



Consumer Services Committee Meeting

Tuesday, September 6, 2022, 5:15 PM

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

702 N. Aurora Street

[https://us06web.zoom.us/j/83322807201?](https://us06web.zoom.us/j/83322807201?pwd=dGNxVlpHNmFjUG02VIFOWHk1MHIwZz09&from=addon)

[pwd=dGNxVlpHNmFjUG02VIFOWHk1MHIwZz09&from=addon](https://us06web.zoom.us/j/83322807201?pwd=dGNxVlpHNmFjUG02VIFOWHk1MHIwZz09&from=addon), Meeting ID: 833 2280 7201,
Passcode: 140911, One tap mobile +16699006833

Stockton, CA, 95202

For accommodations, please contact Doug Bonnet at 209-955-3656, or by email at 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

B. Review and Approval of the Meeting Agenda
Suzanne Devitt

Action

C. Review and Approval of the Consumer Services Committee Meeting Minutes of June 1, 2022
Suzanne Devitt

Action

D. Presentation - Creating Behavioral and Educational Momentum (CBEM), Rapid Emergency Services Team (REST), and RAPID

E. Public Comment
Suzanne Devitt
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. Self Advocacy Council Area 6 (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
Liz Herrera-Knapp

M. Clinical Update
Claire Lazaro

1. VALLEY MOUNTAIN REGIONAL CENTER SERVICE
STANDARD NON-MEDICAL THERAPY SERVICES

Action

N. Next Meeting, Wednesday, November 2, 2022, 5:15 PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference)
Suzanne Devitt



Minutes for Consumer Services Committee Meeting

06/01/2022 | 04:45 PM - 06:15 PM

VMRC Stockton Office, Cohen Board (702 N. Aurora Street, Stockton, CA 95202) Room and Via Zoom Video

Committee Members Present: Suzanne Devitt (Chair), Margaret Heinz, Erria Kaalund, Tina Vera, Jose Lara, Dora Contreras, Sarah Howard, Anthony Owens, Crystal Enyeart, Lisa Utsey

Committee Members Not Present: Daime Hoornaert, Linda Collins

VMRC Staff Present: Tony Anderson, Doug Bonnet, Christine Couch, Tara Sisemore-Hester, Katina Richison, Michelle Poaster, Robert Fernandez

Public Present: Dena Hernandez (SCDD), Anel Renteria (R&D Transportation), Isela Bingham (Interpreter), Irene Hernadez (Interpreter), Rachelle Munoz (Facilitator), Rebekah Feigel (ASL Interpreter), Jen Weiler (ASL Interpreter)

A. Call to Order, Welcome, Roll Call

Called to order at 4:48pm. Doug Bonnet took roll. A quorum was established.

B. Review and Approval of the Meeting Agenda

Erria Kaalund made a motion to approve the meeting agenda. Lisa Utsey seconded the motion. The meeting agenda was approved unanimously.

C. Review and Approval of the Consumer Services Committee Meeting Minutes of 05/04/22

Margaret Heinz made a motion to review the meeting minutes of 05-04-2022. Crystal Enyeart seconded the motion. The meeting minutes were approved unanimously.

D. Presentation – n/a

E. Public Comment

Dena Hernandez, SCDD North Valley Hills Office thanked Doug Bonnet, Christine Couch and Tony Anderson for their support of the CHOICES conference. Applauds the SAC6 for their 100th chat next week. Thank you for the hard work and dedication to maintain connection for all of us together, 100 times! Thank you to VMRC for their weekly Health Advisory, over 100 times, and the SCDD is thankful for the stakeholder collaboration.

F. Intake, Early Start, and Case Management Update

1. Tara Sisemore-Hester presented the intake numbers that have been processed. There are many families coming to the regional center based on the great outreach work done by the team. The numbers are up in all of the offices. Most of the people coming through Intake are becoming eligible. We continue to receive referrals through phone calls, fax and online. Early Start is finishing the audit and more information will be shared at the next meeting. We do have concerns about vendor availability for the number of children coming into the regional center. This is a statewide concern and our resource development team is working on recruiting vendors so we can meet our 45 day timeline to start services. We continue to restructure the teams to serve 0-6 and 6-16. We currently have 89 consumers who are provisionally eligible for services.
2. Christine Couch presented the SIR data for the previous two months.
3. Christine Couch presented the POS, purchase of service exceptions data.

G. Sac6 Update

Sac 6 report to Consumer Services, June 2022

May 6th Friday Sac 6 Zoom chat- topic was Special Olympics and was presented by Claire Ramaley from Special Olympics of Northern California.

May 11th Sac 6 Consultant Lisa U. attended the VMRC Finance meeting.

May 12th Sac 6 member Catrina attended the VMRC Nominating Committee. Also, Sac 6 Chairperson Dena#1 and I attended the Mountain County Transition Fair in Sutter Creek.

May 13th Friday Zoom chat was presented by Steve Ruder from UC Davis Mind Institute about Supported Decision Making.

May 17th Sac 6 member Catrina attended the VMRC Nominating Committee.

May 18th Sac 6 Finance Committee members met via zoom.

May 19th Sac 6 member Catrina attended the DDS- CAC (Department of Developmental Services Consumer Advisory Committee).

May 20th Sac 6 members attended the CHOICES Conference via zoom.

May 26th Sac 6 Leadership meet for the monthly meeting with VMRC Executive Director and VMRC Liaison to Sac 6. Sac 6 member Robert B. also attended the VMRC Legislative Committee Meeting earlier that day.

May 27th Friday Zoom Chat topic was community safety presented by Sac 6 members.

Upcoming events:

June 11th Sac 6 is having their Board meeting

June Friday Zoom topics will be on: Fire Safety, transportation Update, Juneteenth, and Cyber Bullying. Zoom links will be posted on the sac 6 Facebook page and also the VMRC website.

Sincerely,

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

H. Resource Development Update

Robert Fernandez gave the update on residential projects. The EBSH (Enhanced Behavioral Supports Home for Adults) Delaware Project open house on May 26 and they received their license on May 30. The Children's Crisis Home (CCH), Davis open house on May 24. We had RFP's close on May 31, request for proposal, for 3 projects for the 2022-2023 fiscal year, Children's EBSH for Stanislaus County, and a Children's EBSH home in Calaveras and Tuolumne Counties, and an RCFE, residential care facility for the elderly, in Calaveras and Tuolumne Counties.

Nick Bolger will provide Deaf Cultural Awareness staff training on June 3 and June 10. The intent is to make sure that VMRC staff are aware of deaf culture.

HCBS, Health and Community Based Services, Anna Simms, received information on remediation and validation from DDS. This is important because all of the providers were asked to do a self-survey. DDS is now asking for those who did submit a self-assessment that we do some kind of review to assist providers to be in compliance. The providers who didn't do a self-assessment, we will have to address those always.

Rates-rates was put into effect April 1, 2022 and VMRC is making sure that all rates are appropriately entered in the system and validating information received from vendors.

I. Quality Assurance Update

Katina Richison gave the update on Quality Assurance. She shared the QA Incoming Alert Report, in your packet. She shared the closed alert report, in your packet.

Vendor SIR training on June 13, 9-1130 and June 16, 1-330 for vendor ceu's. The email blast went out and it's in the health advisory.

J. Transportation Update

Anel Renteria, R&D, shared the update. They have started service with 2 new service providers in Stockton. PPE is available and can be requested through your Service Coordinator.

K. Fair Hearing Update

Tony Anderson gave the fair hearing update for Jason Toepel. Based on the information in the packet we have 3 cases pending since our last Consumer Services meeting.

L. Coalition of Local Area Service Providers (CLASP) Update – n/a

M. Clinical Update

Tony Anderson gave the Clinical Update for Claire Lazaro. The dental coordinator, Karissa and our consultant, Dr. Glassman are working with resource development and community organizations to develop the virtual dental home. There has been an increase in consumer cases with covid-19. The clinical staff are following up with these consumers and their families, after a positive diagnosis. The non-medical therapy services have had some approvals. The UOP health faire will be held within the cultural faire in October. Claire is working with UOP on this exciting event. We are planning on vaccinations in the fall. Claire is working on a new project, Family Wellness. DDS approached us and FNRC to provide mental health/counseling services for parents and family members who learn of their children's new diagnosis of developmental disability, outside of generic resources. This will be within our clinical department and DDS really likes what we put together and asked us to add more to the proposal.

Margaret Heinz made the motion to adjourn the meeting. Jose Lara seconded the motion. It was unanimously approved, and the meeting adjourned at 5:36pm.

N. Next Meeting, Wednesday, September 7, 2022, 5:15PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference)

The 2022-2023 dates are in the packet.

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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	10	9
Feb	8	6	5
Mar	10	5	5
Apr	18	12	12
May	18	10	9
Jun	23	13	12
Jul	14	10	10
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	106	66	62

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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	125	102	92
Feb	101	85	78
Mar	111	89	85
Apr	143	115	100
May	132	99	81
Jun	129	99	83
Jul	111	86	73
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	852	675	592

#NAME?

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	102	85	76
Feb	116	90	80
Mar	138	108	90
Apr	126	105	94
May	175	143	125
Jun	170	141	123
Jul	144	121	100

Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	971	793	688

Trend of Lanterman Intake Work in **SA Office**

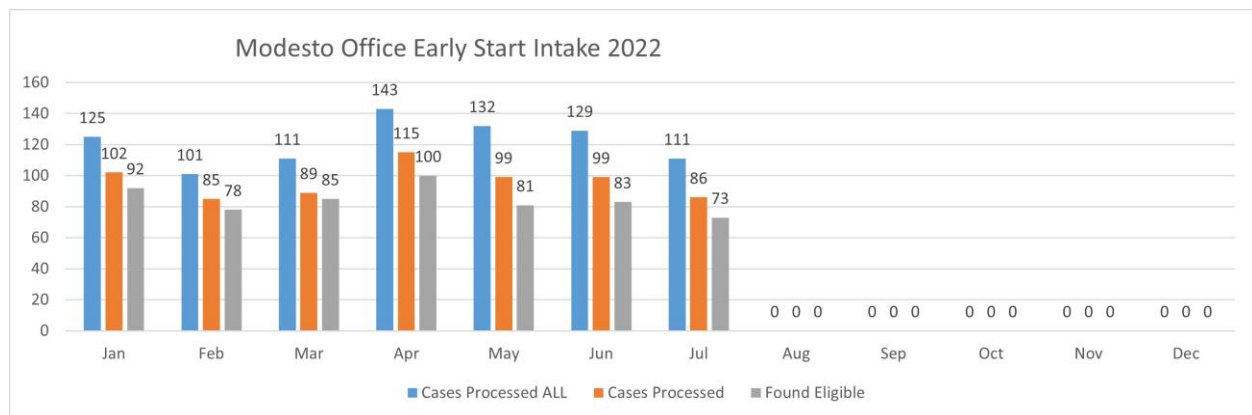
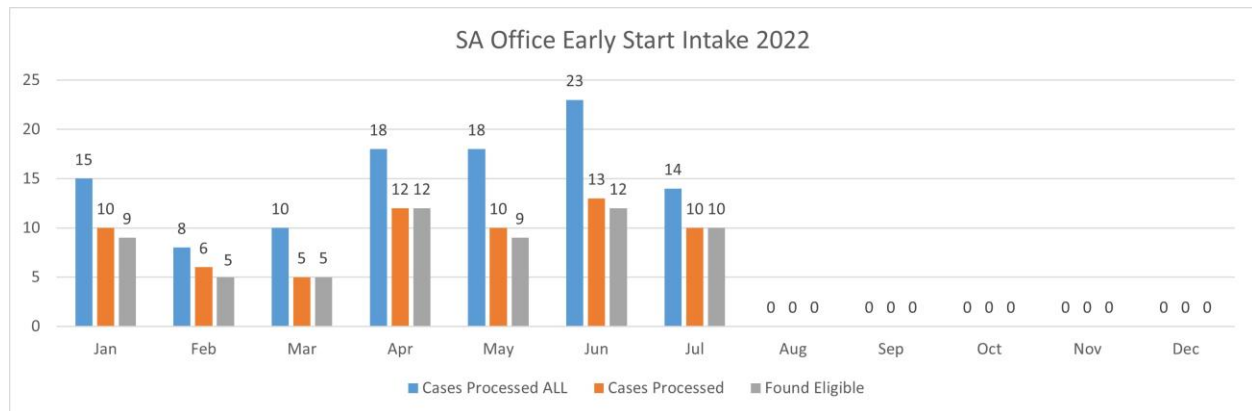
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	4
Feb	12	9	6
Mar	7	2	1
Apr	9	6	5
May	13	10	6
Jun	17	11	9
Jul	9	7	6
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	78	53	37

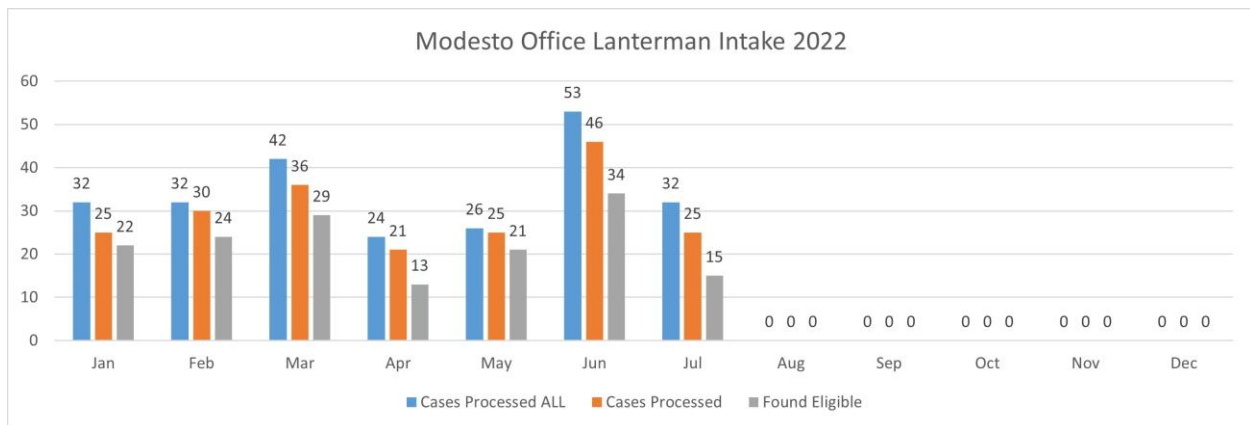
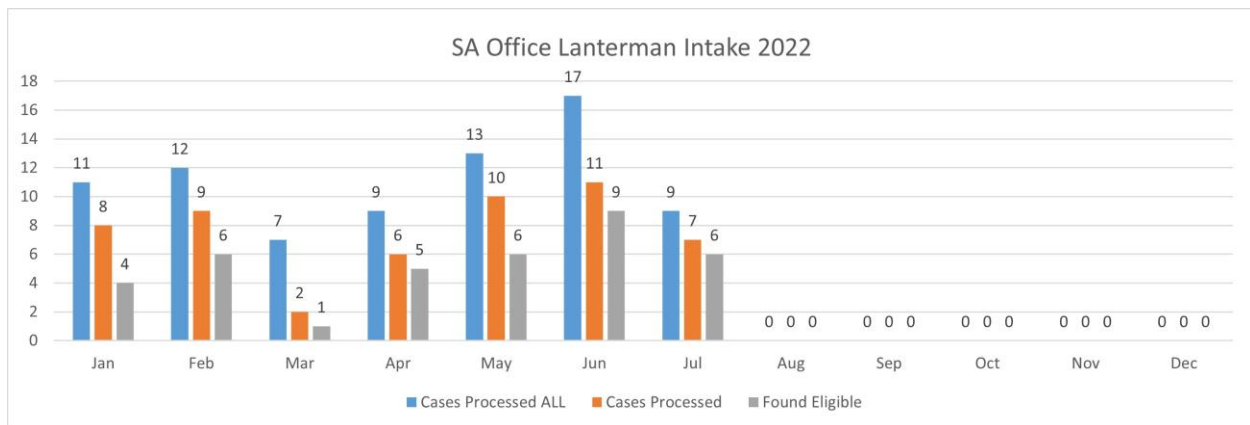
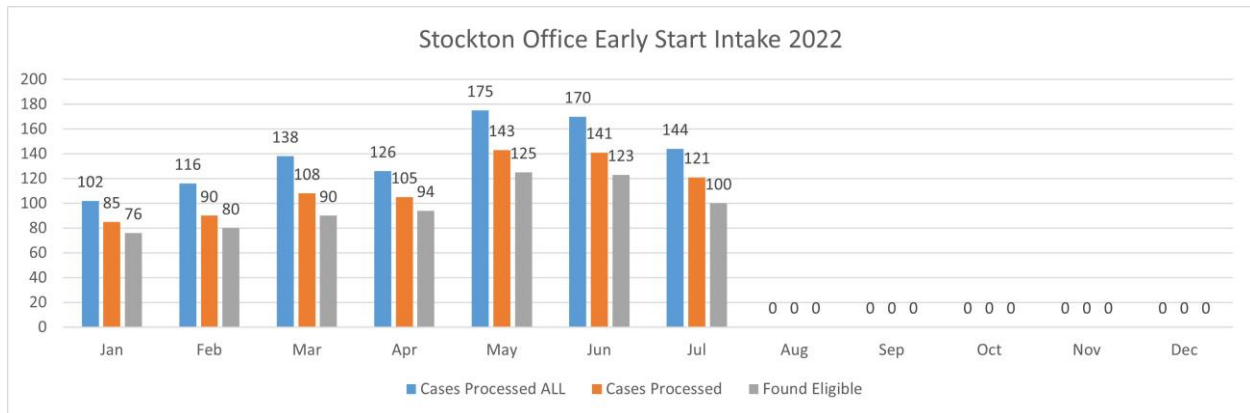
Trend of Lanterman Intake Work in **Modesto Office**

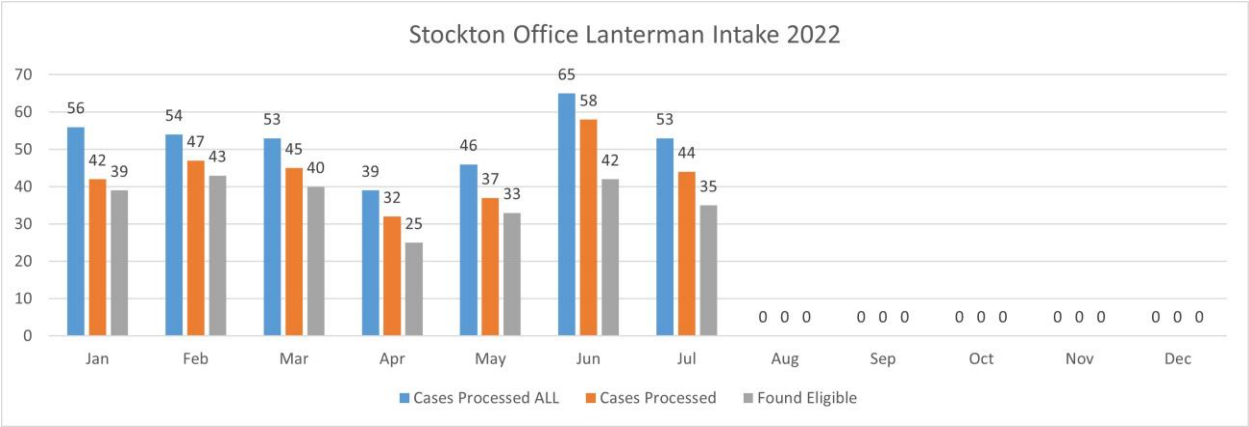
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	32	25	22
Feb	32	30	24
Mar	42	36	29
Apr	24	21	13
May	26	25	21
Jun	53	46	34
Jul	32	25	15
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	241	208	158

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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	56	42	39
Feb	54	47	43
Mar	53	45	40
Apr	39	32	25
May	46	37	33
Jun	65	58	42
Jul	53	44	35
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	366	305	257

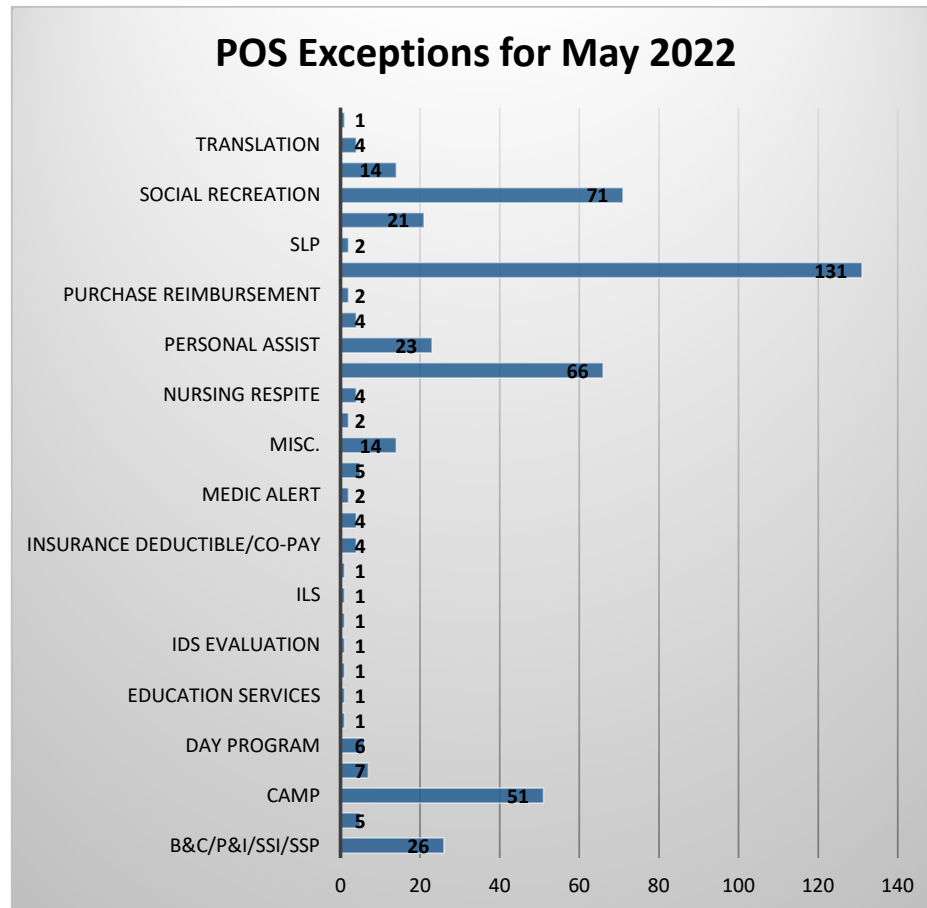






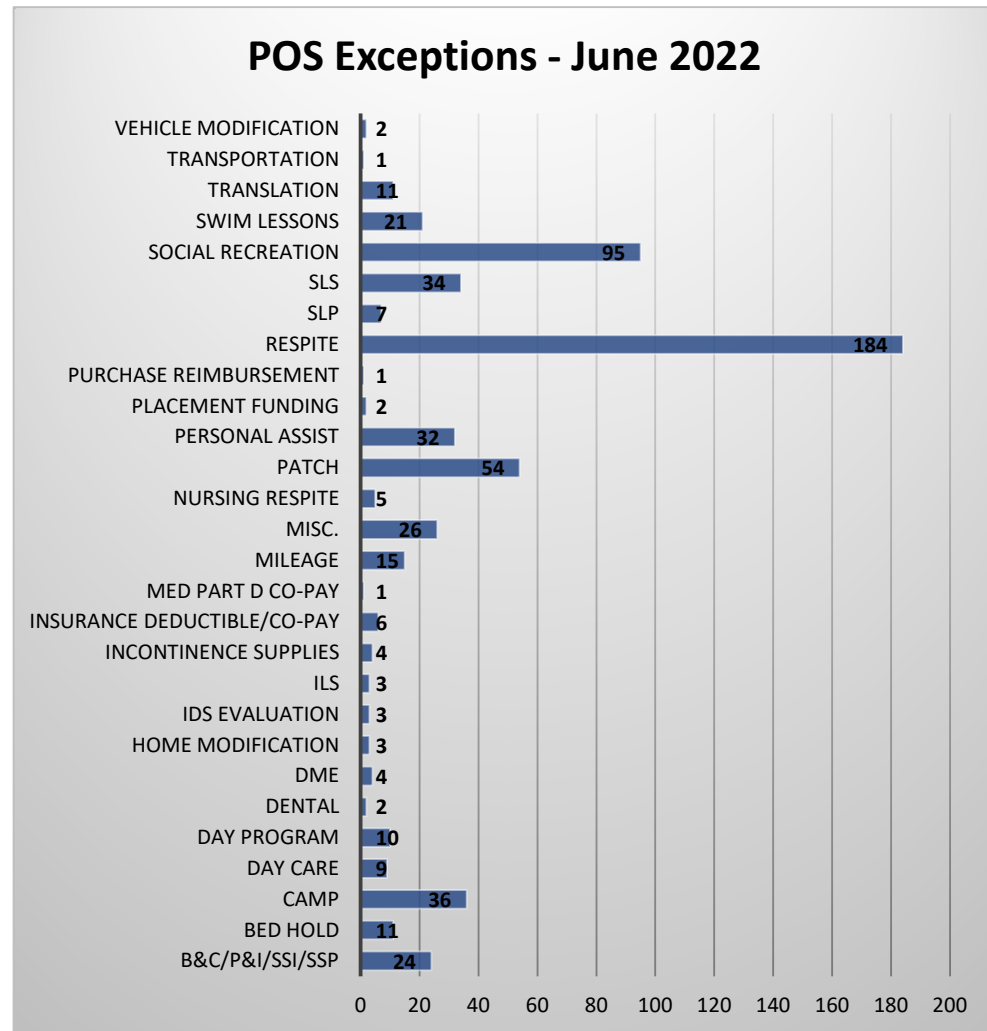
POS Exceptions - MAY 2022

2021/2022	May
B&C/P&I/SSI/SSP	26
Bed Hold	5
CAMP	51
Day Care	7
Day Program	6
DME	1
Education Services	1
Home Modification	1
IDS Evaluation	1
ILP	1
ILS	1
Incontinence Supplies	1
Insurance Deductible/co-pay	4
Med Part D co-pay	4
Medic Alert	2
Mileage	5
Misc.	14
Non Medical Therapy	2
Nursing Respite	4
Patch	66
Personal Assist	23
Placement funding	4
Purchase Reimbursement	2
Respite	131
SLP	2
SLS	21
Social Recreation	71
Swim Lessons	14
Translation	4
Vehicle Modification	1
TOTAL POS*	476
Approved	469
Deferred	2
Denied	5



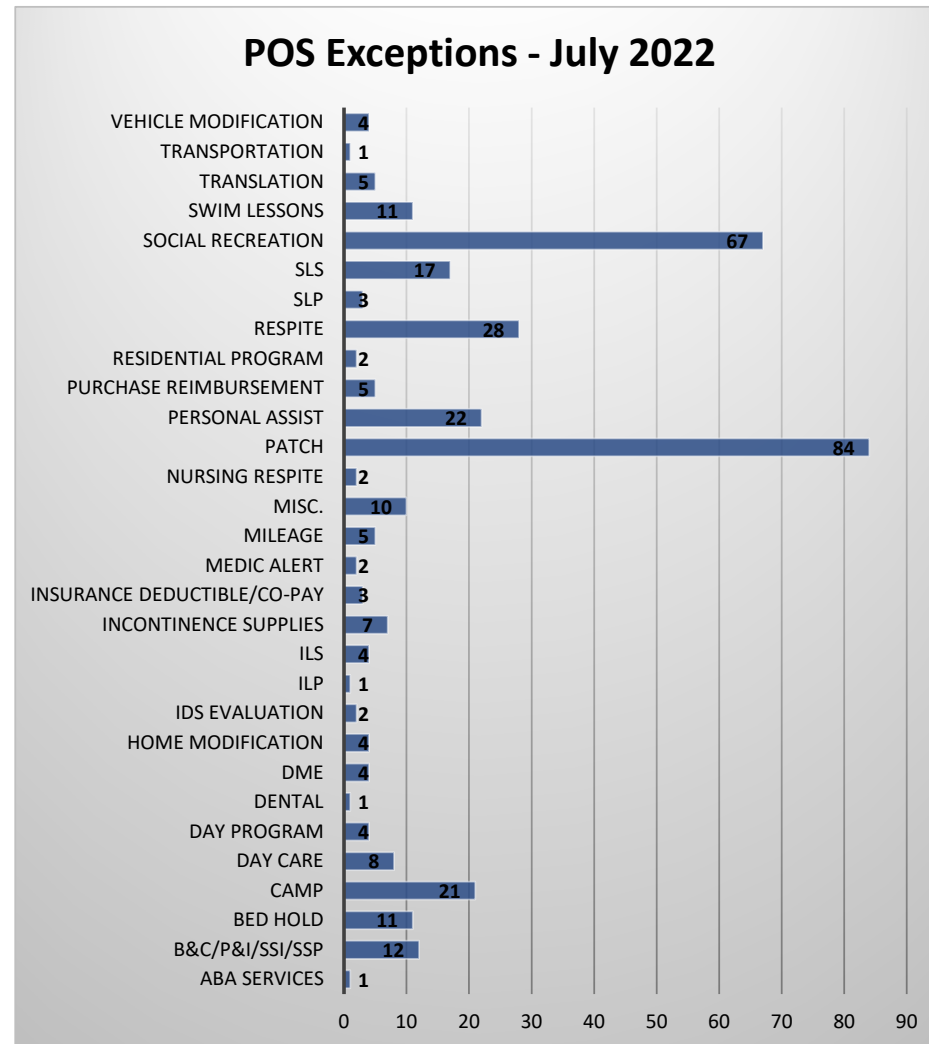
POS Exceptions - JUNE 2022

2021/2022	June
B&C/P&I/SSI/SSP	24
Bed Hold	11
CAMP	36
Day Care	9
Day Program	10
Dental	2
DME	4
Home Modification	3
IDS Evaluation	3
ILS	3
Incontinence Supplies	4
Insurance Deductible/co-pay	6
Med Part D co-pay	1
Mileage	15
Misc.	26
Nursing Respite	5
Patch	54
Personal Assist	32
Placement funding	2
Purchase Reimbursement	1
Respite	184
SLP	7
SLS	34
Social Recreation	95
Swim Lessons	21
Translation	11
Transportation	1
Vehicle Modification	2
TOTAL POS*	606
Approved	605
Deferred	0
Denied	1



POS Exceptions - JULY 2022

2021/2022	July
ABA Services	1
B&C/P&I/SSI/SSP	12
Bed Hold	11
CAMP	21
Day Care	8
Day Program	4
Dental	1
DME	4
Home Modification	4
IDS Evaluation	2
ILP	1
ILS	4
Incontinence Supplies	7
Insurance Deductible/co-pay	3
Medic Alert	2
Mileage	5
Misc.	10
Nursing Respite	2
Patch	84
Personal Assist	22
Purchase Reimbursement	5
Residential Program	2
Respite	28
SLP	3
SLS	17
Social Recreation	67
Swim Lessons	11
Translation	5
Transportation	1
Vehicle Modification	4
TOTAL POS*	351
Approved	350
Deferred	0
Denied	1



Consumer File Transfer Status - To and From VMRC

Through 08/25/22

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

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

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

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

2021			
Files Received		Files sent out	
January	27	January	29
February	30	February	25
March	39	March	32
April	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
total for 2021	424	Total for 2021	357

2022			
Files Received		Files sent out	
January	40	January	43
February	28	February	40
March	41	March	25
April	47	April	41
May	35	May	52
June	37	June	30
July	32	July	33
August	32	August	37
September		September	
October		October	
November		November	
December		December	
total for 2022	292	Total for 2022	301

Row Labels	Count of SRFNAM
AGGRAVATED ASSAULT	2
AGGRESSIVE ACT TO ANOTHER CONSUMER	2
AGGRESSIVE ACT TO SELF	3
AGGRESSIVE ACT TO STAFF	3
ALLEGED ABUSE-OTHER	1
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1
ALLEGED PHYSICAL ABUSE-VND CARE	2
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1
COMMUNITY SAFETY	1
COVID 19 VIRUS	2
DEATH	9
DRUG/ALCOHOL ABUSE	1
EMERGENCY ROOM VISIT	17
FAIL TO PROV CARE-ELDER/ADULT-VND	1
FRACTURES-VND CARE	2
HOSPITAL/CARDIAC-VND CARE	4
HOSPITAL/DIABETES-VND CARE	1
HOSPITAL/DUE TO SEIZURE-VND CARE	3
HOSPITAL/INTRNL INFECT-VND CARE	14
HOSPITAL/INVOL PSYCH ADM-VND CARE	2
HOSPITAL/NUTRITION DEFIC-VND CARE	1
HOSPITAL/OTHER	2
HOSPITAL/RESP ILLNESS-VND CARE	15
HOSPITAL/WOUND/SKN CARE-VND CARE	3
INJURY-ACCIDENT	2
INJURY-FROM A BEHAVIOR EPISODE	1
INTERNAL BLEEDING-VND CARE	7
LACERATIONS-SUTURES/STAPLES-VND CR	4
LARCENY	2
LAW ENFORCEMENT INVOLVEMENT	4
MEDICATION ERROR	1
MEDICATION ERROR-VND CARE	10
MEDICATION REACTIONS-VND CARE	2
MISSING PERSON-LAW NOTIF-VND CARE	3
OTHER	1
PROPERTY DAMAGE	2
SUICIDE ATTEMPT	1
SUICIDE THREAT	1

Grand Total

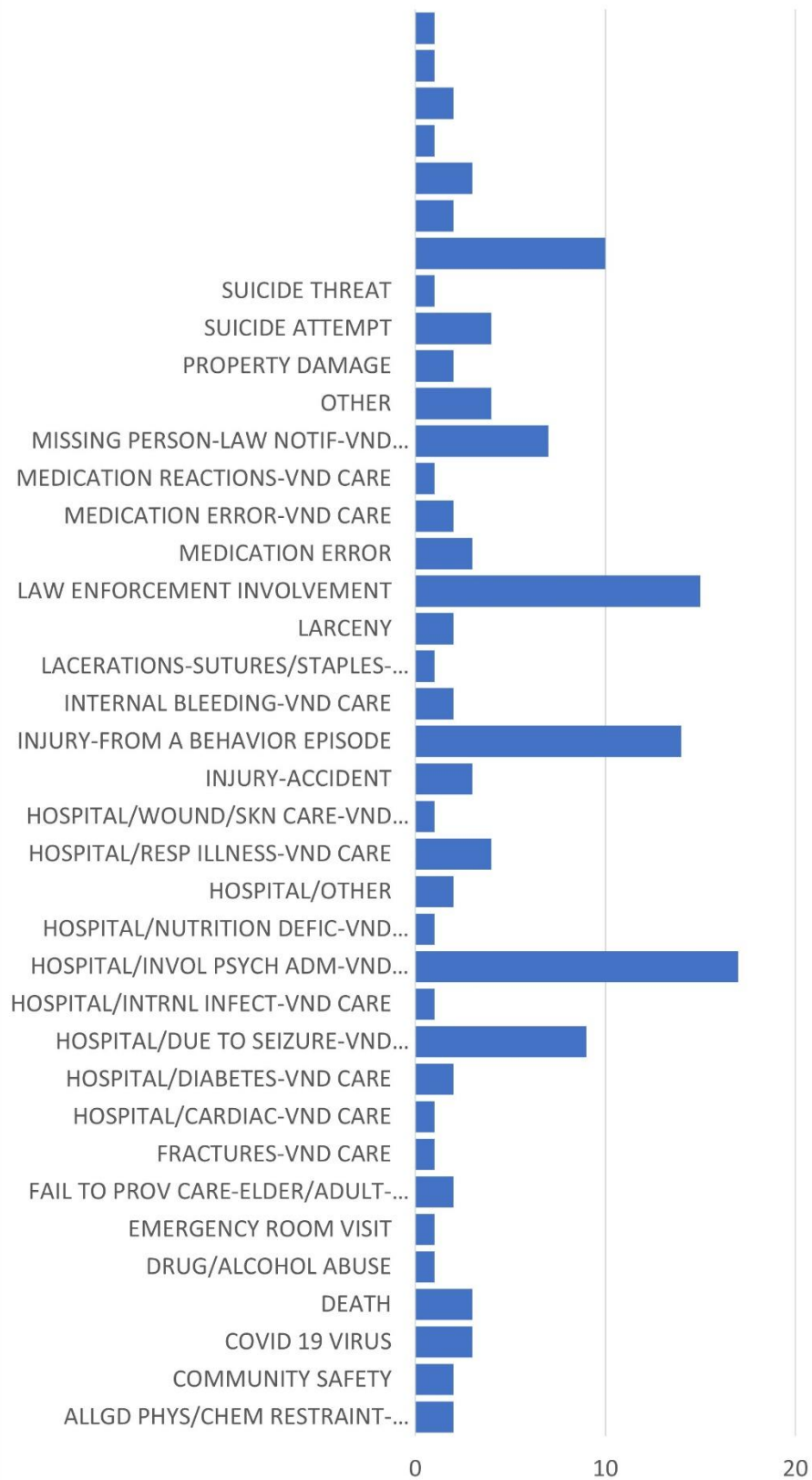
134

16 Apr 2022 to 15 May 2022 Incident Report Consumer Count: 77

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.5%
AGGRESSIVE ACT TO ANOTHER CONSUMER	2	1.5%
AGGRESSIVE ACT TO SELF	3	2.2%
AGGRESSIVE ACT TO STAFF	3	2.2%
ALLEGED ABUSE-OTHER	1	0.7%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.7%
ALLEGED PHYSICAL ABUSE-VND CARE	2	1.5%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.7%
COMMUNITY SAFETY	1	0.7%
COVID 19 VIRUS	2	1.5%
DEATH	9	6.7%
DRUG/ALCOHOL ABUSE	1	0.7%
EMERGENCY ROOM VISIT	17	12.7%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.7%
FRACTURES-VND CARE	2	1.5%
HOSPITAL/CARDIAC-VND CARE	4	3.0%
HOSPITAL/DIABETES-VND CARE	1	0.7%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.2%
HOSPITAL/INTRNL INFECT-VND CARE	14	10.4%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	1.5%
HOSPITAL/NUTRITION DEFIC-VND CARE	1	0.7%
HOSPITAL/OTHER	2	1.5%
HOSPITAL/RESP ILLNESS-VND CARE	15	11.2%
HOSPITAL/WOUND/SKN CARE-VND CARE	3	2.2%
INJURY-ACCIDENT	2	1.5%
INJURY-FROM A BEHAVIOR EPISODE	1	0.7%
INTERNAL BLEEDING-VND CARE	7	5.2%
LACERATIONS-SUTURES/STAPLES-VND CR	4	3.0%
LARCENY	2	1.5%
LAW ENFORCEMENT INVOLVEMENT	4	3.0%
MEDICATION ERROR	1	0.7%
MEDICATION ERROR-VND CARE	10	7.5%
MEDICATION REACTIONS-VND CARE	2	1.5%
MISSING PERSON-LAW NOTIF-VND CARE	3	2.2%
OTHER	1	0.7%
PROPERTY DAMAGE	2	1.5%

SUICIDE ATTEMPT	1	0.7%
SUICIDE THREAT	1	0.7%
Grand Total	134	100.0%

Special Incident Types 16 May 2021 to 15 Jun 2022



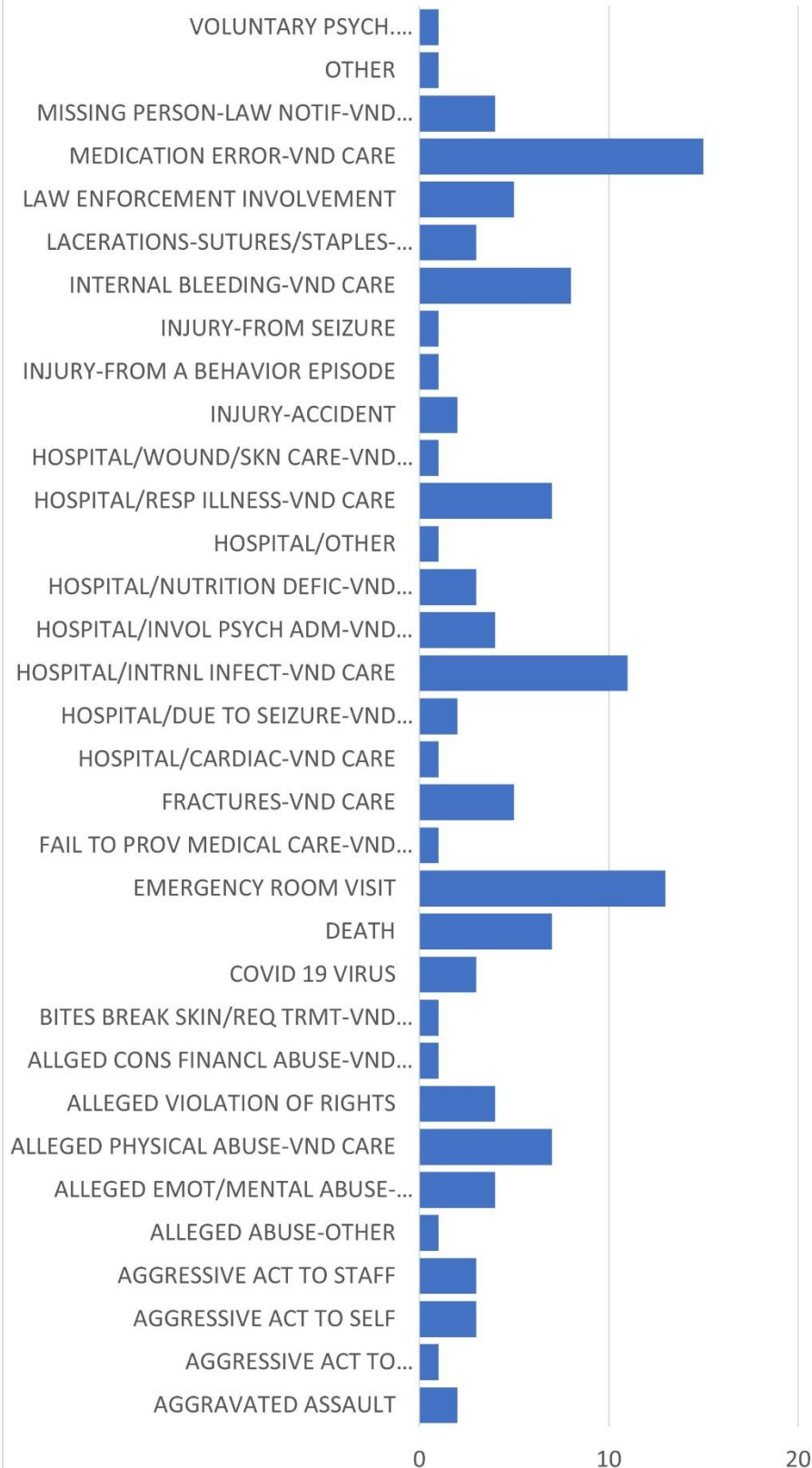
Row Labels	Count of SRFNAM
AGGRAVATED ASSAULT	2
AGGRESSIVE ACT TO FAMILY/VISITORS	1
AGGRESSIVE ACT TO SELF	3
AGGRESSIVE ACT TO STAFF	3
ALLEGED ABUSE-OTHER	1
ALLEGED EMOT/MENTAL ABUSE-VND CARE	4
ALLEGED PHYSICAL ABUSE-VND CARE	7
ALLEGED VIOLATION OF RIGHTS	4
ALLGED CONS FINANCL ABUSE-VND CARE	1
BITES BREAK SKIN/REQ TRMT-VND CARE	1
COVID 19 VIRUS	3
DEATH	7
EMERGENCY ROOM VISIT	13
FAIL TO PROV MEDICAL CARE-VND CARE	1
FRACTURES-VND CARE	5
HOSPITAL/CARDIAC-VND CARE	1
HOSPITAL/DUE TO SEIZURE-VND CARE	2
HOSPITAL/INTRNL INFECT-VND CARE	11
HOSPITAL/INVOL PSYCH ADM-VND CARE	4
HOSPITAL/NUTRITION DEFIC-VND CARE	3
HOSPITAL/OTHER	1
HOSPITAL/RESP ILLNESS-VND CARE	7
HOSPITAL/WOUND/SKN CARE-VND CARE	1
INJURY-ACCIDENT	2
INJURY-FROM A BEHAVIOR EPISODE	1
INJURY-FROM SEIZURE	1
INTERNAL BLEEDING-VND CARE	8
LACERATIONS-SUTURES/STAPLES-VND CR	3
LAW ENFORCEMENT INVOLVEMENT	5
MEDICATION ERROR-VND CARE	15
MISSING PERSON-LAW NOTIF-VND CARE	4
OTHER	1
VOLUNTARY PSYCH. HOSPITALIZATION	1
Grand Total	127

16 Jul 2022 to 15 Aug 2022 Incident Report Consumer Count: 77

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.6%

AGGRESSIVE ACT TO FAMILY/VISITORS	1	0.8%
AGGRESSIVE ACT TO SELF	3	2.4%
AGGRESSIVE ACT TO STAFF	3	2.4%
ALLEGED ABUSE-OTHER	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	4	3.1%
ALLEGED PHYSICAL ABUSE-VND CARE	7	5.5%
ALLEGED VIOLATION OF RIGHTS	4	3.1%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.8%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.8%
COVID 19 VIRUS	3	2.4%
DEATH	7	5.5%
EMERGENCY ROOM VISIT	13	10.2%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.8%
FRACTURES-VND CARE	5	3.9%
HOSPITAL/CARDIAC-VND CARE	1	0.8%
HOSPITAL/DUE TO SEIZURE-VND CARE	2	1.6%
HOSPITAL/INTRNL INFECT-VND CARE	11	8.7%
HOSPITAL/INVOL PSYCH ADM-VND CARE	4	3.1%
HOSPITAL/NUTRITION DEFIC-VND CARE	3	2.4%
HOSPITAL/OTHER	1	0.8%
HOSPITAL/RESP ILLNESS-VND CARE	7	5.5%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	0.8%
INJURY-ACCIDENT	2	1.6%
INJURY-FROM A BEHAVIOR EPISODE	1	0.8%
INJURY-FROM SEIZURE	1	0.8%
INTERNAL BLEEDING-VND CARE	8	6.3%
LACERATIONS-SUTURES/STAPLES-VND CR	3	2.4%
LAW ENFORCEMENT INVOLVEMENT	5	3.9%
MEDICATION ERROR-VND CARE	15	11.8%
MISSING PERSON-LAW NOTIF-VND CARE	4	3.1%
OTHER	1	0.8%
VOLUNTARY PSYCH. HOSPITALIZATION	1	0.8%
Grand Total	127	

Special Incident Types 16 Jul 2021 to 15 Aug 2022



QA Incoming Alert Report

05/16/22 – 08/15/22

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2022-05-12.0	Food Service	5/16/2022	Closed	Unsubstantiated	None
2022-05-12.1	Delivery of Care	5/16/2022	Closed	Unsubstantiated	Technical Assistance
2022-05-12.2	Delivery of Care	5/16/2022	Closed	Unfounded	Technical Assistance
2022-05-14.0	Untimely SIR	5/17/2022	Closed	Unfounded	None
2022-05-15.0	Violation of Rights	5/20/2022	Closed	Substantiated	Technical Assistance
2022-05-16.0	Environment	5/23/2022	Open		
2022-05-17.0	Environment	5/23/2022	Closed	Unsubstantiated	Technical Assistance
2022-05-18.0	Untimely SIR	5/24/2022	Open		
2022-05-19.0	Delivery of Care	5/24/2022	Open		
2022-05-20.0	Other	5/24/2022	Closed	N/A	Deferred
2022-05-20.1	IPP Implementation	5/24/2022	Closed	Unfounded	Deferred
2022-05-20.2	Other	5/24/2022	Closed	N/A	Deferred
2022-05-21.0	Environment	5/25/2022	Open		
2022-05-22.0	Untimely SIR	5/26/2022	Closed	Unfounded	Technical Assistance
2022-05-23.0	Untimely SIR	5/26/2022	Open		
2022-05-24.0	Recordkeeping	5/31/2022	Closed	Substantiated	Technical Assistance
2022-06-01.0	Untimely SIR	6/1/2022	Closed	Unfounded	Technical Assistance
2022-06-02.0	Untimely SIR	6/1/2022	Open		
2022-06-03.0	Untimely SIR	6/6/2022	Open		
2022-06-04.0	Delivery of Care	6/7/2022	Open		
2022-06-05.0	Health-Related Concerns	6/8/2022	Closed	N/A	Deferred
2022-06-06.0	Untimely SIR	6/8/2022	Open		
2022-06-07.0	Delivery of Care	6/9/2022	Closed	Substantiated	Technical Assistance
2022-06-07.1	Food Service	6/9/2022	Closed	Substantiated	Technical Assistance
2022-06-07.2	Environment	6/9/2022	Closed	Substantiated	None
2022-06-07.3	Environment	6/9/2022	Closed	Substantiated	None
2022-06-07.4	Delivery of Care	6/9/2022	Closed	Substantiated	Technical Assistance
2022-06-07.5	Environment	6/9/2022	Closed	Substantiated	None
2022-06-07.6	Delivery of Care	6/9/2022	Closed	Substantiated	None

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2022-06-08.0	Violation of Rights	6/9/2022	Open		
2022-06-09.0	Delivery of Care	6/10/2022	Open		
2022-06-10.0	Delivery of Care	6/10/2022	Open		
2022-06-11.0	Delivery of Care	6/10/2022	Closed	Substantiated	None
2022-06-12.0	Delivery of Care	6/10/2022	Open		
2022-06-13.0	Delivery of Care	6/13/2022	Open		
2022-06-14.0	Delivery of Care	6/14/2022	Open		
2022-06-15.0	Other	6/14/2022	Closed	N/A	Deferred
2022-06-16.0	Violation of Rights	6/15/2022	Open		
2022-06-17.0	Untimely SIR	6/16/2022	Closed	Unsubstantiated	None
2022-06-18.0	Delivery of Care	6/21/2022	Open		
2022-06-19.0	Health-Related Concerns	6/21/2022	Open		
2022-06-20.0	Staffing / Supervision	6/22/2022	Open		
2022-06-21.0	Delivery of Care	6/22/2022	Open		
2022-06-22.0	Other	6/23/2022	Closed	Unsubstantiated	None
2022-06-22.1	Environment	6/23/2022	Closed	Unsubstantiated	None
2022-06-23.0	Health-Related Concerns	6/23/2022	Open		
2022-06-24.0	Environment	6/23/2022	Open		
2022-06-25.0	Delivery of Care	6/24/2022	Open		
2022-06-26.0	Delivery of Care	6/24/2022	Closed	Substantiated	None
2022-06-27.0	Delivery of Care	6/27/2022	Closed	Unfounded	None
2022-06-28.0	Delivery of Care	6/27/2022	Open		
2022-06-29.0	Delivery of Care	6/27/2022	Closed	Unfounded	None
2022-06-30.0	Health-Related Concerns	6/29/2022	Open		
2022-06-31.0	Recordkeeping	6/30/2022	Closed	Substantiated	None
2022-06-32.0	Delivery of Care	6/30/2022	Open		
2022-06-33.0	Environment	6/30/2022	Closed	Substantiated	None
2022-06-34.0	Untimely SIR	6/30/2022	Closed	Substantiated	Technical Assistance
2022-07-01.0	Violation of Rights	7/1/2022	Closed	Substantiated	Technical Assistance
2022-07-02.0	Environment	7/6/2022	Closed	Unsubstantiated	Technical Assistance
2022-07-03.0	Delivery of Care	7/6/2022	Open		
2022-07-04.0	Untimely SIR	7/7/2022	Open		
2022-07-05.0	Environment	7/7/2022	Open		

Alerts					
Control#	Presenting Issue	Alert Date	Status	Finding	Action
2022-07-06.0	Untimely SIR	7/8/2022	Open		
2022-07-07.0	Untimely SIR	7/11/2022	Closed	Substantiated	Technical Assistance
2022-07-08.0	Untimely SIR	7/12/2022	Open		
2022-07-09.0	Delivery of Care	7/13/2022	Closed	Unsubstantiated	None
2022-07-10.0	Untimely SIR	7/13/2022	Open		
2022-07-11.0	Other	7/19/2022	Closed	Substantiated	Technical Assistance
2022-07-12.0	Untimely SIR	7/19/2022	Open		
2022-07-13.0	Delivery of Care	7/20/2022	Open		
2022-07-14.0	Recordkeeping	7/20/2022	Open		
2022-07-15.0	Untimely SIR	7/20/2022	Open		
2022-07-16.0	Violation of Rights	7/22/2022	Open		
2022-07-16.1	Violation of Rights	7/22/2022	Open		
2022-07-17.0	Other	7/25/2022	Closed	N/A	Deferred
2022-07-18.0	Other	7/26/2022	Closed	N/A	None
2022-07-19.0	Health-Related Concerns	7/28/2022	Open		
2022-07-20.0	Delivery of Care	7/28/2022	Open		
2022-07-21.0	Environment	7/28/2022	Closed	Unsubstantiated	Technical Assistance
2022-07-21.1	Environment	7/28/2022	Closed	Unfounded	None
2022-07-21.2	Environment	7/28/2022	Closed	Unsubstantiated	None
2022-07-22.0	Environment	7/28/2022	Open		
2022-08-01.0	Delivery of Care	8/1/2022	Open		
2022-08-02.0	Recordkeeping	8/3/2022	Open		
2022-08-02.1	Other	8/3/2022	Open		
2022-08-03.0	Recordkeeping	8/5/2022	Open		
2022-08-04.0	Environment	8/8/2022	Open		
2022-08-05.0	Environment	8/8/2022	Open		
2022-08-06.0	Delivery of Care	8/9/2022	Open		
2022-08-07.0	Delivery of Care	8/11/2022	Open		
2022-08-08.0	Delivery of Care	8/11/2022	Open		
2022-08-09.0	Environment	8/15/2022	Open		

Presenting Issue Breakdown

Delivery of Care	29
Environment	18
Food Service	2
Health-Related Concerns	5
IPP Implementation	1
Other	8
Recordkeeping	5
Staffing/Supervision	1
Untimely SIR	17
Violation of Rights	6

Grand Total: 92



QA Closed Alert Report

01/01/22 – 06/30/22

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2022-01-01.0	Violation of Rights	1/5/2022	Closed	1/6/2022	N/A	Deferred
2022-01-10.0	Health-Related Concerns	1/13/2022	Closed	1/13/2022	N/A	Deferred
2022-01-12.0	Untimely SIR	1/20/2022	Closed	7/14/2022	Unsubstantiated	None
2022-01-15.0	Violation of Rights	1/24/2022	Closed	5/31/2022	Unsubstantiated	None
2022-01-15.1	Violation of Rights	1/24/2022	Closed	5/31/2022	Unsubstantiated	None
2022-01-16.0	Untimely SIR	1/24/2022	Closed	4/8/2022	Substantiated	Technical Assistance
2022-01-20.0	Untimely SIR	1/27/2022	Closed	7/11/2022	Substantiated	Technical Assistance
2022-01-21.0	Untimely SIR	1/27/2022	Closed	7/11/2022	Substantiated	Technical Assistance
2022-01-24.0	Untimely SIR	1/27/2022	Closed	5/12/2022	Unfounded	None
2022-02-01.0	Untimely SIR	2/2/2022	Closed	5/3/2022	Substantiated	Technical Assistance
2022-02-03.0	Untimely SIR	2/4/2022	Closed	7/15/2022	Substantiated	Technical Assistance
2022-02-04.0	Untimely SIR	2/8/2022	Closed	5/24/2022	Substantiated	Substantial Inadequacy
2022-02-05.0	Untimely SIR	2/8/2022	Closed	6/8/2022	Substantiated	Technical Assistance
2022-02-09.0	Delivery of Care	2/14/2022	Closed	3/9/2022	Unsubstantiated	None
2022-02-11.0	Untimely SIR	2/16/2022	Closed	3/11/2022	Unfounded	Technical Assistance
2022-02-14.0	Untimely SIR	2/22/2022	Closed	5/24/2022	Substantiated	Technical Assistance
2022-02-17.0	Violation of Rights	2/24/2022	Closed	4/22/2022	Substantiated	Substantial Inadequacy
2022-02-17.1	Recordkeeping	2/24/2022	Closed	4/22/2022	Substantiated	Substantial Inadequacy
2022-02-19.0	Untimely SIR	2/28/2022	Closed	3/15/2022	Substantiated	Technical Assistance
2022-02-20.0	Recordkeeping	2/28/2022	Closed	5/31/2022	Substantiated	Technical Assistance
2022-03-01.0	Untimely SIR	3/8/2022	Closed	4/8/2022	Substantiated	Technical Assistance
2022-03-02.0	Untimely SIR	3/2/2022	Closed	3/9/2022	Unfounded	None
2022-03-03.0	Untimely SIR	3/2/2022	Closed	3/11/2022	Unfounded	Technical Assistance
2022-03-04.0	Untimely SIR	3/9/2022	Closed	3/23/2022	Unsubstantiated	None
2022-03-05.0	Staffing / Supervision	3/10/2022	Closed	4/4/2022	Unsubstantiated	None
2022-03-06.0	Other	3/11/2022	Closed	5/2/2022	Unfounded	None
2022-03-06.1	Other	3/11/2022	Closed	5/2/2022	Unfounded	None
2022-03-06.2	Other	3/11/2022	Closed	5/2/2022	Unfounded	None

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2022-03-07.0	Environment	3/16/2022	Closed	4/4/2022	Substantiated	Deferred
2022-03-07.1	Environment	3/16/2022	Closed	4/4/2022	Substantiated	Technical Assistance
2022-03-07.2	Environment	3/16/2022	Closed	4/4/2022	Substantiated	Deferred
2022-03-09.0	Recordkeeping	3/17/2022	Closed	5/10/2022	Substantiated	Non-Compliance CAP
2022-03-12.0	Untimely SIR	3/18/2022	Closed	5/9/2022	N/A	Deferred
2022-03-13.0	Recordkeeping	3/18/2022	Closed	4/6/2022	Substantiated	Non-Compliance CAP
2022-03-15.0	Untimely SIR	3/22/2022	Closed	4/8/2022	Substantiated	Technical Assistance
2022-03-16.0	Delivery of Care	3/24/2022	Closed	4/18/2022	Unfounded	None
2022-03-17.0	Untimely SIR	3/24/2022	Closed	4/14/2022	Unfounded	None
2022-03-19.0	Recordkeeping	3/28/2022	Closed	8/4/2022	Substantiated	Technical Assistance
2022-03-20.0	Health-Related Concerns	3/28/2022	Closed	8/5/2022	Unsubstantiated	Technical Assistance
2022-03-20.1	Other	3/28/2022	Closed	8/5/2022	Unsubstantiated	None
2022-03-20.2	Delivery of Care	3/28/2022	Closed	8/5/2022	Unfounded	None
2022-03-23.0	Staffing / Supervision	3/30/2022	Closed	5/4/2022	Unsubstantiated	Technical Assistance
2022-03-25.0	Recordkeeping	3/30/2022	Closed	4/22/2022	Substantiated	Technical Assistance
2022-03-25.1	IPP Implementation	3/30/2022	Closed	4/22/2022	Substantiated	Technical Assistance
2022-04-02.0	Environment	4/1/2022	Closed	6/1/2022	Substantiated	Technical Assistance
2022-04-02.1	Environment	4/1/2022	Closed	6/1/2022	Substantiated	Technical Assistance
2022-04-02.2	Violation of Rights	4/1/2022	Closed	6/1/2022	Unsubstantiated	Technical Assistance
2022-04-02.3	Environment	4/1/2022	Closed	6/1/2022	Substantiated	Technical Assistance
2022-04-02.4	Food Service	4/1/2022	Closed	6/1/2022	Substantiated	Technical Assistance
2022-04-04.0	Untimely SIR	4/4/2022	Closed	4/19/2022	Substantiated	Substantial Inadequacy
2022-04-07.0	Health-Related Concerns	4/7/2022	Closed	5/4/2022	Unsubstantiated	None
2022-04-09.0	Delivery of Care	4/12/2022	Closed	4/19/2022	Substantiated	None
2022-04-10.0	Untimely SIR	4/12/2022	Closed	6/9/2022	Unfounded	None
2022-04-11.0	Environment	4/18/2022	Closed	4/22/2022	Substantiated	Technical Assistance
2022-04-12.0	Delivery of Care	4/13/2022	Closed	4/20/2022	Unfounded	Technical Assistance
2022-04-17.0	Violation of Rights	4/19/2022	Closed	4/26/2022	Unfounded	None
2022-04-19.0	Other	4/20/2022	Closed	4/27/2022	Substantiated	Technical Assistance
2022-04-21.0	Untimely SIR	4/22/2022	Closed	5/10/2022	Unsubstantiated	Technical Assistance
2022-04-23.0	Violation of Rights	4/25/2022	Closed	8/4/2022	Unsubstantiated	None
2022-04-23.1	Recordkeeping	4/25/2022	Closed	8/4/2022	Substantiated	Technical Assistance
2022-04-24.0	Other	4/29/2022	Closed	5/9/2022	N/A	Deferred

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2022-05-02.0	Untimely SIR	5/4/2022	Closed	5/10/2022	Substantiated	Technical Assistance
2022-05-04.0	Delivery of Care	5/5/2022	Closed	5/18/2022	Substantiated	Technical Assistance
2022-05-08.0	Delivery of Care	5/12/2022	Closed	5/24/2022	Substantiated	Technical Assistance
2022-05-09.0	Other	5/12/2022	Closed	5/27/2022	Substantiated	Technical Assistance
2022-05-10.0	Delivery of Care	5/12/2022	Closed	5/24/2022	Substantiated	Technical Assistance
2022-05-11.0	Delivery of Care	5/13/2022	Closed	6/29/2022	Unsubstantiated	Technical Assistance
2022-05-11.1	Food Service	5/13/2022	Closed	6/29/2022	Unsubstantiated	Technical Assistance
2022-05-11.2	Food Service	5/13/2022	Closed	6/29/2022	Unfounded	Technical Assistance
2022-05-12.0	Food Service	5/16/2022	Closed	8/3/2022	Unsubstantiated	None
2022-05-12.1	Delivery of Care	5/16/2022	Closed	8/3/2022	Unsubstantiated	Technical Assistance
2022-05-12.2	Delivery of Care	5/16/2022	Closed	8/3/2022	Unfounded	Technical Assistance
2022-05-14.0	Untimely SIR	5/17/2022	Closed	6/7/2022	Unfounded	None
2022-05-15.0	Violation of Rights	5/20/2022	Closed	6/27/2022	Substantiated	Technical Assistance
2022-05-17.0	Environment	5/23/2022	Closed	6/28/2022	Unsubstantiated	Technical Assistance
2022-05-20.0	Other	5/24/2022	Closed	8/22/2022	N/A	Deferred
2022-05-20.1	IPP Implementation	5/24/2022	Closed	8/22/2022	Unfounded	Deferred
2022-05-20.2	Other	5/24/2022	Closed	8/22/2022	N/A	Deferred
2022-05-22.0	Untimely SIR	5/26/2022	Closed	6/8/2022	Unfounded	Technical Assistance
2022-05-24.0	Recordkeeping	5/31/2022	Closed	8/5/2022	Substantiated	Technical Assistance
2022-06-01.0	Untimely SIR	6/1/2022	Closed	6/13/2022	Unfounded	Technical Assistance
2022-06-05.0	Health-Related Concerns	6/8/2022	Closed	7/11/2022	N/A	Deferred
2022-06-07.0	Delivery of Care	6/9/2022	Closed	8/5/2022	Substantiated	Technical Assistance
2022-06-07.1	Food Service	6/9/2022	Closed	8/5/2022	Substantiated	Technical Assistance
2022-06-07.2	Environment	6/9/2022	Closed	8/5/2022	Substantiated	None
2022-06-07.3	Environment	6/9/2022	Closed	8/5/2022	Substantiated	None
2022-06-07.4	Delivery of Care	6/9/2022	Closed	8/5/2022	Substantiated	Technical Assistance
2022-06-07.5	Environment	6/9/2022	Closed	8/5/2022	Substantiated	None
2022-06-07.6	Delivery of Care	6/9/2022	Closed	8/5/2022	Substantiated	None
2022-06-11.0	Delivery of Care	6/10/2022	Closed	8/2/2022	Substantiated	None
2022-06-15.0	Other	6/14/2022	Closed	6/15/2022	N/A	Deferred
2022-06-17.0	Untimely SIR	6/16/2022	Closed	8/22/2022	Unsubstantiated	None
2022-06-22.0	Other	6/23/2022	Closed	8/4/2022	Unsubstantiated	None

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2022-06-22.1	Environment	6/23/2022	Closed	8/4/2022	Unsubstantiated	None
2022-06-26.0	Delivery of Care	6/24/2022	Closed	7/18/2022	Substantiated	None
2022-06-27.0	Delivery of Care	6/27/2022	Closed	7/22/2022	Unfounded	None
2022-06-29.0	Delivery of Care	6/27/2022	Closed	8/22/2022	Unfounded	None
2022-06-31.0	Recordkeeping	6/30/2022	Closed	7/29/2022	Substantiated	None
2022-06-33.0	Environment	6/30/2022	Closed	7/29/2022	Substantiated	None
2022-06-34.0	Untimely SIR	6/30/2022	Closed	8/16/2022	Substantiated	Technical Assistance

Finding		Action	
N/A	8	Deferred	11
Substantiated	50	Non-Compliance CAP	2
Unfounded	21	None	35
Unsubstantiated	21	Substantial Inadequacy	4
		Technical Assistance	48

Grand Total: 100

QA Pending Completion Alert Report

05/16/22 – 08/15/22

Alerts			
Control#	Presenting Issue	Alert Date	Status
2022-05-16.0	Environment	5/23/2022	Open
2022-05-18.0	Untimely SIR	5/24/2022	Open
2022-05-19.0	Delivery of Care	5/24/2022	Open
2022-05-21.0	Environment	5/25/2022	Open
2022-05-23.0	Untimely SIR	5/26/2022	Open
2022-06-02.0	Untimely SIR	6/1/2022	Open
2022-06-03.0	Untimely SIR	6/6/2022	Open
2022-06-04.0	Delivery of Care	6/7/2022	Open
2022-06-06.0	Untimely SIR	6/8/2022	Open
2022-06-08.0	Violation of Rights	6/9/2022	Open
2022-06-09.0	Delivery of Care	6/10/2022	Open
2022-06-10.0	Delivery of Care	6/10/2022	Open
2022-06-12.0	Delivery of Care	6/10/2022	Open
2022-06-13.0	Delivery of Care	6/13/2022	Open
2022-06-14.0	Delivery of Care	6/14/2022	Open
2022-06-16.0	Violation of Rights	6/15/2022	Open
2022-06-18.0	Delivery of Care	6/21/2022	Open
2022-06-19.0	Health-Related Concerns	6/21/2022	Open
2022-06-20.0	Staffing / Supervision	6/22/2022	Open
2022-06-21.0	Delivery of Care	6/22/2022	Open
2022-06-23.0	Health-Related Concerns	6/23/2022	Open
2022-06-24.0	Environment	6/23/2022	Open
2022-06-25.0	Delivery of Care	6/24/2022	Open
2022-06-28.0	Delivery of Care	6/27/2022	Open
2022-06-30.0	Health-Related Concerns	6/29/2022	Open
2022-06-32.0	Delivery of Care	6/30/2022	Open
2022-07-03.0	Delivery of Care	7/6/2022	Open
2022-07-04.0	Untimely SIR	7/7/2022	Open

Alerts			
Control#	Presenting Issue	Alert Date	Status
2022-07-05.0	Environment	7/7/2022	Open
2022-07-06.0	Untimely SIR	7/8/2022	Open
2022-07-08.0	Untimely SIR	7/12/2022	Open
2022-07-10.0	Untimely SIR	7/13/2022	Open
2022-07-12.0	Untimely SIR	7/19/2022	Open
2022-07-13.0	Delivery of Care	7/20/2022	Open
2022-07-14.0	Recordkeeping	7/20/2022	Open
2022-07-15.0	Untimely SIR	7/20/2022	Open
2022-07-16.0	Violation of Rights	7/22/2022	Open
2022-07-16.1	Violation of Rights	7/22/2022	Open
2022-07-19.0	Health-Related Concerns	7/28/2022	Open
2022-07-20.0	Delivery of Care	7/28/2022	Open
2022-07-22.0	Environment	7/28/2022	Open
2022-08-01.0	Delivery of Care	8/1/2022	Open
2022-08-02.0	Recordkeeping	8/3/2022	Open
2022-08-02.1	Other	8/3/2022	Open
2022-08-03.0	Recordkeeping	8/5/2022	Open
2022-08-04.0	Environment	8/8/2022	Open
2022-08-05.0	Environment	8/8/2022	Open
2022-08-06.0	Delivery of Care	8/9/2022	Open
2022-08-07.0	Delivery of Care	8/11/2022	Open
2022-08-08.0	Delivery of Care	8/11/2022	Open
2022-08-09.0	Environment	8/15/2022	Open

Presenting Issue Breakdown

Delivery of Care	19
Environment	8
Health-Related Concerns	4
Other	1
Recordkeeping	3
Staffing/Supervision	1
Untimely SIR	11
Violation of Rights	4

Grand Total: 51



VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD NON-MEDICAL THERAPY SERVICES

Philosophy and Purpose

It is the philosophy of VMRC that people with developmental disabilities have access to age appropriate non-medical therapy. VMRC believes that such activities are an important and necessary part of all people's lives. These activities help to alleviate the person's disability and aid in the social/persona/physical rehabilitation of the individual with developmental disability. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred non-medical therapies.

The purpose of non-medical therapy services is to meet the person's need for specialized services and supports, or special adaptations of generic services.

Definition

Welfare and Institutions Code 4512 (b): "Services and supports for persons with developmental disabilities" means specialized services and supports or special adaptations of generic services and supports directed toward the alleviation of a developmental disability or toward the social, personal, physical, or economic habilitation or rehabilitation of an individual with a developmental disability, or toward the achievement and maintenance of an independent, productive, and normal life. The determination of which services and supports are necessary for each consumer shall be made through the individual program plan process.

Non-medical therapy services should be those supports and services that are supplemental to the primary intervention or treatment support of the consumer. All interventions must be evidence-based practice related to the qualifying condition and developmental disability of the consumer.

Requested non-medical therapy services and providers should have verifiable certifications to implement any requested therapies. Service providers shall be credentialed and/or licensed as required by the State of California and/or the Department of Developmental Disabilities and/or a National Certification to practice in the field of therapy being offered.

Eligibility

Non-medical therapy includes services and support directed toward the alleviation of a developmental disability and must be evidenced-based practice in order to be considered habilitative. The Planning Team as defined in Welfare and Institutions Code 4512 (j), which includes the person served, reviews the need for non-medical therapy 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 person's own abilities, family, friends, residential care facility, and community resources). Use of generic resources should be exhausted.

("Planning team" means the individual with developmental disabilities, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, one or more regional center representatives, including the designated regional center service coordinator pursuant to subdivision (b) of Section 4640.7, any individual, including a service provider, invited by the consumer, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, or the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, and including a minor's, dependent's, or ward's court-appointed developmental services decisionmaker appointed pursuant to Section 319, 361, or 726.)

Implementation Process:

It is VMRC's intent to follow Welfare and Institutions Code 4648 (a) (17): Notwithstanding any other law or regulation, effective July 1, 2009, regional centers shall not purchase experimental treatments, therapeutic services, or devices that have not been clinically determined or scientifically proven to be effective or safe or for which risks, and complications are unknown. Experimental treatments or therapeutic services include experimental medical or nutritional therapy when the use of the product for that purpose is not a general physician practice.

Testimonials will not be considered a valid indication for non-medical therapy services.

Requested non-medical therapy services has to be identified through the IPP/IFSP process with the Planning Team, written out in the IPP/IFSP, and will have to be based on the qualifying condition and the substantial disability of the consumer.

Parent reimbursement purchases (for programs not vendored with the regional center) would have to meet the valid certifications of the service provider in order to get reimbursement.

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 person or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in their 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.