



Consumer Services Committee

4:00 P. M.

Monday, May 3, 2021

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 of the scheduled meeting.



Meeting Book - Consumer Services Committee

Consumers Services

PUBLIC COMMENT - 3 MINUTES

DISCUSSION

REVIEW OF MINUTES

ACTION

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Draft Minutes 4.5.21.docx

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SAC6 UPDATE
CRYSTAL ENYEART

INFORMATION

CLASP UPDATE
DAIME HOORNAERT

INFORMATION

CONSUMER SERVICES PRESENTATIONS
Enos (EJ) Edmerson
LOCAL PARTNERSHIP AGREEMENTS

INFORMATION/EDUCATION

CLINICAL UPDATE

INFORMATION

CLAIRE LAZARO

TARA SISEMORE-HESTER

RESOURCE DEVELOPMENT
BRIAN BENNETT & ROBERT FERNANDEZ

INFORMATION

BRIAN BENNETT

Draft policy (2nd Version includes SAC 6 and State Council
Feedback).docx

Action

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This is a proposed "policy" that was reviewed by the State
Council on Developmental Disabilities and SAC 6; ultimately we
want the protocol reviewed and approved then taken to the
Board for approval as a formal VMRC Board Policy.

ROBERT FERNANDEZ

QUALITY ASSURANCE
BRIAN BENNETT

INFORMATION

ALERTS

INFORMATION

QA Report 4.2021.pdf

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TRANSPORTATION
ROBERT FERNANDEZ

INFORMATION

CASE MANAGEMENT
CINDY MIX

INFORMATION

CASE MANAGEMENT REPORTS
CINDY MIX

INFORMATION

Transfer status.pdf

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POS Exception Tracking 20-21pdf.pdf

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Special Incident Reports Mar 16 2021 to Apr 15 2021.pdf

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CASE MANAGEMENT UPDATE
CINDY MIX

INFORMATION

FAIR HEARINGS
CHRISTINE COUCH

Information

FY2020-21 VMRC Fair Hearing Data for con services May 2021.pdf

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4:00 P.M.

NEXT MEETING - June 7, 2021

DIAL-IN NUMBER : 1-866-299-7945 - CONFERENCE PASSCODE
7793177#

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
Monday, March 1, 2021**

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PRESENT: Committee Members: Dena Pfeifer, Chair; Lori Smith, Dena's Facilitator; Crystal Enyeart; Daime Hoornaert
 VMRC: Brian Bennett; Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Olivia Held; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson
 Guests: Irene Hernandez, translating; Lisa Culley FRN; Dena Hernandez, SCDD

ABSENT: Mohamad Rashid; Linda Collins

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Dena Pfeifer, Chairperson, called the meeting to order at 4:03 p.m.

1.0 PUBLIC COMMENT

No public comment

2.0 REVIEW OF MINUTES

M/S/C (Enyeart/Hoornaert): Approve the minutes of February 1, 2021 as written.

3.0 SAC6 UPDATE

Crystal Enyeart shared the following:

- February 3rd Sac 6 members meet and worked together on the "End of Life Training."
- On February 5th Sac 6 had our Friday Zoom Chat / Area meeting. This Zoom Chat topic was "Meeting the Sac 6 Leadership Team". Each of the Sac 6 members introduced themselves and shared a little bit about their roll and what some of their responsibilities are with being a Sac 6 Council member.
- February 12th Friday Zoom Chat was collaborated with PCS of Stockton and it was a Valentines dance. Individuals wore red and pink and danced.
- February 18th Sac 6 members Jessica and Dena #1 meet with Supported Life Planning Team and discussed this year's conference.
- February 19th Friday Zoom Chat topic was about CHOICES Conference and what this year's Conference is going to be like.
- Sac 6 Chairperson Catrina Castro applied to be on the DDS CAC Committee to represent Sac 6. She was chosen to be our representative on the DDS CAC Committee.

Upcoming meetings:

- February 26th Zoom Topic is going to be on American Red Cross Training. We can have 70 individuals on the training who will receive an Emergency preparedness backpack for attending the training.
- Our monthly leadership Meeting is scheduled for February 25 with Tony Anderson.
- Our next Sac 6 Board meeting is March 14, 2021 which will be done via zoom.
- We are in the process of working out our March Friday Zoom Chat Topics make sure to check out the VMRC website for Zoom links.

4.0 **CLASP UPDATE**

Daime Hoornaert shared the following:

- Our current paid member ship is 85. It is continuing to grow.
- On our last meeting we had a presentation from R&D Transportation. They are a broker that will be coordinating transportation services for the Regional Center
- We voted and approve the 2021 holiday schedule for day program and transportation. We were asked to maybe start looking to make the calendar on the fiscal year holiday schedule in place of the actual year. Debbie Beyette suggested it as it helps with the fiscal department.
- The Residential Service Provider Group are having the same issues. Many homes continue to need staff. They are starting to receive staff and resident vaccinations but are reporting that staff are really not buying into the vaccine. So, they are up in the air with that.
- VMRC continues to have their weekly Friday meetings
- The Day Program network continue to discuss the latest DDS directives and any Community Care Licensing pins. They share updates on what programs are doing.
- The next meeting, they are going to look at the clinical team to talk about how the vaccine access will assist with opening programs.
- Our next meeting will be March 22nd at 10:00 am.

5.0 **PRESENTATION:**

Olivia Held, VMRC Education Specialist provided a presentation on **EDUCATION SERVICES OVERVIEW & UPDATE**

6.0 **CLINICAL**

Claire Lazaro Shared the following:

- Continues to do our COVID-19 TESTING. February was at Stockton office. Very few at Modesto office
 - February 5th - 32 tested - all negative
 - February 19th - 29 tested - 4 were positive, the rest negative
 - February 26th - 20 tested - all negative
 - Plan to do it once a month due to high no show rate and few registrants

- Presented at CSU for a lecture on Autism. Shared information on what VMRC does and what is CAPTAIN.
- Finished the Planning for the Strategic Planning on Consumer Health Focus Group. Will await when Kinetic Flow - Ami - will be done with the document and present it to the board. Then we will schedule follow up meeting to start putting the plan into action.
- Presented the Remote Oral Health Support Project at the CAPTAIN Cadre meeting and showed our testing site to them.
- The Remote Oral Health Support Project is still in progress, working on Karissa training on the Teledentix intra oral camera. Then working on having a dentist be vendorized. And when the care homes are not that busy with vaccine clinics, will start contacting them again to see if they are interested to participated in the pilot project.
- We had the last part of the Coalition for Compassionate Care of California (CCCC) Let's Talk Workshop Training done virtually via Zoom on February 23 and 24th.
- End-of-Life Training Webinar to staff - collaboration with Self-Advocacy Council 6, Family Resource Network, SCDD North Valley Hills Office and VMRC on March 24th, 2021 at 1 pm. To help support our consumers until their last day of living.
- Updated the Quarantine/isolation guide for care homes. To reflect the latest CDC guidelines on quarantine as well as CCL PINs on infection control, mitigation measures, isolation, quarantine.
- CDC National Forum on COVID-19 Vaccine:
 - Basically, what I learned is that they are addressing the 3 C's of Vaccination: Complacency, Convenience and Confidence. A lot of focus on building trust in the community. They will listen to those people that they trust, community leaders, faith-based organization leaders. Have stories of those individuals locally and the community know about their experience in vaccination. Respect where the person is in their journey to vaccination because some of them had experience mistrust due to the stories from the Tuskegee trial on syphilis long time ago. And their skepticism stems from that. Build and strengthen relationships with the community leaders, use technology (low and high tech) to reach people. Identify the barriers to getting the vaccine and address them. Utilize data in the process. Combat misinformation and disinformation with honest and transparent information, science, and facts. Be humble in the dialogues and discussions with community leaders. The federal government is hoping to send mobile clinics and pop-up clinics, support through FEMA, and 300 million vaccines by fall.
- Shared information in Health Advisory on how to get the vaccines. Remember that the Provider Bulletin from CDPH regarding March 15th is something that they are saying approved for distribution to the group they mentioned on that date. But it doesn't mean that the local county public health offices are ready to give vaccines to that group on March 15th. You will have to check with your local county public health offices. Also check your PCPs, they might be offering vaccines by that time. A lot of the doctors' offices are counting on the J&J vaccine because of the easy storage - only needs refrigeration.

- A lot of questions before as to when our consumers living independently or with their families will get vaccinated. Based on the Provider Bulletin from CDPH, it looks like they have included our consumers in Phase 1b.
- I would like to share the information from DREDF - Disability Rights Education and Defense Fund
 - **What adverse outcomes are listed for the High-Risk Disability Group?**
 - These are the adverse outcomes listed in the February 12, 2021 provider bulletin:
 - The individual is likely to develop severe life-threatening illness or death from COVID-19 infection
 - Acquiring COVID-19 will limit the individual's ability to receive ongoing care or services vital to their well-being and survival
 - Providing adequate and timely COVID care will be particularly challenging as a result of the individual's disability
 - **What are some examples of people with "developmental or other severe high-risk disability" who are "likely to develop severe life-threatening illness or death from COVID-19 infection"?**
 - The CDPH has not given any guidance yet on what this means. Based on what we know so far, we think that the following people may fall into this description:
 - People with developmental or intellectual disabilities.
 - Developmental disabilities include autism, cerebral palsy, muscular dystrophy, spina bifida, and additional disabilities acquired before age 22
 - People with schizophrenia.
 - People receiving Regional Center services.
 - People receiving In-Home Supportive Services.
 - People receiving other kinds of Home- and Community-Based Services.
 - Disabled people who rely on paid or unpaid in-home caregiving.
 - A person with a significant disability that places them at high risk for life-threatening outcomes or death from COVID-19, even if the disability is not specifically listed anywhere or studied yet.
 - A person with multiple pre-existing conditions that in combination put them at high risk for life-threatening outcomes or death from COVID-19. These might include conditions analyzed in the Fair Report, and less severe cases of the conditions listed for the Health Conditions Group.
 - **What are some examples of people with "developmental or other severe high-risk disability" for whom "acquiring COVID-19 will limit the individual's ability to receive ongoing care or services vital to their well-being and survival"?**
 - The CDPH has not given any guidance yet on what this means. Based on what we know so far, we think that the following situations may fall into this description (which overlap with one another and with categories discussed previously):

- A disabled person relies upon in-home care providers to live in their community if the disabled person acquires COVID, these providers will not enter the home.
- A disabled person relies upon public transit, taxis, rideshare, or a supporter's car to get to necessary medical tests or medical care if the disabled person acquires COVID, they will not be able to get transportation to access necessary care.
- A disabled person needs regular treatment from outpatient facilities (*e.g.*, aqua-therapy, radiation, physical therapy) to treat cancer, or to maintain current levels of functioning, or to alleviate chronic pain if the disabled person acquires COVID, their treatment will be postponed or cancelled.
- **What are some examples of people with “developmental or other severe high-risk disability” for whom “providing adequate and timely COVID care will be particularly challenging as a result of the individual’s disability”?**
 - The CDPH has not given any guidance yet on what this means. Based on what we know so far, we think that following situations may fall into this description (which overlap with one another and with categories discussed previously):
 - A disabled person has difficulty keeping a mask on their face due to I/DD if they needed COVID treatment in the hospital, they would have trouble keeping an oxygen mask on and maintaining their oxygen saturation.
 - A disabled person is nonverbal if they acquired COVID or needed COVID treatment, they would not be able to communicate about the onset of symptoms or the worsening of the disease.
 - A disabled person needs to be accompanied by a supporter in the hospital to access medical treatment if the disabled person needed COVID treatment, it would be difficult to get the supporter into the hospital and to keep supporter safe (because the disabled person has COVID), and the disabled person would have difficulty accessing effective treatment.
 - A disabled person relies upon a CPAP or BiPAP due to their disability if they needed COVID treatment, they would require a specialized negative-pressure unit so that they could continue to use their own CPAP or BiPAP. These units are not available in all hospitals.
 - Disabled people and higher weight people already face bias by physicians.[\[17\]](#) During COVID-19, this baseline reality has been exacerbated by the prospect that people with disabilities and higher weight people will be denied lifesaving care during spikes in hospitalizations under “crisis standards of care.” We believe that these barriers should be considered as part of why accessing COVID care would be particularly challenging for a disabled or higher weight person.
- **What kind of documentation will I need to show that I am in the Health Conditions Group or the High-Risk Disability Group for scheduling an appointment or receiving a vaccine?**
 - The CDPH has not given any guidance on this yet, and practices may vary widely among counties, vaccine providers, and vaccine sites.[\[18\]](#) In some other states that have started vaccinating people younger than 65 with certain

medical conditions, people are providing some kind of documentation or signing a certification. But we do not know yet how it will work in California.

You may want to have “proof” ready just in case. This could include

- Your personal statement about why you fit into one of the groups
- A statement from a family member, household member, or supporter about why you fit into one of the groups
- Medical records or insurance documents showing your medical status
- A letter or form from your doctor stating your medical status
- It is possible that healthcare providers or healthcare-related organizations and agencies will provide template letters or forms for patients who have one or more of the listed statuses
- Documentation showing that you receive Regional Center services
- A Notice of Action, timesheet, payroll statement, or other document showing that you receive In-Home Supportive Services

But as of today, we do not know what will be required in different places or contexts.

If you are already a member or a regular consumer of a vaccine provider (e.g., Kaiser, Walgreens, Federally Qualified Health Center) that has your medical records, and the records establish that you have one of the listed health conditions, or that you fit into the high-risk disability group, you should check that the provider has access to your health records and explicitly ask if you need to bring additional documentation with you.

- From <<https://dredf.org/faq-covid-19-vaccines-and-californians-with-disabilities/>>
- Continuing on regular tasks of giving consents to consumers needing one, whether it is for COVID-19 VACCINE, or hospital procedures, or those critically ill, and following up with the positive consumers or exposed to COVID-19.

Tara Sisemore-Hester shared the following:

| OFFICE | # ES CASES PROCESSED | # ES CASES PROCESSED | # MADE ELIGIBLE | % ELIGIBLE |
|---------------|---------------------------------|---------------------------------|----------------------------|-------------------|
| ALL | | | | |
| STOCKTON | 108 | 81 | 71 | 88% |
| MODESTO | 74 | 65 | 57 | 88% |
| SAN ANDREAS | <u>9</u> | <u>4</u> | <u>3</u> | <u>75%</u> |
| Total | 191 | 150 | 131 | 87% |
| OFFICE | # 3+ CASES PROCESSED | # 3+ CASES PROCESSED | # MADE ELIGIBLE | % ELIGIBIL |
| ALL | | | | |
| STOCKTON | 31 | 31 | 24 | 77% |
| MODESTO | 21 | 19 | 13 | 68% |

| | | | | |
|-------------|----------|----------|----------|------------|
| SAN ANDREAS | <u>9</u> | <u>8</u> | <u>4</u> | <u>50%</u> |
| Total | 61 | 58 | 41 | 74% |

Tara also shared:

- We have done a lot of outreach for all of our offices. Our staff is incredibly busy, especially in the Stockton office. We are now looking to increase the numbers for Modesto. We do have an outreach committee to do trainings, we've been joining the Dept of Social Services, different groups, Medical professionals. Doing presentation especially in Early Start. We have been handing out our outreach flyers. So far it has paid off.
- Resource Development has assisted with bring in a new Early Start Comprehensive Program, a Durable Medical Equipment provider & a new Early Autism provider in the last month.

7.0 RESOURCE DEVELOPMENT

Robert Fernandez shared the following:

- We had our Residential Services orientation on February 18th. We had 19 providers attending whether they are brand new or existing providers developing residential options for consumers. This was thru Zoom.
- We have continued to have PPE distribution. So far it is going well with the online system. If the consumer can not do it themselves or have no internet access, they can have a friend, family member conservator or Service Coordinator assist them with this.
- We had 26 existing providers who submitted HCBS grant requests. We had set our deadline for Wednesday last week. We were required to review them and submit to DDS last Friday. We will not know who will receive the grants until DDS releases the information.

Brian Bennett shared the following:

- Our first Children's enhanced behavior support home was issued a license on Friday. We are waiting for DDS to certify the actual program design, which is the next step in the process. Then we can have a good look of moving residents into the home sometime in March.
- March is going to be a very busy Month. We have a lot of things happenings.
 - March 10th will be our first of 3 emergency disaster preparedness trainings. April 14th and then again May 12th. Notifications should be sent out this week for providers to sign up. We will have CCL, Office of Emergency Services, SAC6 & State Council.
 - We will also resume the Special Report Trainings for vendors. Katina Richison will be providing this training to vendors with the QA liaisons. This is a shift in how this was done previously. March 24th & March 29th. Some tentative dates for training for staff in March as well. We will also have 2 training dates for Vendors in Aprils.

- Also, in March the QA team will resume annual reviews. We will start doing these remotely. We have one scheduled some time this week. We have some brave providers who are eager to get this process done. Because of the pandemic, we actually have a couple liaisons who have never done an annual review.
- We feel with these training, we will have fewer alerts

8.0 **QUALITY ASSURANCE**

8.1 **Alerts:** 1/16/21 – 2/15/21 there were 14 open alerts; 116 closed & 13 pending.

- We have been very busy. QA liaisons are continuing to be following up on these alerts during the pandemic. They are doing the investigations whether by zoom or in the homes.

9.0 **CASE MANAGEMENT**

Cindy Mix shared the following reports:

- Caseload Ratios:
 - Total Lanterman Consumers—13,534 minus 178 (Deflection) =13,356
 - Overall Agency Caseload Ratio—13,356 consumers divided by 164 Service Coordinators = **1:81**
 - *Self-Determination staff not calculated—13,356 minus 37 = 13,319 consumers divided by 161 SCs = **1:83***
- Transfer Status report as of February 18, 2021:
 - There has been a total of 40 consumer files received and 38 consumer files sent out
- POS Exception Report for January:
 - There were a total of 198 Purchases of Service Exceptions with Respite being the largest number at 97, followed by Patch at 24.
- SIR Report:
 - For the last month, Emergency Room Visits and COVID 19 virus topped the report at 33 each, followed by Medication Errors/Vendor Care & Death at 16 each.
- Fair Hearing Report: Christine Couch shared the following information:

Cindy Mix Also Shared the following information:

- Service Coordinators have been making contact with all consumers during the past month:
 - to see if they have any needs related to COVID
 - providing vaccination information to them and/or to obtain vaccine info from them for those 16 years of age and older.

- documenting the date of vaccine, brand, adverse reactions, whether they decline, and if they need assistance, DDS receiving a monthly report of progress
- providing letters to caregivers of eligible consumers to assist in them obtaining the vaccine
- all SCs received an Excel spreadsheet with their caseload, talking points, vaccination information for the county they serve, and a T19 template to complete for the file
- hired two previous staff members temporarily to assist with unfilled caseloads
- equipping our vendors with vaccine information to distribute
- need to make clear that VMRC is not administering the vaccine
- Fiscal audit exit meeting occurred on Friday, 2/26. Issues pertaining to TCM were rectified.
- Jessica Coronel has been promoted to Modesto Transition Manager and Sara Darby has been promoted to Program Manager of the Foster Grandparent/Sr. Companion program. We have backfilled 4 SCs and 2 OTs over the past month.
- The assigned Client Rights Advocate for VMRC's area has resigned and they hope to fill the position soon. For the time being, referrals are going to Sandra Graham in the OCRA office.
- Self-Determination Program now has 37 fully in the program with 36 in process. Upcoming orientations—Monday, 3/29, 1pm-4pm and Saturday, 4/3, 10am-1pm. PCT trainings in March are completely full.
- VMRC received funding through the CARES Act for technology and the Family Resource Network is assisting the regional center with PROJECT DATA (Digital and Technology Assistance), a program to provide consumers and families with access to equipment and internet services. Consideration given to VMRC consumers and those meeting income requirements. Contact FRN at 209-472-3674.
- A Cafecito will be held with CBO ICC and interested parents on 3/18 at 4pm to discuss issues and answer questions.
- OIG (Office of Inspector General) has been comparing our SIRs against MediCal billings. Starting in March, we will receive reports from DDS and will need to follow up with any necessary SIRs.
- A public meeting focusing on POS Disparities will be held via Zoom on 3/25 at 2pm. The meeting date was posted on the website today and a flyer will be posted on various social media sites.

REVIEW OF: Conference Service Standard

M/S/C (Pfeifer/Hoornaert): Approval of the Conference Service Standard which will now go onto the board for further approval.

10.0 TRANSPORTATION

Brian Bennett shared the following:

- VMRC has been working with a transportation broker company called R&D Transportation Services since December. We have come to an agreement with them and executed their Transportation Services Brokerage contract on Friday. Still working on the final part of the vendorization, but they will be assuming all of our transportation support needs in terms of scheduling & routing. We are excited to have them on board. They did a great presentation at CLASP and will be giving a presentation to our board at the April meeting. They are in the process of scheduling meeting with all of our transportation providers to explain their roles. They will also meet with our care homes who provide transportation. Any medical transport services. Right now, Robert & I are still working with Service Coordinators on any transportation needs.

Robert Fernandez:

- With this transition in transportation, there will be questions that come up. We will do the best to answer them. There may be some hiccups, but we will get thru this.

11.0 **NEXT MEETING**

Monday, April 5, 2021, 4:00 p.m.

DIAL-IN NUMBER: 1-669-900-6833

Meeting ID: 912 6700 7341 – Passcode: 108771

The meeting was adjourned at 5:01 p.m.

Recorder: Cindy Strawderman

**VALLEY MOUNTAIN REGIONAL CENTER
MINUTES OF CONSUMER SERVICES COMMITTEE MEETING
April 5, 2021**

=====

PRESENT: Committee Members: Dena Pfeifer, Chair; Lori Smith, Dena's Facilitator; Crystal Enyeart
 VMRC: Christine Couch; Cindy Mix; Cindy Strawderman; Claire Lazaro; Douglas Bonnet; Robert Fernandez; Tara Sisemore-Hester; Tony Anderson
 Guests: Irene Hernandez, translating; Lisa Culley FRN; Dena Hernandez, SCDD; Marie Marchese, R&D Transportation; Anel Renteria, R&D Transportation; Leticia Leon, R&D Transportation; Mayra Montejano, R&D Transportation; 209-XXX-5883

ABSENT: Mohamad Rashid; Linda Collins, Daime Hoornaert

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Dena Pfeifer, Chairperson, called the meeting to order at 4:01 pm.

1.0 PUBLIC COMMENT

There were no public comments, however Dena Hernandez provided the following information for the minutes:

- CHOICES Conference May 14, 2021 10am-12 noon will be virtual, and the registration is open. Eventbrite registration link: <https://www.eventbrite.com/e/choices-institute-2021-tickets-148103299957> The info was in the Health Advisory last week. It is free for the first 500 participants and includes a free commemorative t-shirt honoring Wilma Murray.
- Wanted to share that the donation from Junior League of San Joaquin to purchase diapers and wipes for families in need in San Joaquin County was a hit on Saturday, March 27. Thank you to Family Resource Network and VMRC for collaborating with SCDD to get this done. It was a wonderful day!
- SCDD North Valley Hills appreciates being included as a community partner in the upcoming Vaccine Clinics in Modesto and Stockton. Thank you to Tony, Claire, and team for making this happen as well as the DRAIL team. Including the community partners is a great idea as there is strength in numbers! Thank you!

2.0 REVIEW OF MINUTES

There was not a quorum of members to approve the minutes from the March 1, 2021 meeting. This will be held over until the next meeting.

3.0 **SAC6 UPDATE**

- On March 5th Sac 6 had their Friday Zoom Chat. This Zoom Chat topic was on “Self Determination Program Update” by Sac 6 Council member Kerstin Williams and SCDD North Valley Hills office Dena Hernandez.
- On March 10, 2021 Sac 6 Chairperson Catrina Castro presented at the VMRC Emergency Disaster Preparedness Training for vendors.
- On March 11th Sac 6 consultant Dena Pfeifer and Sac 6 Vice Chairperson Jessica Quesada attended a meeting via zoom for the Statewide Self Advocacy Conference planning team committee. This year’s Statewide Self Advocacy Conference will be via zoom on May 7, 2021.
- March 12 Friday Zoom Chat topic was on “How to use Technology by Doug Bonnet and Project Data info presented by Lisa Culley from the Family Resource Network.
- March 13th sac 6 had their Board Meeting. This meeting was via zoom and we discussed upcoming area meetings and speckers.
- March 17th Sac 6 Consultant Lisa Utsey meet with the “End of Life” Committee to finalize the presentation that will be presented as a training on VMRC staff on March 24th via zoom.
- March 19th Friday Zoom Chat was all about celebrating St. Patrick’s Day. Everyone was encouraged to come in their festive wear and enjoy some games of BINGO!
- March 24th Lisa Utsey gave her presentation to the VMRC service coordinators on “End of Life” the goal of this training is to help service coordinators by giving them tools and tips on how to have a conversation with individuals about their wishes during their last days of life.
- March 25th Sac 6 had their month Leadership meeting with Sac 6 Liaison Christine Couch and Tony Anderson. Here we discussed upcoming zoom topics for April and other business matters.
- March 26th Friday Zoom Chat was on “Covid- One year later presented by Tony Anderson and Clair Lazaro from VMRC

Upcoming events:

- Sac 6 will be having their yearly Goals Committee meeting on April 17th via zoom.
- In April Sac 6 will be presenting at the VMRC Transitions Fair’s for San Joaquin County and Stanislaus Counties.
- April 14th Sac 6 will be presenting again at the VMRC Emergency Disaster Preparedness Training for vendors.
- We are in the process of working out our April Friday Zoom Chat Topics make sure to check out the VMRC website for Zoom links.
- Make sure you check the website for the Chatter Letter Sac 6 will be putting up in April.

4.0 **CLASP UPDATE**

Daime Hoornaert was not at the meeting but she provided the following information for the minutes:

- Current Membership: 94 paid members and growing
- CBS Update: Anna Simms presented a Power Point presentation on HCBS Final Rule.
- VMRC Clinical: Claire gave an update on how to get people vaccinated in their counties
- CLASP Nominating committee will be developing a slate for 2021-2022 CLASP Leadership positions. Any CLASP member interested will contact the Nominating committee.
- The Provider Conference committee is looking for interested CLASP members to help with planning.
- Day Program Workgroup: Programs are working on getting approval on their CCL 808 form, which is A PLAN FOR EPIDEMIC OUTBREAK SPECIFIC TO COVID - 19 MITIGATION PLAN REPORT.

5.0 **PRESENTATION**

Marie Marchese; Anel Renteria; Leticia Leon; & Mayra Montejano all of R&D Transportation Brokers provided a presentation of their services to VMRC

6.0 **CLINICAL**

Claire Lazaro shared the following information:

- In our last Health Advisory VMRC announced that we have partnered with community agencies to hold vaccination clinics in Stockton & Modesto this month. The registration links are <https://www.vmmc.net/vmmc-vaccination-clinic/>. This are registration only drive through event. When you click on the link you will see Albertsons as they are part of Safeway. 16 years old and over can register. Transportation can be arranged for the clinics.

| County | 1 st dose Clinic date | 2 nd dose clinic date | Time | # appts/ day | Vaccine |
|----------|-------------------------------------|-------------------------------------|----------|--------------------|---------|
| Modesto | 4/13/21 | 5/4/21 | 10am-5pm | 240 | Pfizer |
| | 4/14/21 | 5/5/21 | 10am-5pm | 240 | Pfizer |
| | 4/15/21 | 5/6/21 | 10am-5pm | 240 | Pfizer |
| | | | | | |
| Stockton | 4/23/21 | 5/14/21 | 9am-4pm | 390 | Pfizer |
| | 4/24/21 | 5/15/21 | 9am-4pm | 390 | Pfizer |
| | 4/25/21 | 5/16/21 | 9am-4pm | 390 | Pfizer |

- We have our new Staff Psychologist. Dr. Roxanne Wright just started this April. She is well versed in competency evaluations.
- We had our end-of-life training. This was for VMRC staff in collaboration with SAC6 – Lisa Utsey presented; FRN - Lisa Culley presented; Dena Hernandez from SCDD as well as myself and Christine Couch. We had about 28 staff members in attendance.

- Claire presented at SAC6, at one of their zoom chats, on COVID over the year.
- CAPTAIN is holding their focus group for the Disparity grant; I will be participating as one of their facilitations. This will be for those families that speak Tagalog.
- Claire did a podcast for Therapeutic Pathways on Autism as a parent. It has not been released yet, possibly will be released in May.

Tara Sisemore Hester shared the following intake statistics:

| OFFICE | # ES CASES PROCESSED ALL | # ES CASES PROCESSED | # MADE ELIGIBLE | % ELIGIBLE |
|----------------|--------------------------------|-------------------------|--------------------|---------------|
| STOCKTON | 117 | 92 | 80 | 87% |
| MODESTO | 101 | 80 | 72 | 90% |
| SAN ANDREAS | <u>147</u> | <u>10</u> | <u>10</u> | <u>100%</u> |
| Total | 232 | 182 | 162 | 89% |
| OFFICE | # 3+ CASES PROCESSED ALL | # 3+ CASES PROCESSED | # MADE ELIGIBLE | % ELIGIBIL |
| STOCKTON | 28 | 24 | 19 | 79% |
| MODESTO | 12 | 9 | 9 | 100% |
| SAN ANDREAS | <u>12</u> | <u>10</u> | <u>8</u> | <u>80%</u> |
| Total | 52 | 43 | 36 | 84% |

Tara also shared the following information:

- At the May Consumer Services, I will be providing further data as March has not yet been processed yet. We know that there are babies out there that have not been served because of the COVID pandemic. We are hoping as the word gets out, we will have more intakes.
- We have an intake Coordinator in Stockton tiring, Debbie Winchell, at the end of April. She has been with VMRC over 25 years. We are sad to see her leave but have posted her position and will be interviewing 4/15.
- We have IEP training on 4/29 from 9-12. Karen Henkel will be giving the training. It is open to anyone. In my section of the Health Advisory information was provided.

7.0 **RESOURCE DEVELOPMENT**

Robert Fernandez provided the following information

- We received 3 CPP grants. We have posted on our website for RFP's.
<https://www.vmrc.net/rfps/>

- Two of the grants received will focus on developing two children's homes. One in the Calaveras or Tuolumne counties, male or female, ages 12-17. The other, identical, in San Joaquin or Stanislaus counties.
- Self Determination RFP, focus on someone or an agency that can assist with the Self Determination program. Identifying independent facilitators and financial management services.
- We also have 4 Clinical related RFP's on our website. Early Start Autism Intervention Program (ESAIP); Behavior Instructional Services (BIS); Occupational Therapy Services (OT); and Functional Vision Assessments.
- Brian was going to share the Quality Assurance Interview Protocol for Adults Receiving Services; however, we do not have the quorum to proceed.
- HCBS – April 30th we will find out from DDS which HCBS provides will receive grants. This year we are hoping to get 20+

8.0 **QUALITY ASSURANCE**

- 8.1 **Alerts**: Brian Bennett was not at the meeting; however, the following Alert information was provided in the packet: From the period between 2/16/21 through 3/15/21 there were 20 open alerts; 119 closed & 20 pending.

9.0 **TRANSPORTATION**

Robert Fernandez had nothing to report as R&D Transportation Brokers shared their presentation. It has been great working with them.

10.0 **CASE MANAGEMENT**

Cindy Mix shared the following Reports:

- **Caseload Ratios**:
 - Total Lanterman Consumers—13,634 minus 179 (Deflection) =13,455
 - Overall Agency Caseload Ratio—13,455 consumers divided by 161.5 Service Coordinators = **1:83**
 - *Self-Determination staff (3) not calculated—13,455 minus 39 = 13,416 consumers divided by 158 SCs = **1:85***
- **A listing of the Lanterman Teams was also provided as promised:**
 - SA – Stockton Adults – Erin Goudreau
 - SD – Stockton Deflection – Neidra Clayton
 - SG – Stockton Adults – Mary Ann Gonzalez
 - SN – Stockton Adults – Karen Jensen

- ST – Stockton Transition – Dave Vodden
- SC – Stockton Children's – Liz Diaz
- SK – Stockton Children's – Julie de Diego
- SQ – Stockton Self Determination – Liz Diaz
- SS – Stockton Children's – Angie Shear
- SY – Stockton Children's – Danielle Wells
- AD – Stockton Children's – Cindy Jimenez
- AM – San Andreas – Rhonda Trout
- MA – Modesto Adults – Lena Dobson
- MG – Modesto Adults – Jacinta Groves
- MT – Modesto Transition – Jessica Coronel
- MK – Modesto Children's – Amy Browning
- MY – Modesto Children's – Pam Kidroske
- Transfer Status report as of February 18, 2021:
 - There has been a total of 86 consumer files received and 75 consumer files sent out for the period of January 1, 2021 through March 24, 2021
- POS Exception Report for January:
 - There were a total of 181 Purchases of Service Exceptions with Respite being the largest number at 90, followed by Patch at 14.
- SIR Report:
 - For the last month, the top SIR's were:

| <u>Special Incident Types</u> | <u>Count</u> |
|------------------------------------|--------------|
| EMERGENCY ROOM VISIT | 58 |
| COVID 19 VIRUS | 20 |
| AGGRESSIVE ACT TO STAFF | 17 |
| ALLEGED PHYSICAL ABUSE-VND CARE | 16 |
| LAW ENFORCEMENT INVOLVEMENT | 15 |
| LARCENY | 14 |
| MEDICATION ERROR-VND CARE | 13 |
| FAIL TO PROV MEDICAL CARE-VND CARE | 13 |
| DEATH | 10 |
| AGGRESSIVE ACT TO SELF | 10 |

Case Management Update:

- More than 6,000 letters were mailed out to consumers ages 16 and over re: vaccine eligibility that was to be effective 3/15. Service Coordinators continue to follow up to provide information, obtain status, and document vaccination dates and type.
- Public POS Disparity/Expenditure meetings have taken place. On 3/25 an English meeting was held and on 3/30, the Spanish version. Another is scheduled for 5/28 with Sac-6.

- A Cyber-Cafecito was held on 3/18, facilitated by Interagency Community Collaborative (ICC) and Gaby Lopez, Cultural Specialist. Barriers were discussed and a Q&A session held. Future meetings are being scheduled and will most likely be addressing different age groups.
- Our Self-Determination Program now has 38 consumers fully in the program. Orientations continue to occur and the Advisory Committee, along with our Resource Development staff have developed a Request for Proposal (RFP) in hopes of finding a resource to assist families in guiding them through the SD process, help them better understand the program and identify Independent Facilitators. The deadline for submissions is 4/30/21 and we hope to have an entity identified before SD is open to everyone interested on 7/1/21. The RFP can be found in the recent Health Advisory and on VMRC's website. Statewide there are 524 enrolled in the program. ARCA is evaluating the amount of regional center staff it is taking to set up individuals in the program, as well as various challenges in the accounting systems being used.
- We continue to receive donations from the Presentation Pantry for food items. Staff volunteers recently delivered 60 bags of groceries to needy families, making the total number delivered during COVID at over 600.
- A Diaper Drive was held on 3/27 at the Sherwood Exec. Center's North Parking Lot in conjunction with FRN and SCDD and donations from the Stockton Junior League. It was a great success and another is being planned for 4/24.
- DDS is evaluating the need for surge placements and looking at warm shutdowns in Porterville and Fairview.
- DDS is working with Columbus re: statewide staffing options for emergency situations within the system. They will develop a pool of staff to deploy as needed. DSPs, LVNs, RBT, etc. There will be a North and South hub which is yet to be determined. A point person from each regional center will also be named in the future.
- MediCal Claims for our consumers that did not result in a Special Incident Report were listed by OIG and sent to us to review and determine if an SIR was needed. We have 152 that are being investigated.
- Grass Roots Day at the capitol is scheduled for April 20th.
- Cindy Mix recently announced her retirement effective 5/21/21.

11.0 **FAIR HEARINGS**

Christine Couch shared, that since the information that was provided in the packet,

- We had 2 open Lanterman eligibility cases. We were able to resolve the one adult case at the informal meeting. We were not able to resolve the child's case. We will be prepping this one for State Level Hearing in May.

- The two service request cases for respite reimbursement. We were able to resolve before the state level hearing. Now we have a new service request that we received for a 2nd opinion on an evaluation. That one is going straight to a State level hearing as they were not interested in an informal. So, we will be prepping this one as well for state level.
- There are currently no pending complaints. We were able to resolve the complaint from last month in the IFSP meeting without utilizing the formal complaint process.
- We were able to resolve two vendor appeals informally, without the need for the formal appeal hearing

12. **NEXT MEETING**

Monday May 3, 2021, 4:00 p.m.

DIAL-IN NUMBER: 1-669-900-6833

Meeting ID: 912 6700 7341 – Passcode: 108771

The meeting was adjourned at 5:00 pm.

Recorder: Cindy Strawderman

Quality Assurance Interview Protocol for Adults Receiving Services:

The purpose of this process is to assure that individuals receiving VMRC services are afforded the utmost consideration when involved in any Quality Assurance activity that requires an interview. Interviews are voluntary. A copy of this interview process will be provided to any individual who is interviewed at the start of any interview attempt. VMRC aims to protect the integrity of any QA investigative process and affords the person being interviewed with dignity, flexibility and a clear guide on what to expect.

- VMRC Quality Assurance Liaison's will begin by asking the individual if an interview is, ok? The opportunity to decline will be granted and no interview will take place. At any time during the interview, the individual can change their mind and terminate (end) the interview.
- Interviews of individuals can take place at the individual's home, their Adult Day Program or a mutually agreed upon place within the community. As with any interview, the Community Services Liaison should not conduct a consumer interview at any location that could present any undue pressure to prejudice their answers or cause a risk to their health and safety. Interviews should be done in locations that can assure the safety of the consumer and QA staff completing the interview. The interview should also afford privacy and consideration to sensitive, confidential subject matter.
- The consumer will be given the opportunity to invite a friend, Service Coordinator, advocate, or family member of their choosing to participate in any interview with VMRC Quality Assurance support staff.

- If necessary, the individual may include a translator/ interpreter or facilitator. If this is the case, the QA Liaison will contact the Service Coordinator to support this request and the interview will be postponed to a time agreeable to the individual and the support (interpreter/ facilitator).
- If the interview is impromptu (i.e., the QA Staff is at the Adult Day Program completing an investigation) they should approach the consumer when they are not already engaged in an activity and should minimize disruption by waiting until transition periods or plan to meet prior to or after program.
- Interviews should be specific and within the scope of the allegation or complaint.
- Interviews should be kept to only 30 minutes maximum. If more time is needed, begin the interview by explaining when breaks will be given and offer breaks frequently. Remind the consumer that they may take a break anytime they wish.

Strategies to use when interviewing Individuals:

- Offer a copy of this process to the person who is interviewed
- Introduce yourself and show your VMRC ID Badge
- Explain the purpose of the “interview”/ meeting and explain what can be expected for the interview process
- Ask the individual if they consent to being interviewed. Say “it is ok to say NO.”
- Ask whether they would like to have a translator or other facilitated support?

- Encourage the consumer to invite others of their choosing to participate
- Encourage and remind the consumer that they can also ask questions.
- Tailor the interview questions to the individual's ability and allow them to express themselves and to provide information in their own manner, in their own words or expression
- Do not make assumptions about a person's intelligence or ability to recall events based on their disability
- Be prepared. You should learn about the person you are interviewing prior- not to create bias but to give them the best opportunity to contribute to the interview
- Be patient. Allow time and do not rush the consumer to give answers.
- Explain to the person interviewed how and when they will be notified of the "findings" or of any follow up based on the interview. Provide a business card and contact phone number.

QA Incoming Alert Report

3/16/21 – 4/15/21

| Alerts | | |
|--------------|-------------------------|-----------|
| Control# | PresentingIssue | AlertDate |
| 2021-03-10.0 | Delivery of Care | 3/22/2021 |
| 2021-03-11.0 | Untimely SIR | 3/24/2021 |
| 2021-03-12.0 | IPP Implementation | 3/25/2021 |
| 2021-03-12.1 | Violation of Rights | 3/25/2021 |
| 2021-03-13.0 | Recordkeeping | 3/26/2021 |
| 2021-03-14.0 | Untimely SIR | 3/26/2021 |
| 2021-03-15.0 | Delivery of Care | 4/1/2021 |
| 2021-03-16.0 | Delivery of Care | 4/1/2021 |
| 2021-03-17.0 | Delivery of Care | 4/1/2021 |
| 2021-04-01.0 | Staffing / Supervision | 4/5/2021 |
| 2021-04-02.0 | Untimely SIR | 4/5/2021 |
| 2021-04-03.0 | Health-Related Concerns | 4/6/2021 |
| 2021-04-04.0 | Delivery of Care | 4/7/2021 |
| 2021-04-05.0 | Violation of Rights | 4/7/2021 |
| 2021-04-06.0 | Recordkeeping | 4/8/2021 |
| 2021-04-07.0 | Violation of Rights | 4/8/2021 |
| 2021-04-08.0 | Environment | 4/8/2021 |
| 2021-04-09.0 | Untimely SIR | 4/8/2021 |
| 2021-04-10.0 | Untimely SIR | 4/13/2021 |
| 2021-04-11.0 | Delivery of Care | 4/14/2021 |
| 2021-04-11.1 | Delivery of Care | 4/14/2021 |
| 2021-04-11.2 | Delivery of Care | 4/14/2021 |
| 2021-04-11.3 | Delivery of Care | 4/14/2021 |
| 2021-04-11.4 | Delivery of Care | 4/14/2021 |
| 2021-04-11.5 | Delivery of Care | 4/14/2021 |

Grand Total: 25

QA Closed Alert Report

7/01/20 – 3/31/21

| 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 |
| 2020-07-08.0 | Delivery of Care | 7/16/2020 | Substantiated | Technical Assistance |
| 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 |
| 2020-07-13.0 | Recordkeeping | 7/20/2020 | Substantiated | Technical Assistance |
| 2020-07-13.1 | Recordkeeping | 7/20/2020 | Substantiated | Substantial Inadequacy |
| 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 |
| 2020-07-19.0 | Recordkeeping | 8/3/2020 | 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 |
| 2020-08-12.0 | Violation of Rights | 8/21/2020 | Unsubstantiated | Technical Assistance |

| Alerts | | | | |
|--------------|---------------------|-----------|-----------------|------------------------|
| Control# | PresentingIssue | AlertDate | Finding | Action |
| 2020-08-13.0 | Violation of Rights | 8/21/2020 | Unfounded | Technical Assistance |
| 2020-08-14.0 | Untimely SIR | 8/21/2020 | Substantiated | 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 |
| 2020-09-12.0 | Delivery of Care | 9/10/2020 | 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 |
| 2020-09-16.2 | Violation of Rights | 9/15/2020 | Substantiated | Substantial Inadequacy |

| Alerts | | | | |
|--------------|------------------------|-----------|-----------------|------------------------|
| Control# | PresentingIssue | AlertDate | Finding | Action |
| 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 |
| 2020-09-21.0 | Untimely SIR | 9/15/2020 | Unsubstantiated | None |
| 2020-09-22.0 | Delivery of Care | 9/16/2020 | Unsubstantiated | Technical Assistance |
| 2020-09-22.1 | Delivery of Care | 9/16/2020 | Unsubstantiated | None |
| 2020-09-23.0 | Staffing / Supervision | 9/17/2020 | Unsubstantiated | None |
| 2020-09-24.0 | Untimely SIR | 9/21/2020 | Substantiated | Technical Assistance |
| 2020-09-25.0 | Delivery of Care | 9/22/2020 | Substantiated | Technical Assistance |
| 2020-09-25.1 | Violation of Rights | 9/22/2020 | Substantiated | Substantial Inadequacy |
| 2020-09-25.2 | Violation of Rights | 9/22/2020 | Substantiated | Substantial Inadequacy |
| 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 |

| Alerts | | | | |
|--------------|-------------------------|------------|-----------------|------------------------|
| Control# | PresentingIssue | AlertDate | Finding | Action |
| 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 |
| 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 |
| 2020-10-03.0 | Delivery of Care | 10/7/2020 | Substantiated | Technical Assistance |
| 2020-10-03.1 | Delivery of Care | 10/7/2020 | N/A | None |
| 2020-10-04.0 | Delivery of Care | 10/7/2020 | Substantiated | Technical Assistance |
| 2020-10-04.1 | Delivery of Care | 10/7/2020 | Substantiated | 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 |
| 2020-10-15.0 | Violation of Rights | 10/29/2020 | Unsubstantiated | Technical Assistance |
| 2020-10-16.0 | Delivery of Care | 10/30/2020 | Unfounded | Technical Assistance |
| 2020-10-17.0 | Untimely SIR | 10/30/2020 | Substantiated | Technical Assistance |
| 2020-11-04.0 | Recordkeeping | 11/9/2020 | Substantiated | Technical Assistance |
| 2020-11-06.0 | Health-Related Concerns | 11/10/2020 | Unfounded | Technical Assistance |
| 2020-11-07.0 | Health-Related Concerns | 11/10/2020 | Unfounded | None |
| 2020-11-08.0 | IPP Implementation | 11/13/2020 | Substantiated | Substantial Inadequacy |
| 2020-11-10.0 | Untimely SIR | 11/24/2020 | Substantiated | Technical Assistance |
| 2020-12-01.0 | Delivery of Care | 12/2/2020 | Unsubstantiated | Technical Assistance |
| 2020-12-07.0 | Health-Related Concerns | 12/14/2020 | N/A | Deferred |

| Alerts | | | | |
|--------------|-------------------------|------------|-----------------|----------------------|
| Control# | PresentingIssue | AlertDate | Finding | Action |
| 2020-12-10.0 | Untimely SIR | 12/15/2020 | Substantiated | Technical Assistance |
| 2020-12-14.0 | Delivery of Care | 12/18/2020 | Substantiated | Technical Assistance |
| 2020-12-15.0 | Untimely SIR | 12/18/2020 | Substantiated | Technical Assistance |
| 2020-12-16.0 | Environment | 12/22/2020 | Substantiated | Technical Assistance |
| 2020-12-16.1 | Environment | 12/22/2020 | Substantiated | Technical Assistance |
| 2020-12-17.0 | Untimely SIR | 12/22/2020 | Substantiated | Technical Assistance |
| 2020-12-19.0 | Untimely SIR | 12/23/2020 | Substantiated | Technical Assistance |
| 2020-12-22.0 | Environment | 12/28/2020 | Unsubstantiated | Technical Assistance |
| 2020-12-25.0 | Violation of Rights | 12/29/2020 | Substantiated | Technical Assistance |
| 2020-12-26.0 | Untimely SIR | 12/29/2020 | Substantiated | Technical Assistance |
| 2020-12-27.0 | Untimely SIR | 12/29/2020 | Substantiated | Technical Assistance |
| 2021-01-03.0 | Health-Related Concerns | 1/7/2021 | Unfounded | None |
| 2021-01-04.0 | Recordkeeping | 1/11/2021 | Substantiated | Technical Assistance |
| 2021-01-11.0 | Untimely SIR | 1/22/2021 | Substantiated | Technical Assistance |
| 2021-01-12.0 | Untimely SIR | 1/22/2021 | Substantiated | Technical Assistance |
| 2021-01-13.0 | Untimely SIR | 1/22/2021 | Substantiated | Technical Assistance |
| 2021-01-14.0 | Untimely SIR | 1/22/2021 | Substantiated | Technical Assistance |
| 2021-02-01.0 | Delivery of Care | 2/1/2021 | Substantiated | Technical Assistance |
| 2021-02-03.0 | Delivery of Care | 2/5/2021 | Substantiated | Technical Assistance |
| 2021-02-13.0 | Delivery of Care | 2/24/2021 | Substantiated | Technical Assistance |
| 2021-03-03.0 | Violation of Rights | 3/4/2021 | Unsubstantiated | None |
| 2021-03-03.1 | Staff Qualifications | 3/4/2021 | Unsubstantiated | Technical Assistance |
| 2021-03-03.2 | Violation of Rights | 3/4/2021 | Unsubstantiated | None |
| 2021-03-03.3 | Delivery of Care | 3/4/2021 | Substantiated | Technical Assistance |
| 2021-03-05.0 | Delivery of Care | 3/5/2021 | Substantiated | Technical Assistance |
| 2021-03-09.0 | Untimely SIR | 3/15/2021 | Substantiated | Technical Assistance |
| 2021-03-12.0 | IPP Implementation | 3/25/2021 | Unfounded | None |
| 2021-03-12.1 | Violation of Rights | 3/25/2021 | Unsubstantiated | None |

Grand Total: 154



QA Pending Completion Alert Report

3/16/21 – 4/15/21

| Alerts | | |
|--------------|-------------------------|------------|
| Control# | Presenting Issue | Alert Date |
| 2021-03-10.0 | Delivery of Care | 3/22/2021 |
| 2021-03-11.0 | Untimely SIR | 3/24/2021 |
| 2021-03-13.0 | Recordkeeping | 3/26/2021 |
| 2021-03-14.0 | Untimely SIR | 3/26/2021 |
| 2021-03-15.0 | Delivery of Care | 4/1/2021 |
| 2021-03-16.0 | Delivery of Care | 4/1/2021 |
| 2021-03-17.0 | Delivery of Care | 4/1/2021 |
| 2021-04-01.0 | Staffing / Supervision | 4/5/2021 |
| 2021-04-03.0 | Health-Related Concerns | 4/6/2021 |
| 2021-04-04.0 | Delivery of Care | 4/7/2021 |
| 2021-04-05.0 | Violation of Rights | 4/7/2021 |
| 2021-04-06.0 | Recordkeeping | 4/8/2021 |
| 2021-04-07.0 | Violation of Rights | 4/8/2021 |
| 2021-04-08.0 | Environment | 4/8/2021 |
| 2021-04-09.0 | Untimely SIR | 4/8/2021 |
| 2021-04-10.0 | Untimely SIR | 4/13/2021 |
| 2021-04-11.0 | Delivery of Care | 4/14/2021 |
| 2021-04-11.1 | Delivery of Care | 4/14/2021 |
| 2021-04-11.2 | Delivery of Care | 4/14/2021 |
| 2021-04-11.3 | Delivery of Care | 4/14/2021 |
| 2021-04-11.4 | Delivery of Care | 4/14/2021 |
| 2021-04-11.5 | Delivery of Care | 4/14/2021 |

Grand Total: 22

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 |
| total for 2017 | 477 | Total for 2017 | 316 |

| 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 |
| total for 2018 | 465 | Total for 2018 | 323 |

| 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 |
| total for 2019 | 416 | Total for 2019 | 346 |

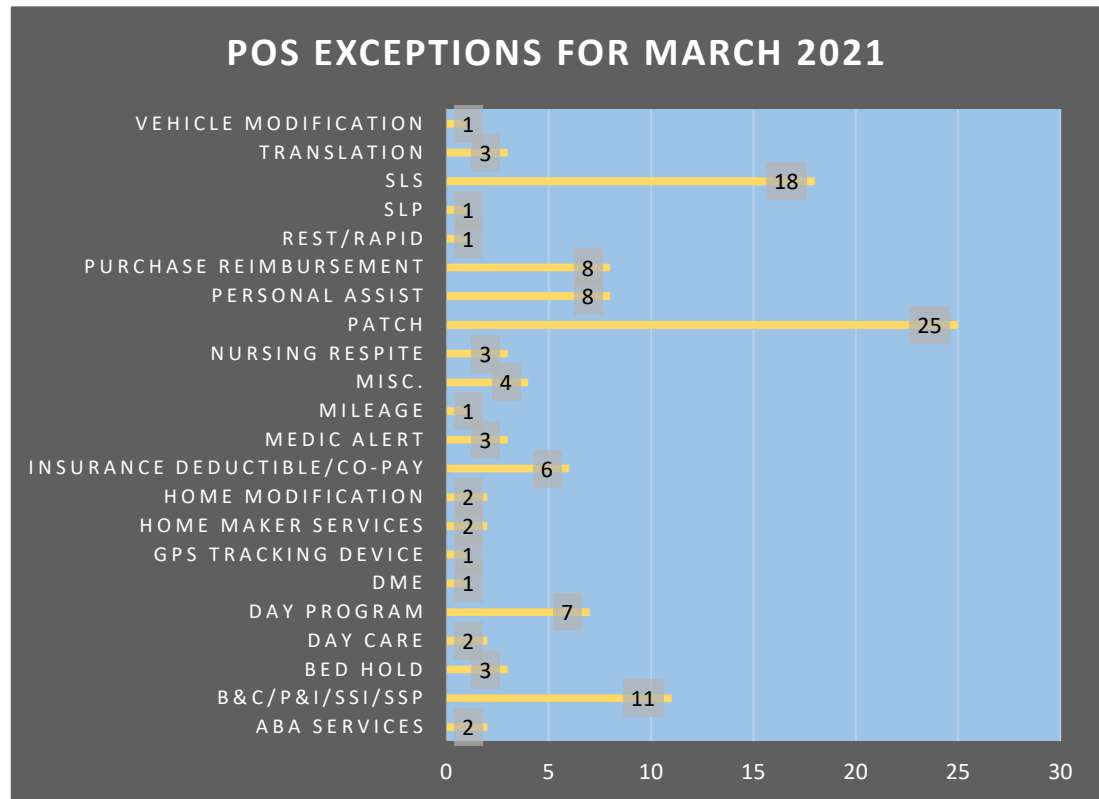
| 2020 | | | |
|-----------------------|------------|-----------------------|------------|
| Files Received | | Files sent out | |
| January | 36 | January | 28 |
| February | 43 | February | 29 |
| March | 32 | March | 25 |
| April | 30 | April | 23 |
| May | 15 | May | 14 |
| June | 42 | June | 21 |
| July | 32 | July | 23 |
| August | 33 | August | 22 |
| September | 26 | September | 34 |
| October | 32 | October | 30 |
| November | 28 | November | 21 |
| December | 25 | December | 34 |
| total for 2020 | 374 | Total for 2020 | 304 |

| 2021 | | | |
|-----------------------|------------|-----------------------|------------|
| Files Received | | Files sent out | |
| January | 27 | January | 29 |
| February | 30 | February | 25 |
| March | 39 | March | 32 |
| April | 24 | April | 21 |
| May | | May | |
| June | | June | |
| July | | July | |
| August | | August | |
| September | | September | |
| October | | October | |
| November | | November | |
| December | | December | |
| total for 2021 | 120 | Total for 2021 | 107 |

POS Exceptions
March 2021

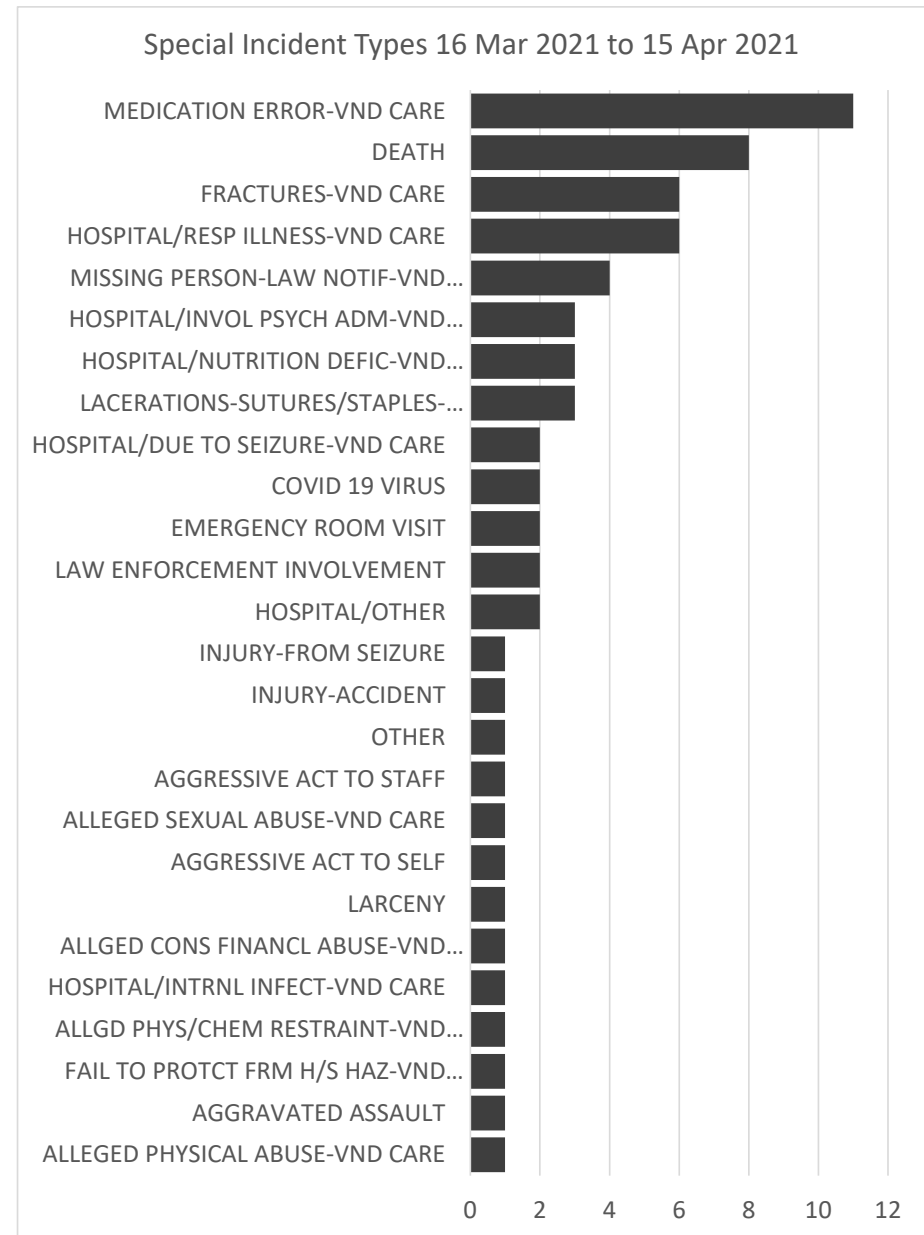
| 2020/2021 | Mar |
|-----------------------------|------------|
| ABA Services | 2 |
| B&C/P&I/SSI/SSP | 11 |
| Bed Hold | 3 |
| Day Care | 2 |
| Day Program | 7 |
| DME | 1 |
| GPS Tracking Device | 1 |
| Home Maker Services | 2 |
| Home Modification | 2 |
| Insurance Deductible/co-pay | 6 |
| Medic Alert | 3 |
| Mileage | 1 |
| Misc. | 4 |
| Nursing Respite | 3 |
| Patch | 25 |
| Personal Assist | 8 |
| Purchase Reimbursement | 8 |
| REST/RAPID | 1 |
| SLP | 1 |
| SLS | 18 |
| Translation | 3 |
| Vehicle Modification | 1 |
| TOTAL POS | 194 |
| | |
| Approved | 193 |
| Deferred | 0 |
| Denied | 1 |

* 81 POS Exceptions for month of March - not included in Graph.



16 Mar 2021 to 15 Apr 2021 Incident Report Consumer Count: 46

| Special Incident Types | Count | Percent |
|------------------------------------|-------|---------|
| MEDICATION ERROR-VND CARE | 11 | 16.4% |
| DEATH | 8 | 11.9% |
| HOSPITAL/RESP ILLNESS-VND CARE | 6 | 9.0% |
| FRACTURES-VND CARE | 6 | 9.0% |
| MISSING PERSON-LAW NOTIF-VND CARE | 4 | 6.0% |
| LACERATIONS-SUTURES/STAPLES-VND CR | 3 | 4.5% |
| HOSPITAL/NUTRITION DEFIC-VND CARE | 3 | 4.5% |
| HOSPITAL/INVOL PSYCH ADM-VND CARE | 3 | 4.5% |
| HOSPITAL/OTHER | 2 | 3.0% |
| LAW ENFORCEMENT INVOLVEMENT | 2 | 3.0% |
| EMERGENCY ROOM VISIT | 2 | 3.0% |
| COVID 19 VIRUS | 2 | 3.0% |
| HOSPITAL/DUE TO SEIZURE-VND CARE | 2 | 3.0% |
| ALLEGED PHYSICAL ABUSE-VND CARE | 1 | 1.5% |
| AGGRAVATED ASSAULT | 1 | 1.5% |
| FAIL TO PROTCT FRM H/S HAZ-VND CAR | 1 | 1.5% |
| ALLGD PHYS/CHEM RESTRAINT-VND CARE | 1 | 1.5% |
| HOSPITAL/INTRNL INFECT-VND CARE | 1 | 1.5% |
| ALLGED CONS FINANCL ABUSE-VND CARE | 1 | 1.5% |
| LARCENY | 1 | 1.5% |
| AGGRESSIVE ACT TO SELF | 1 | 1.5% |
| ALLEGED SEXUAL ABUSE-VND CARE | 1 | 1.5% |
| AGGRESSIVE ACT TO STAFF | 1 | 1.5% |
| OTHER | 1 | 1.5% |
| INJURY-ACCIDENT | 1 | 1.5% |
| INJURY-FROM SEIZURE | 1 | 1.5% |
| Grand Total | 67 | |



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 | # Days since FH Rec'd | # 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 4/5/2021 | n/a | 5/10/2021 | | Parent | | | | parent no show | | | | | |
| 3 | Hispanic | Spanish w/Interpreter | Parent | 7/30/2020 | Eligibility | 8/10/2020 | n/a | 9/14/2020 | Resolved | | 8/31/2020 | | | Yes | | | RC made eligible | | |
| 3 | Hispanic | English | Parent | 8/3/2020 | Eligibility | 8/13/2020 | n/a | 9/15/2020 | Resolved | No | 8/21/2020 | | 0 | | | Pending further testing | parent withdraw without prejudice | | |
| 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 | Hispanic | Spanish w/Interpreter | Parent | 9/1/2020 | Eligibility | 11/30/2020 | n/a | 1/25/2021 | Resolved | ICC | 1/13/2021 | | | | | Resolved | RC sent intake packet and opened intake | resolved after Informal meeting | |
| 15 | African American | English | Parent | 9/10/2020 | Eligibility | 10/5/2020 | n/a | 2/8/2021 | Resolved | Sj County Public Defender | 12/18/2020 | | | | | Pd chose to withdraw | | | |
| 16 | White | English | Juvenile hall | 9/20/2020 | Eligibility | 4/11/2021- rescheduled 5/17/2021 | n/a | 7/8/2021 | resolved | SJ County Public Defender | 3/12/2021 | | | yes | | | RC sent for eval and opened for eligibility | | |
| 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 | | | |
| 15 | White | English | Parent | 12/3/2020 | Home Modification Preferred Vendor | 12/23/2020 | n/a | 1/19/2020 | resolved | parent | 12/23/2020 | | | yes | | | RC agreed on preferred vendor | | |
| 16 | unknown | English | Group Home | 1/15/2021 | Eligibility | 1/21/2021 | n/a | 2/19/2021 | resolved | Court appointed attorney | 2/9/2021 | | | no | | court appointed attorney chose to withdraw | Withdrawal without prejudice | | |
| 38 | White | English | Parent | 1/19/2021 | Out of home placement | 2/1/2021 | n/a | 3/5/2021 | resolved | Parents/Conservators | 2/1/2021 | | | yes | | | RC agreed to out of home placement in level 2 bed with new vendorization by licensee | | |
| 53 | other | Arabic | Family | 1/25/2021 | Respite Reimbursement | 2/2/2021 | n/a | 4/8/2021 | resolved | Sister/Conservator | 3/26/2021 | | | yes | | | RC agreed to respite reimbursement | | |
| 38 | other | Arabic | Family | 1/25/2021 | Respite Reimbursement | 2/2/2021 | n/a | 4/8/2021 | resolved | Sister/Conservator | 3/26/2021 | | | yes | | | RC agreed to respite reimbursement | | |

| | | | | | | | | | | | | | | | | | | | |
|----|------------|---------|---------|-----------|------------------------|-----------|----------|-----------|----------|--------|----------|--|--|-----|-----|--|---|--|--|
| 2 | Hispanic | Spanish | Parents | 1/29/2021 | EIBT services | n/a | 2/4/2021 | 2/18/2021 | resolved | Parent | 2/4/2021 | | | | Yes | | RC agreed to fund EIBT assessment and recomemndati ons | | |
| 18 | White | English | Parents | 3/3/2021 | Eligibility | 4/1/2021 | n/a | 4/15/2021 | resolved | parent | 4/1/2021 | | | yes | | | RC agreed to open as eligible | | |
| 5 | Hispanic | Spanish | Parent | 3/16/2021 | second opinion eval | n/a | n/a | 4/29/2021 | | parent | | | | | | | | | |
| 6 | OtherAsian | English | Parent | 4/7/2021 | ABA co-pays | 4/22/2021 | n/a | 5/13/2021 | | Parent | | | | | | | | | |
| 6 | Hispanic | Spanish | Parent | 4/9/2021 | ABA services | 4/16/2021 | n/a | 5/27/2021 | | Parent | | | | | | | | | |