



# Consumer Services Committee Meeting

Wednesday, November 3, 2021, 4:45 PM

Via Zoom Video

<https://us06web.zoom.us/j/81599176218?pwd=TEovc2V3SUREWWdiU3pSbDc5V292dz09&from=addon>

Meeting ID: 815 9917 6218 Passcode: 914367

+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

### A. Call to Order, Welcome, Roll Call

Suzanne Devitt, Chair

### B. Review and Approval of the Meeting Agenda

Suzanne Devitt, Chair

Action Item

### C. Review and Approval of the Consumer Services Committee Meeting

Minutes of 09/01/21

Suzanne Devitt, Chair

Action Item

### D. Presentation - Social Recreation Service Standard

Tara Sisemore-Hester, Director of Consumer Services Children and  
Christine Couch, Director of Consumer Services Adult

#### 1. Public Comment on Social Recreation Service Standard

Each member of the public will be given 3 minutes for public comment. If an interpreter is used, 6 minutes will be given.

#### 2. Acceptance of Social Recreation Service Standard

Action Item

### E. Public Comment

Suzanne Devitt, Chair

Each member of the public may have 3 minutes for comment. If an interpreter is used, 6 minutes will be given.

### F. Intake, Early Start, and Case Management Update

Tara Sisemore-Hester, Director of Consumer Services Children and  
Christine Couch, Director of Consumer Services Adult

### G. Fair Hearings Update

Jason Toepel, Compliance Manager

### H. SAC6 Update

Crystal Enyeart, SAC6 Appointee

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

Candice Bright, CLASP Appointee

### J. Clinical Update

Claire Lazaro, Clinical Director

### K. Resource Development Update

Brian Bennett, VMRC Director of Community Services and Robert  
Fernandez, Division Manager

### L. Quality Assurance Update

Brian Bennett, VMRC Director of Community Services and Katina Richison,  
Division Manager

### M. Transportation Update

R&D Transportation

### N. Next Meeting, Wednesday, January 5, 2022, 4:45 PM, Location

TBD

Suzanne Devitt, Chair

### O. Adjournment

Suzanne Devitt, Chair



## **Minutes for Consumer Services Committee Meeting**

09/01/2021 | 04:45 PM - 06:15 PM - (GMT-08:00) Pacific Time (US & Canada)

Via Zoom Video

**Committee Members Present:** Suzanne Devitt (Chair), Margaret Heinz, Erria Kaalund, Anthony Owens, Lisa Utsey, Michael Owens, Crystal Enyeart (SAC6), Dora Contreras, Daime Hoornaert (CLASP), Tina Vera

**Committee Members Not Present:** Linda Collins, Jose Lara, Sarah Howard

**VMRC Staff Present:** Tony Anderson, Doug Bonnet, Tara Sisemore-Hester, Christine Couch, Brian Bennett, Claire Lazaro, Robert Fernandez, Katina Richison, Jason Toepel, Anna Sims, Enos Edmerson, Gabriela Lopez, Libby Contreras

**Public Present:** Dena Hernandez, Myra Montejano (R&D), Rachelle Munoz (Facilitator), Rosa Valledor

**Suzanne Devitt, Chair, called the meeting to order at 4:45 PM.**

### **A. Call to Order, Welcome, Roll Call**

Suzanne welcomed everyone to the meeting. Doug took roll. We have a quorum.

### **B. Review and Approval of the Meeting Agenda and Approval of Minutes of June 7, 2021**

Erria Kaaland made a motion to approve the Meeting Agenda. Crystal Enyeart seconded the motion. The Meeting Agenda was approved unanimously.

Erria Kaaland made a motion to approve the Consumer Services Committee Meeting Minutes of June 7, 2021. Margaret Heinz seconded the motion. The Consumer Services Committee Meeting Minutes were approved unanimously.

Dora Contreras, Daime Hoornaert, Suzanne Devitt, Crystal Enyeart and Anthony Owens abstained.

### **C. Public Comment**

Dena Hernandez (SCDD North Valley Hills) – Welcome Suzanne. We found out that we do have a representative to this committee. She will be Sarah Howard. Any way our office can support this committee we are here to help.

### **D. Presentation - VMRC Organizational Chart and Service Coordinator Description**

Tony Anderson, Executive Director, presented to the committee on the revised VMRC Organizational Chart (attached to agenda packet) and answered any questions that the committee members had.

### **E. SAC6 Update**

Sac 6 mission is to help start and support local chapters.

We will learn, inform, discover and keep lines of communication open between people who make decisions that impact the lives of people with developmental disabilities.

The SAC6 serves as the consumer advocate for Valley Mountain Regional Center. We have a contract with VMRC that talks about the self-advocacy goals we work on. We are on VMRC Committees, Department of Developmental Services Consumer Advisory Committee, SCDD North Valley Hills Regional Advisory Committee, Statewide Self Advocacy Network, CHOICES Institute, and many other county specific agencies. Nothing About Us without US!

When COVID hit and we were on to stay home, we needed to have a way to stay informed and get information to others safety. So, we started having weekly Friday Zoom Chats. This was a great way for us to keep the lines of communication open. On August 4<sup>th</sup>, Sac 6 members had their weekly practice zoom meeting to prepare for that Fridays Chat. During the practice zoom chat we decide who is going to have what part in the script such as introduction of the guest speaker or thanking the guest speaker. We rotate so everyone gets a turn to do each item.

On August 6<sup>th</sup> we had our Area meeting / Chat via zoom. At this Area meeting, we had Claire Lazaro VMRC Clinical Director give a presentation update on Covid then and now. An Area Meeting is held every three months where self-advocates for all 6 counties get together and we talk about important issues that are currently going on in our communities. For example, this Area Meeting topic was "Covid then and now" as we are all dealing with COVID.

On August 11<sup>th</sup>, Sac 6 Chair Catrina C. attended the CAC-DDS (Consumer Advisory Community-Development Disability Services). DDS ensures that people with developmental disabilities have the opportunity to lead independent, productive lives in their community of choice. The meetings are done via Zoom and at this meeting we discussed the new bills and how they could impact those receiving services.

Lisa U. also attended the VMRC Finance Committee meeting. At these meetings we review the VMRC budget to ensure it's staying on track with spending. Sac 6 members also had their weekly practice zoom meeting to prepare for Friday's zoom chat.

August 13<sup>th</sup> Sac 6 Zoom meeting topic was on meeting the new VMRC Compliance manager Jason Toepel. This was a great way for other advocates to meet Jason and ask him questions.

Sac 6 is also collaborating with DTI Rights and Advocacy. DTI is Disability Thrive Inclusion, with Easterseals. Easterseals is on the ground in communities throughout Southern California, committed to responding to the ever-increasing demands for services during the COVID-19 pandemic. They continue to deliver critical services and supports needed by people with disabilities. During these uncertain times for all of us, especially for people who find themselves even more isolated. Help assure that people who need Easterseals get the services they need in their communities. We had our first zoom meeting on August 17<sup>th</sup> via zoom. Sac 6 presentation is scheduled September 8<sup>th</sup>. The presentation will be Sac 6 members telling a little about ourselves and what committees and Boards we are apart of and how we got started in advocacy, any advice we have for others. The purpose of this presentation is to let others know and encourage them to use their voice, as a person with a disability.

August 18<sup>th</sup> Sac 6 members attended the Planning meeting for Consumer Services. Sac 6 will have three members sitting on this board and we are super excited. Also, Sac 6 had their quarterly Finance meeting.

August 19<sup>th</sup> Sac 6 provided a Clients Rights training to individuals who live and work at St. Paul's Home in San Juaquin County. Sac 6 provided individuals' presentations to ensure their rights are being respected and to also teach providers how to respect their rights. We are currently providing these trainings via zoom.

August 20<sup>th</sup> Sac 6 consultant and VMRC Board member Lisa U. attended the ARCA (Association of Reginal Center Agencies) meeting via zoom. (ARCA) represents California's network of 21 independent, non-profit regional centers that advocate on behalf of and coordinate services for California's over 350,000 people with developmental disabilities. ARCA functions as a leader and advocate in promoting the continuing entitlement of individuals with developmental disabilities to all services that enable full community inclusion. They also participate in the development of public legislative policy and serves as a focal point for communication, education, training, and prevention services.

Also, on August 20<sup>th</sup> Sac 6 had their zoom meeting and this topic was collaborated with Person Centered Services DJ for the RAP Dance, "Hot August Dance".

August 24<sup>th</sup> Sac 6 had a meeting with Rhodes Care home self-Advocacy group, as they are starting a new self-advocacy group. Their representative who will represent them on the Sac 6 Board is Lindsey R. we ae so excited to have new self-advocacy groups join us.

Sac 6 has also been asked by DRC (Disability Rights California) SPACE to collaborate with them on continuing to get the word out to others and bring other advocates to the table, where the decisions are made. Our first Zoom meeting is August 26, 2021.

Also, on August 26<sup>th</sup> Sac 6 had their monthly Leadership meeting with VMRC Executive Director and VMRC Liaison to Sac 6. At these meetings Sac 6 shares what advocacy work they have done, going to do, and bring back any concerns. The Executive Director shares ideas and information with Sac 6 on upcoming events, new rules, legislative information and any other updates as needed.

August 27<sup>th</sup> Sac 6 Zoom chat was on Home & Community base setting by Anna Sims. This was a great topic, and we were presented with lots of information regarding the new changes that will be taking place.

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

Current Membership: 54 paid members.

Effective September 1, Membership renewals fees increased to \$35.00. CLASP has not increased the membership fee from \$25 for many years.

Presentation: SETWorks shared their Case management system. Their software empowers disability services. SETWorks is a simple and intuitive platform that improves service efficiency and reduces administrative services.

R&D transportation shared how contracted transportation vendors are working hard with hiring drivers so people can return to in person day program.

CLASP continues to have ongoing discussion regarding: The Latest CCL PINS and DDS Directives.

VMRC staff report on: HCBS News, Employment information, Resource Development Projects, Quality Assurance, Consumer Services, Clinical and Director updates.

Next CLASP meeting via Zoom is September 27, 2021 @ 10:00.

## **G. Clinical Update**

Claire Lazaro, Clinical Director – We have been doing monthly COVID-19 testing for VMRC Staff. In September we will do weekly COVID-19 testing for staff.

In Sandis we are tracking the consumers who have the COVID-19 vaccine. Those that are showing no vaccination or unknown we are double checking in the state database. We also are following up with the actual consumers and families.

We are planning to have 2 drive through flu vaccine clinics, 1 in Stockton and 1 in Modesto.

They are October 7<sup>th</sup> and October 14<sup>th</sup> from 9am – 12pm. In partnership with Safeway pharmacy. Our consumers are more comfortable with a drive through set up. If a person does not have insurance than they will have to pay. We have a discount voucher to give them too.

The COVID-19 cases are significantly rising due to Delta Variant. Those are twice as likely to be hospitalized. Most of our hospitals are in surge right now.

Please continue to stay safe and get vaccinated. This is how you protect yourself, your family, your friends, your loved ones and your coworkers. The vaccine prevents you from getting hospitalized and dying from COVID-19. Also continue to wear your mask with high transmission rate and low vaccination rate.

## **H. Resource Development Update**

Katina Richison, Division Manager Quality Assurance – Robert Fernandez couldn't be here tonight, but he wanted me to share with everyone that Resource Development and Quality Assurance will be offering SLS and ILS Orientation on Wednesday, 10/20/21.

Tony mentioned Libby, but Robert wanted to introduce Libby Contreras as the new program manager in Resource Development for Clinical Services.

Anna Sims, HCBS Coordinator – We are almost done with a virtual site visit portion of assessing our providers for their HCBS compliance. We have 8 more left out of the original 70 chosen.

The deadline for HCBS compliance is March 17, 2023. There was an initial phase for providers to do self-assessments, which ended last year. The 3<sup>rd</sup> party is doing these assessments online via Microsoft Teams. They do question and answer, virtual walkthrough, and they interview consumers from the program.

I continue my trainings on HCBS compliance. 2 per month for day programs and 2 per month for residential programs. I also presented to SAC6 recently.

Enos Edmerson, Employment Specialist – we partnered with Goodwill in Stanislaus County for employments for our consumers.

## **I. Quality Assurance Update**

Brian Bennet, Director of Community Services – Brian presented the monthly Quality Assurance Alert Report and answered any questions that the committee member had.

Brian explained what an Alert is and gave multiple examples of Alerts.

## **J. Transportation Update**

Brian Bennett – We will be posting RFP's hopefully by this week for transportation service providers.

R&D Transportation Inc:

### **Customer Service Department:**

We are collaborating with scheduling to reach out to individuals as they are being scheduled for service. We are connecting to provide individuals with the start date and schedule as well as complete a Transportation Screening Questionnaire to ensure consumers are ready to begin services.

### **Scheduling Department:**

Our scheduling team has been meeting with day programs who want to return to in person program and have received a high number of requests for transportation. We have been working

hard with the transportation companies - Storer, MV, Blue Mountain, and United Access - to get transportation started again. Individuals can request that one of the transportation companies deliver PPE to your house if you need masks, hand sanitizer, or face shields through the VMRC website, or by calling R&D.

**Quality Assurance Department:**

Our QA team is partnering with scheduling to meet with day programs and providers in order to plan for the re-opening of day program. Our team has hired a new QA Specialist, Laura Alvarez. You will begin to see Laura in the field conducting site visits. The team is continuing to review Risk Mitigation Packets for transportation providers and is working in collaboration in order to ensure that all agencies are implementing safe protocols.

**Suzanne – due to a shortage in time, we are going to close the meeting after the Transportation Update. Our Case Management and Fair Hearings Update will be done at the next Consumer Services Committee Meeting.**

**K. Case Management Update**

Tabled to next meeting.

**L. Fair Hearings Update**

Tabled to next meeting.

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

**N. Adjournment – Meeting adjourned at 6:15 PM.**

**DRAFT**

## **VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD**

### **SOCIAL/RECREATION and CAMP SERVICES**

#### **Philosophy and Purpose**

It is the philosophy of VMRC that people with developmental disabilities have access to age appropriate social/recreational activities, including camping services and associated travel expenses. VMRC believes that such activities are an important and necessary part of all people's lives. These activities help to ensure a person's emotional well-being, promote, and develop friendships, and enhance social skills. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred social/recreational activities.

The purpose of social/recreation services is to meet the consumer's need for socialization and access to recreational activities. VMRC is aware that people with developmental disabilities are often socially isolated and may not have opportunities for social interaction and recreation with a wide circle of friends and acquaintances, including people without disabilities.

#### **Definition**

Social/recreation services include those supports and services that allow the consumer to socialize with friends or spend structured or unstructured time engaged in recreational activities. Emphasis will be on activities in settings that promote community inclusion and engagement. Typically, consumers access and participate in social/recreational activities through their families, residential services, schools, or day programs.

Benefits of social / recreational activities in -

- Children – promote social growth and development.
- Adults – prevent isolation, encourage development of social skills, learn social boundaries; form long-lasting relationships; promote community engagement.

#### **Eligibility**

The Planning Team, which includes the consumer, reviews the person's need for socialization and for recreation and develops a statement of goals based upon the needs, preferences, and life choices of the person. The Team considers several factors that support or inhibit the achievement of the person's goals (e.g., the consumer's own abilities, family, friends, residential care facility, and community resources. Use of generic resources should be exhausted.

Eligible –

- Consumers who live with family or independently, who do not attend day program; OR,
- Consumers who live with family or independently, who attend day programs, but do not have social/recreation as part of their ISP. Example – consumers who are in day programs for vocational/employment training.

Expanded Planning Team considerations –

- Consumers who live in licensed care homes, FHA, ICF, SNF, where the Service Provider is responsible for providing social/recreational activities.
- Consumers who attend day program where social/recreation is included in their ISP.
- Consumers who can access social recreational activities through natural or generic supports, i.e., church groups, school, youth centers, etc.

### **Implementation:**

It is VMRC's intent to advocate and supply information to consumers, their family members, and service provider on social/recreational activities. This can be achieved by providing supports and services targeted to the unique needs of each consumer, as identified by the planning team.

### **Exceptions and Appeals Process**

As with all VMRC purchased services, if the Planning Team determines that sufficient support exists to request an exception to these standards, a Purchase of Service Exceptions request should be submitted.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the consumer or his/her legally authorized representative. When the consumer or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in the consumer's best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with Welfare and Institutions Code, Section 4700-4730.

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	158	125	116	93%
Modesto	128	101	86	85%
San Andreas	6	5	5	100%
<b>Total</b>	<b>292</b>	<b>231</b>	<b>207</b>	<b>90%</b>

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	46	41	37	90%
Modesto	26	22	17	77%
San Andreas	12	10	8	80%
<b>Total</b>	<b>84</b>	<b>73</b>	<b>62</b>	<b>85%</b>

Lanterman

Valentine AIA	14	12	9	<b>75%</b>
Mod w AIA	40	34	26	<b>76%</b>
Stn wo AIA	32	29	28	<b>97%</b>

**# of ES Cases Processed All:** all cases including Status 9 and D

**# of ES Cases Processed:** all cases excluding Status 9 and D

**# of made eligible:** Column D divided by Column C for ES

**# of over 3 Cases Processed All:** all cases including Status 9 and D

**# of over 3 Cases Processed:** all cases excluding Status 9 and D

**# of made eligible:** Column C divided by Column D for ES

## October

### Modesto Office

**\*\*Lena Dobson MA-956/12.5=76.48**

12 SC 1 SSC No Uncovered

**\*\*Jacinta Groves MG- 947/10.5=90.19**

10 SC 1 SSC 2 Uncovered

**\*\*Amy Browning MK-936/10.5=89.14**

10 SC 1 SSC

**\*\*Jessica Coronel MT- 821/10.5=78.16**

10 SC 1 SSC

**\*\*Pam Kidroske MY- 1162/12.5=92.96**

12 SC 1 SSC No Uncovered

### San Andreas Office

**\*\*Rhonda Trout AM- 1016/14=72.57**

13 SC 2 SSC

### Stockton Office

**\*\*Cindy Jimenez AD- 732/9.5=77.05**

9 SC 1 SSC No Uncovered

**\*\*Erin Goudreau SA- 984/12.5=78.72**

12 SC 1 SSC

**\*\*Liz Diaz SC- 557/6.5=85.69**

6 SC 1 SSC No Uncovered

### **SQ- 43**

3 SSC Self Determination not counted in ratio

**\*\*Neidra Clayton SD- 190**

5 CMS 1 SCMS No Uncovered

**\*\*MaryAnn Gonzales SG-1010/12.5=80.80**

12 SC 1 SSC No Uncovered

**\*\*Julie DeDiego SK-917/9.5=96.52**

9 SC 1 SSC 1 on LOA

**\*\*Karen Jensen SN-1003/10=96.00**

11 SC 1 SSC 1 Job Share ½ Caseload 2 LOA

**\*\*Angelique Shear SS-572/6.5=88.00**

6 SC 1 SSC No Uncovered

**\*\* Dave Vodden ST-1055/12.5=84.40**

12 SC 1 SSC No Uncovered

**\*\*Danielle Wells SY-998/10.5=92.09**

10 SC 1 SSC 1 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>

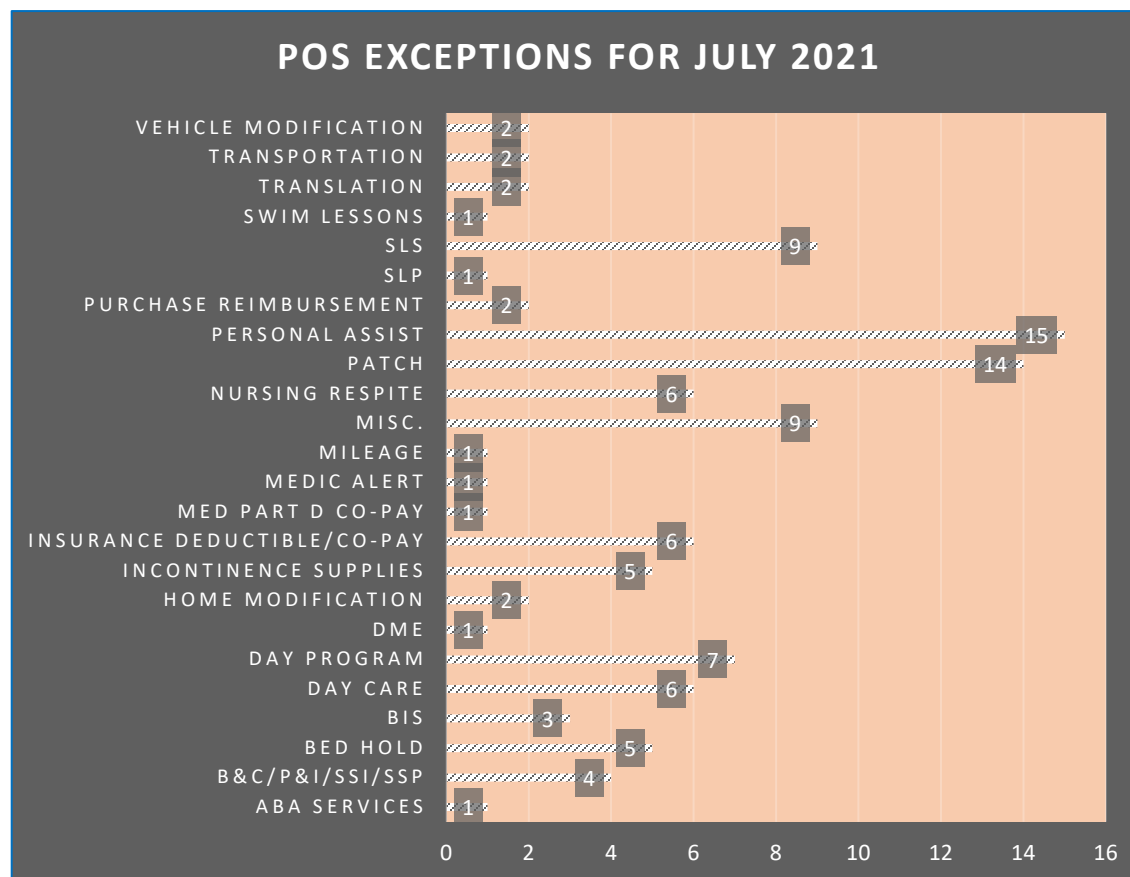
2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	28	November	21
December	25	December	34
<b>total for 2020</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	35	August	40
September	42	September	31
October	42	October	37
November		November	
December		December	
<b>total for 2021</b>	<b>336</b>	<b>Total for 2021</b>	<b>313</b>

POS Exceptions  
July 2021

2020/2021	Jul
ABA Services	1
B&C/P&I/SSI/SSP	4
Bed Hold	5
BIS	3
Day Care	6
Day Program	7
DME	1
Home Modification	2
Incontinence Supplies	5
Insurance Deductible/co-pay	6
Med Part D co-pay	1
Medic Alert	1
Mileage	1
Misc.	9
Nursing Respite	6
Patch	14
Personal Assist	15
Purchase Reimbursement	2
SLP	1
SLS	9
Swim Lessons	1
Translation	2
Transportation	2
Vehicle Modification	2
<b>TOTAL POS*</b>	<b>208</b>
Approved	207
Deferred	1
Denied	0

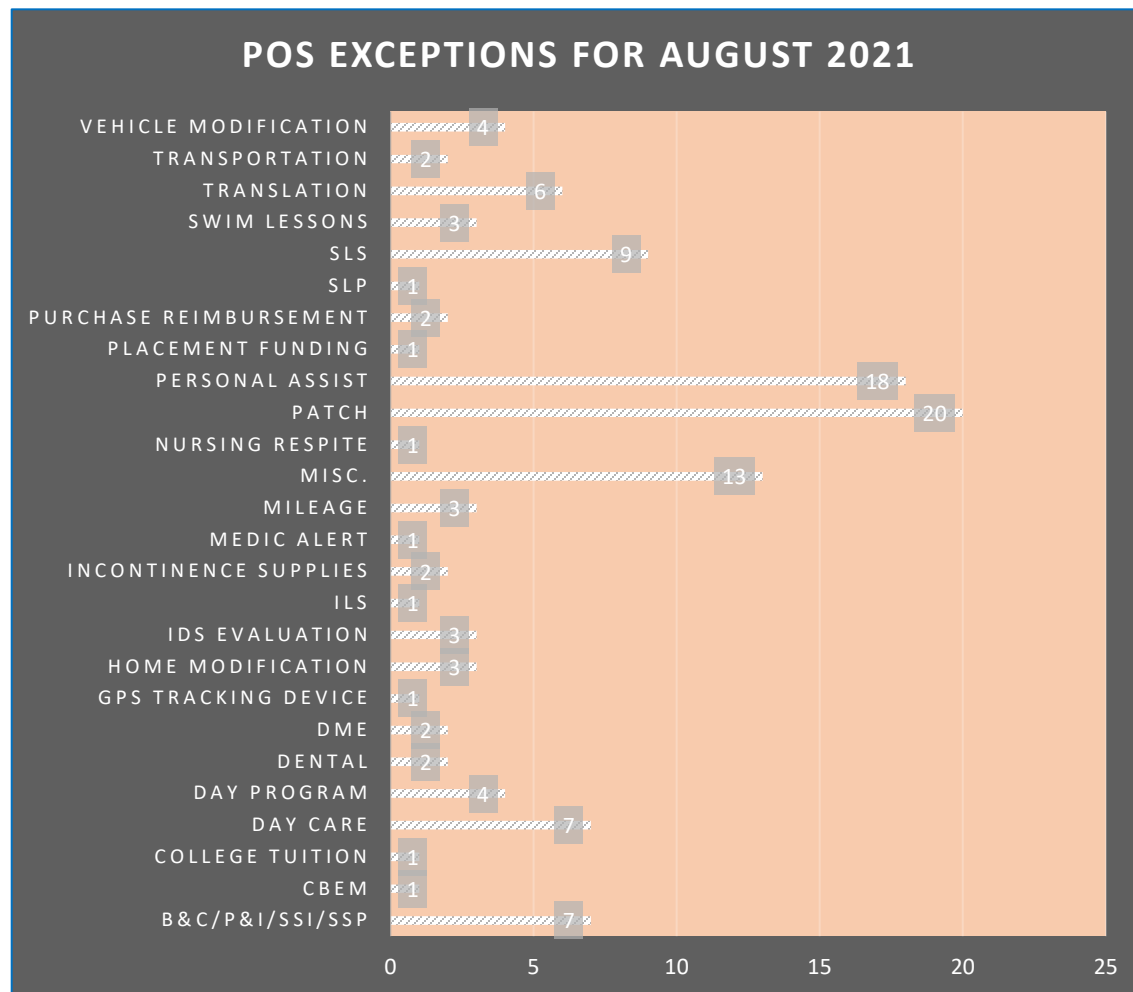
\* 102 POS Exceptions for month of July - not included in Graph.



POS Exceptions  
August 2021

2020/2021	Aug
B&C/P&I/SSI/SSP	7
CBEM	1
College Tuition	1
Day Care	7
Day Program	4
Dental	2
DME	2
GPS Tracking Device	1
Home Modification	3
IDS Evaluation	3
ILS	1
Incontinence Supplies	2
Medic Alert	1
Mileage	3
Misc.	13
Nursing Respite	1
Patch	20
Personal Assist	18
Placement funding	1
Purchase Reimbursement	2
SLP	1
SLS	9
Swim Lessons	3
Translation	6
Transportation	2
Vehicle Modification	4
<b>TOTAL POS*</b>	<b>279</b>
Approved	273
Deferred	1
Denied	5

\* 161 POS Exceptions for month of August - not included in Graph.



### 2021-22 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
10/07/21	ABA Co-Pays	n/a	Pending a State level Hearing
9/20/21	Respite Hours	9/30/21	Claimant withdrew following informal.
9/09/21	Eligibility	9/13/21	Reopened for eligibility review prior to informal.
9/01/21	Eligibility	9/10/2021	Reopened for eligibility review prior to Informal Hearing
8/13/2021	PA Hours	n/a	Pending a State Level Hearing
7/20/21	SSP Restoration	7/22/21	Funded due to change in circumstances
7/16/2021	Eligibility	8/5/2021	Claimant submitted new documentation and case was opened for eligibility review.
7/12/21	Speech Co-pays	9/10/21	Funded after informal and submission of further documents.

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

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	1	1.2%
AGGRESSIVE ACT TO SELF	1	1.2%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	1.2%
ALLEGED PHYSICAL ABUSE-VND CARE	1	1.2%
ALLGED CONS FINANCL ABUSE-VND CARE	1	1.2%
COVID 19 VIRUS	3	3.5%
DEATH	10	11.6%
EMERGENCY ROOM VISIT	3	3.5%
FAIL TO ASST W/PERS HYG-VND CARE	1	1.2%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	1	1.2%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.2%
FRACTURES-VND CARE	2	2.3%
HOSPITAL/CARDIAC-VND CARE	2	2.3%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	2.3%
HOSPITAL/INTRNL INFECT-VND CARE	12	14.0%
HOSPITAL/INVOL PSYCH ADM-VND CARE	1	1.2%
HOSPITAL/RESP ILLNESS-VND CARE	10	11.6%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	1.2%
INJURY-ACCIDENT	1	1.2%
INTERNAL BLEEDING-VND CARE	2	2.3%
LACERATIONS-SUTURES/STAPLES-VND CR	6	7.0%
LARCENY	1	1.2%
LAW ENFORCEMENT INVOLVEMENT	1	1.2%
MEDICATION ERROR	1	1.2%
MEDICATION ERROR-VND CARE	10	11.6%
MISSING PERSON-LAW NOTIF-VND CARE	7	8.1%
OTHER	2	2.3%
PERSONAL ROBBERY	1	1.2%
Grand Total	86	

L/

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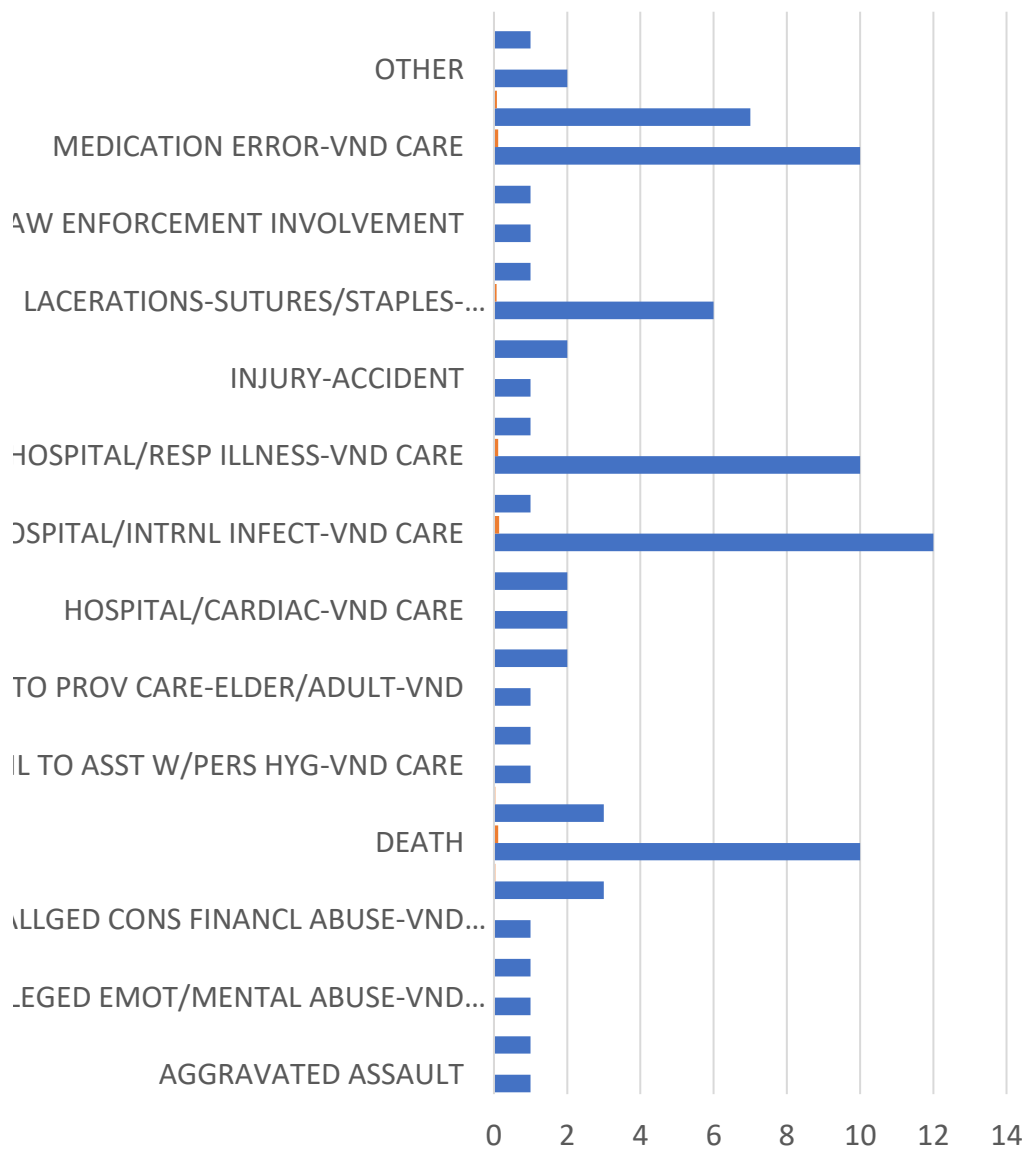
FAIL

FAI

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ALL

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



16 Sep 2021 to 15 Oct 2021 Incident Report Consumer Count:

Special Incident Types	Count	Percent
AGGRESSIVE ACT TO FAMILY/VISITORS	1	1.0%
AGGRESSIVE ACT TO SELF	2	2.0%
AGGRESSIVE ACT TO STAFF	1	1.0%
ALLEGED CONSUMER NEGLECT-OTHER	1	1.0%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	1.0%
ALLEGED PHYSICAL ABUSE-VND CARE	5	4.9%
ALLEGED VIOLATION OF RIGHTS	1	1.0%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	1.0%
ALLGED CONS FINANCIAL ABUSE	1	1.0%
ALLGED CONS FINANCL ABUSE-VND CARE	2	2.0%
CHOKING	1	1.0%
CONDITION REQ MED INTERVENTION	1	1.0%
COVID 19 VIRUS	1	1.0%
DEATH	6	5.9%
EMERGENCY ROOM VISIT	7	6.9%
FAIL TO ASSIST W/PERS HYGIENE	1	1.0%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	2.0%
FAIL TO PROTECT FROM H/S HAZARDS	1	1.0%
FAIL TO PROV CARE-ELDER/ADULT	1	1.0%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	1.0%
FAIL TO PROV MEDICAL CARE	1	1.0%
FAIL TO PROV MEDICAL CARE-VND CARE	2	2.0%
FRACTURES-VND CARE	3	2.9%
HOSPITAL/CARDIAC-VND CARE	1	1.0%
HOSPITAL/DIABETES-VND CARE	2	2.0%
HOSPITAL/DUE TO SEIZURE-VND CARE	1	1.0%
HOSPITAL/INTRNL INFECT-VND CARE	5	4.9%
HOSPITAL/INVOL PSYCH ADM-VND CARE	3	2.9%
HOSPITAL/OTHER	1	1.0%
HOSPITAL/RESP ILLNESS-VND CARE	14	13.7%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	1.0%
INJURY-ACCIDENT	1	1.0%
INTERNAL BLEEDING-VND CARE	1	1.0%
LACERATIONS-SUTURES/STAPLES-VND CR	7	6.9%
LARCENY	2	2.0%
LAW ENFORCEMENT INVOLVEMENT	2	2.0%
MEDICATION ERROR-VND CARE	10	9.8%
MISSING PERSON-LAW NOTIF-VND CARE	6	5.9%
PERSONAL ROBBERY	1	1.0%
Grand Total	102	

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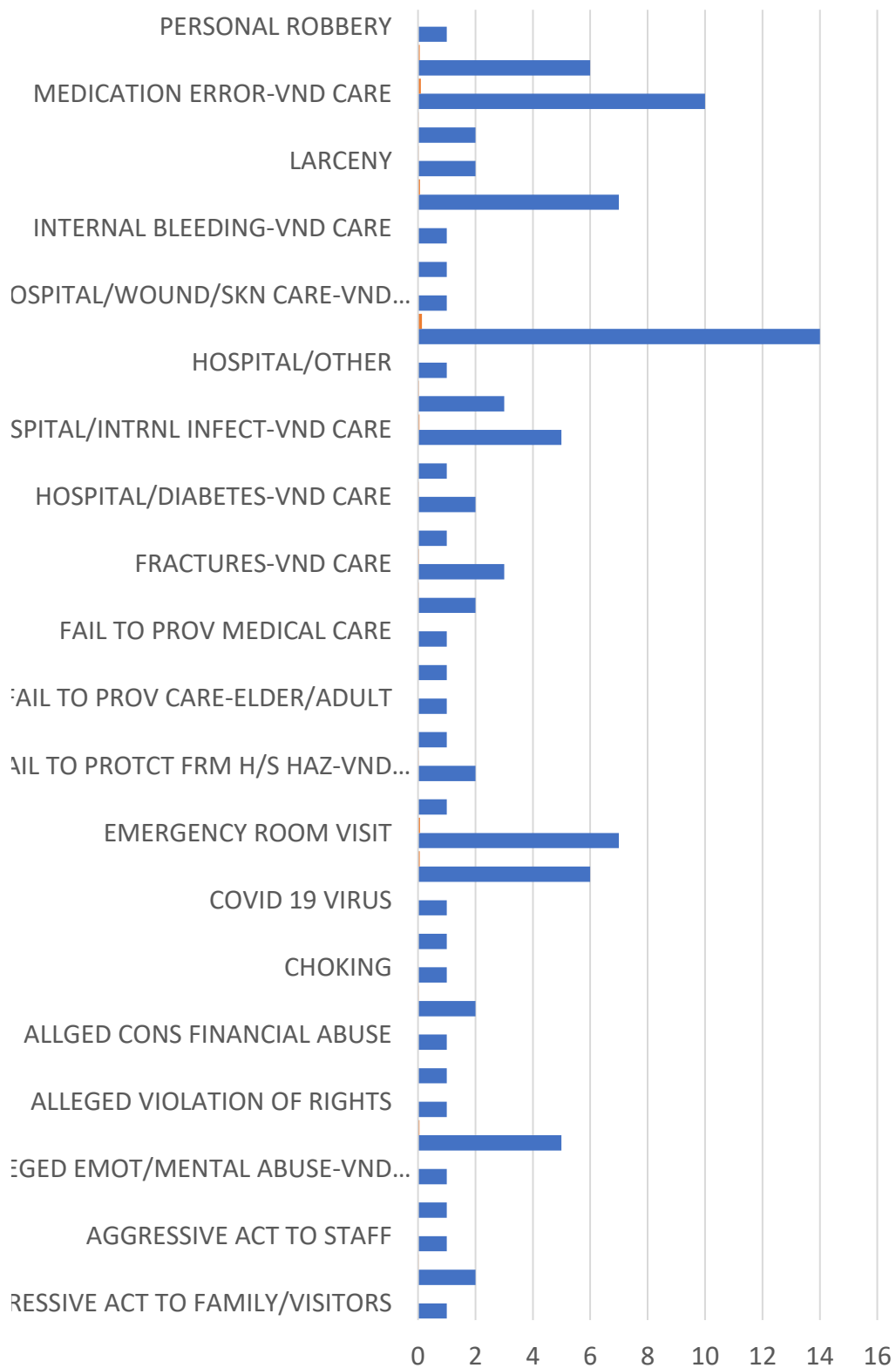
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## Special Incident Types 16 Sep 2021 to 15 Oct 2021



## QA Incoming Alert Report

8/16/21 – 10/15/21

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2021-08-06.0	Untimely SIR	8/17/2021	Unfounded	None
2021-08-07.0	Delivery of Care	8/18/2021		
2021-08-09.0	Delivery of Care	8/23/2021		
2021-08-10.0	Staffing / Supervision	8/25/2021	Unsubstantiated	Technical Assistance
2021-08-11.0	Staffing / Supervision	8/25/2021		
2021-08-12.0	Food Service	8/26/2021		
2021-09-01.0	Violation of Rights	9/1/2021		
2021-09-02.0	Delivery of Care	9/1/2021		
2021-09-03.0	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-03.1	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-03.2	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-04.0	Recordkeeping	9/8/2021	Unsubstantiated	None
2021-09-05.0	Untimely SIR	9/8/2021		
2021-09-06.0	Delivery of Care	9/8/2021	Unsubstantiated	Technical Assistance
2021-09-06.1	Delivery of Care	9/8/2021	Unsubstantiated	Technical Assistance
2021-09-07.0	Food Service	9/10/2021		
2021-09-07.1	Violation of Rights	9/10/2021		
2021-09-08.0	Delivery of Care	9/10/2021	Unsubstantiated	Technical Assistance
2021-09-09.0	Untimely SIR	9/16/2021		
2021-09-10.0	Recordkeeping	9/21/2021		
2021-09-11.0	Delivery of Care	9/27/2021		
2021-09-12.0	Delivery of Care	9/27/2021	Substantiated	Technical Assistance
2021-09-13.0	Delivery of Care	9/29/2021		
2021-09-14.0	Delivery of Care	9/30/2021		
2021-09-15.0	Delivery of Care	9/30/2021		
2021-09-16.0	Recordkeeping	10/1/2021		

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2021-10-01.0	Health-Related Concerns	10/4/2021		
2021-10-02.0	Health-Related Concerns	10/4/2021		
2021-10-03.0	Untimely SIR	10/5/2021		
2021-10-04.0	Untimely SIR	10/7/2021		
2021-10-05.0	Untimely SIR	10/11/2021	Unsubstantiated	None
2021-10-06.0	Untimely SIR	10/11/2021		
2021-10-07.0	Delivery of Care	10/12/2021		
2021-10-08.0	Recordkeeping	10/13/2021		
2021-10-09.0	Staffing / Supervision	10/14/2021		

**Grand Total: 35**



## QA Closed Alert Report

7/1/21 – 9/30/21

Alerts				
Control#	Presenting Issue	Alert Date	Finding	Action
2021-07-05.0	Delivery of Care	7/9/2021	Unfounded	None
2021-07-13.0	Untimely SIR	7/27/2021	Substantiated	Technical Assistance
2021-07-14.0	Violation of Rights	7/30/2021	Unsubstantiated	Deferred
2021-07-14.1	Recordkeeping	7/30/2021	Unsubstantiated	Deferred
2021-07-14.2	Delivery of Care	7/30/2021	Unsubstantiated	Technical Assistance
2021-08-01.0	Delivery of Care	8/3/2021	Substantiated	Technical Assistance
2021-08-03.0	Delivery of Care	8/6/2021	Substantiated	Technical Assistance
2021-08-04.0	Untimely SIR	8/10/2021	Substantiated	Substantial Inadequacy
2021-08-06.0	Untimely SIR	8/17/2021	Unfounded	None
2021-08-10.0	Staffing / Supervision	8/25/2021	Unsubstantiated	Technical Assistance
2021-09-03.0	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-03.1	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-03.2	Delivery of Care	9/1/2021	Unsubstantiated	None
2021-09-04.0	Recordkeeping	9/8/2021	Unsubstantiated	None
2021-09-06.0	Delivery of Care	9/8/2021	Unsubstantiated	Technical Assistance
2021-09-06.1	Delivery of Care	9/8/2021	Unsubstantiated	Technical Assistance
2021-09-08.0	Delivery of Care	9/10/2021	Unsubstantiated	Technical Assistance
2021-09-12.0	Delivery of Care	9/27/2021	Substantiated	Technical Assistance

**Grand Total: 18**



## QA Closed Alert Report

8/16/21 – 10/15/21

Alerts		
Control#	Presenting Issue	Alert Date
2021-08-07.0	Delivery of Care	8/18/2021
2021-08-09.0	Delivery of Care	8/23/2021
2021-08-11.0	Staffing / Supervision	8/25/2021
2021-08-12.0	Food Service	8/26/2021
2021-09-01.0	Violation of Rights	9/1/2021
2021-09-02.0	Delivery of Care	9/1/2021
2021-09-05.0	Untimely SIR	9/8/2021
2021-09-07.0	Food Service	9/10/2021
2021-09-07.1	Violation of Rights	9/10/2021
2021-09-09.0	Untimely SIR	9/16/2021
2021-09-10.0	Recordkeeping	9/21/2021
2021-09-11.0	Delivery of Care	9/27/2021
2021-09-13.0	Delivery of Care	9/29/2021
2021-09-14.0	Delivery of Care	9/30/2021
2021-09-15.0	Delivery of Care	9/30/2021
2021-09-16.0	Recordkeeping	10/1/2021
2021-10-01.0	Health-Related Concerns	10/4/2021
2021-10-02.0	Health-Related Concerns	10/4/2021
2021-10-03.0	Untimely SIR	10/5/2021
2021-10-04.0	Untimely SIR	10/7/2021
2021-10-06.0	Untimely SIR	10/11/2021
2021-10-07.0	Delivery of Care	10/12/2021
2021-10-08.0	Recordkeeping	10/13/2021
2021-10-09.0	Staffing / Supervision	10/14/2021

**Grand Total: 25**