



# Consumer Services Committee Meeting

Wednesday, September 1, 2021, 4:45PM

Via Zoom Video

<https://zoom.us/j/98348823899?pwd=STgzeE5LRVB5VThVK3Z1WTJvMHRiUT09&from=addon>

Meeting ID: 983 4882 3899 Passcode: 249944

+16699006833

For accommodations, please contact Doug Bonnet at 209-955-3656, or by email at [DBonnet@vmrc.net](mailto:DBonnet@vmrc.net). Spanish translation is included and is available without requesting.



## Meeting Book - Consumer Services Committee Meeting

### Consumer Services Committee

A. Call to Order, Welcome, Roll Call  
Suzanne Devitt, Chair

B. Review and Approval of the Meeting Agenda and Approval of Minutes of June 7, 2021  
Suzanne Devitt, Chair

Action Item

Cons Serv Com Minutes, 06 07 21.pdf

C. Public Comment  
Suzanne Devitt, Chair  
Each member of the public will be given 3 minutes. If an interpreter is used, each member will be given 6 minutes.

D. Presentation - VMRC Organizational Chart and Service Coordinator Description  
Tony Anderson, Executive Director

Org Chart 2021 September Meeting.pptx

sc-infographic.pdf

E. SAC6 Update  
Crystal Enyeart, SAC6 Appointee

F. Coalition of Local Area Service Providers (CLASP) Update  
Daime Hoornaert, CLASP Appointee

G. Clinical Update  
Claire Lazaro, Clinical Director

H. Resource Development Update  
Brian Bennett, VMRC Director of Community Services and Robert Fernandez, Division Manager

I. Quality Assurance Update  
Brian Bennett, VMRC Director of Community Services and Katina Richison, Division Manager

J. Transportation Update  
R&D Transportation

K. Case Management Update  
Tara Sisemore-Hester, Director of Consumer Services Children and Christine Couch, Director of Consumer Services Adult

Copy of 2021 intake stats September 2021 Meeting.xlsx

Caseload Report August for September 2021 Meeting.pdf

Transfer Status Report through 8.23.21 for September 2021 Meeting.pdf

Copy of Special Incident Reports Jul 16 2021 to Aug 15 2021.pdf

POS Exception Tracking May 2021.pdf

POS Exception Tracking June 2021.pdf

**L. Fair Hearings Update**

Jason Toepel, Compliance Manager

Test.pdf

**M. Next Meeting, Wednesday, November 3, 4:45pm, Location TBD**

Suzanne Devitt, Chair

**N. Adjournment**

Suzanne Devitt, Chair



## **Minutes for Consumer Services Committee**

06/07/2021 | 04:00 PM - 05:00 PM - (GMT-08:00) Pacific Time (US & Canada)

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

**Committee Members Present:** Dena Pfeifer (Chair)

**Committee Members Not Present:** Margaret Heinz, Mohamed Rashid, Linda Collins, Daime Hoornaert (CLASP), Crystal Enyeart (SAC6)

**Meeting called to order at 4:00 PM by Dena Pfeifer.**

**A quorum has not been established. No action items will be voted on.**

**Staff Present:** Tara Sisemore-Hester (Director of Consumer Services – Children), Christine Couch (Director of Consumer Services – Adults), Tony Anderson (Executive Director), Doug Bonnet (Special Assistant to the Executive Director), Brian Bennett (Director of Community Services), Robert Fernandez (Division Manager – Resource Development), Katina Richison (Division Manager – Quality Assurance), Claire Lazaro (Clinical Director), Liz Herrera Knapp (BCBA), Melissa Claypool (Coordinator of Autism Services)

**Public Present:** Irene Hernandez (Interpreter), Rachelle Munoz (Facilitator for Dena Pfeifer), Lisa Culley (Family Resource Network), Dena Hernandez (State Council on Developmental Disabilities), Michael Owens (SAC6)

### **A. Public Comment**

Dena Pfeifer – this is my last time doing Consumer Services. I am going to miss it and I hope I can still come to the Zoom meetings. I'm a little bit happy and a little bit sad.

Dena Hernandez – SCDD I appreciate everything that Dena has done as the Chair of Consumer Services. We really appreciate you doing this for all of the years.

**B. Review and Approval of Consumer Services Committee Meeting Minutes of 05/03/21**

No quorum has been established so this action item will not take place.

### C. SAC6 Update

Self-Advocacy Council 6 June 2021  
Report to the VMRC Consumer Services Committee

On April 24<sup>th</sup> Sac 6 Consultant Lisa U. volunteered along with FRN and SCDD to hand out diapers to those in need. Later that day she also volunteered at the VMRC Stockton Vaccine drive thru.

On May 5<sup>th</sup> Lisa U. attended the VMRC Finance Committee via zoom.

On May 6<sup>th</sup> I gave a presentation at the Amador Transition Fair about Sac 6.

May 7<sup>th</sup> Sac 6 Zoom Chat was a Dance Party to congratulating all the 2021 graduating students via zoom.

Sac 6 Consultant Lisa U. volunteered at the Modesto Vaccine drive thru on May 5,6 and 7<sup>th</sup>.

On May 12<sup>th</sup> Sac6 Chairperson Catrina C. gave a presentation at the VMRC Emergency Preparedness Training to vendors on how Sac 6 can be a resource for them.

On May 14<sup>th</sup> Sac 6 members attended the CHOICES Conference.

On May 16<sup>th</sup> and 17<sup>th</sup> Sac 6 Consultant Lisa U. volunteered at the Stockton VMRC Vaccine drive thru.

On May 17<sup>th</sup> Sac 6 members joined the Consumer Services Candidate presentation.

On May 19<sup>th</sup> Sac 6 had their Finance Committee Meeting.

May 21<sup>st</sup> Zoom Chat was about Inclusion of All.

May 28<sup>th</sup> Zoom Chat was presented by Gabriela Lopez—VMRC Cultural specialist to talk about HOW VMRC spends its money on services and WHO the money is spent on. VMRC wants to know what YOU think!!!!

Sincerely,

Crystal Enyeart (Reported by Doug Bonnet)

SAC6 representative to the VMRC Board and Consumer Services.

## **D. Coalition of Local Area Service Providers (CLASP) Update**

Consumer Services Committee Meeting

June 07, 2021

### **CLASP Report by Daime Hoornaert (reported by Doug Bonnet)**

- 1) Current Membership: 96 paid members.  
Membership renewals will begin June 30 @ \$25 per membership. Karen Gregorius let the members know that CLASP has not increase the membership rate and what a deal members get for the \$25.
- 2) Tony Anderson presented information on the State Budget.
- 3) Howard Prep's Jesus Munoz reminded the group they still have Hand Sanitizing wipes for any vendors that may be in need.
- 4) Brian Bennett and the Provider Conference committee are in the planning stages of a Service Provider Open House for new Services Coordinators. Each Provider will have the opportunity to present on their service. New Service Coordinators will be able to learn about the different Day Programs and Residential Providers in the VMRC catchment area.
- 5) CLASP continues to have ongoing discussion regarding: The Latest CCL PINS and DDS Directives.
- 6) VMRC staff report on: HCBS News, Employment information, Resource Development Projects, and Clinical updates.

Next CLASP meeting via Zoom is June 28, 2021 @ 10:00.

## **E. Presentation**

No presentation this month.

## **F. Clinical Update – Claire Lazaro**

May was filled with lots of Vaccination Clinics in Modesto and Stockton.

I attended an ARCA Clinical Directors Meeting. Most was focused on infection control, COVID prevention, vaccines and return to office.

In house at VMRC we are discussing the return to office plan. We also had a vaccination Q and A. We are giving consultation to day programs and care home vendors.

## **G. Resource Development Update – Brian Bennett and Robert Fernandez**

Robert and I are working on an Open House by the residential providers for all of our staff. We will be meeting with CLASP to help us out.

We did identify the provider for our 2 Children's projects.... they are, for Stanislaus County, Carlos and Stella Hernandez, and they are teaming up with Umer Kareshi. It will be a 4 bedroom. In San Joaquin County Kavere Services will operate the home. We are excited to be in partnership with both providers. We hope they will be running by January 2022 at the latest. Both project grants are \$150,000.

The RFP for our aquatics program is posted and we are meeting with some interested applicants.

We are still working on our HCBS grant project contacts.

We have 24 scheduled sight visits scheduled already, and we have 62 that will be receiving a sight visit.

## **H. Quality Assurance Update – Brian Bennett**

The QA team is doing in person annual reviews, and they are going well.

Continuing to work with the QA team on going back to working in person from remotely. We are addressing alerts and trying to close them out in a timely manner.

## **I. Transportation Update – Robert Fernandez**

We are continuing to work hand in hand with R&D. There are a lot of moving parts.

Gearing up for the reopening of Day Programs. Mitigation Plans are being reviewed with the providers that are submitted.

## **J. Case Management Update – Tara Sisemore-Hester and Christine Couch**

Tara presented the intake numbers attached to the agenda.

Early start referrals in May dropped in San Andreas and Modesto. Typically May, June and July the referrals slow down each year. Stockton Early Start referrals dropped too, but not dramatically.

Slow Lanterman referral numbers in May in all 3 offices.

We are going to get our Outreach committee going again.

Caseload ratios are about the same as they were last month, roughly in the 90s.

I'm excited to be in my new position.

Christine presented the Special Incident Report numbers attached on the agenda.

Hospitalization from April 16 – May 15 were our highest number of Special Incident Reports.

Christine presented the Transfer Status Report attached to the agenda. In April we received 41 new cases, and we lost 37 people. This last month we received 12 incoming and 8 moved away. This increases our caseloads.

Christine presented the Purchase of Service (POS) exceptions from the month of March. The highest service was PATCH, this is excluding Respite.

### **K. Fair Hearings Update – Christine Couch**

We have 2 open Lanterman eligibility cases, both children. Since last month we were able to resolve one adult eligibility case following the Informal meeting and prior to the State level hearing.

We have three service request cases open. Two are in the self-determination program – one for a swimming pool and the other for retro funding of ABA co-pays. The third request is for ABA services. Since last month we were able to resolve 2 service request cases for respite reimbursement following the Informal meeting and prior to the State level hearing.

There are currently no pending complaints. We were able to resolve one complaint that came in after the last Consumer Services meeting.

### **L. Next Meeting - Monday, September 13, 2021, 4:00 PM, Location TBD**

**Meeting adjourned at 5:40 PM.**



# VALLEY MOUNTAIN REGIONAL CENTER NEW ORGANIZATIONAL STRUCTURE

## Changes 2021...



# CONSUMER SERVICES ORGANIZATION CHART

Tony Anderson  
Executive Director

Valley Mountain Regional Center

Christine Couch  
(Director of Consumer Services)

Adult Services

Program Managers  
(Adult Case Management)

Program Managers  
(Transition Case Management)

Program Manager  
(San Andreas Management)

Deflection, Legal Services  
Review

Admin Staff Support

Behavior Management Review  
Committee

Low to No POS Enhanced  
Caseloads

After Hours

Tara Sisemore-Hester  
(Director of Consumer Services)

Children Services

Program Managers  
(Early Start Program)

Program Managers  
(Children Case Management)

Resource Development  
Administrative Supports

Olivia Held  
Education Specialist

Intake for Early Start and  
Lanterman Act Consumers

Melissa Claypool  
Autism Specialist

Provisional Eligibility  
(Service Coordinator  
Expansion)

Self-Determination  
(Expanded Team)

Service Coordinator  
Expansion 2021-2023

Represent VMRC @  
ARCA Chief Counselors  
Discipline Group

Joint Facilitation of the  
Program Managers  
Meeting

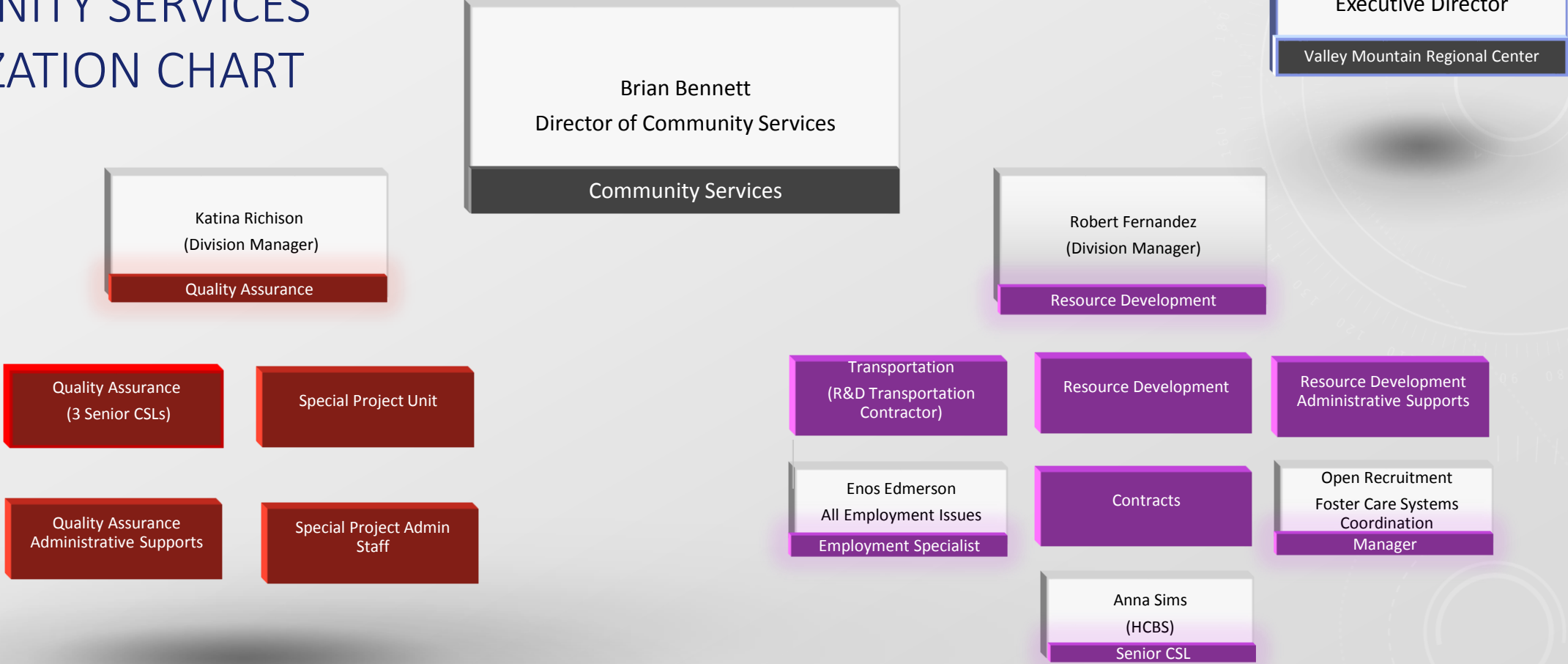
Joint Facilitation for the  
Poppewell Fund  
Requests

Joint Facilitation for the  
Purchase of Services  
Exceptions Review  
Committee

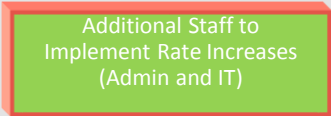
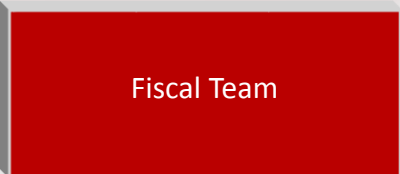
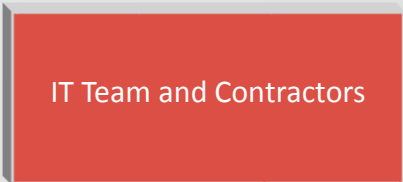
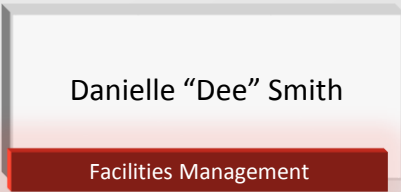
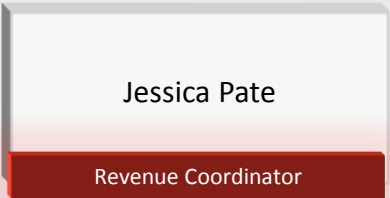
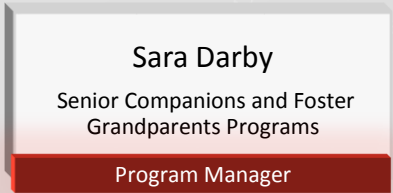
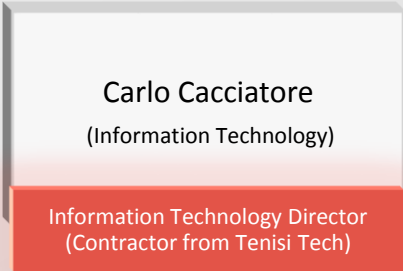
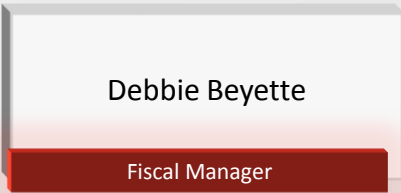
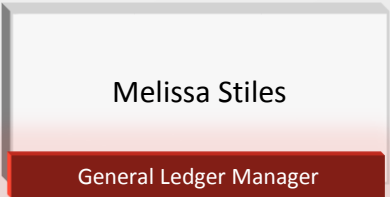
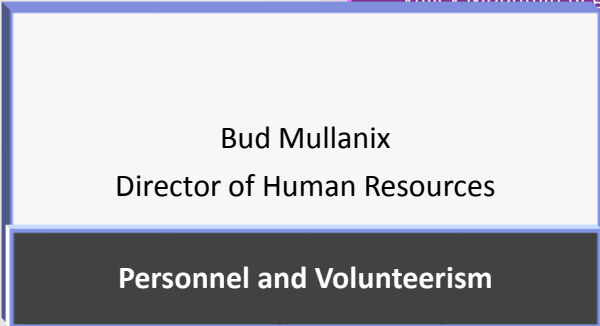
Joint Responsibility for  
Administrative Reports  
to DDS

Service Coordinator  
Expansion 2021-2023

# COMMUNITY SERVICES ORGANIZATION CHART



# ADMINISTRATIVE SERVICES ORGANIZATION CHART



# CLINICAL SERVICES ORGANIZATION CHART

Tony Anderson  
Executive Director

Valley Mountain Regional Center

Claire Lazaro, MSN, RN, NP, PHN, FNP-C  
Clinical Director

Clinical Services

Felipe Dominguez, MD

Staff Physician

Janwyn Funamura, MD

Staff Physician

Justin Schrottenboer, PsyD.

Clinical Pyschologist

Roxann Wright, PsyD.

Clinical Pyschologist

John Chellsen, PhD

Clinical Pyschologist

Liz Knapp, BCBA

Board Certified Behavioral Consultant

Juanita Leach-Lazer

Clinical Services Project Coordinator

Pharmacists

Other Contract Clinicians

Clinical Administrative Services

Clinics

# DIRECTOR'S OFFICE ORGANIZATION CHART

Tony Anderson  
Executive Director

Valley Mountain Regional Center

Margaret Heinz  
(Board President)

Board of Directors

Doug Bonnet  
(Board Operations,  
Communications, Outreach)

Special Assistant to the Director

Gabriela Lopez  
(Cultural and Linguistic Competence  
for VMRC and Outreach)

Cultural Specialist

Jason Toepel  
(Appeals, Complaints, and  
Transparency)

Compliance Manager

Matthew Bahr, J.D.  
(Legal Support: Appeals, Complaints, and  
Board Support)

Contract Attorney

Jan Maloney  
(Administrative Support for the  
Compliance Manager, Attorney,  
and Executive Director)

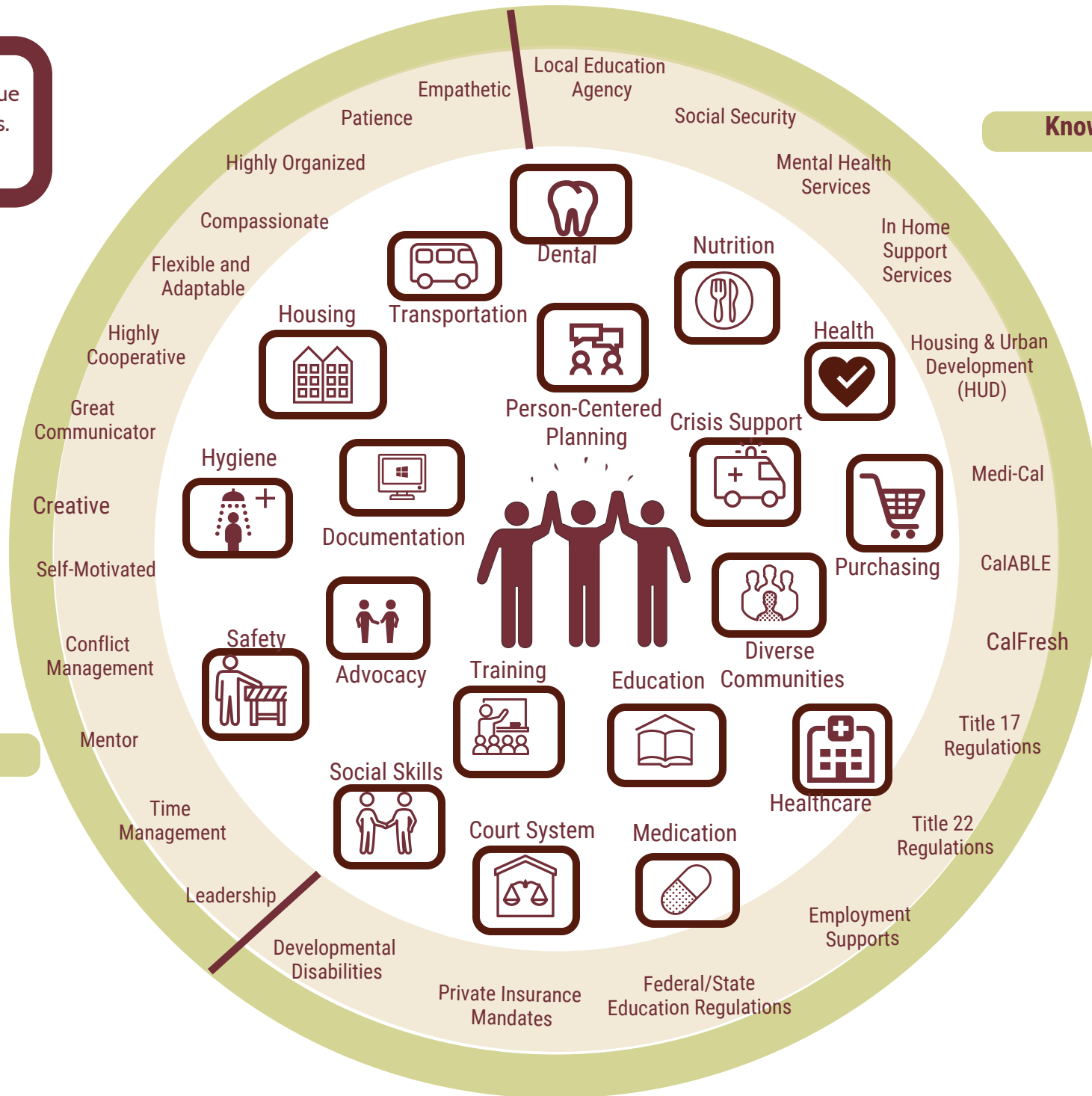
Executive Assistance

Emergency Coordinator

Deaf Services

# What Does A Service Coordinator Do?

I help people pursue their lifelong goals.







# IN SERVICE TO MAKE A DIFFERENCE.

Responses from Service Coordinators who work with a variety of people statewide.

## How many people are you supporting on your caseload?

- The average Service Coordinator tries to support more than 90 people and their families.
- Service coordination is a lifetime of support and planning for people with real needs 24 hours per day.



## Doesn't the regional center just buy people services?

- No! Only 75% receive services purchased by the regional center.
- Everyone receives service coordination as a direct service.
- For 25% of people, service coordination and other community services (IHSS, Medi-Cal, SSI, special education, etc.) meet their needs.

## How do you organize your work time?

- First, I tackle daily crises related to people's health and safety. I made my own tracking tools to keep track of required case reporting, finance management, and trainings.
- For each person I support, I use my calendar to keep track of individual needs, including advocacy for medical issues, housing, education, and criminal justice.



## Is there any aspect of your current position as a Service Coordinator that you would like to change?

- Smaller caseloads would mean higher quality case management work, stronger relationships, and fewer crises.
- More time to spend planning for the future with individuals and families and less time doing paperwork, participating in trainings, and managing crisis situations.

## Why do you keep working as a Service Coordinator?

- It feels good to help people meet their goals and to be part of their growth.
- I believe people with disabilities deserve quality lives in the community. I love supporting their journey.



## What is most challenging about being a Service Coordinator?

- Feeling overwhelmed due to a large caseload of 85-95 people.
- Not having enough time to really get to know people and their families.
- Facing daily emergencies without adequate time to respond.
- Not enough appropriate resources to meet individual and family needs.
- Finding time to translate and review forms for non regional center services when families need language assistance.



## What aspects of being a Service Coordinator are usually overlooked?

- Vast areas of expertise required to provide quality case management.
- How difficult it is to say "no" to a person or family.
- Extensive support provided regularly to both the individual and their family.
- Significant time required for inter-agency collaboration.
- Service coordination is emotionally and intellectually challenging.
- All of the effort spent educating, advocating for, and encouraging people.



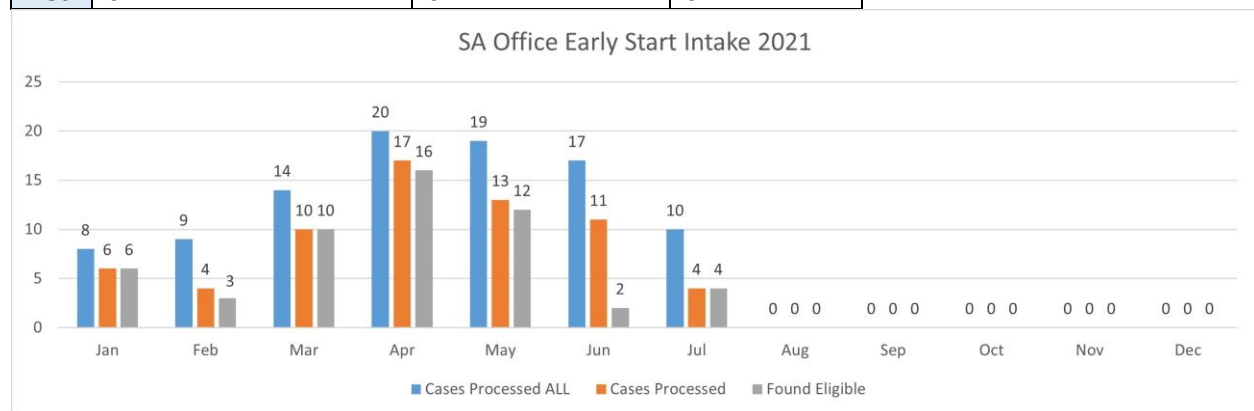
## What makes someone an effective Service Coordinator?

- Persistence and dedication to the people they serve.
- Being selfless, organized, resourceful, creative, and patient.
- Knowledge about available services and the community.



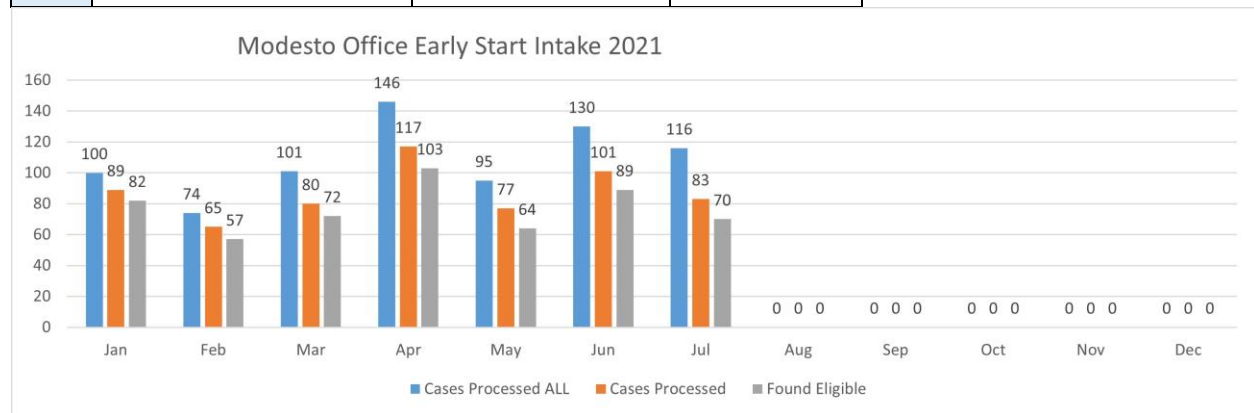
### Trend of Early Start Intake Work in SA Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	8	6	6
Feb	9	4	3
Mar	14	10	10
Apr	20	17	16
May	19	13	12
Jun	17	11	2
Jul	10	4	4
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



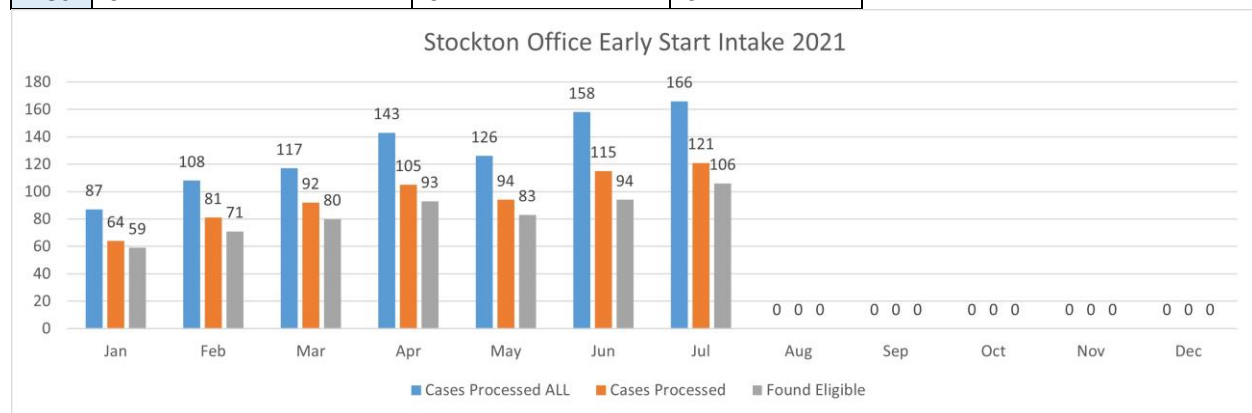
### Trend of Early Start Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	100	89	82
Feb	74	65	57
Mar	101	80	72
Apr	146	117	103
May	95	77	64
Jun	130	101	89
Jul	116	83	70
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



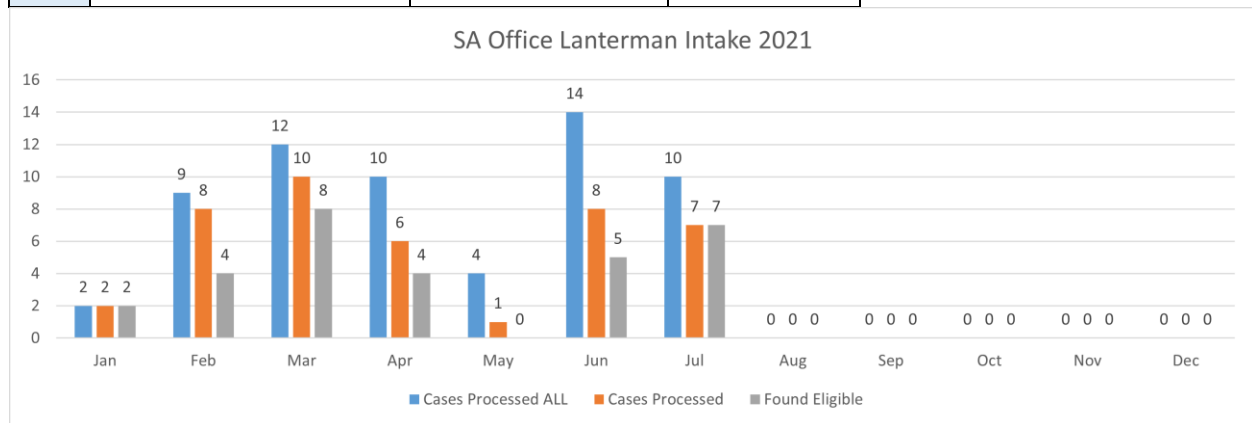
### Trend of Early Start Intake Work in **Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	87	64	59
Feb	108	81	71
Mar	117	92	80
Apr	143	105	93
May	126	94	83
Jun	158	115	94
Jul	166	121	106
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



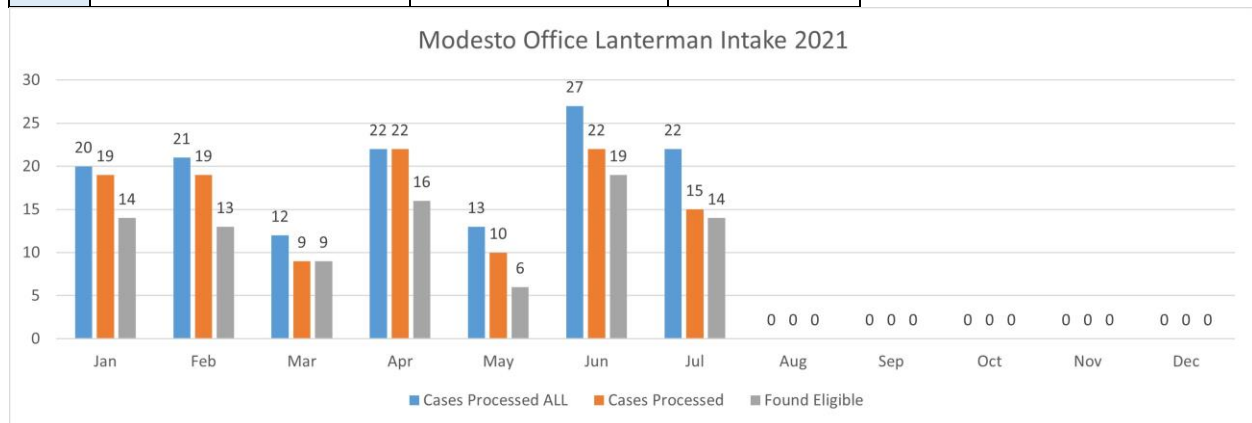
### Trend of Lanterman Intake Work in SA Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	2	2	2
Feb	9	8	4
Mar	12	10	8
Apr	10	6	4
May	4	1	0
Jun	14	8	5
Jul	10	7	7
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



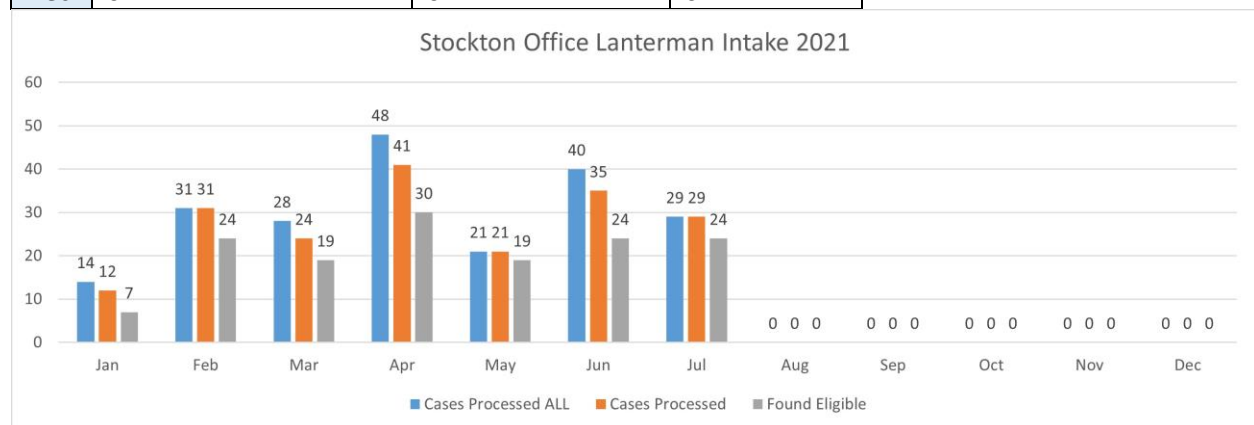
### Trend of Lanterman Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	20	19	14
Feb	21	19	13
Mar	12	9	9
Apr	22	22	16
May	13	10	6
Jun	27	22	19
Jul	22	15	14
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



### Trend of Lanterman Intake Work in **Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	14	12	7
Feb	31	31	24
Mar	28	24	19
Apr	48	41	30
May	21	21	19
Jun	40	35	24
Jul	29	29	24
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0



## August

### Modesto Office

**\*\*Lena Dobson MA-946/12.5=75.68**

12 SC 1 SSC No Uncovered

**\*\*Jacinta Groves MG- 947/11.5=82.35**

11 SC 1 SSC 1 Uncovered

**\*\*Amy Browning MK-923/10.5=87.90**

10 SC 1 SSC

**\*\*Jessica Coronel MT- 812/10.5=77.33**

10 SC 1 SSC 1 Uncovered

Has 2 MTL (Christine Evens) and 1 MTZ that have no cases assigned to it. Not added to ratio

**\*\*Pam Kidroske MY- 1148/12.5=91.84**

12 SC 1 SSC No Uncovered

### San Andreas Office

**\*\*Rhonda Trout AM- 1000/14=71.43**

13 SC 2 SSC

### Stockton Office

**\*\*Cindy Jimenez AD- 671/8.5=78.94**

8 SC 1 SSC No Uncovered

**\*\*Erin Goudreau SA- 984/11.5=78.72**

12 SC 1 SSC

**\*\*Liz Diaz SC- 561/6.5=86.30**

6 SC 1 SSC No Uncovered

### SQ- 45

3 SSC Self Determination not counted in ratio

**\*\*Neidra Clayton SD- 187**

5 CMS 1 SCMS No Uncovered

**\*\*MaryAnn Gonzales SG-1001/12.5=80.08**

12 SC 1 SSC No Uncovered

**\*\*Julie DeDiego SK-919/10.5=87.52**

10 SC 1 SSC

**\*\*Karen Jensen SN-1003/12=83.58**

11 SC 1 SSC 1 Job Share ½ Caseload 1 Uncovered

**\*\*Angelique Shear SS-553/6.5=85.07**

6 SC 1 SSC No Uncovered

**\*\* Dave Vodden ST-1079/12.5=86.32**

12 SC 1 SSC No Uncovered

**\*\*Danielle Wells SY-998/11.5=87.04**

11 SC 1 SSC 0 Uncovered



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>

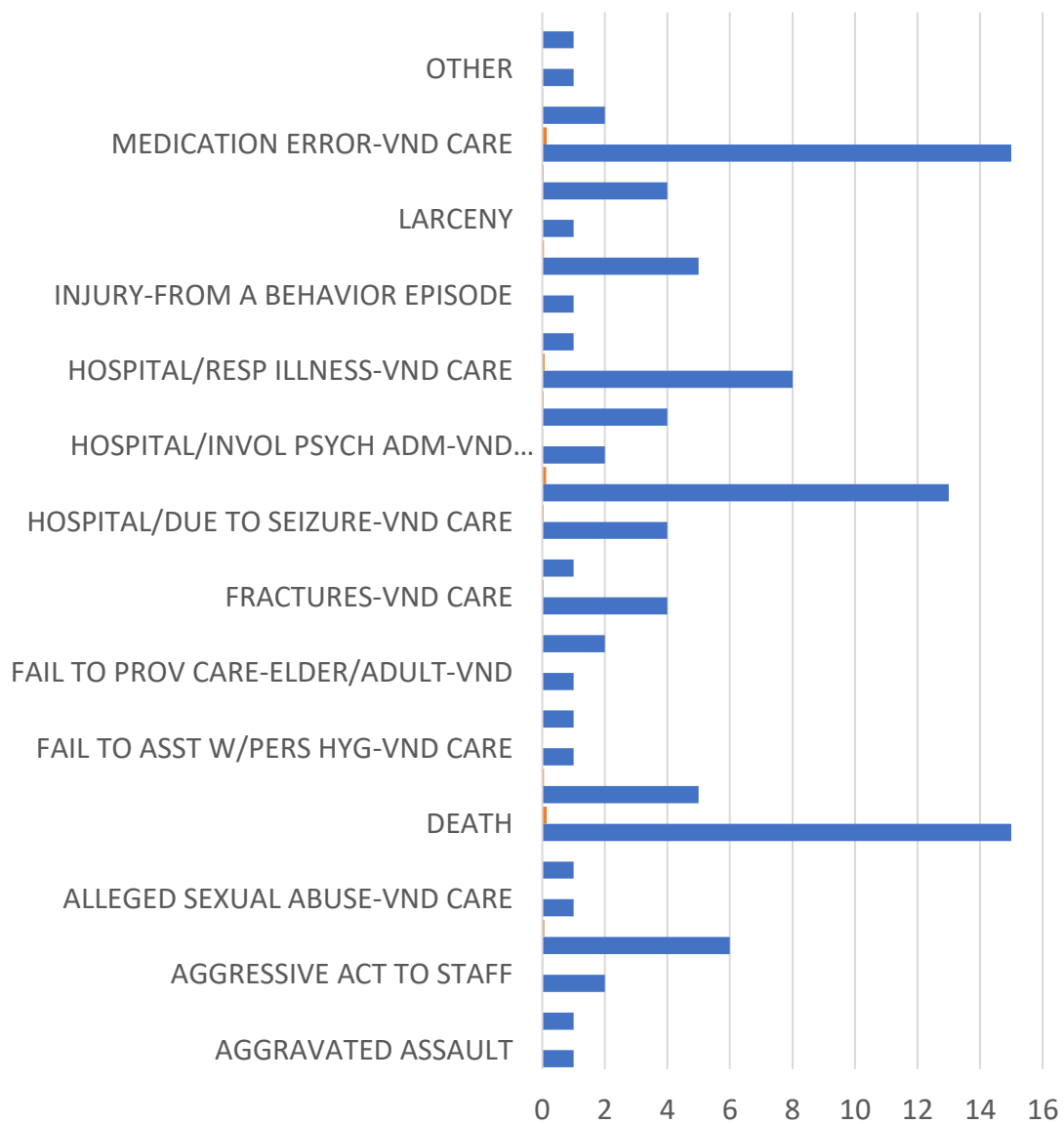
2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	28	November	21
December	25	December	34
<b>total for 2020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

2021			
Files Received		Files sent out	
January	27	January	29
February	30	February	25
March	39	March	32
April	41	April	37
May	22	May	15
June	21	June	33
July	37	July	34
August	14	August	26
September		September	
October		October	
November		November	
December		December	
<b>total for 2021</b>	<b>231</b>	<b>Total for 2021</b>	<b>231</b>

16 Jul 2021 to 15 Aug 2021 Incident Report Consumer Count:

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	1	1.0%
AGGRESSIVE ACT TO SELF	1	1.0%
AGGRESSIVE ACT TO STAFF	2	1.9%
ALLEGED PHYSICAL ABUSE-VND CARE	6	5.8%
ALLEGED SEXUAL ABUSE-VND CARE	1	1.0%
COVID 19 VIRUS	1	1.0%
DEATH	15	14.4%
EMERGENCY ROOM VISIT	5	4.8%
FAIL TO ASST W/PERS HYG-VND CARE	1	1.0%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	1	1.0%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.0%
FAIL TO PROV MEDICAL CARE-VND CARE	2	1.9%
FRACTURES-VND CARE	4	3.8%
HOSPITAL/CARDIAC-VND CARE	1	1.0%
HOSPITAL/DUE TO SEIZURE-VND CARE	4	3.8%
HOSPITAL/INTRNL INFECT-VND CARE	13	12.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	1.9%
HOSPITAL/NUTRITION DEFIC-VND CARE	4	3.8%
HOSPITAL/RESP ILLNESS-VND CARE	8	7.7%
INJURY-ACCIDENT	1	1.0%
INJURY-FROM A BEHAVIOR EPISODE	1	1.0%
LACERATIONS-SUTURES/STAPLES-VND CR	5	4.8%
LARCENY	1	1.0%
LAW ENFORCEMENT INVOLVEMENT	4	3.8%
MEDICATION ERROR-VND CARE	15	14.4%
MISSING PERSON-LAW NOTIF-VND CARE	2	1.9%
OTHER	1	1.0%
SUICIDE THREAT	1	1.0%
Grand Total	104	

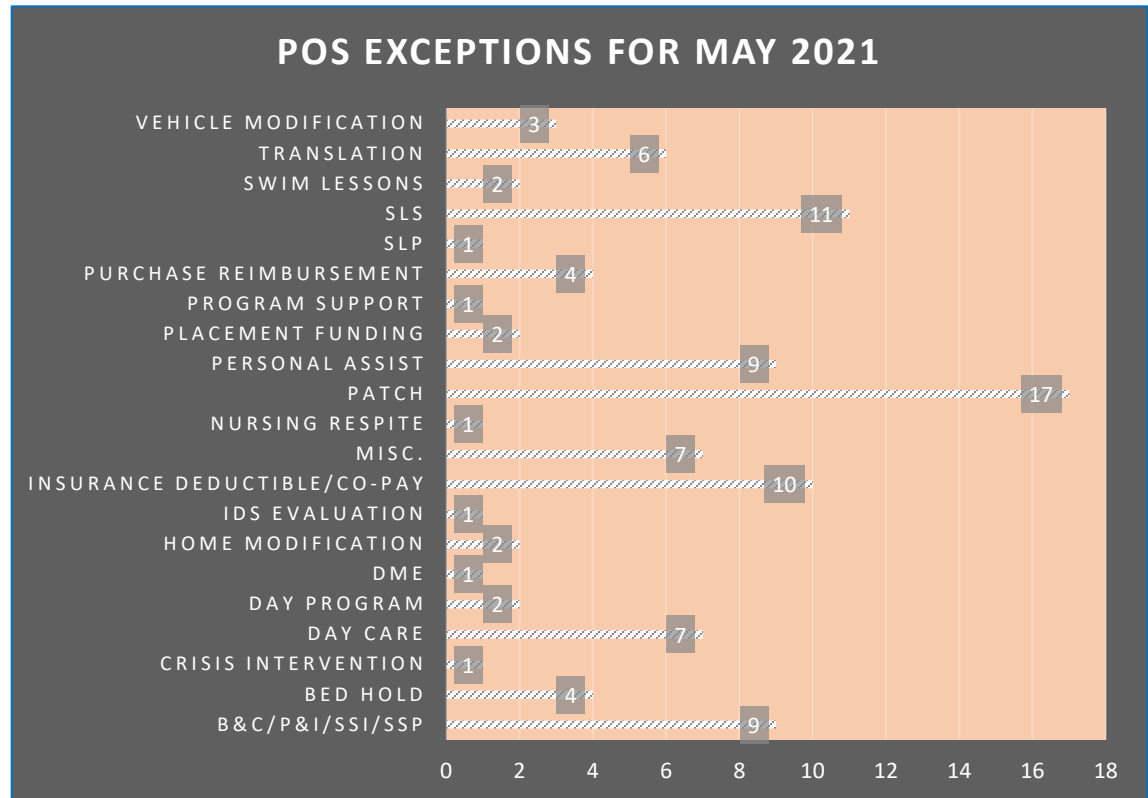
### Special Incident Types 16 Jul 2021 to 15 Aug 2021



POS Exceptions  
May 2021

2020/2021	May
B&C/P&I/SSI/SSP	9
Bed Hold	4
Crisis Intervention	1
Day Care	7
Day Program	2
DME	1
Home Modification	2
IDS Evaluation	1
Insurance Deductible/co-pay	10
Misc.	7
Nursing Respite	1
Patch	17
Personal Assist	9
Placement funding	2
Program Support	1
Purchase Reimbursement	4
SLP	1
SLS	11
Swim Lessons	2
Translation	6
Vehicle Modification	3
<b>TOTAL POS*</b>	<b>101</b>
Approved	152
Deferred	0
Denied	0

\* 51 POS Exceptions for month of May - not included in Graph.

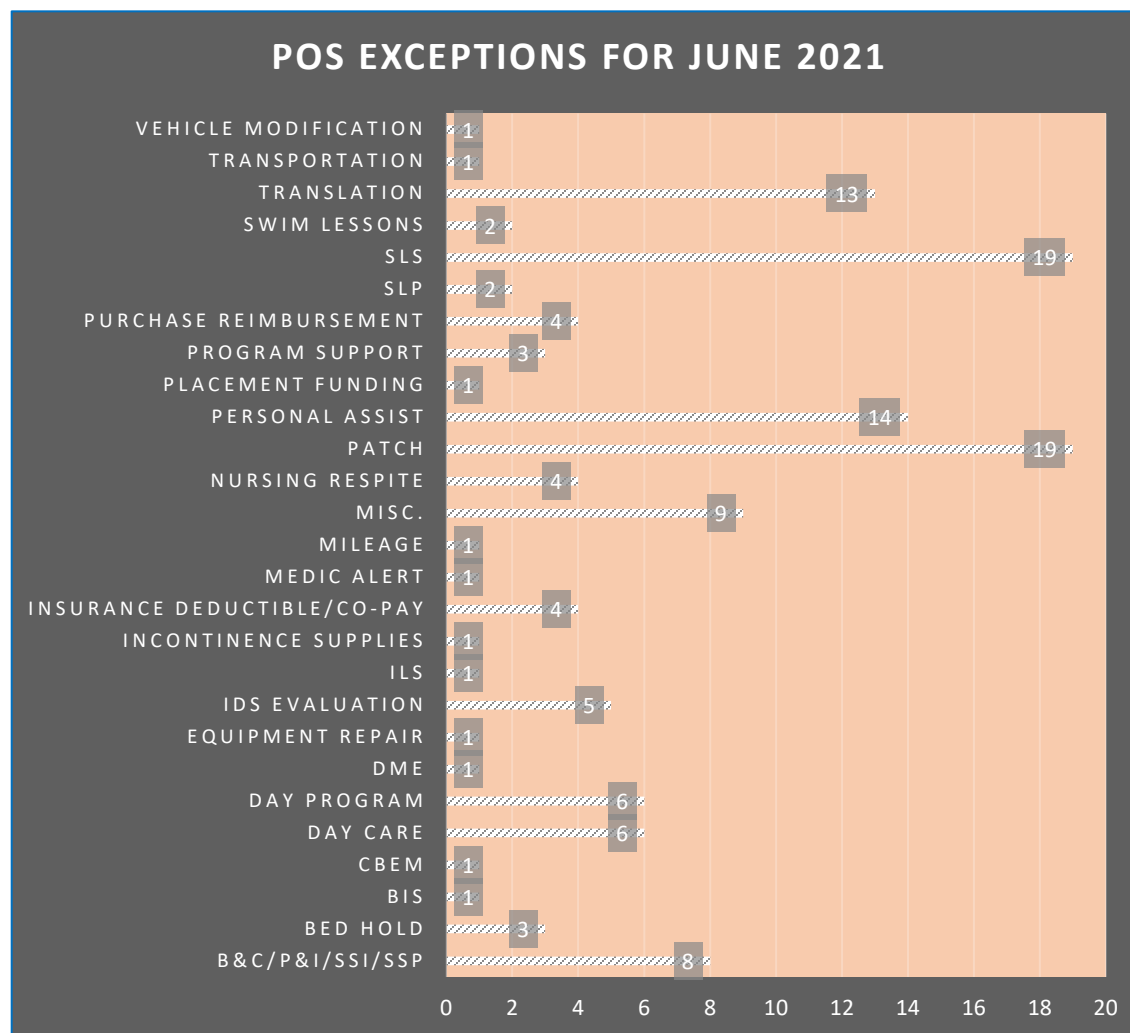


# POS Exceptions

June 2021

2020/2021	May
B&C/P&I/SSI/SSP	8
Bed Hold	3
BIS	1
CBEM	1
Day Care	6
Day Program	6
DME	1
Equipment Repair	1
IDS Evaluation	5
ILS	1
Incontinence Supplies	1
Insurance Deductible/co-pay	4
Medic Alert	1
Mileage	1
Misc.	9
Nursing Respite	4
Patch	19
Personal Assist	14
Placement funding	1
Program Support	3
Purchase Reimbursement	4
SLP	2
SLS	19
Swim Lessons	2
Translation	13
Transportation	1
Vehicle Modification	1
<b>TOTAL POS*</b>	<b>132</b>
Approved	399
Deferred	0
Denied	0

\* 267 POS Exceptions for month of June - not included in Graph.



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	State - date scheduled	Pending/Resolved	Advocacy/Representation	Date of Resolution or Withdrawal	# Days since FH Rec'd	# Previous Fair Hearings	Resolved in Informal Mtg	Outcome	Other Explanation
4	Hispanic	Spanish	Parent	7/12/2021	Co-pays speech	7/26/2021	10/15/2021	Pending	Parent		43	0	No		
28	Unknown	English	Relative	7/16/2021	Eligibility	8/13/2021	8/30/2021	Resolved	Sister	8/5/2021	20	0	Prior to informal	Reopen for eligibility determination	Additional info was given to VMRC to reopen.
24	African American	English	Care Home	7/20/2021	VMRC fund P&I			Resolved		7/22/2021	2		Prior to informal	Reason for funding stop had changed, VMRC to resume funding	
9	Hispanic	Spanish	Parent	8/13/2021	COVID Respite and PA	8/25/2021	9/24/2021	Pending	Parent		11	3			