



Consumer Services Committee Meeting

Wednesday, November 2, 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/89102165032?](https://us06web.zoom.us/j/89102165032?pwd=TGs2T2lwa3dCaS9NTWxrL0RXVnowZz09&from=addon)

[pwd=TGs2T2lwa3dCaS9NTWxrL0RXVnowZz09&from=addon](https://us06web.zoom.us/j/89102165032?pwd=TGs2T2lwa3dCaS9NTWxrL0RXVnowZz09&from=addon), Meeting ID: 891 0216 5032,

Passcode: 590039, One tap mobile +16694449171

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 09/06/22
Suzanne Devitt

Action

D. Presentation - Department of Rehabilitation (DOR)

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
Daime Hoornaert

M. Clinical Update
Dr. Claire Lazaro

N. Next Meeting, Wednesday, January 4, 2022, 5:15 PM, Hybrid
(VMRC Stockton Office Cohen Board Room and via Zoom)
Suzanne Devitt



Minutes for Consumer Services Committee Meeting

09/06/2022 | 05:15 PM - 06:45 PM

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

Committee Members Present: Margaret Heinz, Jose Lara, Lisa Utsey, Erria Kaalund, Daime Hoornaert, Crystal Enyeart, Sarah Howard, Liz Herrera Knapp

Committee Members Not Present: Suzanne Devitt (Chair) (Informed Absence), Linda Collins, Tina Vera, Anthony Owens, Dora Contreras,

VMRC Staff Present: Doug Bonnet, Christine Couch, Jason Toepel, Tony Anderson, Brian Bennett, Robert Fernandez, Claire Lazaro

Public Present: Irene Hernandez, Isela Bingham, Shawn Benson, Hollie Ivory-Jones, Melissa Hernandez, Mary Velazquez

A. Call to Order, Welcome, Roll Call

Called to order at 5:15pm. Doug Bonnet took roll. A quorum was established.

B. Review and Approval of the Meeting Agenda

Lisa Utsey made a motion to approve the meeting agenda. Erria Kaalund seconded the motion. The meeting agenda was approved with an amendment to reflect Daime as the CLASP representative.

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

Erria Kaalund made a motion to approve the meeting minutes of June 1, 2022. Crystal Enyeart seconded the motion. The meeting minutes were approved unanimously.

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

See attachments.

E. Public Comment

Dena Hernandez, SCDD North Valley Hills office, thank you for allowing SCDD to contribute to the weekly Health Advisory. Please submit your ideas on let's make a law. The flyer with information is in the Health Advisory.

F. Intake, Early Start, and Case Management Update

Claire Lazaro reviewed the intake statistics on behalf of Tara Sisemore-Hester. The information in the graph shows that there was a decrease in the intake but the August information shows that the numbers are continuing to be high.

Christine Couch reviewed the POS exceptions data for May-July 2022. The Consumer File Transfer Status was reviewed. The SIRs were reviewed as well for the months of May-August 15.

G. Self-Advocacy Council Area 6 (SAC6) Update

Sac 6 report to Consumer Services Committee, August 2022 by Crystal Enyeart

July 15, 2022, Sac 6 Friday zoom CHAT was presented by Sac6 Chairperson Dena#1 Pfeifer and Sac6 Treasurer Tim Cabral on Health Relationships. Lisa and Crystal also attended the VMRC Board Dinner.

July 21, 2022, Lisa U. attended the Coalition for Care for all of California-End of Life Planning Committee via zoom.

July 28th, the sac6 leadership had their monthly Leadership meeting with VMRC Director.

August 3, 2022, Dena P. attended the Resource Planning Committee via zoom. Sac6 also had their practice zoom chat.

August 5, 2022, Sac6 had their area meeting that was held via zoom. Sac 6 members shared their journey on Advocating and how they have evolved.

August 10, 2022, Lisa gave a presentation to UOP in Modesto regarding starting a Self-Advocacy group, in person. Also, later this same day Lisa and myself gave a presentation to UOP in Turlock about starting a Self-Advocacy group.

August 16, 2022, Sac6 members Catrina and Robert assisted with the legislative Committee presentation.

H. Resource Development Update

Robert Fernandez gave an update on Center for START Services that was vendored with a signed contract as of last week. Some CPP projects, Chrissy's Fishies, swimming lessons/training should be vendored anytime, any day now. Two of the CPP residential projects for children in Stanislaus County and another in Stockton are in development.

Brian Bennett added about Center for START Services, that it's similar to the crisis vendors that presented tonight. They will be vendored as the same service. They have 6 people who have been screened and are actively referred to START. Telecare, acquired brain injury enhanced supports home is waiting for DDS to certify the project. One person has been accepted for placement in September. HCBS, VMRC received additional funds, \$284,109 to use for person centered planning training and to develop self advocates to support others with the implementation of person centered planning and HCBS. And money for the joint project with ACRC to enhance the workforces, educate the community and potential job applicants. We will encumber the money by the end of the month.

I. Quality Assurance Update

Brian Bennett shared information about the special incident reports, SIR, with steady COVID reports. There were 92 alerts coded under delivery of care during the reporting period, which could mean a variety of things related to delivery of care. We have a high incidence of late SIR reports. There is ongoing SIR training for providers given by the QA team. Brian shared that he is proud of his team - they are fantastic and are hard on themselves when they have open alerts or no outcomes on the alerts, due to waiting for investigative findings from other agencies.

J. Transportation Update

R&D was not present for the meeting when the Chairperson called upon R&D. Letty arrived late and the Chairperson called upon her. Letty shared that she heard part of the letter and would like an opportunity to clarify their roll as the transportation broker and their responsibilities.

Tony shared that VMRC will respond to the letter and include R&D and the board officers. At some point the President may want to bring the issue to the board.

Letty also shared that there is a monthly session, transportation forum, and understands that the need for transportation is real, especially due to the sunset of alternative services. They are interested in responding to the concerns and clarifying the roles and responsibilities.

New transportation company introduced in Stan Co.

Reaching out to people who have previously shared that they are “not ready” to return to program. Vendors are stepping in and supporting transportation.

Increasing routes in all counties all drivers and vehicles are ready.

Daime commented on the monthly transportation updates, when vendors ask individual questions R&D says ok, we can discuss that offline. It leaves vendors frustrated since they don't know what's happening offline.

K. Fair Hearing Update – Jason Toepel shared information about the fair hearing data.

<https://secureservercdn.net/45.40.148.206/znc.7f6.myftpupload.com/wp-content/uploads/2022/08/September-2022-Fair-Hearing-Report.pdf>

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

Daime Hoornaert shared that they have new officers. They received a presentation from Aaron McDonald about his new position. They continue to thank VMRC staff for HCBS updates, resource development projects and director updates. Vendors are meeting consistently about transportation concerns. They shared their concerns in a letter to the board, which was included in a separate letter from the meeting packet. Daime read the letter:

<https://secureservercdn.net/45.40.148.206/znc.7f6.myftpupload.com/wp-content/uploads/2022/08/VMRC-transportation-letter-to-BOD.8.30.22.pdf>

Vendors feel they have clearly communicated their concerns and the unmet needs of the people served, but have not received a response.

The next CLASP meeting is September 26 at 10am.

M. Clinical Update

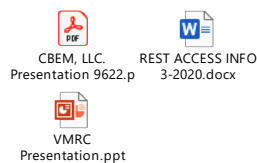
Claire Lazaro shared that Clinical has provided education on Constipation/Bowel Care. The next one is on Pressure Ulcers. They have been working with the Coalition for Compassionate Care as part of the advisory committee and there will be an in-person training next week for staff. We include advance care planning in our IPP goals and we are sharing how we do this with other regional centers. We continue to follow up on covid cases and end of life care. Our virtual dental home (VDH) will be here soon!! The Clinical Team is collaborating with the Center for START services. Our new physician, Dr. Villabona, is on board. The Family Wellness grant is moving along. There were 9 interviews for the Coordinator and they will make a selection this week. September 29 will be a vaccine clinic in Modesto, in collaboration with Safeway. They will have a variety of vaccinations, including the Covid vaccination. October 29 is our Disability Resource Fair and Health Fair with UOP – medicare Part D enrollment is happening too. Please register with your Service Coordinator for medicare Part D.

Non-medical therapy service standard has been revised to address evidence-based practices. The service standard revisions were reviewed by Claire.

Erria Kaalund made the motion to approve the non-medical therapy service standard as presented.

Crystal Enyeart seconded the motion. The motion passes unanimously.

N. Next Meeting, Wednesday, November 2, 2022, 5:15 PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference) Meeting was adjourned at 6:34pm by Margaret Heinz.



CA Department of Rehabilitation

Employment and Independent
Living for Californians with
Disabilities since 1963



DEPARTMENT of
REHABILITATION

Employment, Independence & Equality

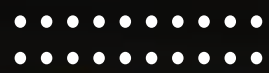
What We Do

The California Department of Rehabilitation (DOR) works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

DOR administers the largest vocational rehabilitation and independent living programs in the country. Vocational rehabilitation services are designed to help job seekers with disabilities obtain competitive employment in integrated work settings. Independent living services may include peer support, skill development, systems advocacy, referrals, assistive technology services and transition services.

Supported Employment Services





DOR Student Services

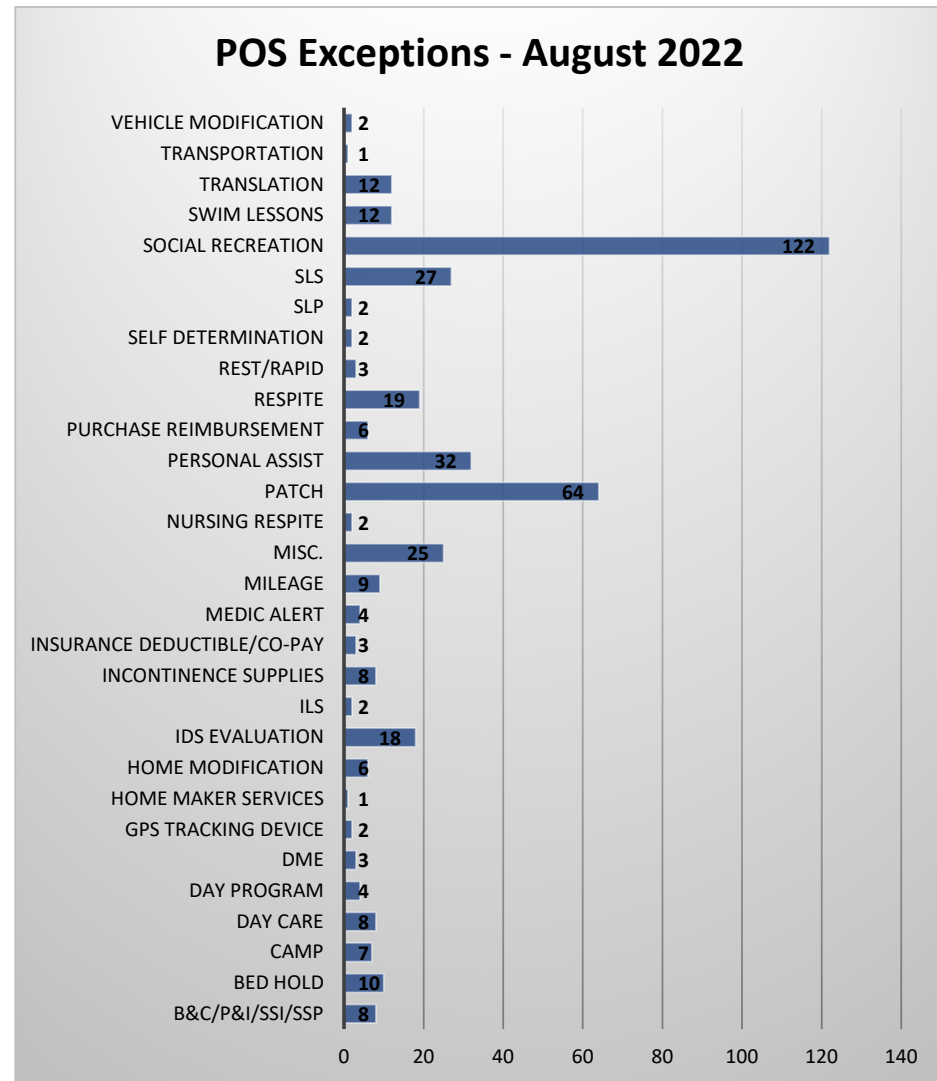




DOR BLIND FIELD SERVICES

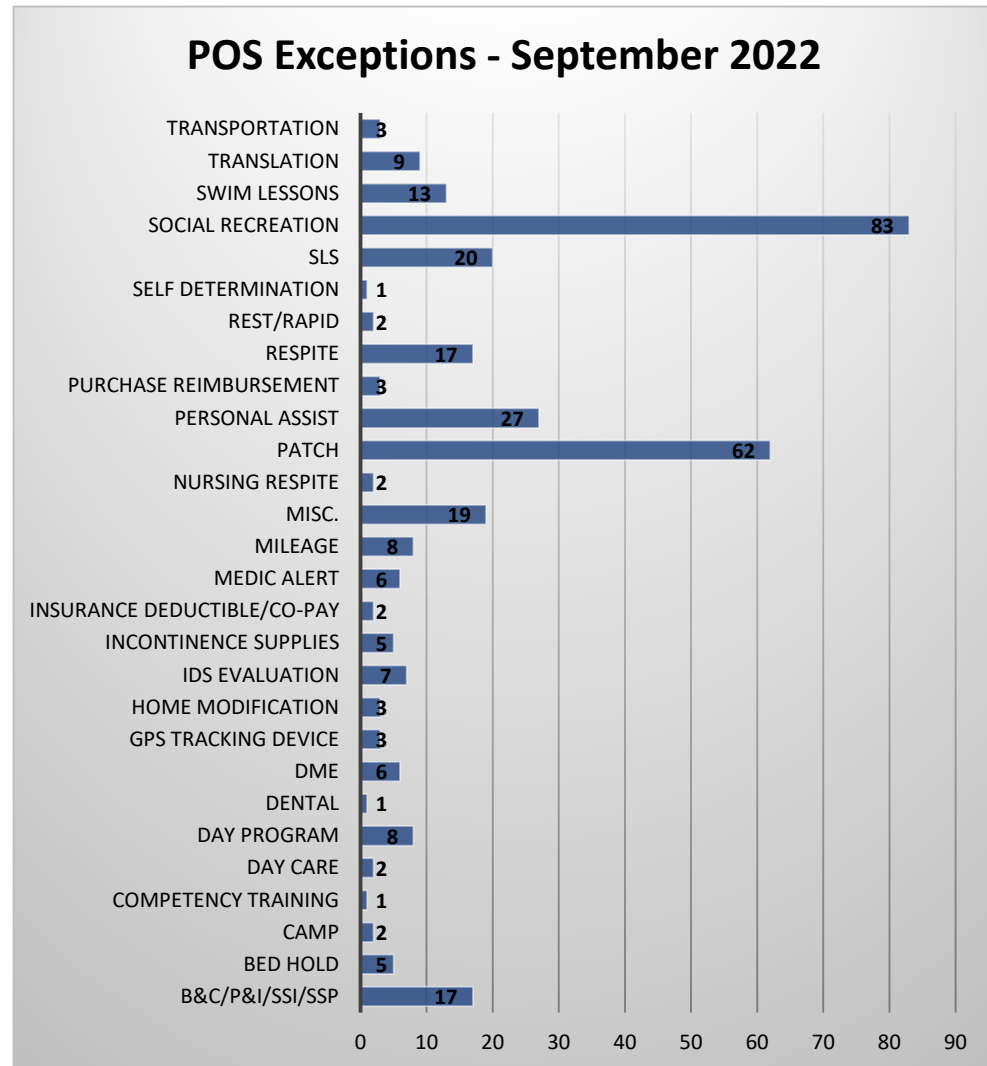
POS Exceptions -August 2022

2021/2022	August
B&C/P&I/SSI/SSP	8
Bed Hold	10
CAMP	7
Day Care	8
Day Program	4
DME	3
GPS Tracking Device	2
Home Maker Services	1
Home Modification	6
IDS Evaluation	18
ILS	2
Incontinence Supplies	8
Insurance Deductible/co-pay	3
Medic Alert	4
Mileage	9
Misc.	25
Nursing Respite	2
Patch	64
Personal Assist	32
Purchase Reimbursement	6
Respite	19
REST/RAPID	3
Self Determination	2
SLP	2
SLS	27
Social Recreation	122
Swim Lessons	12
Translation	12
Transportation	1
Vehicle Modification	2
TOTAL POS*	424
Approved	414
Deferred	0
Denied	10



POS Exceptions -September 2022

2021/2022	September
B&C/P&I/SSI/SSP	17
Bed Hold	5
CAMP	2
Competency Training	1
Day Care	2
Day Program	8
Dental	1
DME	6
GPS Tracking Device	3
Home Modification	3
IDS Evaluation	7
Incontinence Supplies	5
Insurance Deductible/co-pay	2
Medic Alert	6
Mileage	8
Misc.	19
Nursing Respite	2
Patch	62
Personal Assist	27
Purchase Reimbursement	3
Respite	17
REST/RAPID	2
Self Determination	1
SLS	20
Social Recreation	83
Swim Lessons	13
Translation	9
Transportation	3
TOTAL POS*	337
Approved	325
Deferred	0
Denied	12



Consumer File Transfer Status - To and From VMRC

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

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

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

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

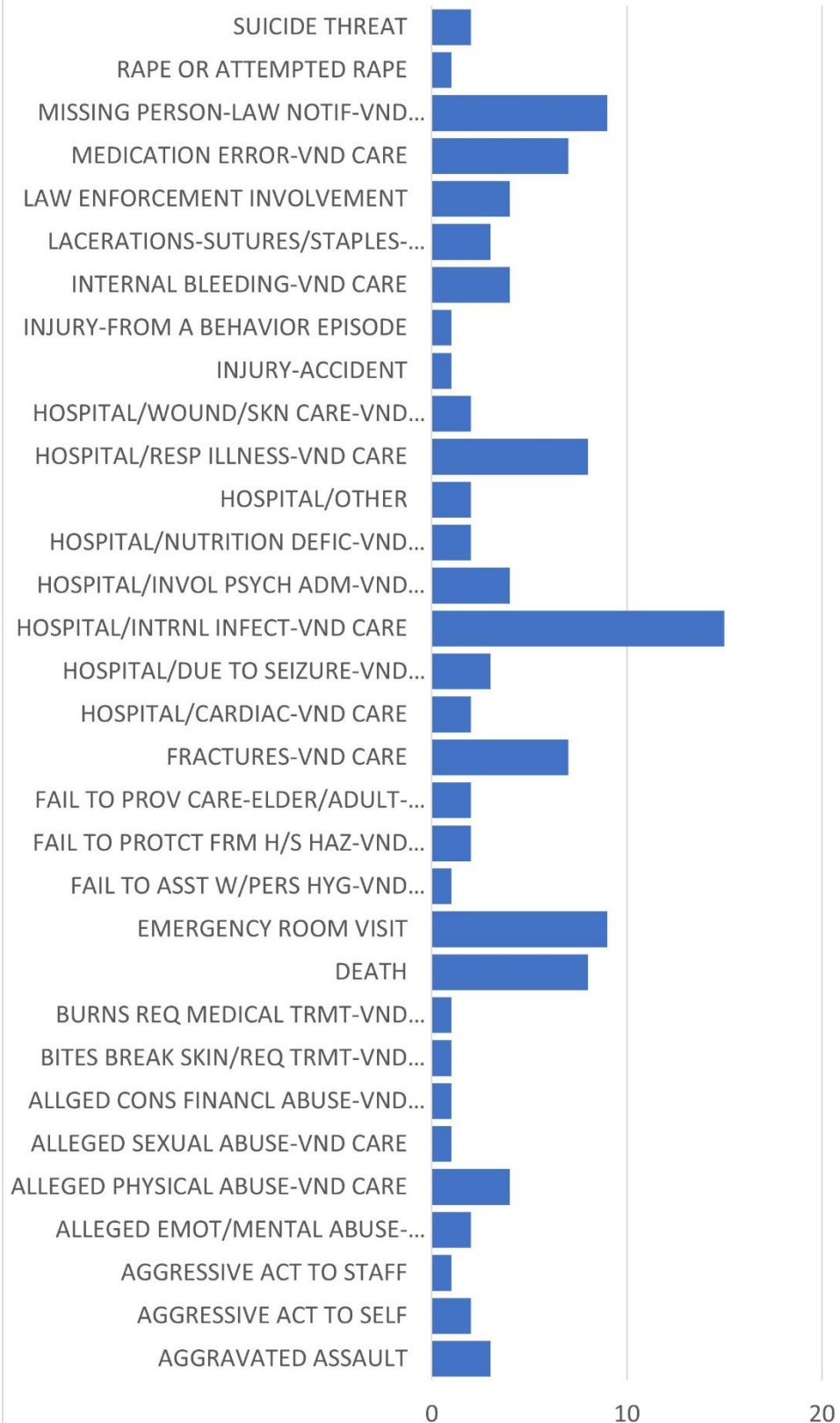
2021			
Files Received		Files sent out	
January	27	January	29
February	30	February	25
March	39	March	32
April	41	April	37
May	22	May	15
June	21	June	33
July	37	July	34
August	35	August	40
September	42	September	31
October	54	October	39
November	42	November	26
December	34	December	16
total for 2021	424	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	43	August	47
September	31	September	20
October	18	October	35
November		November	
December		December	
total for 2022	352	Total for 2022	366

16 Sep 2022 to 15 Oct 2022 Incident Report Consumer Count: 84

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	3	2.6%
AGGRESSIVE ACT TO SELF	2	1.7%
AGGRESSIVE ACT TO STAFF	1	0.9%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	2	1.7%
ALLEGED PHYSICAL ABUSE-VND CARE	4	3.5%
ALLEGED SEXUAL ABUSE-VND CARE	1	0.9%
ALLGED CONS FINANCL ABUSE-VND CARE	1	0.9%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.9%
BURNS REQ MEDICAL TRMT-VND CARE	1	0.9%
DEATH	8	7.0%
EMERGENCY ROOM VISIT	9	7.8%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.9%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	1.7%
FAIL TO PROV CARE-ELDER/ADULT-VND	2	1.7%
FRACTURES-VND CARE	7	6.1%
HOSPITAL/CARDIAC-VND CARE	2	1.7%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.6%
HOSPITAL/INTRNL INFECT-VND CARE	15	13.0%
HOSPITAL/INVOL PSYCH ADM-VND CARE	4	3.5%
HOSPITAL/NUTRITION DEFIC-VND CARE	2	1.7%
HOSPITAL/OTHER	2	1.7%
HOSPITAL/RESP ILLNESS-VND CARE	8	7.0%
HOSPITAL/WOUND/SKN CARE-VND CARE	2	1.7%
INJURY-ACCIDENT	1	0.9%
INJURY-FROM A BEHAVIOR EPISODE	1	0.9%
INTERNAL BLEEDING-VND CARE	4	3.5%
LACERATIONS-SUTURES/STAPLES-VND CR	3	2.6%
LAW ENFORCEMENT INVOLVEMENT	4	3.5%
MEDICATION ERROR-VND CARE	7	6.1%
MISSING PERSON-LAW NOTIF-VND CARE	9	7.8%
RAPE OR ATTEMPTED RAPE	1	0.9%
SUICIDE THREAT	2	1.7%
Grand Total	115	100.0%

Special Incident Types 16 Sep 2021 to 15 Oct 2022



QA Incoming Alert Report

08/16/22 – 10/14/22

Alerts					
Control#	Presenting Issues	Alert Date	Status	Finding	Action
2022-08-16.0	Untimely SIR	8/23/2022	Closed	Substantiated	Substantial Inadequacy
2022-08-17.0	Untimely SIR	8/24/2022	Closed	Substantiated	Substantial Inadequacy
2022-08-18.0	Staffing / Supervision	8/24/2022	Open		
2022-08-19.0	Delivery of Care	8/25/2022	Closed	Unsubstantiated	None
2022-08-20.0	Delivery of Care	8/25/2022	Closed	N/A	Technical Assistance
2022-08-21.0	Untimely SIR	8/25/2022	Closed	Substantiated	Substantial Inadequacy
2022-08-22.0	Delivery of Care	8/26/2022	Open		
2022-08-22.1	Delivery of Care	8/26/2022	Open		
2022-08-22.2	Delivery of Care	8/26/2022	Open		
2022-08-22.3	Delivery of Care	8/26/2022	Open		
2022-08-22.4	Delivery of Care	8/26/2022	Open		
2022-08-22.5	Delivery of Care	8/26/2022	Open		
2022-08-22.6	Delivery of Care	8/26/2022	Open		
2022-08-23.0	Other	8/29/2022	Open		
2022-08-24.0	Other	8/29/2022	Closed	N/A	Deferred
2022-08-25.0	Environment	8/31/2022	Open		
2022-08-26.0	Health-Related Concerns	8/31/2022	Open		
2022-09-01.0	Untimely SIR	9/1/2022	Open		
2022-09-02.0	Delivery of Care	9/6/2022	Open		
2022-09-03.0	Delivery of Care	9/6/2022	Open		
2022-09-04.0	Untimely SIR	9/6/2022	Open		
2022-09-05.0	Environment	9/7/2022	Open		
2022-09-06.0	Untimely SIR	9/7/2022	Open		
2022-09-07.0	Delivery of Care	9/7/2022	Open		
2022-09-08.0	Health-Related Concerns	9/8/2022	Open		
2022-09-09.0	Recordkeeping	9/9/2022	Open		
2022-09-10.0	Untimely SIR	9/9/2022	Closed	Substantiated	Technical Assistance
2022-09-11.0	Delivery of Care	9/12/2022	Closed	Substantiated	Technical Assistance

Alerts

Control#	Presenting Issues	Alert Date	Status	Finding	Action
2022-09-12.0	Violation of Rights	9/12/2022	Open		
2022-09-13.0	Untimely SIR	9/12/2022	Closed	Substantiated	Substantial Inadequacy
2022-09-14.0	Staffing / Supervision	9/13/2022	Open		
2022-09-15.0	Violation of Rights	9/14/2022	Open		
2022-09-16.0	Delivery of Care	9/15/2022	Open		
2022-09-17.0	Delivery of Care	9/16/2022	Open		
2022-09-18.0	Delivery of Care	9/20/2022	Open		
2022-09-19.0	Food Service	9/20/2022	Open		
2022-09-20.0	Delivery of Care	9/20/2022	Closed	Unsubstantiated	Technical Assistance
2022-09-21.0	Food Service	9/20/2022	Open		
2022-09-22.0	Delivery of Care	9/21/2022	Closed	Unsubstantiated	None
2022-09-22.1	Delivery of Care	9/21/2022	Closed	Unsubstantiated	None
2022-09-23.0	Untimely SIR	9/21/2022	Open		
2022-09-24.0	Delivery of Care	9/22/2022	Open		
2022-09-25.0	Violation of Rights	9/22/2022	Open		
2022-09-26.0	Untimely SIR	9/22/2022	Open		
2022-09-27.0	Recordkeeping	9/23/2022	Open		
2022-09-28.0	Recordkeeping	9/23/2022	Open		
2022-09-29.0	Staffing/Supervision	9/27/2022	Open		
2022-09-30.0	Delivery of Care	9/27/2022	Open		
2022-09-31.0	Untimely SIR	9/28/2022	Open		
2022-09-32.0	Recordkeeping	9/28/2022	Open		
2022-09-33.0	Delivery of Care	9/29/2022	Open		
2022-09-34.0	Violation of Rights	9/30/2022	Open		
2022-09-35.0	Environmental	9/30/2022	Open		
2022-10-01.0	Violation of Rights	10/3/2022	Open		
2022-10-02.0	Recordkeeping	10/3/2022	Open		
2022-10-03.0	Untimely SIR	10/3/2022	Open		
2022-10-04.0	Recordkeeping	10/3/2022	Open		
2022-10-05.0	Recordkeeping	10/3/2022	Open		
2022-10-06.0	Delivery of Care	10/5/2022	Open		
2022-10-07.0	Recordkeeping	10/5/2022	Open		

Alerts

Control#	Presenting Issues	Alert Date	Status	Finding	Action
2022-10-08.0	Delivery of Care	10/5/2022	Open		
2022-10-09.0	Delivery of Care	10/6/2022	Open		
2022-10-10.0	Recordkeeping	10/7/2022	Open		
2022-10-11.0	Recordkeeping	10/7/2022	Open		
2022-10-12.0	Untimely SIR	10/12/2022	Open		
2022-10-13.0	Recordkeeping	10/13/2022	Open		
2022-10-14.0	Recordkeeping	10/14/2022	Open		

Presenting Issue Breakdown

Delivery of Care	25
Environment	3
Food Service	2
Health-Related Concerns	2
IPP Implementation	0
Other	2
Recordkeeping	12
Staffing/Supervision	3
Untimely SIR	12
Violation of Rights	4

Grand Total: 65

QA Closed Alert Report
08/16/22-10/14/22

Control#	PresentingIssue	AlertDate	Status	ClosedDate	Finding	Action
2022-08-16.0	Untimely SIR	8/23/2022	Closed	9/2/2022	Substantiated	Substantial Inadequacy
2022-08-17.0	Untimely SIR	8/24/2022	Closed	9/2/2022	Substantiated	Substantial Inadequacy
2022-08-19.0	Delivery of Care	8/25/2022	Closed	9/22/2022	Unsubstantiated	None
2022-08-20.0	Delivery of Care	8/25/2022	Closed	10/3/2022	N/A	Technical Assistance
2022-08-21.0	Untimely SIR	8/25/2022	Closed	9/2/2022	Substantiated	Substantial Inadequacy
2022-08-24.0	Other	8/29/2022	Closed	9/1/2022	N/A	Deferred
2022-09-06.0	Untimely SIR	9/7/2022	Closed	10/11/2022	Substantiated	Technical Assistance
2022-09-10.0	Untimely SIR	9/9/2022	Closed	9/19/2022	Substantiated	Technical Assistance
2022-09-11.0	Delivery of Care	9/12/2022	Closed	10/3/2022	Substantiated	Technical Assistance
2022-09-13.0	Untimely SIR	9/12/2022	Closed	10/3/2022	Substantiated	Substantial Inadequacy
2022-09-14.0	Staffing / Supervision	9/13/2022	Closed	10/12/2022	Substantiated	Technical Assistance
2022-09-14.1	Staffing / Supervision	9/13/2022	Closed	10/12/2022	Substantiated	Technical Assistance
2022-09-19.0	Food Service	9/20/2022	Closed	10/14/2022	Substantiated	Technical Assistance
2022-09-20.0	Delivery of Care	9/20/2022	Closed	9/30/2022	Unsubstantiated	Technical Assistance
2022-09-22.0	Delivery of Care	9/21/2022	Closed	10/4/2022	Unsubstantiated	None
2022-09-22.1	Delivery of Care	9/21/2022	Closed	10/4/2022	Unsubstantiated	None
2022-09-26.0	Untimely SIR	9/22/2022	Closed	10/13/2022	Unsubstantiated	None
2022-09-27.0	Recordkeeping	9/23/2022	Closed	10/13/2022	Unsubstantiated	Technical Assistance
2022-09-30.0	Delivery of Care	9/27/2022	Closed	10/14/2022	N/A	Deferred
2022-09-31.0	Untimely SIR	9/28/2022	Closed	10/18/2022	Substantiated	Technical Assistance
2022-09-33.0	Delivery of Care	9/29/2022	Closed	10/12/2022	Substantiated	Technical Assistance
2022-10-03.0	Recordkeeping	10/3/2022	Closed	10/11/2022	Substantiated	Technical Assistance
2022-10-04.0	Recordkeeping	10/3/2022	Closed	10/18/2022	Substantiated	Technical Assistance
2022-10-09.0	Delivery of Care	10/6/2022	Closed	10/17/2022	Substantiated	None

Finding		Action	
N/A	3	Deferred	2
Substantiated	15	Non-Compliance CAP	0
Unsubstantiated	6	Substantial Inadequacy	4
		Technical Assistance	12

Grand Total: 24

QA Pending Completion Alert Report

08/16/22 – 10/14/22

2022-08-09.0	HV0088A	Environment	8/15/2022	Open	Johnson
2022-08-14.0	HV0630A	Delivery of Care	8/23/2022	Open	Stone
2022-08-15.0	HV0592A	Delivery of Care	8/23/2022	Open	Stone
2022-08-18.0	HV0615A	Staffing / Supervision	8/24/2022	Open	Johnson
2022-08-22.0	PV1644A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.1	PV1649A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.2	PV1675A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.3	PV1749A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.4	PV1752A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.5	PV1933A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-22.6	PV3012A	Delivery of Care	8/26/2022	Open	Johnson
2022-08-23.0	HV0211A	Other	8/29/2022	Open	Stone
2022-08-02.1	PW7949A	Other	8/3/2022	Open	Johnson
2022-08-25.0	HV0545A	Environment	8/31/2022	Open	Murphy
2022-08-26.0	HV0506A	Health-Related Concerns	8/31/2022	Open	Pillsbury
2022-09-01.0	S29440A	Untimely SIR	9/1/2022	Open	Pillsbury
2022-09-02.0	H15793A	Delivery of Care	9/6/2022	Open	Hernandez
2022-09-03.0	HV0216A	Delivery of Care	9/6/2022	Open	Stone
2022-09-04.0	HV0216A	Untimely SIR	9/6/2022	Open	Stone
2022-09-05.0	HV0317A	Environment	9/7/2022	Open	Jones
2022-09-07.0	HV0446A	Delivery of Care	9/7/2022	Open	Stone
2022-09-08.0	HV0295A	Health-Related Concerns	9/8/2022	Open	Johnson
2022-09-09.0	S29440A	Recordkeeping	9/9/2022	Open	Pillsbury
2022-09-12.0	SV0030A	Violation of Rights	9/12/2022	Open	Pillsbury
2022-09-16.0	SV0019A	Delivery of Care	9/15/2022	Open	Jones
2022-09-17.0	HV0446A	Delivery of Care	9/16/2022	Open	Stone
2022-09-18.0	HV0014A	Delivery of Care	9/20/2022	Open	Stone

2022-09-21.0	H15676A	Food Service	9/20/2022	Open	Hernandez
2022-09-23.0	H29319A	Untimely SIR	9/21/2022	Open	Stone
2022-09-24.0	S29440A	Delivery of Care	9/22/2022	Open	Pillsbury
2022-09-25.0	HV0366A	Violation of Rights	9/22/2022	Open	Johnson
2022-09-28.0	HV0667A	Recordkeeping	9/23/2022	Open	Medina
2022-09-29.0	HV0216A	Staffing / Supervision	9/27/2022	Open	Stone
2022-09-31.0	HV0414A	Untimely SIR	9/28/2022	Open	Pillsbury
2022-09-32.0	PL1191A	Recordkeeping	9/28/2022	Open	Johnson
2022-09-34.0	HV0335A	Violation of Rights	9/30/2022	Open	Stone
2022-09-35.0	HV0516A	Environment	9/30/2022	Open	Medina
2022-10-01.0	S29440A	Violation of Rights	10/3/2022	Open	Pillsbury
2022-10-02.0	HV0607A	Recordkeeping	10/3/2022	Open	Hernandez
2022-10-05.0	PA0337A	Recordkeeping	10/3/2022	Open	Johnson
2022-10-06.0	HV0473A	Delivery of Care	10/5/2022	Open	Jones
2022-10-07.0	HV0441A	Recordkeeping	10/5/2022	Open	Pillsbury
2022-10-08.0	SV0028A	Delivery of Care	10/5/2022	Open	Stone
2022-10-10.0	PL1191A	Recordkeeping	10/7/2022	Open	Johnson
2022-10-11.0	HV0447A	Recordkeeping	10/7/2022	Open	Medina
2022-10-12.0	HV0650A	Untimely SIR	10/12/2022	Open	Chris P
2022-10-13.0	PV1291A	Recordkeeping	10/13/2022	Open	Jennifer S

Presenting Issue Breakdown

Delivery of Care	18
Environment	4
Health-Related Concerns	2
Other	2
Recordkeeping	9
Staffing/Supervision	2
Untimely SIR	5
Violation of Rights	4

Grand Total: 46

2021-22 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
10/21/2022	PA	NA	Pending
10/17/2022	Respite, water safety	NA	Pending
10/05/2022	Staff ticket for trip	NA	Pending
9/16/2022	Transportation	NA	Pending OAH decision
9/12/2022	Eligibility	9/27/2022	Agreed to reopen for eligibility determination and eventually found eligible.
9/8/2022	Insurance Co-pay for wheelchair	9/23/2022	Agreement reached at informal meeting
9/07/2022	Camp, mileage, GPS	9/28/2022	Agreement reached at informal
9/07/2022	Camp, mileage, GPS	9/28/2022	Agreement reached at informal
8/30/2022	Social Recreation	NA	Pending
8/30/2022	Social Recreation	NA	Pending
8/30/2022	Person-Centered Plan Payment	9/13/2022	Agreement reached at informal
8/30/2022	Social Rec Program	9/29/2022	Agreement reached in mediation
8/30/2022	Social Rec Program	9/29/2022	Agreement reached in mediation
8/30/2022	Mileage, camp, computer, social recreation	9/09/2022	Family withdrew prior to informal.
8/30/2022	Mileage, camp, computer, phone	9/09/2022	Family withdrew prior to informal.
8/25/2022	Dental	NA	Withdrawn after agreement to continue to work on solutions to get the service
8/24/2022	Eligibility	NA	Agreement to reopen for eligibility determination
8/08/2022	Insurance Co-pays	NA	Pending
6/14/2022	Vehicle Modification	9/20/2022	OAH Ruled in favor of regional center