunity to work with Telecare Corp. on this project; the home is expected to begin operations no later than July 2021.

Consumer File Transfer Status - To and From VMRC

2017			
Files Received		Files sent out	
January	23	January	31
February	41	February	19
March	38	March	25
April	33	April	14
May	53	May	31
June	21	June	21
July	41	July	12
August	41	August	28
September	40	September	29
October	53	October	30
November	52	November	57
December	41	December	19
<b>total for 2017</b>	<b>477</b>	<b>Total for 2017</b>	<b>316</b>

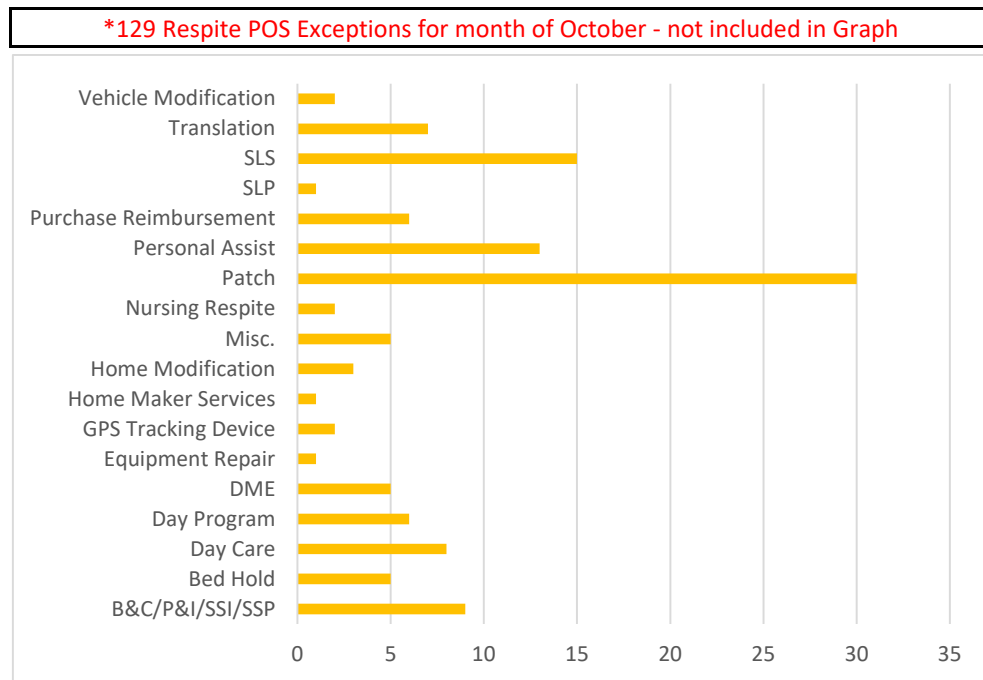
2018			
Files Received		Files sent out	
January	53	January	37
February	33	February	20
March	28	March	24
April	36	April	31
May	32	May	32
June	39	June	28
July	39	July	23
August	51	August	35
September	41	September	22
October	43	October	23
November	37	November	30
December	33	December	18
<b>total for 2018</b>	<b>465</b>	<b>Total for 2018</b>	<b>323</b>

2019			
Files Received		Files sent out	
January	33	January	32
February	31	February	37
March	36	March	33
April	49	April	21
May	33	May	26
June	25	June	26
July	33	July	38
August	42	August	25
September	39	September	38
October	41	October	32
November	28	November	15
December	26	December	23
<b>total for 2019</b>	<b>416</b>	<b>Total for 2019</b>	<b>346</b>

2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	25	November	19
December		December	
<b>total for 2020</b>	<b>346</b>	<b>Total for 2020</b>	<b>268</b>

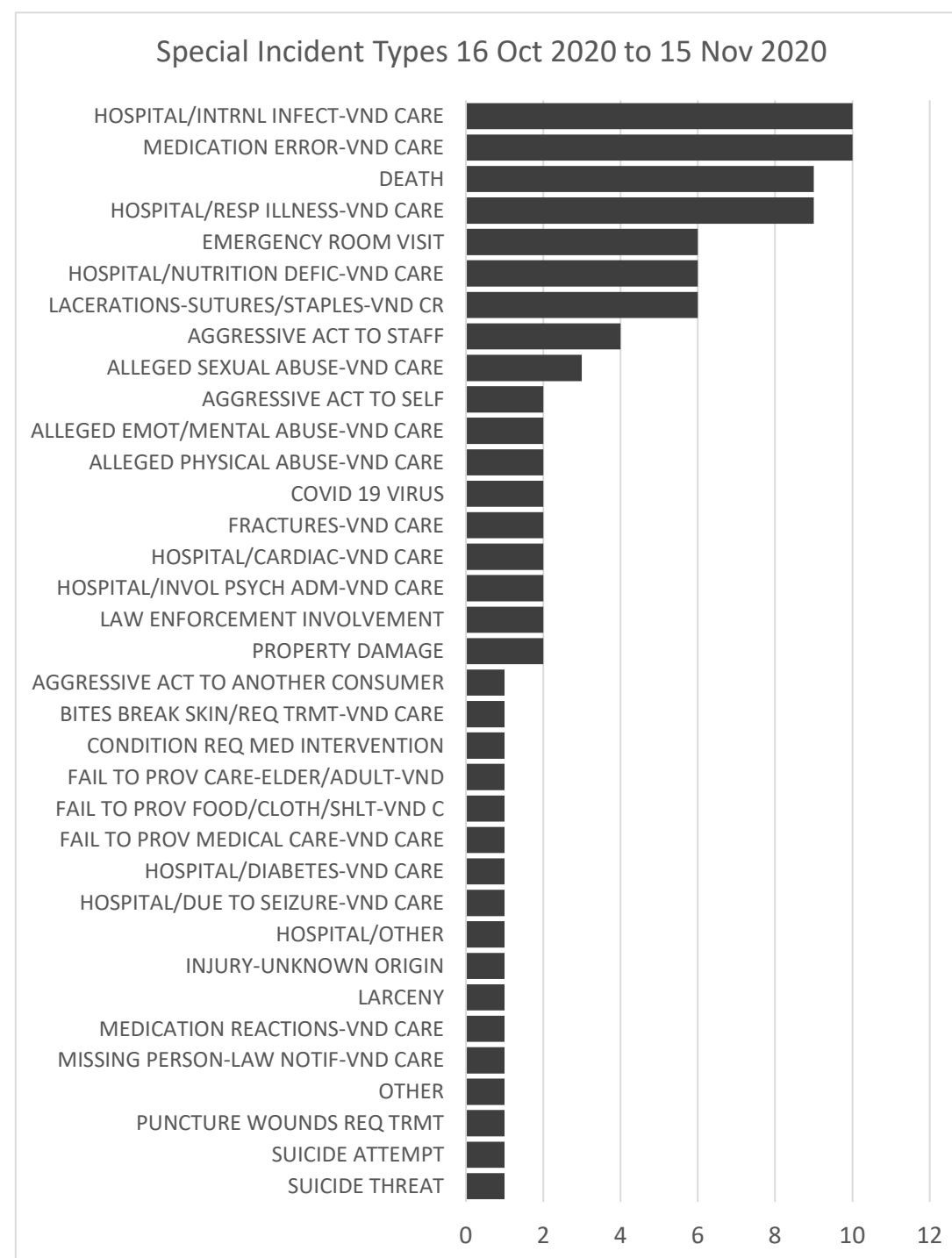
2021			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2021</b>	<b>0</b>	<b>Total for 2021</b>	<b>0</b>

POS Exceptions 2020-2021	
2020/2021	Oct
B&C/P&I/SSI/SSP	9
Bed Hold	5
Day Care	8
Day Program	6
DME	5
Equipment Repair	1
GPS Tracking Device	2
Home Maker Services	1
Home Modification	3
Misc.	5
Nursing Respite	2
Patch	30
Personal Assist	13
Purchase Reimbursement	6
SLP	1
SLS	15
Translation	7
Vehicle Modification	2
<b>TOTAL POS</b>	<b>250</b>
Approved	249
Deferred	1
Denied	



16 Oct 2020 to 15 Nov 2020 Incident Report Consumer Count: 59

Special Incident Types	Count	Percent
HOSPITAL/INTRNL INFECT-VND CARE	10	10.2%
MEDICATION ERROR-VND CARE	10	10.2%
DEATH	9	9.2%
HOSPITAL/RESP ILLNESS-VND CARE	9	9.2%
EMERGENCY ROOM VISIT	6	6.1%
HOSPITAL/NUTRITION DEFIC-VND CARE	6	6.1%
LACERATIONS-SUTURES/STAPLES-VND CR	6	6.1%
AGGRESSIVE ACT TO STAFF	4	4.1%
ALLEGED SEXUAL ABUSE-VND CARE	3	3.1%
AGGRESSIVE ACT TO SELF	2	2.0%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	2	2.0%
ALLEGED PHYSICAL ABUSE-VND CARE	2	2.0%
COVID 19 VIRUS	2	2.0%
FRACTURES-VND CARE	2	2.0%
HOSPITAL/CARDIAC-VND CARE	2	2.0%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	2.0%
LAW ENFORCEMENT INVOLVEMENT	2	2.0%
PROPERTY DAMAGE	2	2.0%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	1.0%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	1.0%
CONDITION REQ MED INTERVENTION	1	1.0%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.0%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	1.0%
FAIL TO PROV MEDICAL CARE-VND CARE	1	1.0%
HOSPITAL/DIABETES-VND CARE	1	1.0%
HOSPITAL/DUE TO SEIZURE-VND CARE	1	1.0%
HOSPITAL/OTHER	1	1.0%
INJURY-UNKNOWN ORIGIN	1	1.0%
LARCENY	1	1.0%
MEDICATION REACTIONS-VND CARE	1	1.0%
MISSING PERSON-LAW NOTIF-VND CARE	1	1.0%
OTHER	1	1.0%
PUNCTURE WOUNDS REQ TRMT	1	1.0%
SUICIDE ATTEMPT	1	1.0%
SUICIDE THREAT	1	1.0%
Grand Total	98	





**Valley Mountain Regional Center  
FY2020/21 Fair Hearing Data**

Consumer Information				Fair Hearing Information									Resolution/Withdrawal Information					
Age at the Time of Fair Hearing	Ethnicity	Primary Language	Residence Type	Date RC Received Fair Hearing	Fair Hearing Issue	Informal - date scheduled	Mediation - date scheduled	State - date scheduled	Pending/Resolved	Advocacy/Representation	Date of Resolution or Withdrawal	# Previous Hearings	Resolved in Informal Mtg	Resolved in Mediation	Other Reason for Withdrawal	Outcome	Other Explanation	State Level FH Outcome
39	White	English	Independent	7/7/2020	Eligibility	7/16/2020	n/a	8/24/2020	Resolved	Parent	7/16/2020		Yes			Withdraw without prejudice	PH to get more information/records	
6	Unknown	English	Parent	7/14/2020	Eligibility	7/30/2020	n/a	2/1/2021					parent no show					
3	Spanish	Spanish w/Interpreter	Parent	7/30/2020	Eligibility	8/10/2020	n/a	9/14/2020	Resolved		8/31/2020		Yes			RC made eligible		
4	Chinese	English	Parent	8/19/2020	Co Pays Speech and OT	9/3/2020	n/a	9/28/2020	Resolved		9/11/2020	1	Yes			RC agreed to pay co-pays		
14	Spanish	Spanish w/Interpreter	Parent	9/1/2020	Eligibility	11/30/2020	n/a	1/25/2021		ICC								
15	African American	English	Parent	9/10/2020	Eligibility	10/5/2020	n/a	2/8/2021		Sj County Public Defender								
15	White	English	Juvenile hall	9/20/2020	Eligibility	1/11/2021	n/a	2/16/2021		SJ County Public Defender								
6	African American/ Mexican American	English	Parent	10/20/2020	Autism Assessment	n/a	11/6/2020	12/7/2020	withdrawn	Parent	11/5/2020				parent chose to withdraw			