



# Consumer Services Committee Meeting

Wednesday, May 4, 2022, 4:45 PM

Hybrid - VMRC Stockton Office Cohen Board Room and via Zoom Video Conference

702 N. Aurora Street

[https://us06web.zoom.us/j/87686086439?](https://us06web.zoom.us/j/87686086439?pwd=VFJiUW9ueXhodi92czcvRmdyWDdyUT09&from=addon)

[pwd=VFJiUW9ueXhodi92czcvRmdyWDdyUT09&from=addon](https://us06web.zoom.us/j/87686086439?pwd=VFJiUW9ueXhodi92czcvRmdyWDdyUT09&from=addon) Meeting ID: 876 8608 6439 Passcode:  
951044 One tap mobile +16699006833

Stockton, CA, 95202

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  
Suzanne Devitt, Chair

Action Item

C. Review and Approval of the Consumer Services Committee Meeting  
Minutes of 03/02/22  
Suzanne Devitt, Chair

Action Item

D. Presentation - California Mentor

E. Public Comment  
Suzanne Devitt, Chair  
Each member of the public will have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given.

F. Intake, Early Start, and Case Management Update  
Tara Sisemore-Hester and Christine Couch

G. SAC6 Update  
Crystal Enyeart

H. Resource Development Update  
Brian Bennett and Robert Fernandez

I. Quality Assurance Update  
Brian Bennett and Katina Richison

J. Transportation Update  
R&D Transportation

K. Fair Hearing Update  
Jason Toepel

L. Coalition of Local Area Service Providers (CLASP) Update  
Daima Hoornaert

M. Clinical Update  
Claire Lazaro

N. Next Meeting, Wednesday, June 1, 2022, 4:45 PM, Location Hybrid  
(Stockton Cohen Board Room and via Zoom Video Conference)  
Suzanne Devitt, Chair



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

03/02/2022 | 04:45 PM

Via Zoom Video

**Committee Members Present:** Suzanne Devitt (Chair), Margaret Heinz (President), Erria Kaalund, Anthony Owens, Lisa Utsey, Lisa Culley, Daime Hoornaert (CLASP), Crystal Enyeart (SAC6), Jose Lara, Dora Contreras, Sara Howard (SCDD)

**Committee Members Not Present:** Linda Collins (Secretary), Tina Vera

**Staff Present:** Tony Anderson, Vickie Fisher, Christine Couch, Tara Sisemore Hester, Brian Bennett, Katina Richison, Robert Fernandez, Lisa DeLaurenti, Olivia Held, Jason Toepel

**Public Present:** Irene Hernandez (Interpreter), Rachelle Munoz (Facilitator), Dena Hernandez, Anel Renteria (R&D),

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

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

Tony Anderson took roll. A quorum was established.

### **B. Review and Approval of the Meeting Agenda – Action Item**

Lisa Utsey made a motion to approve the Meeting Agenda. Erria Kaalund seconded the motion. Daime Hoornaert is the CLASP appointee, not Candice Bright. Doug Bonnet made the amendment to the agenda. The Meeting Agenda was approved unanimously.

### **C. Review and Approval of the Consumer Services Committee Meeting Minutes of 01/05/22 – Postponed Action Item**

To be reviewed when Doug Bonnet returns from leave.

### **D. Presentation - Non-Medical Therapies Service Standard**

Claire Lazaro presented the draft of the Non-Medical Therapies Service Standard and answered any questions and took comments from the Committee members.

Dora Contreras question: Can you give some examples of services that might be covered and if it includes alternative or holistic medicine?

Claire's answer: It is anything non-medical that is prescribed by your doctor. We did not choose any examples in the work group because we wanted to leave that up to the IPP team to discuss. But we did discuss things such as music therapy, equestrian therapy, art therapy. Question regarding holistic/alternative medicine should be referred to the medical needs of the consumer.

Jose Lara question: Does this need to be on the IPP and if so does a new IPP need to be done or can it be done with an amendment?

Claire answer: Clarified with Christine and Tara that it can be done with an amendment. Consumer's can contact their service coordinators anytime.

### **1. Public Comment on Non-Medical Therapies Service Standard**

Dora Contreras comment: Dora Contreras stated she felt this service standard was not clear enough for her to explain to her population or the people she works with.

### **2. Acceptance of Non-Medical Therapies Service Standard – Action Item**

Erria Kaalund made a motion to accept the Non-Medical Therapies Service Standard. Crystal Enyeart seconded the motion. The Non-Medical Therapies Service Standard was approved by a vote of 9-1, Dora Contreras abstained from the vote.

### **Presentation - Non-Medical Therapies Outreach Plan**

Claire Lazaro presented the draft of the Non-Medical Therapies Outreach Plan and answered any questions and took comments from the Committee members.

There will be training to program managers in their weekly meetings. We will use every medium that we have as well to share this information (website, weekly Health Advisory via Constant Contact email, Facebook, Twitter, Instagram, YouTube). We will also work with El Concilio, APSARA, NAACP, SAACR, FRRC, and LEAs, and Special needs in my city. Feel free to let us know if there are any other agencies you'd like us to notify.

### **1. Public Comment on Non-Medical Therapies Outreach Plan**

No public comments on the standard.

### **2. Acceptance of Non-Medical Therapies Outreach Plan – Action Item**

Lisa Utsey made a motion to accept the Non-Medical Therapies Outreach Plan. Crystal Enyeart seconded the motion. The Non-Medical Therapies Outreach Plan was approved by a vote of 9-1, Dora Contreras abstained from the vote.

### **Presentation – AB 637 Waiver**

Linda DeLaurenti, Family Home Agency Coordinator introduced herself and did a Power Point Presentation on this AB 637 proposal. Before she began, Brian explained that this is the process we have to go through as a regional center in order to support this family home provider agency with this change. It needs the support of this committee so there are no side deals but also give flexibility in these matters.

Brian statement: Prior to this person moving here they are subject to a department of justice background, criminal records check. The provider has an obligation to do that and show evidence to the department to receive their certification. That minimizes the risk of an unsavory person moving in.

Jose Lara question: How difficult would it be to remove someone if the fit isn't right?

Linda DeLaurenti answer: It is an FHA certified home and the consumer's best interest always taken into consideration. If there are issues the first step would be to have an IDT meeting with all of the team members to discuss the situation and come up with a solution. Jose expressed concerns about personality conflicts. Brian confirmed that compatibility is a main concern, and the consumer would be included in the acceptance process.

Suzanne Devitt question: Do we delve into if the home is an alcohol-free home?

Linda DeLaurenti answer: Cannot require that because it is an FHA home, but we don't want any illegal drug use. That would be included in the rental agreement.

Dora Contreras question: 1. How often have you had to use this waiver before? 2. Why does it need to be used now?

Linda DeLaurenti answer: 1. Used around 2004, for FHA (Family Home Agency) to allow adult consumer's that had children to be able to live in the family home with other consumers. 2. It is being used now due to a DDS Audit – 2 renters were in an FHA home (HAL – Home at Last, similar to a CA Mentor Home) that was not known by DDS or the previous liaison. The renters eventually moved out and now the home is asking if they can have 1 renter move into the house.

Dora Contreras comment: Doesn't know how to feel about the fact that we are making an exception for one person.

### **1. Public Comment on AB 637 Waiver**

Dena Hernandez: I appreciated Mr. Lara's comment earlier on the FHA items, and I want to caution to make sure that the folks that are currently living there are the main concern, I have a few ideas and I will email those to Linda.

### **2. Acceptance of AB 637 Waiver – Action Item**

Erria Kaalund made a motion to accept the AB 637 Waiver. Sara Howard seconded the motion. The AB 637 Waiver was approved by a vote of 8-2 with the amendment to be added: Protecting the consumer's rights of residency.

### **Presentation – Educational Services Service Standard – Action Item**

Tara Sisemore-Hester and Olivia Held presented the draft of the Educational Services Service Standard, gave examples and answered any questions and took comments from the Committee members.

Dora Contreras question: Can you explain “related back to school and education”, is it all relatable?

Tara Sisemore-Hester answer: For example, you go through the IEP process, and you want tutoring services, but it is not addressed in the IEP it is not something that is what would be called educational necessary, and the school district denies it, then we could consider it.

Dora Comment: Example: We have 4-5 families paying and driving to Tracy for tutoring, Tara advised to have those families reach out to their planning team to discuss. Olivia advised to make sure families let the IEP planning team know if tutoring is needed.

Jose Lara question: Would this tutoring also be for consumers that are out of the school system?

Olivia Held answer: This is for school age children only.

### **Educational Services Service Standard Outreach plan – Non- Action Item**

Tara Sisemore-Hester presented the Educational Services Service Standard Outreach plan, gave examples and answered any questions and took comments from the Committee members.

This plan is similar to the one Claire outlined for the non-medical services standard outreach plan. We are bringing it to the consumer service committee (03/02/22), our executive committee (03/09/22) and our board of directors (04/27/22). We will also share with FRN, State4 council on developmental disabilities, SAC6, ICC, SNAP, community advisory committee in all 5 counties, San Joaquin County counsel for quality education and care of children, San Joaquin County children's services coordinating commission, and First5 in all 5 counties. We will also work with El Concilio, APSARA, NAACP, SAACR, FRRC, and LEAs, and Special needs in my city.

### **1. Public Comment on Educational Services Service Standard**

No public comments on the standard.

## **2. Acceptance of Educational Services Service Standard – Action Item**

Lisa Utsey made a motion to accept the Non-Medical Therapies Outreach Plan. Erria Kaalund seconded the motion. The Non-Medical Therapies Outreach Plan was approved unanimously.

### **E. Public Comment**

1. Dena Hernandez Regional Manager- SCDD North Valley Hills:

I appreciated Mr. Lara's comment earlier on the FHA items, and I want to caution to make sure that the folks that are currently living there are the main concern, I have a few ideas and I will email those to Linda.

#### **SCDD Public Comment:**

- ❖ Thank you to Katina Richardson, Brian Bennett and team for conducting two-day drive throughs for San Joaquin residential care facilities to pass out at home Covid-19 testing and allowing SCDD to volunteer.
- ❖ SCDD received at home tests from Department of Public Health that are currently being handed out to folks with disabilities and families in our 5 counties. Thank you to our community partners for helping get these out to people! Self-Advocacy Council 6, Family Resource Network, Person Centered Services, Valley CAPS, UCP Stanislaus, DRAIL, and Family First Autism. SCDD hopes to get more if needed.
- ❖ SCDD across the state will be hosting Community Conversations regarding the phasing out of subminimum wage in California. These will be virtual and have a variety of language interpretation available. Once the flyer is complete with all the dates and times- I will share it. SCDD North Valley Hills will be hosting ours on Tuesday, April 5, from 10am-12 noon. All the input from these conversations will be shared with the Stakeholder group who is putting a report together to give to the legislators by January 1, 2023.

#### **Regional Offices Community Conversations on Zoom**

**Please Join any of these dates/times! Regional Office numbers included below.**

**ALL TIMES ARE Pacific Time (US and Canada)**

**MARCH 2022**

#### **Monday, March 14**

**North Coast: 707-463-4700 & North State: 530-895-4027 Regional Offices:**

3:00pm-5:00pm

English/Spanish/ASL/ Live Captioning

[Click here to register.](#)

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZMsc-mugzMqHNP3l1Zu8boeKqDS2\\_fC-mle](https://us02web.zoom.us/meeting/register/tZMsc-mugzMqHNP3l1Zu8boeKqDS2_fC-mle)

**Orange County 714-558-4404 & Sequoia Regional Office: 559-222-2496**

10:00am-12pm

Vietnamese/English/Spanish

<https://bit.ly/CommunityConvoCIE>

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**Friday, March 18**

**San Bernardino Regional Office: 909-890-1259**

10:00am-12pm

English

<https://bit.ly/3LSUECZ>

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**Saturday, March 19**

**Sacramento Regional Office: 916-263-8134**

10:00am-12:00pm

English/Spanish/ ASL upon request/Captioning

<https://bit.ly/3GWW8bx>

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**Tuesday, March 22**

**Central Coast Regional Office: 408-324-2106**

4:30pm-6:30pm

English/Spanish

**Register in advance for this meeting:**

[https://us02web.zoom.us/meeting/register/tZwoduyvqTMuGtaBBeXphu\\_-vbGsTxxzbDfO](https://us02web.zoom.us/meeting/register/tZwoduyvqTMuGtaBBeXphu_-vbGsTxxzbDfO)

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**Wednesday, March 30**

**San Diego Imperial Regional Office: 619-688-3323**

3:00pm-5:00pm

English/Spanish/ASL

<https://us02web.zoom.us/j/89198325617?pwd=RXI2RTBBN1h5Rk0xY3BpZUxhS2RVZz09>

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**APRIL 2022**

**Tuesday, April 5**

**North Valley Hills Regional Office: 209-473-6930**

10:00am-12:00pm

English/Spanish interpretation upon request/Captioning

[Register in advance for this meeting:](#)

[https://us02web.zoom.us/meeting/register/tZArf-mqgiltG9ZcWPdg\\_PpDlcOGq7tthLyA](https://us02web.zoom.us/meeting/register/tZArf-mqgiltG9ZcWPdg_PpDlcOGq7tthLyA)

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**Friday, April 8**

**Los Angeles Regional Office: 818-543-4631**

10:00am-12:00pm

SPANISH ONLY

Join Zoom Meeting

<https://us02web.zoom.us/j/83952285461?pwd=akZZNzBIK3V3L2pJR2crY1BTQzE4dz09>

Meeting ID: 839 5228 5461

Passcode: 123902

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**Tuesday, April 12**

**San Bernardino Regional Office**

10:00am-12:00pm SPANISH ONLY

<https://bit.ly/33OpwTX>

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**Wednesday, April 13**

**North Bay: 707-648-4073 & Bay Area 510-286-0439 Regional Offices**

6:00pm-8:00pm

English/Spanish/Captioning

**Register in advance for this meeting:**

<https://us02web.zoom.us/meeting/register/tZEuceCgpjgoHdVjMSSiPNrraEbvvgny4jDQ>

After registering, you will receive a confirmation email containing information about joining the meeting.

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**Thursday, April 14**

**North Bay: 707-648-4073 & Bay Area 510-286-0439 Regional Offices**

10:00am-12:00pm

English/Spanish/Captioning

**Register in advance for this meeting:**

<https://us02web.zoom.us/meeting/register/tZ0ude-oqjwrHtEcO5bv1o3rh5uL9CWcRGBH>

After registering, you will receive a confirmation email containing information about joining the meeting.



- ❖ SCDD North Valley Hills next Regional Advisory Committee will be held on Tuesday, March 29, 2022, on Zoom from 6pm-8pm.

Link: Join Zoom Meeting

<https://us02web.zoom.us/j/82434264352?pwd=TDRXTjMvQ1M4Q2s1d1laN0sxcDB1UT09>

Meeting ID: 824 3426 4352

Passcode: 800942

Forgot to say that the May 20, 2022, CHOICES 2022 Conference for adults with disabilities registration link is live. The conference is FREE but must register to get the free t-shirt. The deadline to register is April 1, 2022  
<https://www.eventbrite.com/e/choices-2022-tickets-276105036597>

2. Irene Hernandez: No comment.

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

1. Tara presented the intake numbers through January for all offices, February date just came out today. The intake numbers are up for both ES and Lanterman in all 3 offices. Assigning more cases than we have intake coordinators.
2. Online intake application for Lanterman cases is now available on our website, like we have for Early Start. Now families, the community, and perspective consumers can now go online to apply for services.
3. We have 2 positions in intake that we have advertised internally and externally.
4. POS Exception – In packet the team has – Key things – Social Rec exceptions being approved, examples shown. Tara expressed how proud she is of the ideas from the planning team, they really came up with really unique activities for our consumers.

Suzanne Devitt comment: Amazing variety, how fun.

Dora Contreras Question: Can you define what Parent led activities is (12-23-21 example)?

Christine to review and bring to the next meeting.

Dora Contreras Question: In IPP meetings, social rec is brought up, is it a class or activity that has to be with neurotypical people?

Tara Sisemore answer: Yes, the activity needs to be inclusive and in a community setting.

Dora Contreras Question: How is horseback riding for 1 part of this? Christine commented that it could be that it shows that way in the example because we are funding for only 1 consumer.

Christine to get clarification on this and report to the committee next meeting.

Dora Contreras comment: I think you need to get a good description for your SC's to better explain to families.

#### **G. SAC6 Update**

01/05/22 – Weekly Practice Zoom to practice for Friday's Zoom chat

01/07 – Zoom chat - Come on and meet the new SAC 6 officers and hear about their new roles

01/10 – SAC 6 members provided a clients rights to a care home via Zoom

01/12 – Lisa U attended the VMRC finance committee meeting via Zoom

01/14 – Zoom chat – Come and learn from SAC 6 SCDD North Valley Hills office and VMRC about the Social Rec, Camp, and other services VMRC can pay for

01/19 – Lisa U attended the Popewell Fund meeting

01/20 – Katrina C, Steven H, and Lisa U attended the compassion Care for all Californians Meeting. Lisa U also presented the importance of preparing for end-of-life care

01/21 – Lisa U presented with Tony Anderson at the ARCA meeting, all that SAC6 and VMRC have been working on

01/21 – Zoom chat – Come on and meet the new VMRC emergency coordinator, Aaron McDonald

01/26 – Weekly leadership meeting with VMRC to talk about future weekly chat topics

01/28 – Lisa U – Zoom meeting with DDS

01/28 – Zoom chat – Come and meet the new state councilman, Joseph Hernandez

01/31 – Dena and Lisa U volunteered at the VMRC COVID testing in Stockton

01/31 – Committee members met to review and discuss their annual goals

02/02 – Jessica Q – volunteered at the VMRC COVID testing in Modesto

02/04 – Zoom chat – Come on meet the new staff at the disability rights of California

02/09 - Lisa U presented the importance of end-of-life planning to Valley CAPS

02/10 – Lisa U volunteered at VMRC'S Stockton COVID test kit hand out

02/11 - -- Zoom chat – Collaboration with Person Centered Services

02/16 – Katrina C attended the DDS Consumer Advisory committee Zoom meeting

02/18 - -- Zoom chat – DRAILS new community

Upcoming:

03/19 - Board meeting and weekly Friday Zoom chats through the month of March

05/20 – CHOICES conference

6:30PM - Suzanne Devitt hands the meeting over to Margaret Heinz to finish – approved by the committee due to time constraints.

## **I. Resource Development Update**

Brian Bennett – 1. The regional center continues to work with Center for START Services. We would like to extend the participation in our Center for START services model and plan and begin actively recruiting. We will be reaching out to everyone before the next meeting for those that would like to participate.

2. Waiting for approval from DDS on the 2022 CPP plan so we can get started on some developments for specialized residential needs.

Robert Fernandez – 1. Update on 2 EBSH (adult) and 1 CCH (children's) homes, all are very close to opening within the next 2-3 months. 1 EBSH (children) home opened last year.

2. Our Hard of Hearing and Coordinator has been identified and should be starting in the next couple of weeks.

## **J. Quality Assurance Update**

Katina Richison – presented the Alert report from 12/16/21 to 02/15/22 and answered any questions that the committee members had. Katina reviewed the categories of each Alert and what percentage of the Alerts have been closed. She also reported any technical assistance provided and had 1 substantial adequacy.

Incoming Alerts:

Delivery of Care 9

Environment 2

Health Related Concerns 2

Record Keeping 4

Untimely SIRs 16

Violation of Rights 4

Total 42 Alerts

Closed 5: Unsubstantiated 1, Technical assistance 2, unfounded 1, deferred 2

Open 37

Today we had no reports of positive case of COVID-19 in licensed care for staff or consumers.

## **J. Transportation Update**

Anel Renteria of R&D Transportation – 1. Reminder that PPE is still available, link to VMRC's website for requests given.

2. Seeing that programs that closed at the beginning of the year due to the COVID surge are now reopening.

3. Customer service department reaching out to the consumers with unmet needs to give update and confirm contact information. Also providing day programs with a roster of these individuals for their information.

Jose Lara Question: Are there going to be guidelines to how many can be on the bus now that transportation is opening up more.

Anel Renteria Answer: Social distancing is ongoing, bus cleaning between trips, drivers wear masks.

## **K. Fair Hearings Update**

Jason Toepel - No update, had to leave meeting due to time constraints

Tony did share that currently he know we only have one fair hearing in the works.

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

Daime Hoornaert – CLASP Appointee – 1. We had a presentation from DDS on the National Core Indicator Staff Stability Survey that is going to be sent out to all vendors. Went over some items that will be on the survey as well as some concerns that have already been identified from vendors. Encouraging vendors to attend the senate hearings tomorrow at 9am.

2. The negotiated rates have been posted on the website; some vendors are still confused about it so working together to understand the formulas. Code 113 was the only one that did not get a rate increase.

3. Next meeting: March 28<sup>th</sup> @ 10am via Zoom

## **M. Clinical Update**

Claire Lazaro – 1. Continue to follow-up with consumers that have tested positive for COVID.

2. Had drive through COVID testing clinics in our Stockton and Modesto offices.

3. We hired a new BCBA, Val Harris.

4. Our dental coordinator and Community Services team are working together in regard to our virtual dental home - Info session about this will be on March 28<sup>th</sup>.

5. Continuing to work with our Self Advocates and Coalition for Compassionate Care CA on the grant they were given.

6. Clinical and Intake teams are participating with research done by the MIND institute on telemedicine assessments vs. in-person.
7. Continue to do our monthly meeting with HPSJ to coordinate mutual clients with them.
8. Met with SJCBS, children and youth services, did a presentation on our eligibility criteria, services, and what we do and how we can collaborate with them.

**N. Next Meeting, Wednesday, May 4, 2022, 4:45 PM, Location TBD**

**O. Adjournment**

**Meeting adjourned at 6:50 PM.**

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	138	108	90	83%
Modesto	111	89	85	96%
San Andreas	10	5	5	100%
<b>Total</b>	<b>259</b>	<b>202</b>	<b>180</b>	<b>89%</b>

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	53	45	40	89%
Modesto	42	36	29	81%
San Andreas	7	2	1	50%
<b>Total</b>	<b>102</b>	<b>83</b>	<b>70</b>	<b>84%</b>

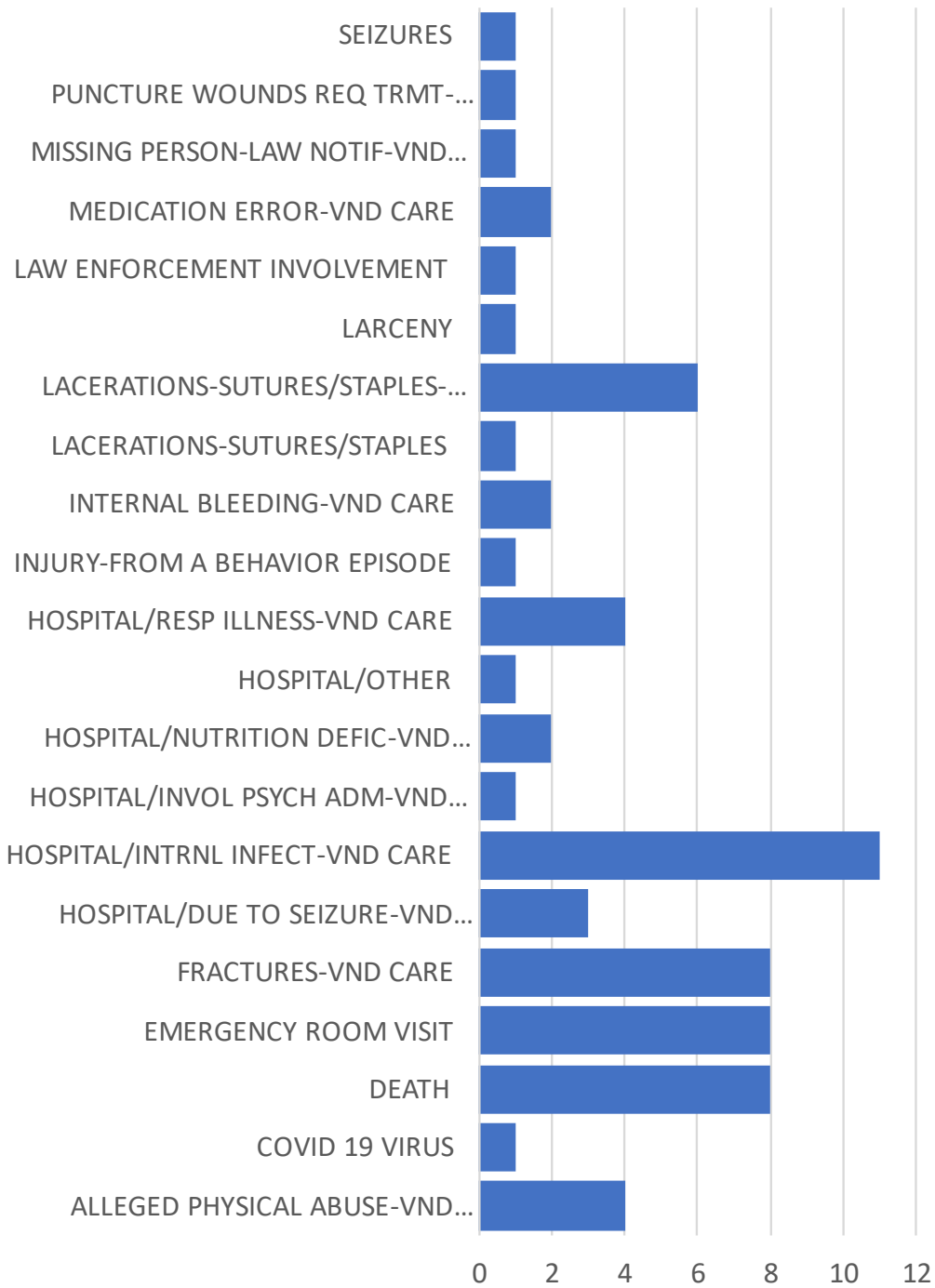
**# of ES Cases Processed All:** all cases including Status 9 and D  
**# of ES Cases Processed:** all cases excluding Status 9 and D  
**# of made eligible:** Column D divided by Column C for ES

**# 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

16 Feb 2022 to 15 Mar 2022 Incident Report Consumer Count: 68

Special Incident Types	Count	Percent
ALLEGED PHYSICAL ABUSE-VND CARE	4	5.9%
COVID 19 VIRUS	1	1.5%
DEATH	8	11.8%
EMERGENCY ROOM VISIT	8	11.8%
FRACTURES-VND CARE	8	11.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	4.4%
HOSPITAL/INTRNL INFECT-VND CARE	11	16.2%
HOSPITAL/INVOL PSYCH ADM-VND CARE	1	1.5%
HOSPITAL/NUTRITION DEFIC-VND CARE	2	2.9%
HOSPITAL/OTHER	1	1.5%
HOSPITAL/RESP ILLNESS-VND CARE	4	5.9%
INJURY-FROM A BEHAVIOR EPISODE	1	1.5%
INTERNAL BLEEDING-VND CARE	2	2.9%
LACERATIONS-SUTURES/STAPLES	1	1.5%
LACERATIONS-SUTURES/STAPLES-VND CR	6	8.8%
LARCENY	1	1.5%
LAW ENFORCEMENT INVOLVEMENT	1	1.5%
MEDICATION ERROR-VND CARE	2	2.9%
MISSING PERSON-LAW NOTIF-VND CARE	1	1.5%
PUNCTURE WOUNDS REQ TRMT-VND CARE	1	1.5%
SEIZURES	1	1.5%
Grand Total	68	

### Special Incident Types 16 Feb 2021 to 15 Mar 2022

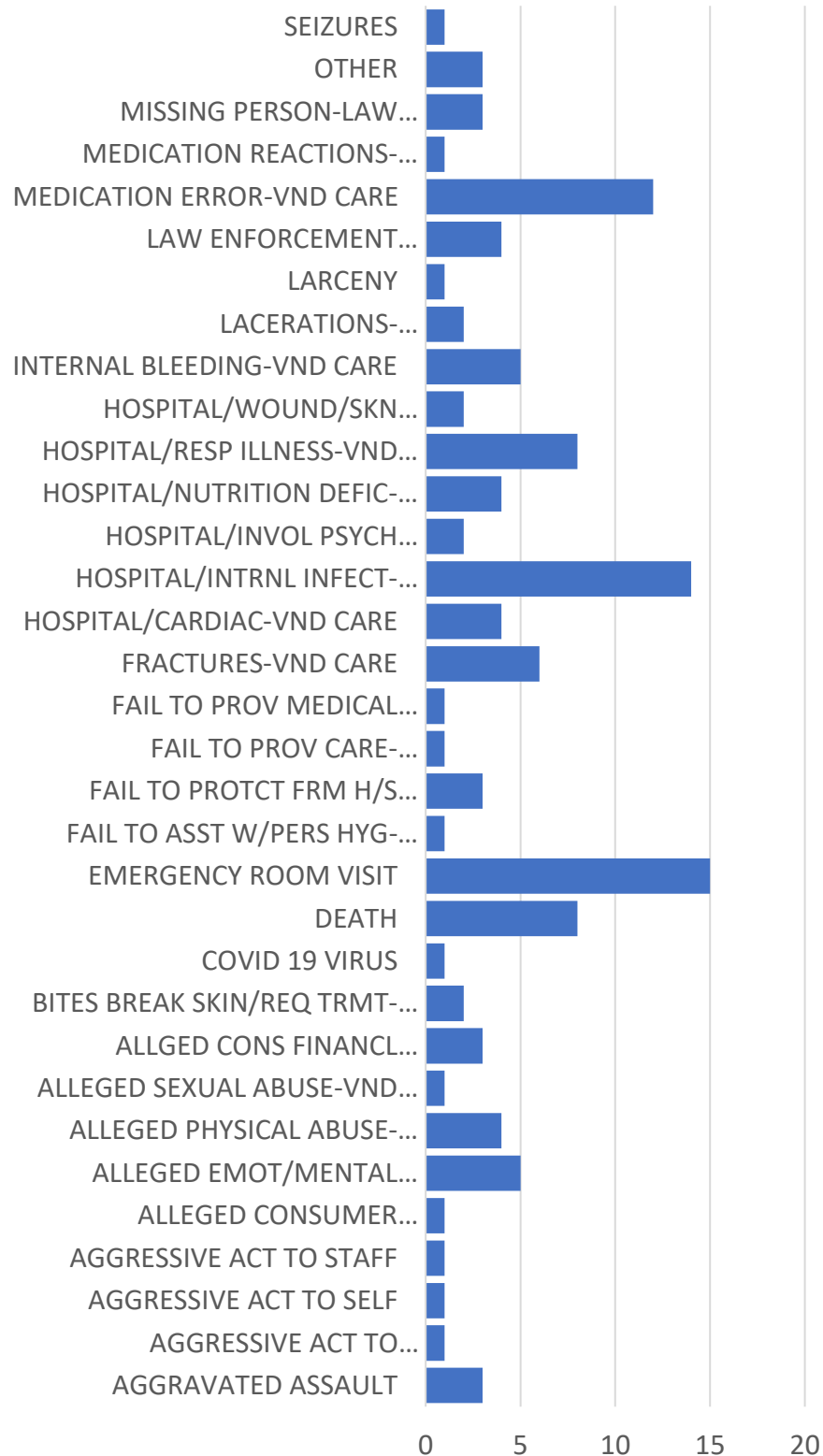




16 Feb 2022 to 15 Mar 2022 Incident Report Consumer Count: 68

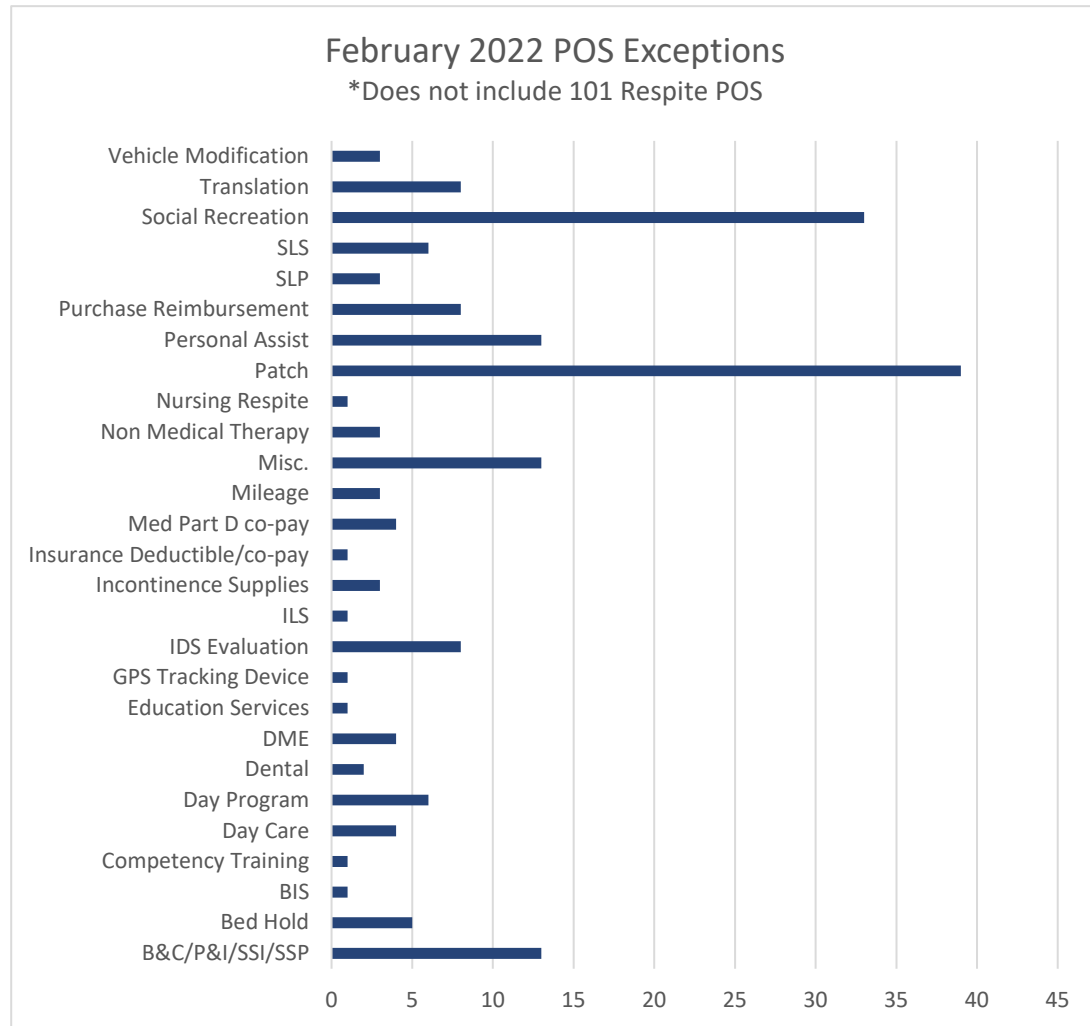
Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	3	2.4%
AGGRESSIVE ACT TO ANOTHER CONSUMER	1	0.8%
AGGRESSIVE ACT TO SELF	1	0.8%
AGGRESSIVE ACT TO STAFF	1	0.8%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	5	4.0%
ALLEGED PHYSICAL ABUSE-VND CARE	4	3.2%
ALLEGED SEXUAL ABUSE-VND CARE	1	0.8%
ALLGED CONS FINANCL ABUSE-VND CARE	3	2.4%
BITES BREAK SKIN/REQ TRMT-VND CARE	2	1.6%
COVID 19 VIRUS	1	0.8%
DEATH	8	6.5%
EMERGENCY ROOM VISIT	15	12.1%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.8%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	3	2.4%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.8%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.8%
FRACTURES-VND CARE	6	4.8%
HOSPITAL/CARDIAC-VND CARE	4	3.2%
HOSPITAL/INTRNL INFECT-VND CARE	14	11.3%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	1.6%
HOSPITAL/NUTRITION DEFIC-VND CARE	4	3.2%
HOSPITAL/RESP ILLNESS-VND CARE	8	6.5%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	1.6%
INTERNAL BLEEDING-VND CARE	5	4.0%
LACERATIONS-SUTURES/STAPLES-VND CR	2	1.6%
LARCENY	1	0.8%
LAW ENFORCEMENT INVOLVEMENT	4	3.2%
MEDICATION ERROR-VND CARE	12	9.7%
MEDICATION REACTIONS-VND CARE	1	0.8%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.4%
OTHER	3	2.4%
SEIZURES	1	0.8%
Grand Total	124	

## Special Incident Types 16 Mar 2021 to 15 Apr 2022



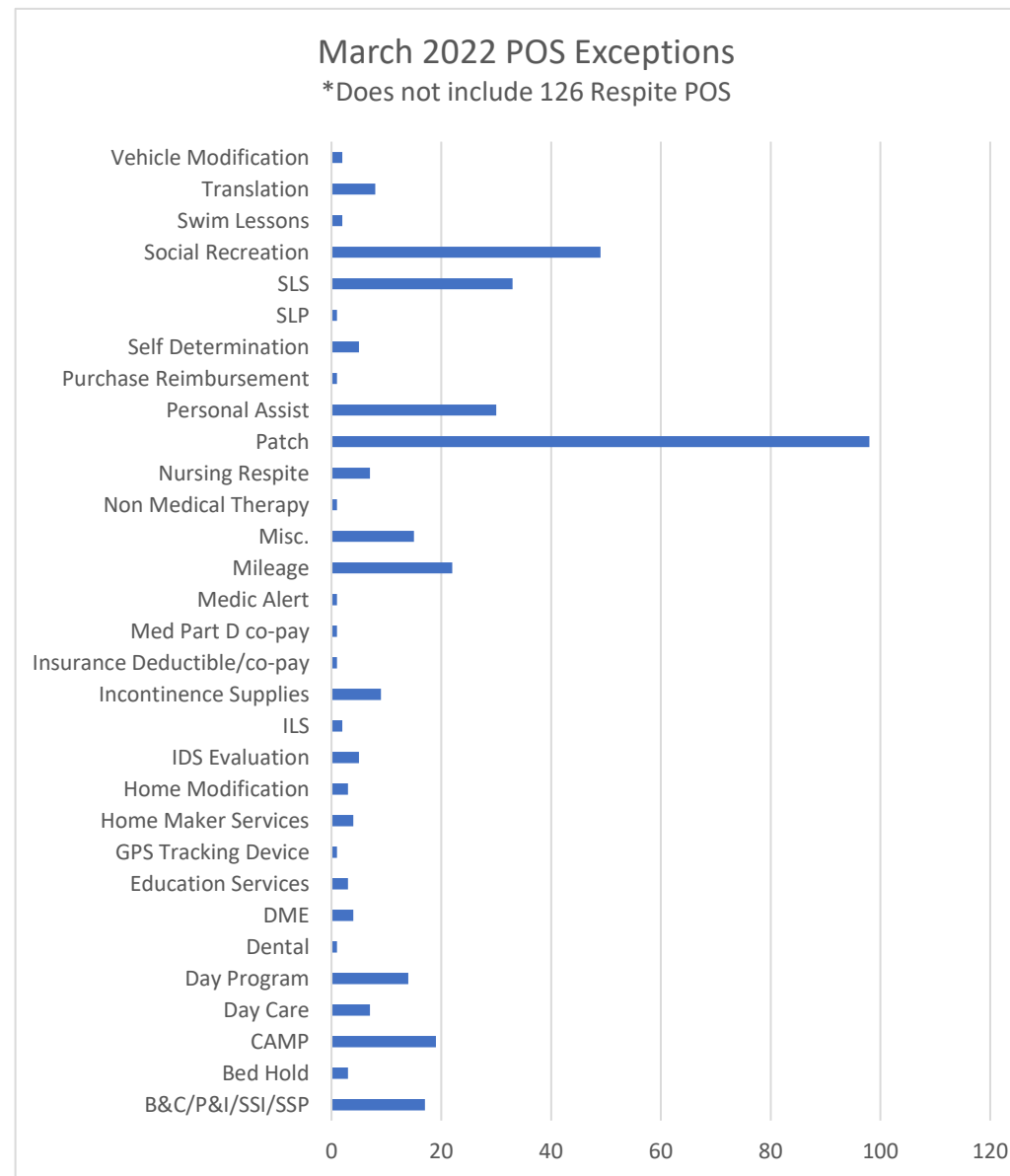
# POS Exceptions - Feb 2022

2021/2022	February
B&C/P&I/SSI/SSP	13
Bed Hold	5
BIS	1
Competency Training	1
Day Care	4
Day Program	6
Dental	2
DME	4
Education Services	1
GPS Tracking Device	1
IDS Evaluation	8
ILS	1
Incontinence Supplies	3
Insurance Deductible/co-pay	1
Med Part D co-pay	4
Mileage	3
Misc.	13
Non Medical Therapy	3
Nursing Respite	1
Patch	39
Personal Assist	13
Purchase Reimbursement	8
SLP	3
SLS	6
Social Recreation	33
Translation	8
Vehicle Modification	3
<b>TOTAL POS*</b>	<b>289</b>
Approved	285
Deferred	0
Denied	4



# POS Exceptions - MAR 2022

2021/2022	March
B&C/P&I/SSI/SSP	17
Bed Hold	3
CAMP	19
Day Care	7
Day Program	14
Dental	1
DME	4
Education Services	3
GPS Tracking Device	1
Home Maker Services	4
Home Modification	3
IDS Evaluation	5
ILS	2
Incontinence Supplies	9
Insurance Deductible/co-pay	1
Med Part D co-pay	1
Medic Alert	1
Mileage	22
Misc.	15
Non Medical Therapy	1
Nursing Respite	7
Patch	98
Personal Assist	30
Purchase Reimbursement	1
Self Determination	5
SLP	1
SLS	33
Social Recreation	49
Swim Lessons	2
Translation	8
Vehicle Modification	2
<b>TOTAL POS*</b>	<b>495</b>
Approved	493
Deferred	0
Denied	2



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	54	October	39
November	42	November	26
December	34	December	16
<b>total for 2021</b>	<b>424</b>	<b>Total for 2021</b>	<b>357</b>

2022			
Files Received		Files sent out	
January	40	January	43
February	28	February	40
March	41	March	24
April	33	April	48
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2022</b>	<b>142</b>	<b>Total for 2022</b>	<b>155</b>

February 2022 Social Recreation POS

Date	Vendor Name	Request	Outcome	Service	
2/7/2022	Steam Camp	8 weeks of summer steam camp	Approved	Social Recreation	Camp
2/8/2022	Pending	Funding for Gymnastics	Approved	Social Recreation	Gymnastics
2/7/2022	Pending	Funding for Horseback riding	Approved	Social Recreation	Horseback Riding
2/2/2022	Pending	Funding for Soc. Rec Piano Lessons	Approved	Social Recreation	Piano Lessons
2/4/2022	Maria Torres	\$45 per mo for Tap Dance Classes	Approved	Social Recreation	Tap Dance Lessons
2/1/2022	Michelle Hulligan	Reimb for Soc. Rec Art Classes	Approved	Social Recreation	Art Class
2/4/2022	TBD	Gym Membership fees Social Rec	Approved	Social Recreation	Gym Membership
2/15/2022	Great Wolf Lodge	\$35 day pass at Great Wolf Lodge	Denied	Social Recreation	Great Wolf Lodge
2/15/2022	Camp Pinecrest	Overnight camp \$1,050	Approved	Social Recreation	Camp Pinecrest
2/10/2022	Parent	Social Rec, Music Class/Dance Class/Horseback riding	Approved	Social Recreation	Music/Dance/Horseback Riding
2/10/2022	Parent	Social Rec for Indoor Soccer	Approved	Social Recreation	Soccer
2/9/2022	Olga Vazquez	Social Rec. boxing classes	Approved	Social Recreation	Boxing Classes
2/16/2022	Pending	Social Rec. Annual fee for Gymstars	Approved	Social Recreation	Gymnastics
2/8/2022	Tiffany D'Angelo	Horse back riding lessons Soc. Rec	Approved	Social Recreation	Horseback Riding
2/9/2022	Pa Moua	Swim lessons at Justin's scuba time	Approved	Social Recreation	Swim Lessons
2/16/2022	TBD	Funding for Soc Rec Dance Camp	Approved	Social Recreation	Dance Camp
2/16/2022	TBD	Funding for Bowling	Approved	Social Recreation	Bowling
2/9/2022	Ana Barragan	Dance classes	Approved	Social Recreation	Dance Class
2/14/2022	Parent	Reimb. Parent for Social Rec	Approved	Social Recreation	Baseball
2/10/2022	Rommel Chang	Social Rec for Drum Lessons/Piano Lessons	Approved	Social Recreation	Drum Lessons/Piano Lessons
2/24/2022	Christian Berets Camp	Social Recreation	Approved	Social Recreation	Camp
2/17/2022	Parent	Funding for Social Rec	Approved	Social Recreation	Karate
2/17/2022	Florence Prasad	Soc. Rec for voice and Piano lessons	Approved	Social Recreation	Voice/Piano Lessons
2/16/2022	Diana Chaparro	Reimb. Parent for socia rec Camp w/Christian Berets	Approved	Social Recreation	Camp
2/18/2022	Tania Delgado	Reimb for camp at the Oakland Zoo	Approved	Social Recreation	Camp
2/24/2022	Vivian Mendoza	Reimb. For Social Rec Activity for Camp	Approved	Social Recreation	Camp
2/22/2022	Danielle Maxwell	Social Rec Reimb. Karate Class	Approved	Social Recreation	Karate
2/23/2022	Blanca Serrano	Social Rec. Minor league baseball	Approved	Social Recreation	Baseball
2/22/2022	Tai Godfrey	Funding for Social Rec Karate Lessons	Approved	Social Recreation	Karate
2/22/2022	Tai Godfrey	Funding for Social Rec karate belts and weapons	Denied	Social Recreation	Karate Belts & weapons
2/28/2022	GT Independence	Horse Lessons for Social Rec	Approved	Social Recreation	Horseback Riding
2/28/2022	Bianca Serrano	Adaptive spring baseball league	Approved	Social Recreation	Baseball
2/28/2022	Tania Delgado	Parent reimb for social rec Summer Camp	Approved	Social Recreation	Summer Camp

		Social Recreation March 2022					
Date	Vendor Name	SC	PM	Request	Outcome	Service	
3/1/2022	Mariza Och	Sandra	Danielle	reimb for swim lessons	Approved	Social Recreation	Swimming Lessons
3/1/2022	Vivian Men	Ais	Elizabeth	Reimb for Soc Rec Gymnastics	Approved	Social Recreation	Gymnastics
3/1/2022		Patricia	Amy	Reimb parent for Soc Rec Bowling	Approved	Social Recreation	Bowling
3/1/2022		Patricia	Amy	Reimb parent for Soc Rec spring baseball	Approved	Social Recreation	Baseball
3/1/2022	Irina Franz	Danielle	Dave	\$160 a month for Art and Fun Studio	Approved	Social Recreation	Art
3/4/2022	SFRC	Robyn	Josie	Watch Hi Gear Social Rec 96 hrs per year	Approved	Social Recreation	Watch Hi Gear
3/3/2022	Parent	Christina	Julie	Parent reached out to SC since Jeramya has started Jiu Jitsu and parents wanted social rec funding for this activity. Jiu Jitsu costs \$145 per month. Parents signed a contract ending on 9/2/2022. \$145.00 per month beginning 4/1/2022 – 9/2/2022 will cost \$725.00 total.	Approved	Social Recreation	Jiu Jitsu
3/9/2022	Oam Studio	Tania	Elizabeth	Art Class sessions for social rec/self deter	Approved	Social Recreation	Art Class
3/11/2022	ARC of Am	Timothy	Josie	10 hrs per month Social Recreation	Approved	Social Recreation	ARC of Amador
3/9/2022	Iman Youss	Jessica Z	Danielle	Younus will be attending Piano class at GK music in Manteca, CA. Younus will attend four sessions a month and cost is \$100/month. Every piano lesson is half an hour. Request is for 1 year: total cost is \$1200. Younus will be transitioning to SD. Previous POS exception was approved but the effective date was incorrect. This is being resubmitted to update the effective date.	Approved	Social Recreation	Piano Lessons
3/9/2022	N/A	Patricia G	Amy	Play Live Nation in person gaming \$25 per month for 12 months. Total \$300.	Approved	Social Recreation	Gaming
3/9/2022	N/A	Patricia G	Amy	Oakdale Mixed Martial Arts- unlimited access for \$150 per month for 12 months. Total \$1,800.	Approved	Social Recreation	Martial Arts
3/7/2022	Parent	Terri	Elizabeth	\$100.00 registration fee for T Ball with Bob's Sports in Lodi/parent reimbursement (parent vendor)	Approved	Social Recreation	T Ball
3/7/2022	Tania Delga	Sandra	Danielle	Parent is requesting reimbursement for dance lessons (\$57/month) from Unique Visions Dance Company. Total is \$285 through June	Approved	Social Recreation	Dance Lessons
3/8/2022	Tomorrow	Janelle	Angelique	Social Recreation- Spring Break Camp-MOSAC (Museum of Science and Curiosity). Member price \$260.00 for Week One- 04/11/2022 to	Approved	Social Recreation	Museum of Science
3/8/2022	Monique A	Janelle	Angelique	Social Recreation: Karate Class. February, March, April, May, June and July- 3 sessions per week at \$100 per month for a total of	Approved	Social Recreation	Karate Class
3/10/2022	Ana Hernan	Chelsy	Cindy	funding Gymnastics lesson for Recreational services from GymStars : Gymnastics and Tumbling lessons for \$1,171 for the year	Approved	Social Recreation	Gymnastics
3/8/2022	Nicole Nich	Janelle	Angelique	Social Recreation- Jiu jitsu/karate class. 3 months of service. Nte \$477.00 for (Sessions 2x per week for 3 months) and uniform	Approved	Social Recreation	Karate Class
3/10/2022	Parent	Teresa	Amy	Parent is requesting that VMRC funds for William's social recreation of soccer. They are called Orange U6 Turlock PSG. This is for spring season 2022 (2-1-22 to 4-30-22). Game days are on Saturdays. The total cost is \$75	Approved	Social Recreation	Soccer
3/10/2022	Parent	Teresa	Amy	Parent is requesting that VMRC funds for William's social recreation of soccer. They are called Orange U6 Turlock PSG. This is for spring season 2022 (2-1-22 to 4-30-22). Game days are on Saturdays. The total cost is \$75	Approved	Social Recreation	Soccer
3/14/2022	Parent	Jose S	Amy	Parent would like Maynor to receive funding for his classes at Dynamic Mixed Martial Arts in Modesto, CA. He has a monthly ongoing membership for jiu-jitsu of \$130. He has also started a muay thai (kick boxing) membership at an additional \$130 per month. Jiu jitsu (4 days per week from 5:30p-6:30p) and muay thai (3 days per week from 4:30p-5:30p).	Approved	Social Recreation	Martial Arts
3/14/2022	Parent	Chelsea	Elizabeth	Jazmin Jauregui's family is requesting music classes be funded under social recreation services for 12 months.	Approved	Social Recreation	Music Classes
3/11/2022	Cora Anton	Brianna	Danielle	To obtain martial arts lessons for building social skills, increase peer interaction and confidence when facing challenges at school. Connor is taking Brazilian Jiu-Jitsu classes at Charles Gracie Academy in Mountain House, Ca. He attends Saturdays and Wednesdays,	Approved	Social Recreation	Martial Arts
3/17/2022	Keralyn Ve	Dezirae	Jessica C	Gabriel would like to participate in a social recreation activity to increase his social interaction with peers. Gabriel requests a PLAY Live Nation social gaming membership at \$25 a month. This is an in-person gaming center in the Modesto mall. They have tournaments where players meet at the mall and compete against each other	Approved	Social Recreation	PLAY Live Nation
3/17/2022	Esther Pak	Wendy	Danielle	Parent is requesting reimbursement for Busy Bee Cooks- Cooking Class from Livermore Area Rec and Park District. The class cost is \$411 for 7 sessions from April 12, 2022-May 24th, 2022	Approved	Social Recreation	Cooking Classes
3/16/2022		Kristalyn	Josie	Standard Fit cooking and nutrition clas in the amount of \$540 per mo. This will allow sinclair to attend 14 one on one sessions, 10 group sessions, and 4 cooking group nutrition classes per mo.	Approved	Social Recreation	Cooking/Nutrition Class
3/16/2022	Diana Chap	Kimberlee	Cindy	Parent reimbursement for a soc/rec activity: the \$50 registration fee for the CA District 8-Western Little League/Challenger Division.	Approved	Social Recreation	Soccer
3/17/2022	Geoffry Shi	Pam	Mary G	Social recreation funding for bowling and to vendor James Tinder, stepfather for soc/rec purchase reimbursement. Geoff qualifies for the senior rate (age 50 and above). On Monday through Friday. The cost for social recreation would be \$13.00 per game for a total of \$26.00 a month for bowling 2 times a month and shoe rental.	Approved	Social Recreation	Bowling
3/23/2022	Watch Hi G	Robyn	Josie	96 hours per year social recreation with the Watch Hi Gear social rec program	Approved	Social Recreation	Watch Hi Gear
3/22/2022	Lucero Me	Sandra S	Danielle	Parent is requesting reimbursement for gymnastics lessons (\$78/month) from Fantastic Gymnastics for two months of lessons (a total	Approved	Social Recreation	Gymnastics
3/23/2022	Neurodiver	Marlene	Lena	Neurodiversity Pathways -Online workplace readiness program camp \$4,000	Denied	Social Recreation	Virtual Camp
3/23/2022	Institute of	Marlene	Lena	Culinary school \$19,291.50	Denied	Social Recreation	Culinary School
3/18/2022	Rommel M	Annabel	Pam	Funding for social recreation activity at Guitar Center through parent vendorization for the following activities: Solo Drum and piano lessons for 30/min sessions ,1x/week for 4 lessons/month. Lessons cost \$115.00/month. Total for drum lessons= \$575.00 and piano	Approved	Social Recreation	Guitar Center

3/18/2022	Mika Johns	Elisabeth	Pam	to become vendorized for social/rec. for reimbursement of membership at Ceres Karate (\$125/month)	Approved	Social Recreation	Karate Class
3/22/2022	Sonia Steve	Anna	Amy	Gymnastics Unlimited's monthly membership at 2 classes per week. \$172 monthly effective 4/1/22-09/30/22 (\$1,032 total for 6	Approved	Social Recreation	Gymnastics
3/22/2022	Camp Tuolumne	Juanita	Jacinta	As part of social recreation, Andrew will participate in activities that will enhance his social skills, encourage long lasting relationships, and promote community engagement. Andrew expresses a desire to participate in outdoor activities. He would like attend Camp Tuolumne Trails. An IDT meeting was held via remote on 3/17/22 regarding Andrew wanting to attend CAMP.	Approved	Social Recreation	Camp
3/22/2022	Camp Tuolumne	Juanita	Jacinta	As part of social recreation, Jason will participate in activities that will enhance his social skills, encourage long lasting relationships, and promote community engagement. Jason expresses a desire to participate in outdoor activities. He would like attend Camp Tuolumne Trails. An IDT meeting was held via remote on 3/17/22 regarding Jason wanting to attend CAMP.	Approved	Social Recreation	Camp
3/22/2022	Camp Tuolumne	Juanita	Jacinta	As part of social recreation, Christie will participate in activities that will enhance her social skills, encourage long lasting relationships, and promote community engagement. She expresses a desire to participate in outdoor activities. Christie would like attend Camp Tuolumne Trails. An IDT meeting was held via remote on 3/17/22 regarding Christie wanting to attend CAMP.	Approved	Social Recreation	Camp
3/24/2022		Christina	Josie	Leoni Meadows church summer camp	Approved	Social Recreation	Camp
3/23/2022	Janae Hein	Ais	Terri	Funding reimbursement for Social/Recreational Activity (Tracy Tritons Competition Swim Team) (Total of \$399 for April 1 – June 30,	Approved	Social Recreation	Swimming Team
3/24/2022	Andrea	Sherri	Cindy	Social Recreation. Mom would like to complete the vendorization process for reimbursement for Hayden's Martial Arts class. Hayden truly enjoys going to Martial Arts and it provides him much needed social opportunities. His instructor works well with him and is very	Approved	Social Recreation	Martial Arts
3/23/2022		Nowell	Terri	Social skills - golf lessons	Approved	Social Recreation	Golf Lessons
3/30/2022	Christian Beret	Marlene	Lena	Christian Beret summer camp	Approved	Social Recreation	Summer camp
3/29/2022	Jeanette O	Carmen	Jessica C	Social rec dance \$55 per mo	Approved	Social Recreation	Dance Lessons
3/29/2022	Lourdes Sa	Weston	Jessica C	Social Recreation: Gym membership including application and monthly fees.	Approved	Social Recreation	Gym Membership
3/30/2022	Christian Beret	Jose Ag	Erin	One time purchase of Social Recreation Activity for Camp, \$1,000.00	Approved	Social Recreation	Camp
3/29/2022	Teresa Aguilar	Nikki	Julie	Parents are requesting funding of the Spring 2022 Itty Bitty Sports program, with the YMCA of San Joaquin County. This will include an introduction to TBall, Soccer and Basketball, within a 6-week time frame. The fee has already been paid by the parents	Approved	Social Recreation	Sports Program
3/29/2022	Teresa Aguilar	Nikki	Julie	Parents are requesting funding of Project R.I.D.E., Inc. which is a 501(c)3 nonprofit organization that provides therapeutic recreational horseback riding instruction to people with special needs. Cost is \$35/session, blocks run in 6-10 week increments. The family is	Approved	Social Recreation	Horseback Riding
3/29/2022	Sierra Envia	Debra	Josie	up to 75 miles per mo for transportation to in and out of county social recreational activities	Approved	Social Recreation	Mileage



QA Incoming Alert Report

01/01/22 – 3/15/22

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2022-01-01.0	Violation of Rights	1/5/2022	Closed	N/A	Deferred
2022-01-02.0	Delivery of Care	1/6/2022	Open		
2022-01-03.0	Untimely SIR	1/10/2022	Open		
2022-01-04.0	Health-Related Concerns	1/12/2022	Open		
2022-01-05.0	Violation of Rights	1/12/2022	Open		
2022-01-06.0	Recordkeeping	1/13/2022	Open		
2022-01-06.1	Recordkeeping	1/13/2022	Open		
2022-01-07.0	Untimely SIR	1/13/2022	Open		
2022-01-08.0	Untimely SIR	1/14/2022	Open		
2022-01-09.0	Untimely SIR	1/18/2022	Open		
2022-01-10.0	Health-Related Concerns	1/13/2022	Closed	N/A	Deferred
2022-01-11.0	Untimely SIR	1/20/2022	Open		
2022-01-12.0	Untimely SIR	1/20/2022	Open		
2022-01-13.0	Untimely SIR	1/21/2022	Open		
2022-01-14.0	Recordkeeping	1/24/2022	Open		
2022-01-15.0	Violation of Rights	1/24/2022	Open		
2022-01-16.0	Untimely SIR	1/24/2022	Closed	Substantiated	Technical Assistance
2022-01-17.0	Violation of Rights	1/26/2022	Open		
2022-01-19.0	Delivery of Care	1/27/2022	Open		
2022-01-20.0	Untimely SIR	1/27/2022	Open		
2022-01-21.0	Untimely SIR	1/27/2022	Open		
2022-01-24.0	Untimely SIR	1/27/2022	Open		
2022-01-25.0	Untimely SIR	1/27/2022	Open		
2022-02-01.0	Untimely SIR	2/2/2022	Open		
2022-02-02.0	Delivery of Care	2/4/2022	Open		
2022-02-03.0	Untimely SIR	2/4/2022	Open		
2022-02-04.0	Untimely SIR	2/8/2022	Open		

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2022-02-05.0	Untimely SIR	2/8/2022	Open		
2022-02-06.0	Delivery of Care	2/8/2022	Open		
2022-02-07.0	Environment	2/14/2022	Open		
2022-02-08.0	Environment	2/14/2022	Open		
2022-02-09.0	Delivery of Care	2/14/2022	Closed	Unsubstantiated	None
2022-02-10.0	Staffing / Supervision	2/16/2022	Open		
2022-02-11.0	Untimely SIR	2/16/2022	Closed	Unfounded	Technical Assistance
2022-02-12.0	Delivery of Care	2/17/2022	Open		
2022-02-13.0	Untimely SIR	2/17/2022	Open		
2022-02-14.0	Untimely SIR	2/22/2022	Open		
2022-02-15.0	Delivery of Care	2/22/2022	Open		
2022-02-16.0	Delivery of Care	2/23/2022	Open		
2022-02-17.0	Violation of Rights	2/24/2022	Closed	Substantiated	Substantial Inadequacy
2022-02-17.1	Recordkeeping	2/24/2022	Closed	Substantiated	Substantial Inadequacy
2022-02-18.0	Environment	2/24/2022	Open		
2022-02-19.0	Untimely SIR	2/28/2022	Closed	Substantiated	Technical Assistance
2022-02-20.0	Recordkeeping	2/28/2022	Open		
2022-03-01.0	Untimely SIR	3/8/2022	Closed	Substantiated	Technical Assistance
2022-03-02.0	Untimely SIR	3/2/2022	Closed	Unfounded	None
2022-03-03.0	Untimely SIR	3/2/2022	Closed	Unfounded	Technical Assistance
2022-03-04.0	Untimely SIR	3/9/2022	Closed	Unsubstantiated	None
2022-03-05.0	Staffing / Supervision	3/10/2022	Closed	Unsubstantiated	None
2022-03-06.0	Delivery of Care	3/11/2022	Open		

#### Presenting Issue Breakdown

Delivery of Care	9
Environment	3
Health-Related Concerns	2
Recordkeeping	5
Staffing/Supervision	2
Untimely SIR	24
Violation of Rights	5

Grand Total: 50

QA Closed Alert Report

07/01/21 – 12/31/21

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2021-07-05.0	Delivery of Care	7/9/2021	Closed	7/23/2021	Unfounded	None
2021-07-13.0	Untimely SIR	7/27/2021	Closed	10/15/2021	Substantiated	Technical Assistance
2021-07-14.0	Violation of Rights	7/30/2021	Closed	8/17/2021	Unsubstantiated	Deferred
2021-07-14.1	Recordkeeping	7/30/2021	Closed	8/17/2021	Unsubstantiated	Deferred
2021-07-14.2	Delivery of Care	7/30/2021	Closed	8/17/2021	Unsubstantiated	Technical Assistance
2021-08-01.0	Delivery of Care	8/3/2021	Closed	8/3/2021	Substantiated	Technical Assistance
2021-08-03.0	Delivery of Care	8/6/2021	Closed	8/11/2021	Substantiated	Technical Assistance
2021-08-04.0	Untimely SIR	8/10/2021	Closed	8/25/2021	Substantiated	Substantial Inadequacy
2021-08-06.0	Untimely SIR	8/17/2021	Closed	8/26/2021	Unfounded	None
2021-08-10.0	Staffing / Supervision	8/25/2021	Closed	9/8/2021	Unsubstantiated	Technical Assistance
2021-09-03.0	Delivery of Care	9/1/2021	Closed	10/14/2021	Unsubstantiated	None
2021-09-03.1	Delivery of Care	9/1/2021	Closed	10/14/2021	Unsubstantiated	None
2021-09-03.2	Delivery of Care	9/1/2021	Closed	10/14/2021	Unsubstantiated	None
2021-09-04.0	Recordkeeping	9/8/2021	Closed	10/20/2021	Unsubstantiated	None
2021-09-05.0	Untimely SIR	9/8/2021	Closed	3/11/2022	Substantiated	Substantial Inadequacy
2021-09-06.0	Delivery of Care	9/8/2021	Closed	9/17/2021	Unsubstantiated	Technical Assistance
2021-09-06.1	Delivery of Care	9/8/2021	Closed	9/17/2021	Unsubstantiated	Technical Assistance
2021-09-07.0	Food Service	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.1	Food Service	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.2	Food Service	9/10/2021	Closed	11/3/2021	Substantiated	Technical Assistance
2021-09-07.3	Food Service	9/10/2021	Closed	11/3/2021	Substantiated	Technical Assistance
2021-09-07.4	Delivery of Care	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.5	Delivery of Care	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.6	Violation of Rights	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.7	Violation of Rights	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.8	Violation of Rights	9/10/2021	Closed	11/3/2021	Unsubstantiated	None
2021-09-07.9	Violation of Rights	9/10/2021	Closed	11/3/2021	Unsubstantiated	None

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2021-09-08.0	Delivery of Care	9/10/2021	Closed	9/20/2021	Unsubstantiated	Technical Assistance
2021-09-10.0	Delivery of Care	9/21/2021	Closed	11/12/2021	Substantiated	Technical Assistance
2021-09-12.0	Delivery of Care	9/27/2021	Closed	9/28/2021	Substantiated	Technical Assistance
2021-09-13.0	Other	9/29/2021	Closed	4/25/2022	N/A	Technical Assistance
2021-09-16.0	Delivery of Care	10/1/2021	Closed	11/10/2021	N/A	Deferred
2021-09-16.1	Delivery of Care	10/1/2021	Closed	11/10/2021	N/A	Deferred
2021-10-02.0	Violation of Rights	10/4/2021	Closed	10/28/2021	Substantiated	Non-Compliance CAP
2021-10-03.0	Untimely SIR	10/5/2021	Closed	12/10/2021	Substantiated	Substantial Inadequacy
2021-10-04.0	Untimely SIR	10/7/2021	Closed	11/17/2021	Unsubstantiated	Technical Assistance
2021-10-05.0	Untimely SIR	10/11/2021	Closed	10/15/2021	Unsubstantiated	None
2021-10-06.0	Untimely SIR	10/11/2021	Closed	12/6/2021	Substantiated	Substantial Inadequacy
2021-10-10.0	Untimely SIR	10/18/2021	Closed	3/15/2022	Substantiated	Technical Assistance
2021-10-11.0	Untimely SIR	10/18/2021	Closed	12/13/2021	Substantiated	Technical Assistance
2021-10-12.0	Recordkeeping	10/19/2021	Closed	11/8/2021	Substantiated	Technical Assistance
2021-10-13.0	Violation of Rights	10/21/2021	Closed	10/21/2021	Substantiated	Technical Assistance
2021-10-14.0	Violation of Rights	10/21/2021	Closed	11/16/2021	Unsubstantiated	Technical Assistance
2021-10-19.0	Recordkeeping	10/29/2021	Closed	3/2/2022	Substantiated	Technical Assistance
2021-10-19.1	Other	10/29/2021	Closed	3/2/2022	N/A	Technical Assistance
2021-11-04.0	Delivery of Care	11/5/2021	Closed	12/2/2021	Unfounded	None
2021-11-04.1	Delivery of Care	11/5/2021	Closed	12/2/2021	Unfounded	None
2021-11-04.2	Delivery of Care	11/5/2021	Closed	12/2/2021	Substantiated	None
2021-11-04.3	Delivery of Care	11/5/2021	Closed	12/2/2021	Substantiated	None
2021-11-04.4	Delivery of Care	11/5/2021	Closed	12/2/2021	Unfounded	Technical Assistance
2021-11-04.5	Delivery of Care	11/5/2021	Closed	12/2/2021	Unfounded	Technical Assistance
2021-11-06.0	Other	11/5/2021	Closed	11/17/2021	N/A	Deferred
2021-11-08.0	Other	11/5/2021	Closed	11/12/2021	N/A	Deferred
2021-11-09.0	Environment	11/8/2021	Closed	12/7/2021	Substantiated	None
2021-11-09.1	Environment	11/8/2021	Closed	12/7/2021	Substantiated	None
2021-11-10.0	Untimely SIR	11/9/2021	Closed	11/19/2021	Substantiated	Substantial Inadequacy
2021-11-11.0	Environment	11/15/2021	Closed	12/7/2021	Substantiated	None
2021-11-11.1	Environment	11/15/2021	Closed	12/7/2021	Substantiated	None

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2021-11-12.0	Food Service	11/16/2021	Closed	12/7/2021	Substantiated	None
2021-12-02.0	Untimely SIR	12/2/2021	Closed	12/23/2021	Substantiated	Technical Assistance
2021-12-03.0	Violation of Rights	12/6/2021	Closed	12/22/2021	Substantiated	Substantial Inadequacy
2021-12-06.0	Environment	12/20/2021	Closed	2/3/2022	Unsubstantiated	Technical Assistance
2021-12-06.1	Environment	12/20/2021	Closed	2/3/2022	Unfounded	None
2021-12-11-0	Environment	12/29/2021	Closed	1/27/2022	Substantiated	Technical Assistance

Finding		Action	
N/A	6	Deferred	6
Substantiated	28	Non-Compliance CAP	1
Unfounded	7	None	25
Unsubstantiated	23	Substantial Inadequacy	6
		Technical Assistance	26

**Grand Total: 64**

QA Pending Completion Alert Report

01/01/22 – 3/15/22

Alerts			
Control#	Presenting Issue	Alert Date	Status
2022-01-02.0	Delivery of Care	1/6/2022	Open
2022-01-03.0	Untimely SIR	1/10/2022	Open
2022-01-04.0	Health-Related Concerns	1/12/2022	Open
2022-01-05.0	Violation of Rights	1/12/2022	Open
2022-01-06.0	Recordkeeping	1/13/2022	Open
2022-01-06.1	Recordkeeping	1/13/2022	Open
2022-01-07.0	Untimely SIR	1/13/2022	Open
2022-01-08.0	Untimely SIR	1/14/2022	Open
2022-01-09.0	Untimely SIR	1/18/2022	Open
2022-01-11.0	Untimely SIR	1/20/2022	Open
2022-01-12.0	Untimely SIR	1/20/2022	Open
2022-01-13.0	Untimely SIR	1/21/2022	Open
2022-01-14.0	Recordkeeping	1/24/2022	Open
2022-01-15.0	Violation of Rights	1/24/2022	Open
2022-01-17.0	Violation of Rights	1/26/2022	Open
2022-01-19.0	Delivery of Care	1/27/2022	Open
2022-01-20.0	Untimely SIR	1/27/2022	Open
2022-01-21.0	Untimely SIR	1/27/2022	Open
2022-01-24.0	Untimely SIR	1/27/2022	Open
2022-01-25.0	Untimely SIR	1/27/2022	Open
2022-02-01.0	Untimely SIR	2/2/2022	Open
2022-02-02.0	Delivery of Care	2/4/2022	Open
2022-02-03.0	Untimely SIR	2/4/2022	Open
2022-02-04.0	Untimely SIR	2/8/2022	Open
2022-02-05.0	Untimely SIR	2/8/2022	Open
2022-02-06.0	Delivery of Care	2/8/2022	Open
2022-02-07.0	Environment	2/14/2022	Open

Alerts			
Control#	Presenting Issue	Alert Date	Status
2022-02-08.0	Environment	2/14/2022	Open
2022-02-10.0	Staffing / Supervision	2/16/2022	Open
2022-02-12.0	Delivery of Care	2/17/2022	Open
2022-02-13.0	Untimely SIR	2/17/2022	Open
2022-02-14.0	Untimely SIR	2/22/2022	Open
2022-02-15.0	Delivery of Care	2/22/2022	Open
2022-02-16.0	Delivery of Care	2/23/2022	Open
2022-02-18.0	Environment	2/24/2022	Open
2022-02-20.0	Recordkeeping	2/28/2022	Open
2022-03-06.0	Delivery of Care	3/11/2022	Open

#### Presenting Issue Breakdown

Delivery of Care	8
Environment	3
Health-Related Concerns	1
Recordkeeping	4
Staffing/Supervision	1
Untimely SIR	17
Violation of Rights	3

Grand Total: 37

### 2021-22 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
4/15/2022	Insurance Co-Pays	4/22/2022	VMRC assisted in getting co-pays removed.
4/11/2022	Eligibility	NA	Pending
4/07/2022	Social Recreation	NA	Pending
3/28/2022	Eligibility	4/07/2022	Withdrew prior to informal meeting.
3/21/2022	Insurance Co-pays	NA	Pending state level hearing
3/02/2022	Insurance Co-Pays	3/25/2022	Family withdrew prior to informal meeting.
1/04/2022	Eligibility	3/04/2022	Regional center agreed to reassess.
12/28/2022	Intensive ABA	2/06/2022	Agreement reached in informal meeting.
12/22/2021	Eligibility	2/10/2022	Consumer found eligible after informal meeting.
12/6/2021	Eligibility	1/12/2022	Withdrew for further testing/assessment
10/30/2021	Sleep Safe Bed	1/10/2022	Insurance funded