VMRC Consumer Services Committee Meeting

Wednesday, November 1, 2023, 5:00 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room and via Zoom Video Conference

702 N. Aurora Street

https://us06web.zoom.us/j/86268870405?pwd=VS81OVJCVnpPT3I5d0FyVTFySlp0QT09, Webinar ID: 862 6887 0405, Passcode: 279253, +16699006833

Stockton, CA, 95202

For accommodations, please contact Doug Bonnet at 209-955-3656, or DBonnet@vmrc.net. Spanish translation is included without requesting.

Meeting Book - VMRC Consumer Services Committee Meeting

Consumer Services Committee Meeting

A. Call to Order, Roll Call, Review of Meeting Agenda
Jose Lara

B. Review and Approval of Consumer Services Committee Meeting Minutes of September 6, 2023 Action
Jose Lara

C. Presentation - San Joaquin Council of Governments, Unmet Transit Needs
Joel Campos and Christine Tran

D. Public Comment
Jose Lara
Each member of the public may have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given. Public comment can address items on the agenda that have been properly noticed for action and/or items that are not on the agenda, however, items not on the agenda can not be responded to or discussed in the public board meeting because they are not properly noticed items (7 days advance notice).

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

F. Self-Advocacy Council Area 6 (SAC6) Update
Crystal Enyeart

G. Resource Development Update
Brian Bennett and Robert Fernandez

H. Quality Assurance Update
Brian Bennett and Katina Richison

I. Transportation Update
R&D Transportation

J. Fair Hearing Update
Jason Toepel

K. Coalition of Local Agency Service Providers (CLASP) Update
Daime Hoornaert

L. Clinical Update
Dr. Claire Lazaro

1. Discussion on Floor Time

M. Next Meeting - Wednesday, January 3, 2023, 5:00 PM

N. Adjournment
Jose Lara

VALLEY MOUNTAIN REGIONAL CENTER

Minutes for VMRC Consumer Services Committee Meeting

09/06/2023 | 05:00 PM - 07:00 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room and via Zoom Video Conference

Committee Members Present: Jose Lara, Crystal Enyeart, Dora Contreras, Erria Kaalund, Anthony Owens, Lisa Utsey, Sarah Howard

Committee Members Not Present: Margaret Heinz (informed absence), Suzanne Devitt (informed absence), Liz Herrera Knapp (informed absence), Daime Hoornaert (informed absence)

VMRC Staff Present: Doug Bonnet, Tony Anderson, Brian Bennett, Evelyn Ledesma Solis, Katina Richison, Jason Toepel, Dr. Claire Lazaro

Public Present: Irene Hernandez (interpreter), Isela Bingham (interpreter), Rachelle Munoz (facilitator), Gricelda Estrada, Anel Renteria (R&D Transportation), Laura Castro (interpreter)

A. Call to Order, Roll Call, Review of Meeting Agenda

Jose Lara, Committee Chair, called the meeting to order at 5:05 PM.

B. Review and Approval of Consumer Services Committee Meeting Minutes of June 7, 2023

Lisa Utsey made a motion to approve the minutes of the Consumer Services Committee Meeting of 06/07/23. Erria Kaalund seconded the motion. The Consumer Services Committee Meeting Minutes of 06/07/23 were approved unanimously.

C. Presentation - Community Placement Plan (CPP) and Community Resource Development Plan (CRDP)

Brian Bennett, VMRC Community Services Director, presented to the committee the attached presentation on VMRC's Community Placement Plan (CPP) and Community Resource Development Plan (CRDP) and answered any questions that the committee had.

D. Public Comment

Dora Contreras – The Latino Community has been asking at several meetings if we can have floor time as behavior intervention instead of ABA. We know the community now knows that Encore is ending their services because they're getting letters. So, for the adults, the only thing left is CBEM. I know it's not a best practice, but if the community is requesting it, and other regional centers have it, why aren't we considering it?

E. Intake, Early Start, and Case Management Update

Doug Bonnet presented for Tara Sisemore-Hester and Christine Couch who were away at an ARCA conference. Doug presented the intake reports through July for all 3 offices for both Early Start and Lanterman intake. Doug answered any questions that the committee members had.

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

Crystal Enyeart reported the following:

August 3rd, Sac6 consultant Lisa U. worked the SAC6 office hours in the Modesto VMRC office.

August 9, - Lisa U attended the VMRC Finance meeting in person. Followed by the VMRC Executive meeting.

August 14, - Sac6 consultant Jessica Q., Sac6 Chairperson Dena P., and I, sac6 Secretary attended the Monthly leadership meeting in person Minette O., Steven H., joined the meeting on zoom.

August 17- Sac6 had their quarterly finance meeting.

August 18- Sac6 had their Area meeting in San Andreas at Turner Park.

August 21st- Sac6 consultant Lisa U. attended the DEBI meeting, this was a potluck meeting so all members can get to know each other, Lisa also worked in the Sac6 office for a bit.

Augst 23rd, I, Lisa and Jessica attended the VMRC Board training and meeting in person.

August 30th Sac 6 members had their practice zoom chat to prepare for Fridays zoom chat training.

G. Resource Development Update

Brian Bennett presented for Robert Fernandez.
Brian let the committee know that there were 218 vendor requests in August for new vendors from Service Coordinators. Resource Development continues to work hard to meet the demands of the consumers and Service Coordinators.

Multiple project under way. We are wrapping up vendorization for Independent Living Services (ILS) provider. We also have 6 different adult residential facilities that will be vendored over the next 15 days. 2 in Modesto, 2 Stockton, 1 Valley Springs, 1 Ceres....these are 4 bed facilities.

We have 6 providers at various stages of development for the coordinated family support services. We hope to have at least one of those providers up and running in the month of October.

We have 2 Family Home Agencies in development with us which is exciting.

Brian reviewed the attached "Best Practices in Licensed Residential Care Revision Update". We still need work to do with this and get input on it. We hope to have it completed by January 2024. Brian will again present this at the November Consumer

Services Committee Meeting. Brian is open to input from the committee in reviewing the document.

Dora asked for clarification on the 218 vendor requests. What types of services are those? Brian explained that the 218 requests are requests for services as purchase reimbursement for social recreation. It doesn't add a new service. If a family and a consumer served wants to utilize a gym for social recreation, their Service Coordinator submits a vendor request. That vendorization is specific to that consumer and that family. It's consumer specific. Not for any other consumers to use. These are independent of other service vendorizations.

Dora – our community is confused, even though it takes time to explain things it's worth explaining. This committee should update the community on some of the terminology being used and the actions being taken.

Brian would be happy to provide a presentation on vendorization at an upcoming meeting.

H. Quality Assurance Update

Katina Richison presented the attached Quality Assurance Incoming Alert Report and answered any questions that the committee members had.

Our Liaisons provided 2 SIR trainings for vendors recently.
We are gearing up for Medicare Part D open enrollment. We work with UOP for the plan reviews.
We are also preparing for our Family Home Agency Audit by DDS. California Mentor and Home at Last.

I. Transportation Update

Anel Renteria from R&D Transportation gave an update.

Continued Focus on individuals on the unmet service needs list. There are 78 individuals awaiting transportation. That number has gone down significantly. We definitely still continue to work with transportation providers to bring that number down.
There are 69 in SJ County and 9 in Stanislaus County.

Out of the 69, 32 use a wheelchair. For that reason we continue to work with providers on obtaining wheelchair accessible vehicles.
We continue to express the need for wheelchair accessible vehicles to mee the need for the community.
Several existing providers have added additional routes in the past few weeks, and we hope this continues.

J. Fair Hearing Update

Jason Toepel, VMRC Compliance Manager, presented the attached Fair Hearing report and answered any questions that the committee members had.

K. Coalition of Local Agency Service Providers (CLASP) Update

There was no update as our representative is an informed absence, and her substitute is not present.

L. Clinical Update

Dr. Claire Lazaro gave the update.
On July 20,21 our Family Wellness Team attended the Early Start Interagency Collaboration and presented about our project to the state agency.
We also represented VMRC at the Calaveras County Health Summitt on August 23.
This morning we had a training regarding the Department of Managed Healthcare and how they can help our families when they have issues with their medical services.
Upcoming activities – On September 30 there is an Autism Walk held annually. It will be at Central Catholic High School in Modesto from 9am – 12pm. Registration will be in the Friday newsletter.
We also will have our Health Fair and Vaccination Clinic at our Disability Resource Fair on October 7, from 11am – 2pm at our Modesto Office. Registration link has been and will be in the newsletter.
We will have a vaccination clinic on October 27 in the Stockton Office from 1pm – 5pm. You can call to make an appointment. 209-687-4014. In cooperation with UOP. It will also include Medicare Part D enrollment. They will also do other types of health screenings and bone density screenings. More information to come in the newsletter.

Dora Contreras – I wanted to bring up the floor time issue again here with the clinical team. Can we reconsider something different than ABA for adults, like floor time?

Can we look into this again? I would like this committee to reconsider floor time as an added resource for adults.

Jose – we can add this as an agenda item for a future meeting.

M. Next Meeting - Wednesday, November 1, 2023, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)

N. Adjournment

Meeting adjourned at 6:15 PM.

CPP/CRDP
An overview

September 6, 2023

What is CPP and CRDP?

- CPP=community placement plan
- Specific for persons who are in locked settings such as state operated Developmental Centers

- CRDP =community resource development plan
- Projects benefit persons who are not in development centers

Community Placement Plan and Community Resource Development Plan continued

- The CPP and CRDP provide funding to the regional centers for the development of a variety of resources, including, but not limited, to residential development, transportation, day services, and mental health and crisis services, within individuals' communities consistent with resource development

- https://www.dds.ca.gov/services/cpp/

CPP/ CRDP Goals:

- Proposals submitted are driven by outcomes of annual comprehensive assessments of individuals residing in Porterville Developmental Center (PDC), Canyon Springs (CS) and Stabilization, Training, Assistance and Reintegration (STAR) Homes, and Institution for Mental Disease (IMDB) or out of state and.... (currently VMRC supports 9 persons in these settings)
- Current and emerging needs of the community

How Projects are Determined:

- Unmet Needs
- Stakeholder Survey
- Adult and Children's Residential Screening Teams
- Anticipation of Growth
- Loss of Service Providers
- DDS' CPP/CRDP Guidelines

CPP/ CRDP Goals:

- The Department's goal for the CPP is to enhance the capacity of the community service delivery system and to support individuals moving into the community from a more restrictive environment.

- The Department's goals for the CRDP is to be responsive to the changing needs of individuals currently residing in the community who are receiving services through California's developmental disabilities service system and enhance the capacity for community services.

https://www.dds.ca.gov/wp-content/uploads/2022/10/CPP_CRDP_Guidelines.pdf 22-23

CPP/ CRDP Goals:

- The CPP and CRDP are designed to support two of the Department's strategic goals:
  - **Goal One:** *Expand the availability, accessibility and types of services and supports to meet current and future needs of individuals and their families in the community.*
  - **Goal Two:** *Develop systems to ensure that quality services and supports in the least restrictive environment are provided to individuals in the community.*

CPP/CRDP PLAN 2023-2024

Possible projects to be proposed based on current needs

- Multi-family housing project to provide apartment –type affordable housing (renovation and / or development) all counties
- Behavior management day programs for adults with complex behavior support needs (to provide 1:1 supervision) Stanislaus and San Joaquin
- Development of Financial Management Services providers to support self-determination

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VALLEY MOUNTAIN REGIONAL CENTER

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To: VMRC Consumer Services Committee

Re: VMRC Best Practices in Licensed Residential Care revision update

This serves as an update to the committee. VMRC would like to propose that the review team provides an overview of the progress and changes at the next meeting November 8th

Consumer Services Committee members are invited to participate in a "round table" discussion, to share input related to the document during the month of October. Committee members who would like to participate should contact Brian Bennett bbennett@vmrc.net no later than Monday September 18th The round table will be scheduled to meet the needs (in person, remote, date, time) of the participants.

VMRC continues to revise VMRC's Best Practices in Licensed Residential Care; the internal team has met and made modifications on five occasions since May 18th , 2023.

Review and analysis of "Best Practices" occurred on:

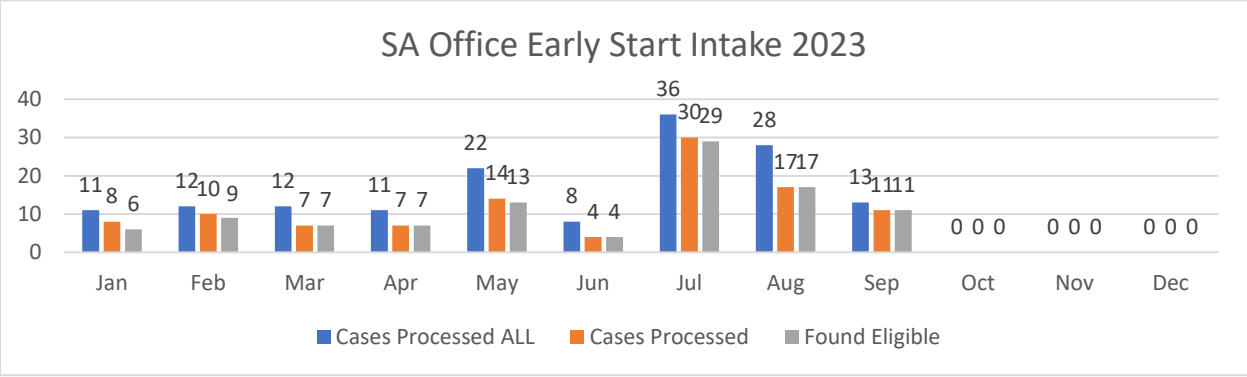
- March 30, 2023
- May 18, 2023
- June 21, 2023
- July 6, 2023
- July 13, 2023
- July 26, 2023
- August 9, 2023 (with Residential Service Providers)
- August 30, 2023

Primary changes:

- review of language- establishing consistent use of terminology when referencing the person receiving residential supports (participant, resident-removing "consumer")
- Adding comprehensive Glossary of terms
- Defining of acronym's used (ARF=Adult Residential Facility, P&I=Personal and Incidental funds, etc.)
- Incorporating Home and Community Based Services (HCBS) language
- Adding of VMRC policies related to changes in ownership, relocation, program design changes, VMRC's Behavior Management Review Committee process, hospice waiver process
- What more is needed:
- Input and review with VMRC's clinical team
- Review and input from Service Coordinators and Program Mangers
- Anticipated completion timeline: January 1, 2024

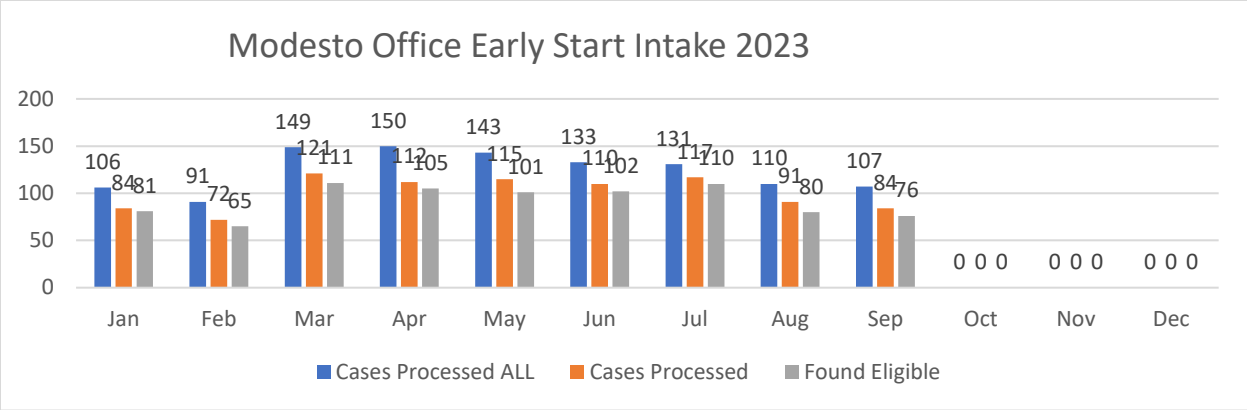
Trend of Early Start Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	6
Feb	12	10	9
Mar	12	7	7
Apr	11	7	7
May	22	14	13
Jun	8	4	4
Jul	36	30	29
Aug	28	17	17
Sep	13	11	11
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	153	108	103



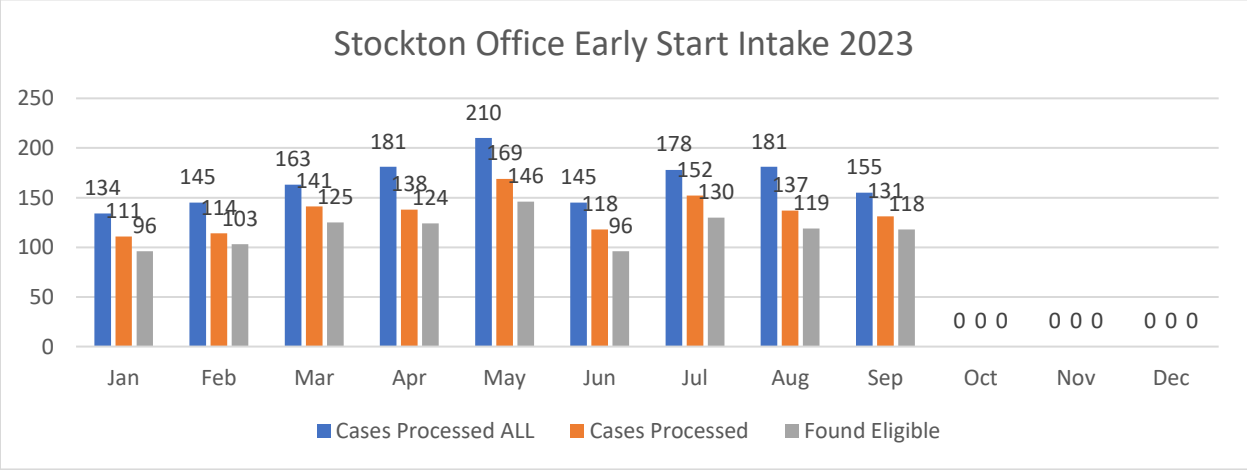
Trend of Early Start Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	106	84	81
Feb	91	72	65
Mar	149	121	111
Apr	150	112	105
May	143	115	101
Jun	133	110	102
Jul	131	117	110
Aug	110	91	80
Sep	107	84	76
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	1120	906	831



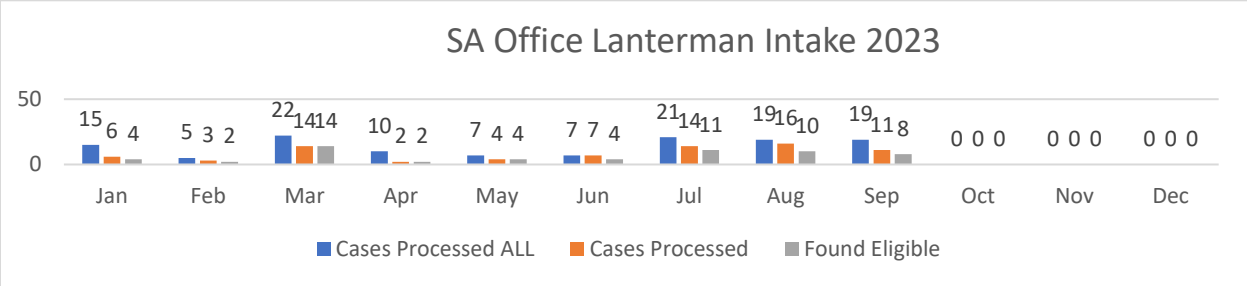
Trend of Early Start Intake Work in **Stockton Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	134	111	96
Feb	145	114	103
Mar	163	141	125
Apr	181	138	124
May	210	169	146
Jun	145	118	96
Jul	178	152	130
Aug	181	137	119
Sep	155	131	118
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	1492	1211	1057



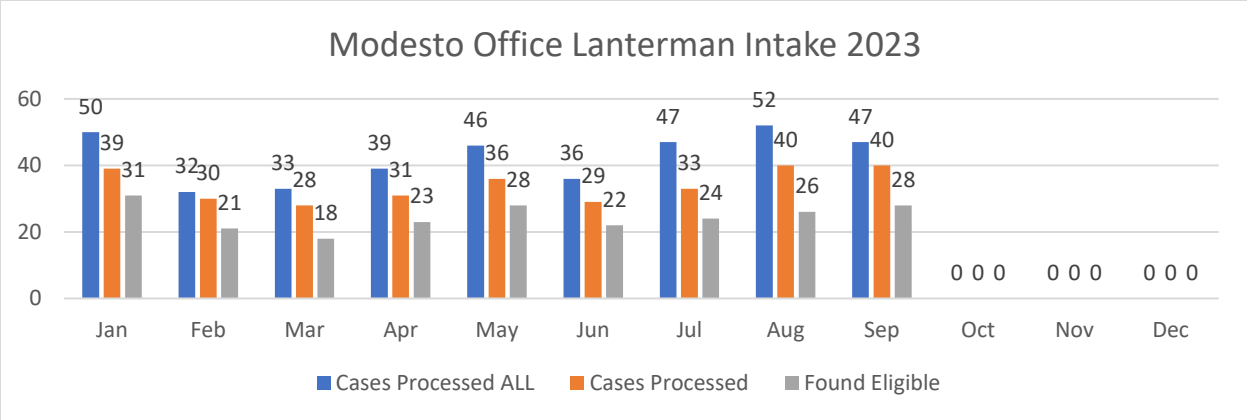
Trend of Lanterman Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	6	4
Feb	5	3	2
Mar	22	14	14
Apr	10	2	2
May	7	4	4
Jun	7	7	4
Jul	21	14	11
Aug	19	16	10
Sep	19	11	8
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	125	77	59



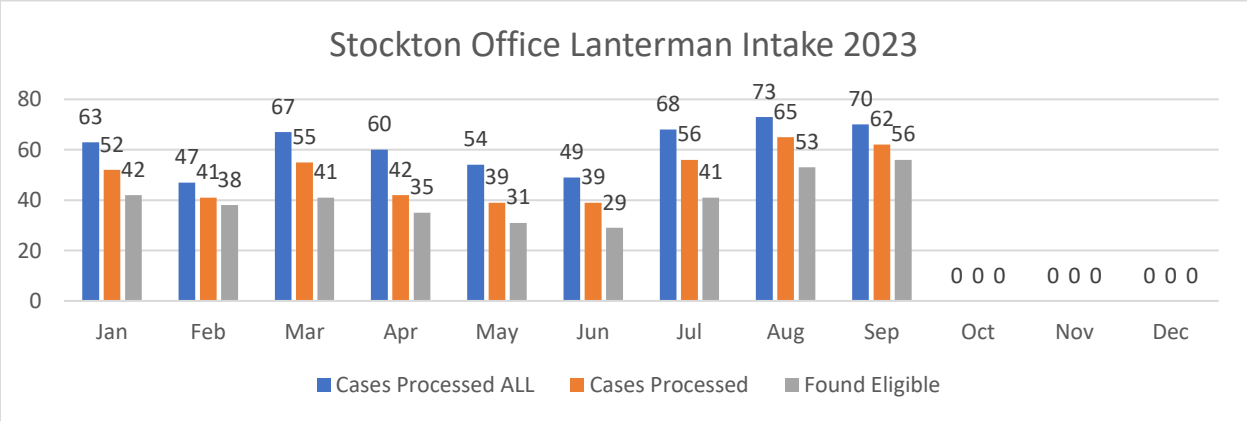
Trend of Lanterman Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	50	39	31
Feb	32	30	21
Mar	33	28	18
Apr	39	31	23
May	46	36	28
Jun	36	29	22
Jul	47	33	24
Aug	52	40	26
Sep	47	40	28
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	382	306	221



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	63	52	42
Feb	47	41	38
Mar	67	55	41
Apr	60	42	35
May	54	39	31
Jun	49	39	29
Jul	68	56	41
Aug	73	65	53
Sep	70	62	56
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	551	451	366



Consumer File Transfer Status - To and From VMRC through 10/18/23

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	36	October	32
November	61	November	42
December	30	December	15
total for 2022	**461**	**Total for 2022**	**420**

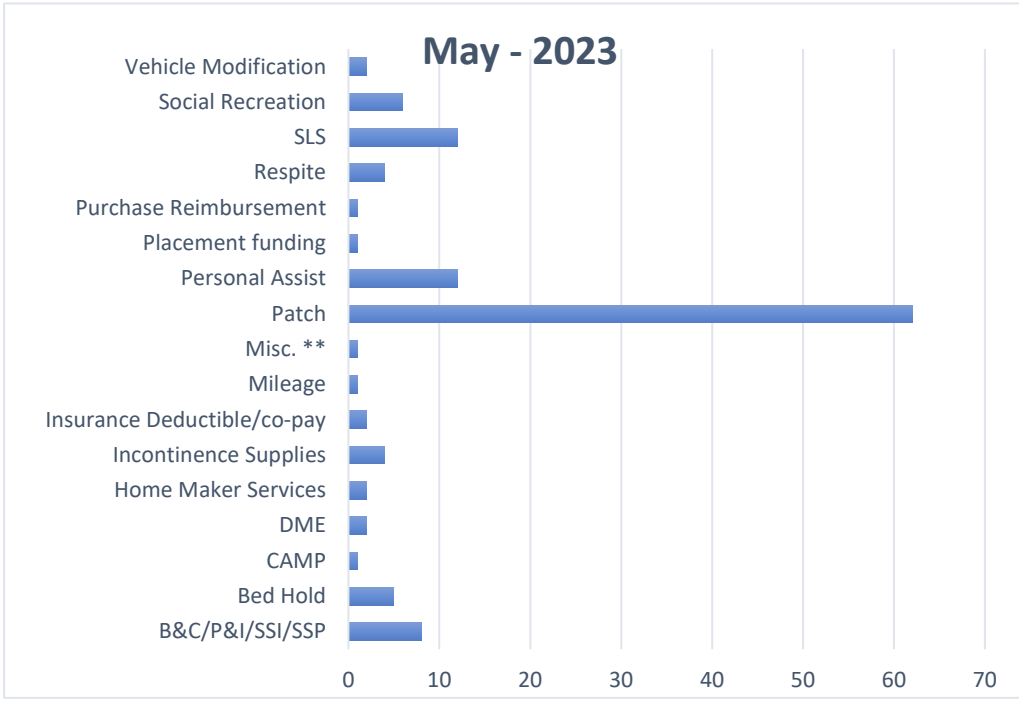
2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	48	May	54
June	37	June	19
July	38	July	48
August	34	August	31
September	60	September	41
October	13	October	31
November		November	
December		December	
total for 2023	**372**	**Total for 2023**	**334**

2024			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2024	**0**	**Total for 2024**	**0**

2025			
Files Received		Files sent out	
January		January	
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2025	**0**	**Total for 2025**	**0**

POS Exceptions -May 2023

2022/2023	May
B&C/P&I/SSI/SSP	8
Bed Hold	5
CAMP	1
DME	2
Home Maker Services	2
Incontinence Supplies	4
Insurance Deductible/co-pay	2
Mileage	1
Misc. **	1
Patch	62
Personal Assist	12
Placement funding	1
Purchase Reimbursement	1
Respite	4
SLS	12
Social Recreation	6
Vehicle Modification	2
TOTAL POS	126
Approved	125
Deferred	0
Denied	1

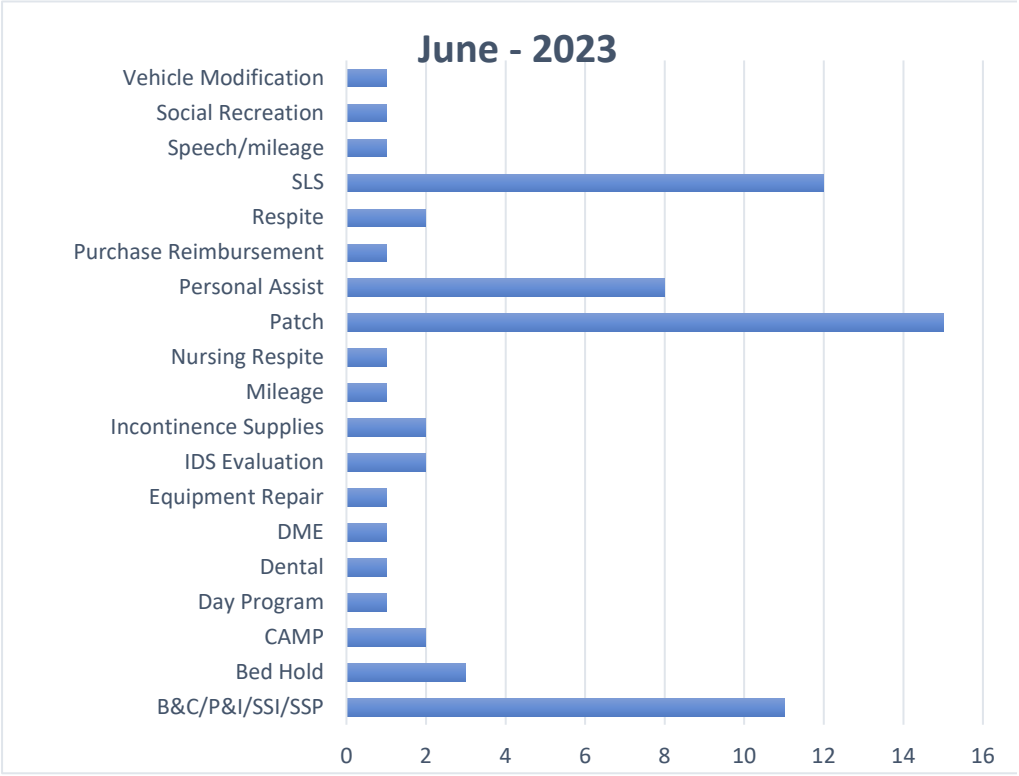


**MISC
Request

retro serv to 11/16/22 for asses and eval

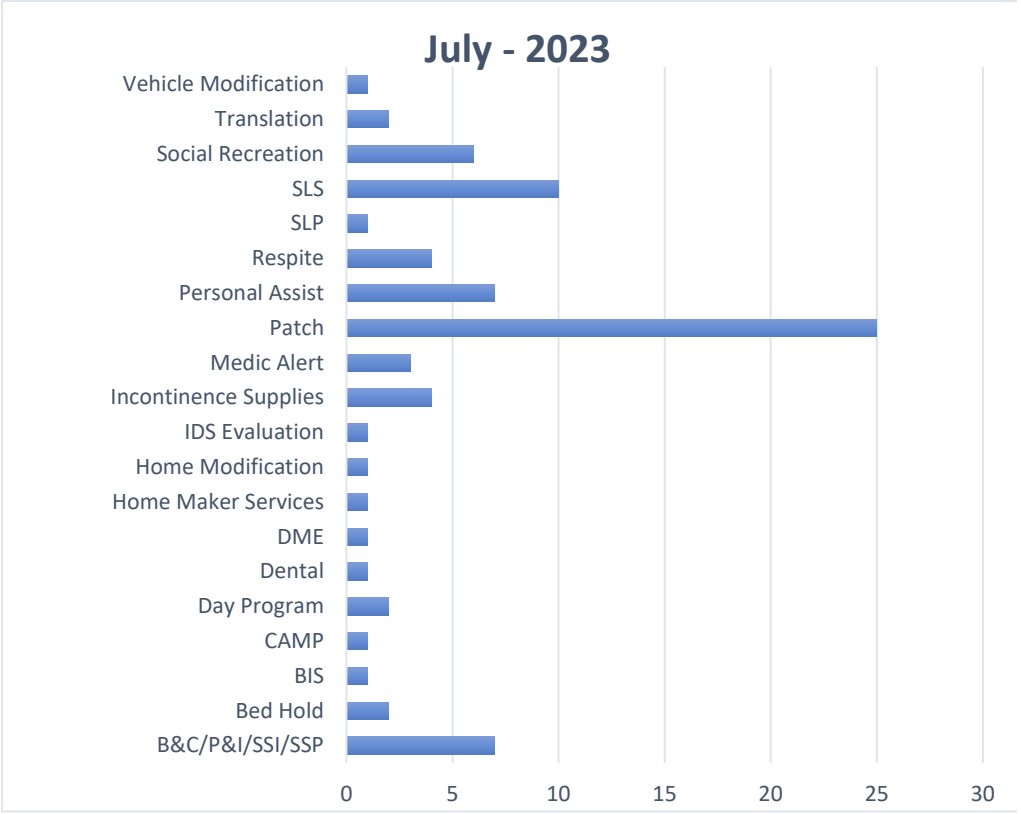
POS Exceptions -June 2023

2022/2023	June
B&C/P&I/SSI/SSP	11
Bed Hold	3
CAMP	2
Day Program	1
Dental	1
DME	1
Equipment Repair	1
IDS Evaluation	2
Incontinence Supplies	2
Mileage	1
Nursing Respite	1
Patch	15
Personal Assist	8
Purchase Reimbursement	1
Respite	2
SLS	12
Speech/mileage	1
Social Recreation	1
Vehicle Modification	1
TOTAL POS	67
Approved	67
Deferred	0
Denied	0



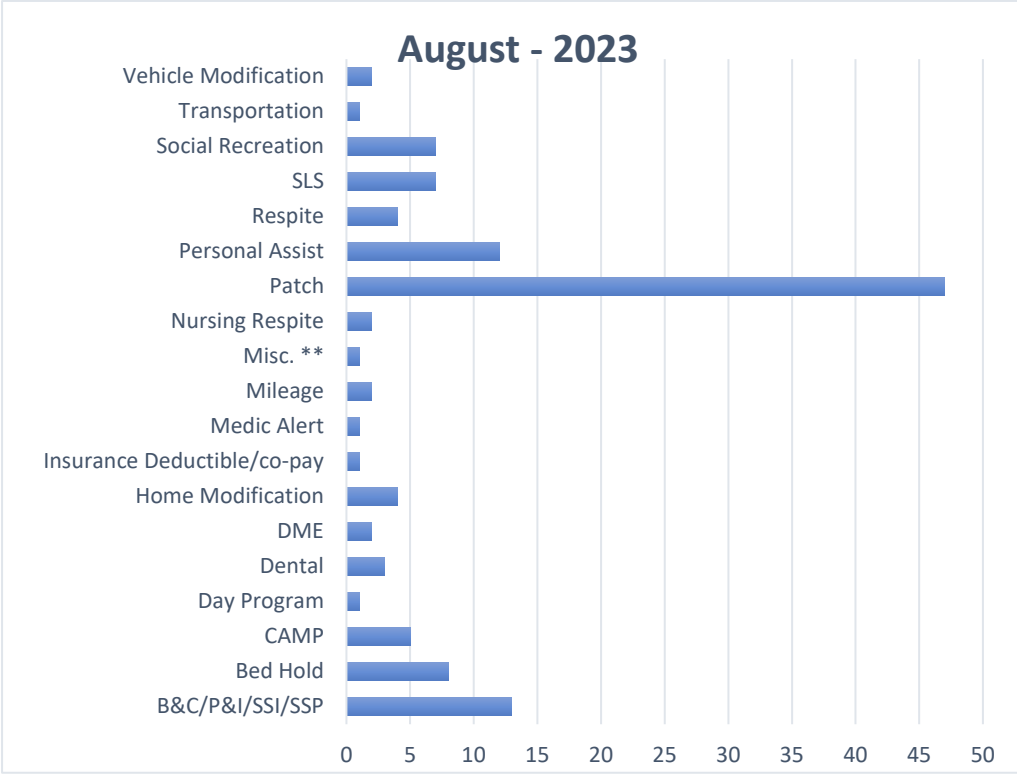
POS Exceptions -July 2023

2022/2023	July
B&C/P&I/SSI/SSP	7
Bed Hold	2
BIS	1
CAMP	1
Day Program	2
Dental	1
DME	1
Home Maker Services	1
Home Modification	1
IDS Evaluation	1
Incontinence Supplies	4
Medic Alert	3
Patch	25
Personal Assist	7
Respite	4
SLP	1
SLS	10
Social Recreation	6
Translation	2
Vehicle Modification	1
TOTAL POS	81
Approved	81
Deferred	0
Denied	0



POS Exceptions -August 2023

2022/2023	Aug
B&C/P&I/SSI/SSP	13
Bed Hold	8
CAMP	5
Day Program	1
Dental	3
DME	2
Home Modification	4
Insurance Deductible/co-pay	1
Medic Alert	1
Mileage	2
Misc. **	1
Nursing Respite	2
Patch	47
Personal Assist	12
Respite	4
SLS	7
Social Recreation	7
Transportation	1
Vehicle Modification	2
TOTAL POS	123
Approved	123
Deferred	0
Denied	0



**MISC

Move a medical bed from one residence to another

VALLEY MOUNTAIN REGIONAL CENTER

QA Incoming Alert Report

07/16/23 – 08/15/23

Alerts					
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Finding**	**Action**
2023-07-24.0	Delivery of Care	7/17/2023	Open		
2023-07-25.0	Delivery of Care	7/17/2023	Open		
2023-07-26.0	Delivery of Care	7/17/2023	Open		
2023-07-27.0	Delivery of Care	7/17/2023	Open		
2023-07-28.0	Environment	7/18/2023	Closed	Substantiated	Technical Assistance
2023-07-28.1	Recordkeeping	7/18/2023	Closed	Unsubstantiated	Technical Assistance
2023-07-28.2	Food Service	7/18/2023	Closed	Unsubstantiated	Technical Assistance
2023-07-29.0	Recordkeeping	7/18/2023	Open		
2023-07-30.0	Violation of Rights	7/18/2023	Closed	Unsubstantiated	None
2023-07-31.0	Environment	7/18/2023	Closed	Substantiated	Technical Assistance
2023-07-32.0	Delivery of Care	7/18/2023	Open		
2023-07-33.0	Delivery of Care	7/18/2023	Open		
2023-07-33.1	Environment	7/18/2023	Closed	Substantiated	Technical Assistance
2023-07-34.0	Delivery of Care	7/18/2023	Open		
2023-07-35.0	Recordkeeping	7/18/2023	Closed	Substantiated	Technical Assistance
2023-07-36.0	Environment	7/18/2023	Closed	Substantiated	Technical Assistance
2023-07-37.0	Violation of Rights	7/20/2023	Open		
2023-07-38.0	Delivery of Care	7/25/2023	Open		
2023-07-39.0	Delivery of Care	7/26/2023	Closed	Substantiated	Technical Assistance
2023-07-40.0	Recordkeeping	7/26/2023	Closed	Unsubstantiated	None
2023-07-41.0	Recordkeeping	7/26/2023	Closed	Substantiated	Technical Assistance
2023-07-42.0	Delivery of Care	7/26/2023	Open		
2023-07-43.0	Recordkeeping	7/26/2023	Closed	Unfounded	None
2023-07-44.0	Delivery of Care	7/28/2023	Closed	Substantiated	Technical Assistance
2023-07-44.1	Delivery of Care	7/28/2023	Closed	Unsubstantiated	None
2023-07-44.2	Violation of Rights	7/28/2023	Closed	Unfounded	None

Alerts					
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Finding**	**Action**
2023-07-44.3	Violation of Rights	7/28/2023	Closed	Unsubstantiated	None
2023-07-44.4	Violation of Rights	7/28/2023	Closed	Substantiated	Technical Assistance
2023-07-45.0	Recordkeeping	7/28/2023	Open		
2023-07-46.0	Delivery of Care	7/28/2023	Closed	Unfounded	None
2023-07-47.0	Other	7/28/2023	Open		
2023-07-48.0	Violation of Rights	7/31/2023	Open		
2023-08-01.0	Delivery of Care	8/2/2023	Closed	Substantiated	Substantial Inadequacy
2023-08-02.0	Delivery of Care	8/2/2023	Closed	Substantiated	Technical Assistance
2023-08-03.0	Delivery of Care	8/3/2023	Closed	Substantiated	Technical Assistance
2023-08-04.0	Recordkeeping	8/7/2023	Open		
2023-08-05.0	Recordkeeping	8/7/2023	Closed	Unfounded	None
2023-08-05.1	Recordkeeping	8/7/2023	Closed	Unsubstantiated	None
2023-08-05.2	Recordkeeping	8/7/2023	Closed	Substantiated	None
2023-08-06.0	Recordkeeping	8/8/2023	Open		
2023-08-07.0	Recordkeeping	8/8/2023	Closed	Substantiated	Technical Assistance
2023-08-08.0	Untimely SIR	8/8/2023	Closed	N/A	None
2023-08-09.0	Violation of Rights	8/8/2023	Open		
2023-08-10.0	Violation of Rights	8/8/2023	Closed	Unfounded	Technical Assistance
2023-08-11.0	Recordkeeping	8/9/2023	Open		
2023-08-12.0	Other	8/10/2023	Closed	Substantiated	Technical Assistance
2023-08-12.1	Other	8/10/2023	Closed	Substantiated	Technical Assistance
2023-08-13.0	Other	8/14/2023	Closed	N/A	Deferred
2023-08-14.0	Untimely SIR	8/14/2023	Closed	N/A	None
2023-08-15.0	Other	8/15/2023	Closed	Substantiated	Technical Assistance

Presenting Issue Breakdown

Delivery of Care	**16**
Environment	**4**
Food Service	**1**
Other	**5**
Recordkeeping	**14**
Untimely SIR	**2**
Violation of Rights	**8**

Grand Total: 50

VALLEY MOUNTAIN REGIONAL CENTER

QA Closed Alert Report

01/01/23 – 07/31/23

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-01-07.0	Delivery of Care	1/24/2023	Closed	2/21/2023	Substantiated	None
2023-01-09-0	Environment	1/27/2023	Closed	5/18/2023	Unsubstantiated	None
2023-01-10-0	Recordkeeping	1/30/2023	Closed	5/2/2023	Unsubstantiated	None
2023-01-10-1	Recordkeeping	1/30/2023	Closed	5/2/2023	Unsubstantiated	None
2023-01-11.0	Health-Related Concerns	2/1/2023	Closed	2/6/2023	Substantiated	Technical Assistance
2023-02-02.0	Delivery of Care	2/2/2023	Closed	4/12/2023	Substantiated	Technical Assistance
2023-02-02.1	Delivery of Care	2/2/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-02.2	Delivery of Care	2/2/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-04.0	Delivery of Care	2/2/2023	Closed	4/11/2023	Substantiated	Technical Assistance
2023-02-05.0	Other	2/2/2023	Closed	2/10/2023	N/A	Deferred
2023-02-06.0	Delivery of Care	2/3/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-07.0	Delivery of Care	2/3/2023	Closed	6/21/2023	Substantiated	Technical Assistance
2023-02-08.0	Other	2/3/2023	Closed	6/20/2023	N/A	Deferred
2023-02-09.0	Delivery of Care	2/3/2023	Closed	6/21/2023	Substantiated	Technical Assistance
2023-02-12.0	Untimely SIR	2/7/2023	Closed	7/31/2023	Substantiated	Substantial Inadequacy
2023-02-14.0	Untimely SIR	2/7/2023	Closed	3/28/2023	Unfounded	None
2023-02-15.0	Delivery of Care	2/7/2023	Closed	6/16/2023	Substantiated	None
2023-02-16.0	Other	2/7/2023	Closed	2/15/2023	N/A	Deferred
2023-02-17.0	Other	2/7/2023	Closed	3/8/2023	N/A	Deferred
2023-02-18.0	Delivery of Care	2/8/2023	Closed	4/6/2023	Substantiated	Technical Assistance
2023-02-19.0	Delivery of Care	2/9/2023	Closed	2/16/2023	Unsubstantiated	None
2023-02-21.0	Violation of Rights	2/9/2023	Closed	7/24/2023	Substantiated	Technical Assistance
2023-02-23.0	Violation of Rights	2/9/2023	Closed	6/16/2023	Unsubstantiated	None
2023-02-24.0	Delivery of Care	2/9/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-25.0	Delivery of Care	2/10/2023	Closed	4/10/2023	Substantiated	Technical Assistance
2023-02-26.0	Delivery of Care	2/10/2023	Closed	7/11/2023	Substantiated	Technical Assistance

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-02-27.0	IPP Implementation	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.1	Recordkeeping	2/10/2023	Closed	3/21/2023	Unsubstantiated	None
2023-02-27.2	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.3	Delivery of Care	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.4	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.5	Delivery of Care	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.6	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.7	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.8	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.9	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-2710	Violation of Rights	2/10/2023	Closed	3/21/2023	Unsubstantiated	None
2023-02-2711	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-2712	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-2713	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-2714	Delivery of Care	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-28.0	Delivery of Care	2/10/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-30.0	Untimely SIR	2/11/2023	Closed	2/21/2023	Substantiated	Technical Assistance
2023-02-31.0	Violation of Rights	2/14/2023	Closed	7/12/2023	Substantiated	Technical Assistance
2023-02-32.0	Untimely SIR	2/15/2023	Closed	2/27/2023	Unsubstantiated	None
2023-02-34.0	Delivery of Care	2/23/2023	Closed	4/19/2023	Unfounded	None
2023-02-35.0	Delivery of Care	2/23/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-36.0	Delivery of Care	2/23/2023	Closed	4/3/2023	Unsubstantiated	Technical Assistance
2023-02-37.0	Delivery of Care	2/23/2023	Closed	3/27/2023	Substantiated	None
2023-02-38.0	Other	2/23/2023	Closed	2/28/2023	N/A	None
2023-02-40.0	Delivery of Care	2/27/2023	Closed	6/21/2023	Substantiated	Technical Assistance
2023-02-41.0	Delivery of Care	2/28/2023	Closed	7/17/2023	Substantiated	Technical Assistance
2023-02-43.0	Delivery of Care	2/28/2023	Closed	7/11/2023	Substantiated	None
2023-03-01.0	Untimely SIR	3/1/2023	Closed	3/8/2023	Substantiated	Non-Compliance CAP
2023-03-02.0	Recordkeeping	3/2/2023	Closed	3/6/2023	N/A	None
2023-03-06.0	Other	3/7/2023	Closed	7/6/2023	N/A	Deferred

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-03-07.0	Staffing / Supervision	3/8/2023	Closed	7/21/2023	Substantiated	Technical Assistance
2023-03-09.0	Delivery of Care	3/10/2023	Closed	4/3/2023	Substantiated	Substantial Inadequacy
2023-03-11.0	Delivery of Care	3/10/2023	Closed	9/20/2023	Unsubstantiated	None
2023-03-11.1	Delivery of Care	3/10/2023	Closed	9/20/2023	Unsubstantiated	None
2023-03-11.2	Violation of Rights	3/10/2023	Closed	9/20/2023	Unsubstantiated	None
2023-03-11.3	Recordkeeping	3/10/2023	Closed	9/20/2023	Unsubstantiated	None
2023-03-11.4	Staff Qualifications	3/10/2023	Closed	9/20/2023	Unsubstantiated	None
2023-03-12.0	Delivery of Care	3/14/2023	Closed	4/4/2023	Substantiated	Substantial Inadequacy
2023-03-14.0	Untimely SIR	3/15/2023	Closed	5/10/2023	Substantiated	Technical Assistance
2023-03-15.0	Other	3/20/2023	Closed	5/2/2023	Unsubstantiated	None
2023-03-16.0	Environment	3/20/2023	Closed	7/12/2023	Unsubstantiated	Technical Assistance
2023-03-19.0	Food Service	3/23/2023	Closed	3/30/2023	Unfounded	None
2023-03-19.1	Staff Qualifications	3/23/2023	Closed	3/30/2023	Unfounded	None
2023-03-20.0	Delivery of Care	3/27/2023	Closed	6/22/2023	Substantiated	None
2023-03-22.0	Untimely SIR	3/27/2023	Closed	6/8/2023	N/A	Deferred
2023-03-23.0	Other	3/28/2023	Closed	7/6/2023	N/A	Deferred
2023-03-24.0	Untimely SIR	3/28/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-03-25.0	Recordkeeping	3/29/2023	Closed	6/26/2023	Unsubstantiated	None
2023-03-26.0	Untimely SIR	3/29/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-03-29.0	Environment	3/30/2023	Closed	4/26/2023	Substantiated	Technical Assistance
2023-03-29.1	Recordkeeping	3/30/2023	Closed	4/26/2023	Substantiated	Technical Assistance
2023-03-30.0	Environment	3/30/2023	Closed	4/20/2023	Unsubstantiated	None
2023-03-30.1	Environment	3/30/2023	Closed	4/20/2023	Substantiated	Technical Assistance
2023-03-30.2	Environment	3/30/2023	Closed	4/20/2023	Substantiated	Technical Assistance
2023-03-31.0	Violation of Rights	3/30/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-03-31.1	Environment	3/30/2023	Closed	5/1/2023	Unsubstantiated	Technical Assistance
2023-04-03.0	Environment	4/4/2023	Closed	5/10/2023	Substantiated	Technical Assistance
2023-04-04.0	Recordkeeping	4/6/2023	Closed	9/18/2023	Substantiated	Technical Assistance
2023-04-06.0	Delivery of Care	4/6/2023	Closed	4/10/2023	Unfounded	None
2023-04-08.0	Recordkeeping	4/10/2023	Closed	6/16/2023	Substantiated	Technical Assistance

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-04-09.0	Untimely SIR	4/12/2023	Closed	8/23/2023	Substantiated	Substantial Inadequacy
2023-04-10.0	Delivery of Care	4/12/2023	Closed	5/10/2023	Unfounded	None
2023-04-11.0	Delivery of Care	4/13/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-04-12.0	Discharged-SIR	4/13/2023	Closed	4/25/2023	N/A	Deferred
2023-04-13.0	Violation of Rights	4/17/2023	Closed	5/10/2023	Unsubstantiated	Technical Assistance
2023-04-22.0	Recordkeeping	4/26/2023	Closed	8/29/2023	Substantiated	Technical Assistance
2023-04-24.0	Delivery of Care	4/26/2023	Closed	7/20/2023	Substantiated	Technical Assistance
2023-04-25.0	Recordkeeping	4/27/2023	Closed	6/2/2023	Substantiated	Technical Assistance
2023-05-03.0	Violation of Rights	5/4/2023	Closed	7/14/2023	Unfounded	None
2023-05-03.1	Violation of Rights	5/4/2023	Closed	7/14/2023	Substantiated	Substantial Inadequacy
2023-05-03.2	Violation of Rights	5/4/2023	Closed	7/14/2023	Substantiated	Substantial Inadequacy
2023-05-05.0	Untimely SIR	5/8/2023	Closed	6/5/2023	Substantiated	Substantial Inadequacy
2023-05-08.0	Untimely SIR	5/11/2023	Closed	9/22/2023	Substantiated	Substantial Inadequacy
2023-05-11.0	Untimely SIR	5/16/2023	Closed	7/25/2023	Substantiated	Technical Assistance
2023-05-13.0	Delivery of Care	5/16/2023	Closed	6/26/2023	Unsubstantiated	None
2023-05-15.0	Delivery of Care	5/17/2023	Closed	6/23/2023	Unsubstantiated	None
2023-05-17.0	Violation of Rights	5/22/2023	Closed	7/5/2023	Substantiated	Technical Assistance
2023-05-18.0	Untimely SIR	5/22/2023	Closed	8/1/2023	Substantiated	Substantial Inadequacy
2023-05-20.0	Delivery of Care	5/23/2023	Closed	9/18/2023	Substantiated	Technical Assistance
2023-05-21.0	Other	5/24/2023	Closed	5/24/2023	N/A	Deferred
2023-05-22.0	Staffing / Supervision	5/24/2023	Closed	7/17/2023	Unsubstantiated	None
2023-05-22.1	Delivery of Care	5/24/2023	Closed	7/17/2023	Unsubstantiated	None
2023-05-23.0	Delivery of Care	5/26/2023	Closed	8/1/2023	Substantiated	Technical Assistance
2023-05-24.0	Health-Related Concerns	5/30/2023	Closed	7/31/2023	Unsubstantiated	None
2023-05-24.1	Delivery of Care	5/30/2023	Closed	7/31/2023	Unsubstantiated	None
2023-06-01.0	Untimely SIR	6/1/2023	Closed	6/5/2023	Unfounded	Technical Assistance
2023-06-02.0	Staff Qualifications	6/1/2023	Closed	6/26/2023	Substantiated	Substantial Inadequacy
2023-06-04.0	Untimely SIR	6/2/2023	Closed	7/19/2023	Substantiated	Technical Assistance
2023-06-05.0	Untimely SIR	6/6/2023	Closed	6/23/2023	Substantiated	Substantial Inadequacy
2023-06-08.0	Recordkeeping	6/9/2023	Closed	8/1/2023	Substantiated	Technical Assistance

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-06-10.0	Recordkeeping	6/12/2023	Closed	7/24/2023	Substantiated	Technical Assistance
2023-06-11.0	Delivery of Care	6/15/2023	Closed	9/5/2023	Substantiated	Technical Assistance
2023-06-12.0	Delivery of Care	6/15/2023	Closed	7/12/2023	Unsubstantiated	Technical Assistance
2023-06-12.1	Delivery of Care	6/15/2023	Closed	7/12/2023	Unfounded	None
2023-06-13.0	Violation of Rights	6/20/2023	Closed	9/27/2023	Unsubstantiated	None
2023-06-14.0	Health-Related Concerns	6/20/2023	Closed	8/29/2023	Unsubstantiated	None
2023-06-16.0	Environment	6/22/2023	Closed	10/2/2023	Substantiated	Technical Assistance
2023-06-16.1	Delivery of Care	6/22/2023	Closed	10/2/2023	Substantiated	Technical Assistance
2023-06-18.0	Environment	6/22/2023	Closed	7/3/2023	Unsubstantiated	None
2023-06-18.1	Environment	6/22/2023	Closed	7/3/2023	Substantiated	Technical Assistance
2023-06-19.0	Food Service	6/22/2023	Closed	7/11/2023	Substantiated	Technical Assistance
2023-06-20.0	Delivery of Care	6/22/2023	Closed	10/4/2023	Unsubstantiated	Technical Assistance
2023-06-20.1	Delivery of Care	6/22/2023	Closed	10/4/2023	Unsubstantiated	Technical Assistance
2023-06-20.2	Recordkeeping	6/22/2023	Closed	10/4/2023	Unfounded	Technical Assistance
2023-06-21.0	Recordkeeping	6/23/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-06-26.0	Recordkeeping	6/29/2023	Closed	8/7/2023	Unsubstantiated	Technical Assistance
2023-06-26.1	Other	6/29/2023	Closed	8/7/2023	Substantiated	Technical Assistance
2023-06-26.2	Environment	6/29/2023	Closed	8/7/2023	Substantiated	Technical Assistance
2023-06-27.0	Delivery of Care	6/29/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-06-28.0	Delivery of Care	6/29/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-07-01.0	Other	7/3/2023	Closed	7/3/2023	N/A	Deferred
2023-07-04.0	Other	7/5/2023	Closed	7/5/2023	N/A	Deferred
2023-07-06.0	Untimely SIR	7/5/2023	Closed	7/14/2023	Unfounded	None
2023-07-07.0	Staff Qualifications	7/5/2023	Closed	9/27/2023	Substantiated	Non-Compliance CAP
2023-07-07.1	Staff Qualifications	7/5/2023	Closed	9/27/2023	Substantiated	Non-Compliance CAP
2023-07-07.2	Delivery of Care	7/5/2023	Closed	9/27/2023	Unsubstantiated	None
2023-07-07.3	Delivery of Care	7/5/2023	Closed	9/27/2023	Unsubstantiated	None
2023-07-07.4	Health-Related Concerns	7/5/2023	Closed	9/27/2023	Unfounded	None
2023-07-07.5	Delivery of Care	7/5/2023	Closed	9/27/2023	Unsubstantiated	None
2023-07-07.6	Delivery of Care	7/5/2023	Closed	9/27/2023	Substantiated	Technical Assistance

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-07-08.0	Recordkeeping	7/6/2023	Closed	9/28/2023	Substantiated	Non-Compliance CAP
2023-07-13.0	Untimely SIR	7/7/2023	Closed	7/24/2023	Substantiated	Technical Assistance
2023-07-14.0	Recordkeeping	7/10/2023	Closed	7/31/2023	Unfounded	None
2023-07-16.0	Delivery of Care	7/10/2023	Closed	8/15/2023	Substantiated	Technical Assistance
2023-07-18.0	Untimely SIR	7/11/2023	Closed	7/25/2023	Substantiated	Substantial Inadequacy
2023-07-19.0	Staffing / Supervision	7/11/2023	Closed	7/21/2023	Unfounded	None
2023-07-20.0	Delivery of Care	7/12/2023	Closed	9/15/2023	Substantiated	Technical Assistance
2023-07-21.0	Environment	7/12/2023	Closed	8/22/2023	Substantiated	Non-Compliance CAP
2023-07-21.1	Environment	7/12/2023	Closed	8/22/2023	Unsubstantiated	None
2023-07-21.2	Environment	7/12/2023	Closed	8/22/2023	Substantiated	None
2023-07-21.3	Environment	7/12/2023	Closed	8/22/2023	Substantiated	Non-Compliance CAP
2023-07-21.4	IPP Implementation	7/12/2023	Closed	8/22/2023	Substantiated	Non-Compliance CAP
2023-07-22.0	Recordkeeping	7/13/2023	Closed	8/21/2023	Substantiated	Technical Assistance
2023-07-23.0	Untimely SIR	7/13/2023	Closed	9/7/2023	Substantiated	Technical Assistance
2023-07-28.0	Environment	7/18/2023	Closed	7/28/2023	Substantiated	Technical Assistance
2023-07-28.1	Recordkeeping	7/18/2023	Closed	7/28/2023	Unsubstantiated	Technical Assistance
2023-07-28.2	Food Service	7/18/2023	Closed	7/28/2023	Unsubstantiated	Technical Assistance
2023-07-30.0	Violation of Rights	7/18/2023	Closed	10/11/2023	Unsubstantiated	None
2023-07-31.0	Environment	7/18/2023	Closed	8/29/2023	Substantiated	Technical Assistance
2023-07-33.1	Environment	7/18/2023	Closed	8/29/2023	Substantiated	Technical Assistance
2023-07-35.0	Recordkeeping	7/18/2023	Closed	7/20/2023	Substantiated	Technical Assistance
2023-07-36.0	Environment	7/18/2023	Closed	7/20/2023	Substantiated	Technical Assistance
2023-07-39.0	Delivery of Care	7/26/2023	Closed	8/21/2023	Substantiated	Technical Assistance
2023-07-40.0	Recordkeeping	7/26/2023	Closed	8/31/2023	Unsubstantiated	None
2023-07-41.0	Recordkeeping	7/26/2023	Closed	9/14/2023	Substantiated	Technical Assistance
2023-07-43.0	Recordkeeping	7/26/2023	Closed	8/1/2023	Unfounded	None
2023-07-44.0	Delivery of Care	7/28/2023	Closed	8/30/2023	Substantiated	Technical Assistance
2023-07-44.1	Delivery of Care	7/28/2023	Closed	8/30/2023	Unsubstantiated	None
2023-07-44.2	Violation of Rights	7/28/2023	Closed	8/30/2023	Unfounded	None
2023-07-44.3	Violation of Rights	7/28/2023	Closed	8/30/2023	Unsubstantiated	None

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2023-07-44.4	Violation of Rights	7/28/2023	Closed	8/30/2023	Substantiated	Technical Assistance
2023-07-46.0	Delivery of Care	7/28/2023	Closed	8/9/2023	Unfounded	None

Finding		Action	
N/A	**13**	**Deferred**	**11**
Substantiated	**99**	**Non-Compliance CAP**	**7**
Unfounded	**23**	**None**	**68**
Unsubstantiated	**43**	**Substantial Inadequacy**	**12**
		Technical Assistance	**80**

Grand Total: 178

VALLEY MOUNTAIN REGIONAL CENTER

QA Pending Completion Alert Report

07/16/23 – 08/15/23

Alerts			
Control#	**Presenting Issue**	**Alert Date**	**Status**
2023-07-24.0	Delivery of Care	7/17/2023	Open
2023-07-25.0	Delivery of Care	7/17/2023	Open
2023-07-26.0	Delivery of Care	7/17/2023	Open
2023-07-27.0	Delivery of Care	7/17/2023	Open
2023-07-29.0	Recordkeeping	7/18/2023	Open
2023-07-32.0	Delivery of Care	7/18/2023	Open
2023-07-33.0	Delivery of Care	7/18/2023	Open
2023-07-34.0	Delivery of Care	7/18/2023	Open
2023-07-37.0	Violation of Rights	7/20/2023	Open
2023-07-38.0	Delivery of Care	7/25/2023	Open
2023-07-42.0	Delivery of Care	7/26/2023	Open
2023-07-45.0	Recordkeeping	7/28/2023	Open
2023-07-47.0	Other	7/28/2023	Open
2023-07-48.0	Violation of Rights	7/31/2023	Open
2023-08-04.0	Recordkeeping	8/7/2023	Open
2023-08-06.0	Recordkeeping	8/8/2023	Open
2023-08-09.0	Violation of Rights	8/8/2023	Open
2023-08-11.0	Recordkeeping	8/9/2023	Open

Presenting Issue Breakdown

Delivery of Care	**9**
Other	**1**
Recordkeeping	**5**
Violation of Rights	**3**

Grand Total: 18

2022-23 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
10/24/2023	Personal Assistance	NA	Pending
10/24/2023	Eligibility	NA	Pending
10/20/2023	Eligibility	NA	Pending
10/19/2023	Personal Assistance	NA	Pending
10/16/2023	Respite	NA	Pending
10/13/2023	Eligibility	NA	Pending
10/11/2023	Personal Assistance	NA	Pending
10/6/2023	Eligibility	NA	Pending
10/2/23	Piano Lesson	NA	Pending
9/20/2023	Eligibility	NA	Pending
9/8/2023	Voice and Piano Lesson	NA	Pending
9/7/2023	Eligibility	NA	Pending
8/30/2023	Behavior Services	NA	Pending
8/25/23	Crisis intervention, transportation, additional respite	10/08/2023	Withdrawn prior to hearing
8/25/23	Increase speech therapy	9/14/2023	Agreement reached
8/24/23	Stroller	9/28/2023	Agreement reached
8/22/23	AI robot, violin rental, swing	9/18/2023	Withdrawn prior to hearing.
7/13/23	Piano Lessons	8/29/2023	Appeal denied in hearing