



VMRC Consumer Services Committee Meeting

Wednesday, January 31, 2024, 5:00 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room and via Microsoft Teams
(Hybrid)

702 N. Aurora Street

Meeting ID: 235 881 653 626 Passcode: 4SpmZS

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 the Consumer Services Committee Meeting Minutes of 11/01/23

Action

Jose Lara

C. Presentation

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

M. Next Meeting - Wednesday, March 6, 2024, 5:00 PM

Jose Lara

N. Adjournment

Jose Lara



Minutes for VMRC Consumer Services Committee Meeting

11/01/2023 | 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, Margaret Heinz, Lisa Utsey, Sarah Howard, Erria Kaalund, Dora Contreras, Crystal Enyeart, Anthony Owens, Liz Herrera Knapp, Daime Hoornaert

Committee Members Not Present: Susan Devitt (informed absence)

VMRC Staff Present: Brian Bennett, Tony Anderson, Doug Bonnet, Mark Crear, Christine Couch, Evelyn Ledesma Solis, Katina Richison, Devon Homme, Tara Sisemore Hester, Claire Lazaro, Jason Toepel

Public Present: Isela Bingham Interpreter, Irene Hernandez (interpreter), Anel Renteria (R&D)

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

Jose Lara, Committee Chair, called the meeting to order at 5:01pm.

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

Lisa Utsey made a motion to approve the minutes of the Consumer Services Committee Meeting of 09-06-2023. Crystal Enyeart seconded the motion. The Consumer Services Committee Meeting Minutes of 09-06-2023 were approved unanimously.

C. Presentation - San Joaquin Council of Governments, Unmet Transit Needs

Joel Campos from the San Joaquin Council of Governments (SJCOG) gave the presentation of the Unmet Transit Needs Assessment, FY 24-25. Annually, SJCOG must identify any unmet transit needs that may exist in San Joaquin County before funds are expended for non-transit uses, such as street and roads. Mr. Campos answered questions from the committee members.

D. Public Comment

Dena Hernandez, State Council on Developmental Disabilities, North Valley Hills Office: The Statewide Self Advocacy Network held their employment is for everyone this week. There were over 300 attendees. They shared their experiences about employment. It has been recorded and they will share a link to check it out. There will be more webinars on a variety of topics in 2024.

Gricelda Estrada: Good afternoon. She stated she wanted to discuss Floor Time. The Chair told her that we would listen to Floor Time public comments later in the agenda. She said she would change her comment to socialization services. So I understand that VMRC does not have any vendors for socialization so I want the committee to make offers for socialization/social skills. Thank you.

Maria Elena Diaz: Good afternoon. My comment is about requesting more providers for ILS because there's several who are not receiving that service. There is a long wait list so without providers, how will those needs be met? I would just like for you to consider that. That is my comment. Thank you.

Dora Contreras: She is removing her role as the Committee Member during public comments. She is speaking as a community member. She is really concerned about the ILS services that is lacking, as well as Encore is now gone as BIS services. The community is concerned about that and there has been no replacement for those services for adult clients.

E. Intake, Early Start, and Case Management Update

Tara Sisemore Hester, Director of Consumer Services (Children) presented the intake reports through September 2023 for Early Start and Lanterman Intake. Christine Couch, Director of Consumer Services (Adults) presented the Transfer Status report through 10/18/2023 and the POS exceptions report for May-August 2023. They answered any questions the committee had.

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

October 4, 2023, Sac 6 members had a Zoom chat practice.

October 5, 2023- Lisa worked in the VMRC Modesto office for the Sac6 hours.

October 6, 2023- Sac 6 had their Friday Zoom Chat, the topic was on Financial Rights, "Hands off my Money."

October 7, 2023- SAC6 members attended the VMRC Disability Awareness Fair at the Modesto VMRC parking lot from 11am to 3pm.

October 11th, - Lisa U attended the VMRC Finance meeting in person. Followed by the VMRC Executive meeting.

October 16, 2023- Sac6 member Catrina attended the DDSCAC zoom meeting.

October 18, 2023- Sac6 member Catrina attended the CHOICES committee meeting via zoom.

October 25, 2023, Lisa attended the Popplewell Committee meeting via zoom. Lisa, Jessica and I attended the VMRC Board training followed by the VMRC Board Meeting.

October 30, 2023, Sac 6 Members meet on zoom to practice for the Area meeting, for our script practice.

G. Resource Development Update

Brian Bennett, Director of Community Services, reported that the team continues to provide training on the first Friday of each month. They have two community placement projects in the acquisition phase. This means there is a search for the home to provide the service. One home closed in Acampo, in north San Joaquin County. It's a beautiful rural home. Brilliant Corners will renovate it for the adult community crisis home. The second property in Stanislaus County is being considered in Ceres. This will be an Enhanced Behavioral Support home for females. There are 6 vendors in process for Coordinated Family Support Services. We anticipate having two of them running around January 1, 2024. The Housing

Specialist, Jennifer Stone, started today in her new position. Brian answered questions the committee members had.

H. Quality Assurance Update

Katina Richison, Division Manager, presented the attached Quality Assurance Incoming Alert report and answered any questions that the committee members had. Katina announced the changes in the staffing of the team as well.

I. Transportation Update

Anel Renteria from R&D Transportation gave an update.

Unmet service needs have slightly increased. 83 individuals on the unmet service needs list. The area that is highest is San Joaquin County and then followed by Stanislaus County. They are working on minimizing ride times for all individuals in all counties.

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

- 1) CLASP Provider Conference “Moving Forward 2023” on October 23, 2023 was a huge success thanks to the planning team. The Planning team included CLASP Member: Candice Bright (Chair), Liz Herrera Knapp (Co-Chair), KC Shadman, Karen Gregorius, Rita Redondo, Melanie Gonzalez, Tamra Hernandez, Chris Martin, Dena Hernandez, SCDD NVHO, and Tony Anderson and Doug Bonnet VMRC.

Sessions Included:

- Person Centered Planning and Practice with Carol Blessing from Cornell University
- DSP ‘s Core Competence and Ethics with John Raffaele and Joe MacBeth National Alliance for Direct Support Professionals
- Moving From Programs to Supports and The Nuts and Bolts of Change with Lynne Seagle from The Hope House Foundation
- DDS updated with Nancy Bargmann, Director of DDS and DSP University with Vicki Smith
- Wage Order and Labor Law updates with Jamie Bossuat
- Nuts and Bolts of VMRC Quality Assurance with the QA Team,
- Updates on Developing the DSP Workforce with the DSP Collaborative
- Updates for Employment with EJ Edmerson

- 2) CLASP members are working on the 2023 Uniform Holiday Schedule and will finalize it at the next meeting.
- 3) Transportation continues to be an unmet need. Vendors/people receiving services will continue to inform R&D when there is an issue with a route starting services/cancellation due to staffing/getting picked up earlier than scheduled or later than scheduled due to staffing.
- 4) Day Program Workgroup continues to meet regularly and has been discussing the DSP Training Stipend process with VMRC.
- 5) Discussions:
 - Remote Services Ending 12/31/23, possibility of extension since about 10% of people using services want remote services to continue.
 - Rate Implementation and the increase of minimum wage and the Impact of the Fast-Food & Medical Field Wage Increases-DDS is aware and working on it.
- 6) Workforce Collaboration Update- Asking Vendors to sign up on the website <https://dspcollaborative.org> to advertise open positions.
- 7) CLASP continues to appreciate VMRC staff reports on:
 - HCBS News-
 - Resource Development Projects
 - Quality Assurance Updates
 - Early Start
 - Employment
 - Consumer Services
 - Clinical
 - Ex. Director updates
- 8) CLASP continues to appreciate the State Council on Developmental Disabilities/North Valley Hills Office reports and information on SAC 6, Self Determination, and their Regional Advisory Committee.
- 9) Please visit CLASP on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held hybrid-VMRC Conference Room and via Teams: November 27th, 2023 @ 10AM.

L. Clinical Update

Dr. Claire Lazaro, Director of Clinical Services gave the update.

They had a few presentations made/coordinated by staff: medi-cal/denti-cal, family wellness with SJCOE (San Joaquin County Office of Education) and Escuchan Mi Voz, a vendor fair at St. Joseph's Medical Center. There is a beginning partnership with Tori University Medical Group. This will be a pediatric psychiatry fellowship. At the Disability Resource Fair in October, there was a vaccination clinic with Safeway. There were about 60 vaccines given. There was also dental screenings offered. The University of the Pacific School of Pharmacy

health fair was recently held at the Stockton office. Claire answered questions from the committee members.

1. Discussion on Floor Time: Dora Contreras shared that the community has been talking about this for awhile now. Los Angeles partners have Floor Time available. Dora knows that this a children's program with an adult component. She can testify to the success of the program. It is an approach that is more social/emotional connection based on interests. She wants it to be looked at. She is very concerned that we don't have a lot right now for adults who are in need. Either BIS, Floor Time or ABA. She wants Rubi to talk about Floor Time.

Public Comment:

Rubi Saladana, Integrated Community Collaborative: Floor Time is very important because her daughter was approved from SCLARC, 14 years old. Also her niece was approved. WRC and ELARC approve Floor Time. She is pro-ABA. She never knew about Floor Time. She is learning about Floor Time. She didn't know it would help her 17 year old son. It is a component. It is so important to bring Floor Time to this area. VMRC has limited services. This is very, very important to the community.

Dora Contreras responded that VMRC is saying it is not research based. Rubi shared that it was won in a court hearing. Parents have sued a regional center and they won the therapy. How did it happen if this is not based on research?

Daime Hoornaert asked what is Floor Time?

Dora responded that Elizabeth has Floor Time for her 14 year old. She is very interested in this service because it is social/emotional connection. It's about interests to build upon and to regulate himself through the connection they get in their therapy. It's a therapy. Floor Time is a therapy.

Rubi concurred it is a therapy.

Liz Herrera Knapp shared that there are unmet needs in our region for behavioral services. In order to have the discussion about this topic, we need a presentation about the service and regulations, as it is a non-evidenced based service. We need to hear from a clinician about it.

Dora responded and said the board said it is not researched based. She doesn't know why. Research is research. Can someone please say why they are saying this? Who is the expert in this room?

Tony Anderson responded that it is not about research, it is about evidence based. Floor Time does not meet that standard as far as we know.

Claire Lazaro asked if there is something for her to clarify. She said that VMRC did not say that Floor Time is not research based. What VMRC has said previously is that Floor Time is not evidence based practice intervention for autism. We only offer evidence based practice for autism. It is in the regulations.

Maria Elena Diaz said that she is in favor of bringing Floor Time to regional center. Who better than you to seek a provider to give us complete information, since it is being requested by the community. And it would be beneficial to the clients. And since we do lack services for behavioral needs, this would complement. And there is also a waiting list in Early Start. And this would cover a lot of needs in the Early Start. I also want to say a comment for the adults that they lack services for behavioral. That should also be considered. That is my comment, thank you.

Gricelda Estrada said that the State Council page has a list where there appears to be common services under behavioral support, there's behavioral services such as ABA, Floor Time, etc. behavior analyst. There is the logo for SCDD. Common services funded by Regional Center for kids from 3 – 18. My other argument is VMRC has a policy regarding recreational services. The policy states that recreational services will be offered and non-medical therapies. I would like to ask Dr. Lazaro, when you refer to non-medical therapies, what therapies do you refer? They were arguing that VMRC was not providing Floor Time because it is not evidenced based practice. Floor Time is not in that category, then non-medical therapy could be Floor Time under that category. I have known that VMRC does not provide the service of social skills. The only thing they offer is respite for the Early Start. And personal assistant is only reserved for 12 and under. Her time ended.

Jose Lara, Chairperson asked Dora if she had anything else she wanted to express. Dora said yes, she would like to bring someone in to talk about Floor Time. Mr. Lara asked if that is a motion.

Dora said, yes I move we bring someone in to give us information regarding Floor Time. Daime Hoornaert seconded the motion to bring in a presenter on Floor Time. Erria Kaalund abstained. The motion passes.

M. Next Meeting - Wednesday, January 24, 2023, 5:00 PM

Doug Bonnet asked the committee to consider changing the date of the January meeting to either the 17 or 24. Margaret made a motion to move the Consumer Services Meeting to January 24. Anthony Owens seconded the motion. Dora Contreras opposed. The motion passes.

N. Adjournment at 6:48pm.

VMRC's Approved CPP/ CRDP Plan 2023-2024

A CPP/ CRDP* overview was provided to the Consumer Services Committee in October 2023. Since that time, VMRC's CPP / CRDP proposal has been approved by the Department of Developmental Services.

VMRC's CPP/ CRDP plan for Fiscal Year 23-24

1. **Service Provider Start-up funds \$150,000 Community Crisis Home (adult)**
2. **Service Provider Start-up funds \$150,000 Enhanced Behavior Supports Home (females)**
3. **Adult, Community Integration/ Behavior Management Day Program** to support the growing number of persons who have behavior deficits and require initial 1:1 staffing during their transition to day program services in Stanislaus County. To support up to 30 persons with significant behavior and restricted health care needs (***Stanislaus County***)
4. **Housing Development Organization* (Administrative Start-up costs) \$150,000.000;** to support the development of an HDO to meet current and future housing needs.

****HDO- housing development organization*** -a non-profit ***or*** "for profit" housing development organization agency/ company/ individual who focuses on acquiring, developing affordable housing opportunities for regional center users and their families.

**** <https://www.dds.ca.gov/services/cpp/>***

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

CPP=Community Placement Plan

Specific for persons who are in locked settings such as state operated Developmental Centers

CRDP =Community Resource Development Plan

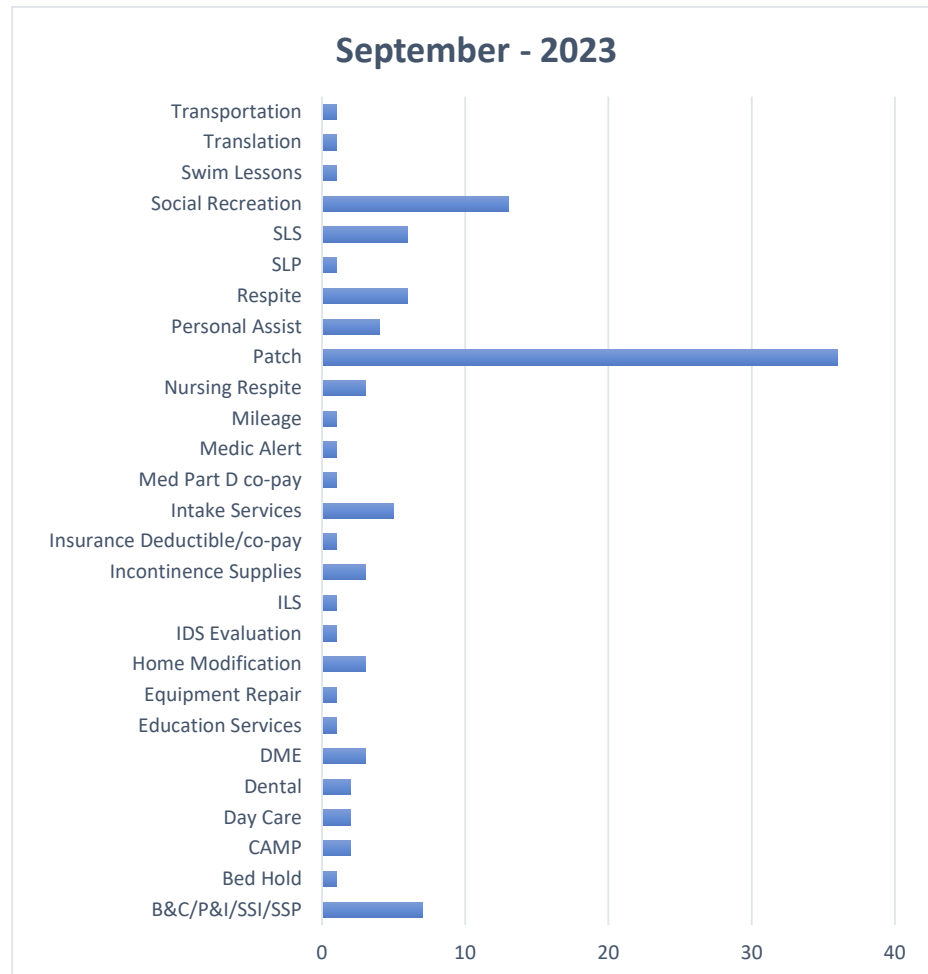
Projects benefit persons who are ***not in development centers***

POS Exceptions -September 2023

2022/2023	Sept
B&C/P&I/SSI/SSP	7
Bed Hold	1
CAMP	2
Day Care	2
Dental	2
DME	3
Education Services	1
Equipment Repair	1
Home Modification	3
IDS Evaluation	1
ILS	1
Incontinence Supplies	3
Insurance Deductible/co-pay	1
Intake Services	5
Med Part D co-pay	1
Medic Alert	1
Mileage	1
Nursing Respite	3
Patch	36
Personal Assist	4
Respite	6
SLP	1
SLS	6
Social Recreation	13
Swim Lessons	1
Translation	1
Transportation	1
TOTAL POS	108
Approved	108
Deferred	0
Denied	0

**MISC

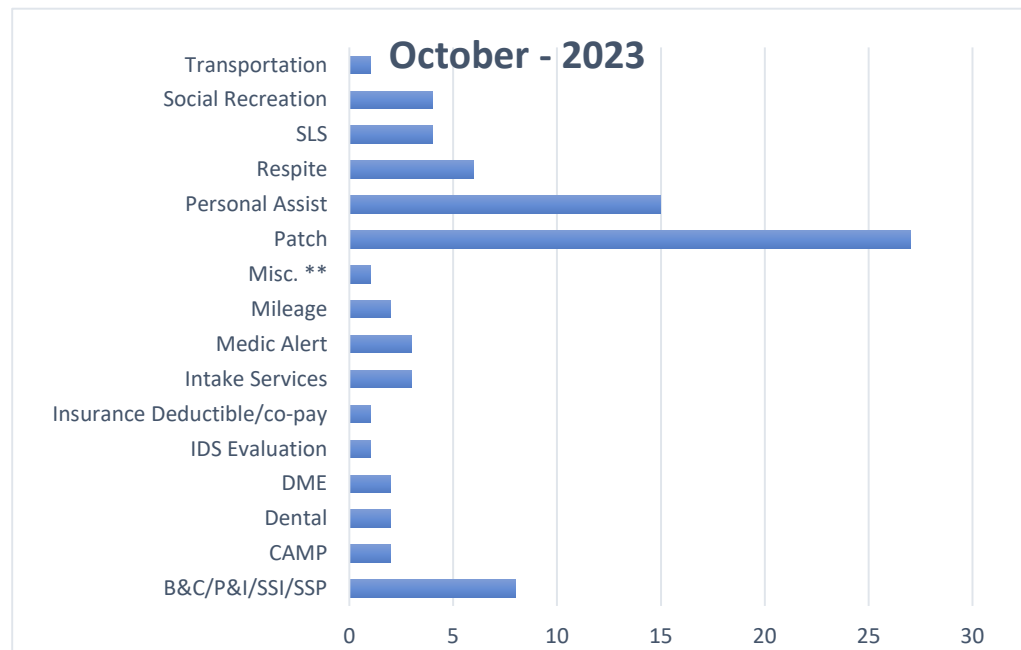
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POS Exceptions - October 2023

2022/2023	Oct
B&C/P&I/SSI/SSP	8
CAMP	2
Dental	2
DME	2
IDS Evaluation	1
Insurance Deductible/co-pay	1
Intake Services	3
Medic Alert	3
Mileage	2
Misc. **	1
Patch	27
Personal Assist	15
Respite	6
SLS	4
Social Recreation	4
Transportation	1
TOTAL POS	82
Approved	81
Deferred	0
Denied	1

**MISC
Drivers Ed

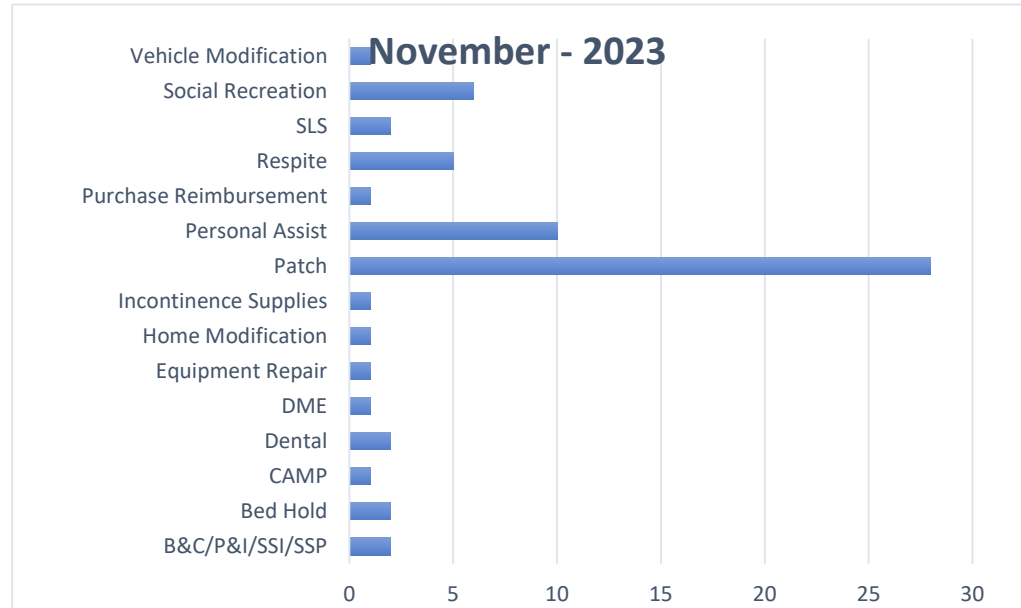


POS Exceptions - November 2023

2022/2023	Nov
B&C/P&I/SSI/SSP	2
Bed Hold	2
CAMP	1
Dental	2
DME	1
Equipment Repair	1
Home Modification	1
Incontinence Supplies	1
Patch	28
Personal Assist	10
Purchase Reimbursement	1
Respite	5
SLS	2
Social Recreation	6
Vehicle Modification	1
TOTAL POS	64
Approved	63
Deferred	0
Denied	1

**MISC

None



Consumer File Transfer Status - To and From VMRC
Thru 12/15/2023

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

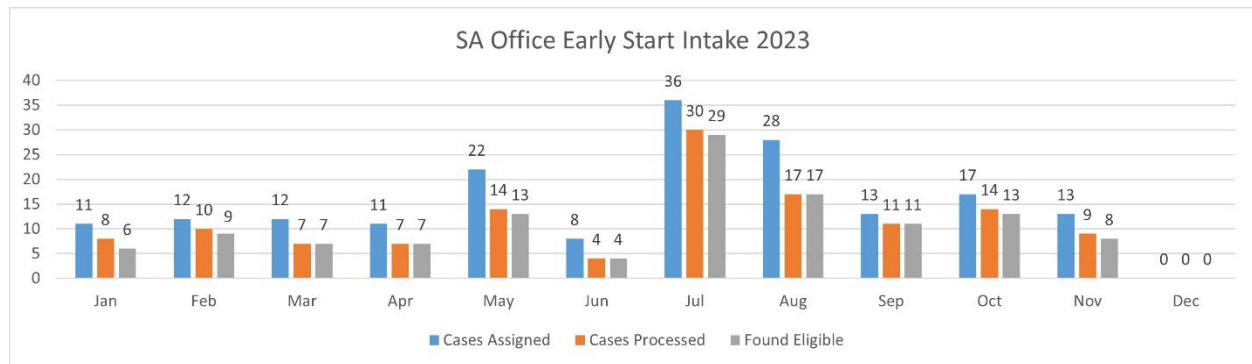
2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	48	May	54
June	37	June	19
July	38	July	48
August	34	August	31
September	60	September	41
October	29	October	44
November	59	November	44
December	19	December	5
total for 2023	466	Total for 2023	396

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

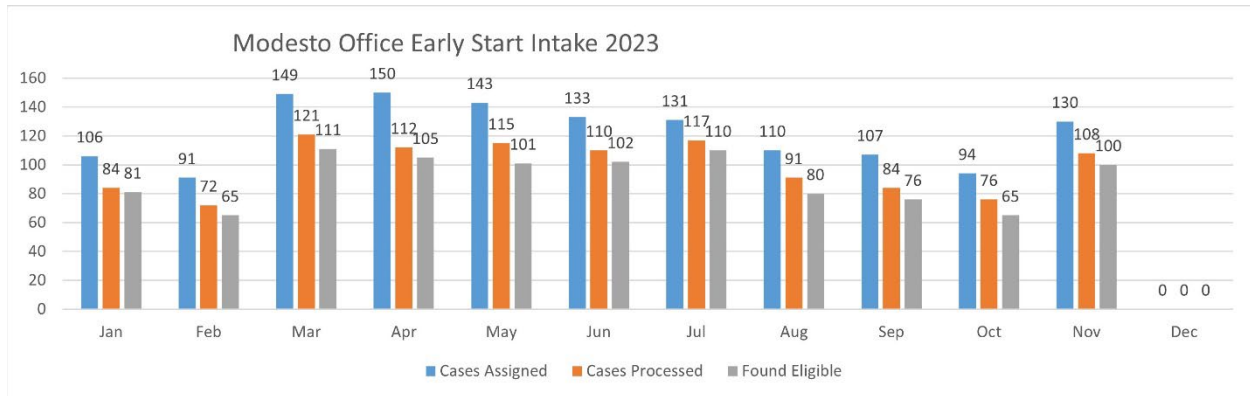
Trend of Early Start Intake Work in **SA Office**

	Cases Assigned	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	17	14	13
Nov	13	9	8
Dec	0	0	0
Total	183	131	124



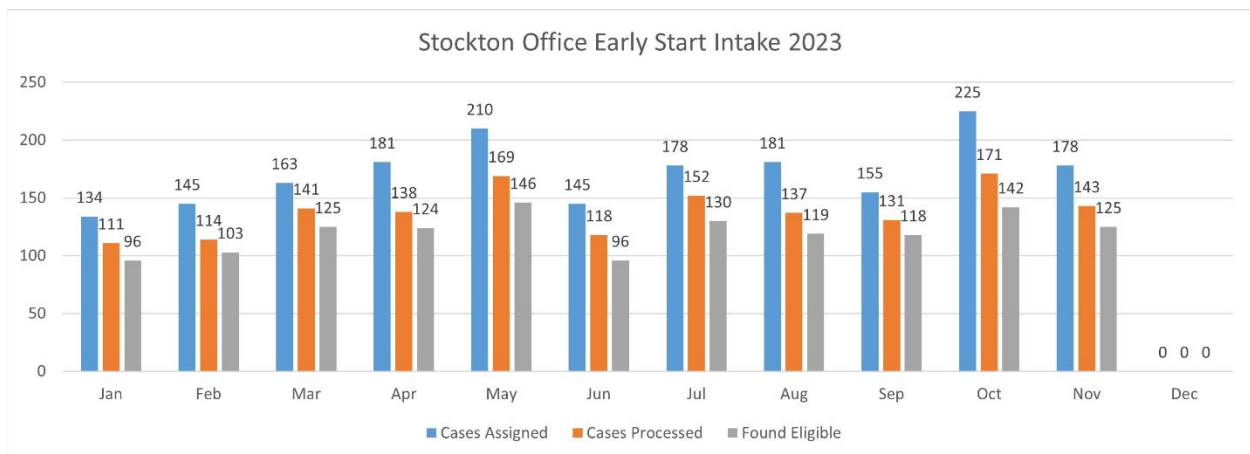
Trend of Early Start Intake Work in **Modesto Office**

	Cases Assigned	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	94	76	65
Nov	130	108	100
Dec	0	0	0
Total	1344	1090	996



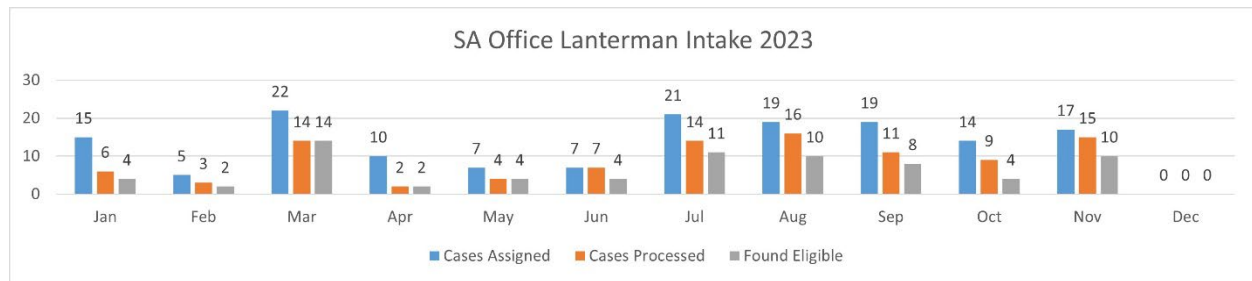
Trend of Early Start Intake Work in **Stockton Office**

	Cases Assigned	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	225	171	142
Nov	178	143	125
Dec	0	0	0
Total	1895	1525	1324



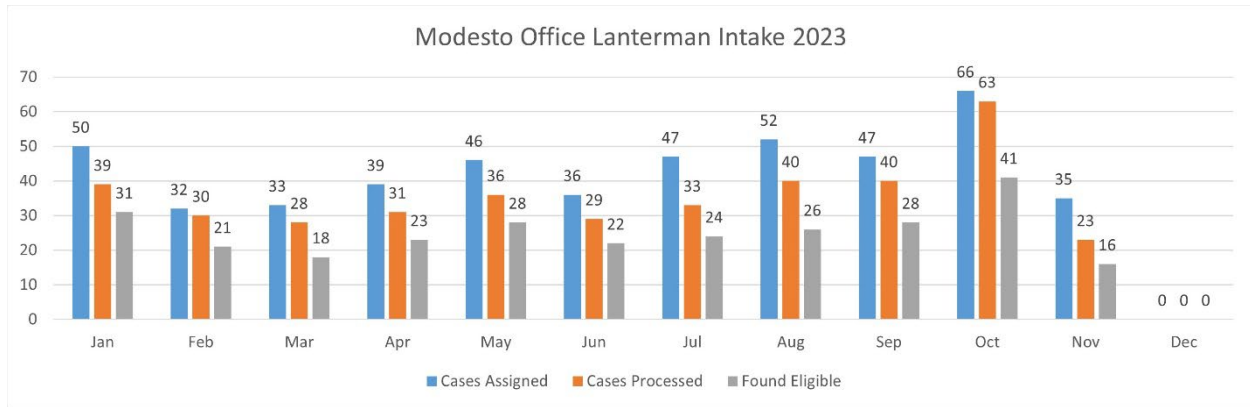
Trend of Lanterman Intake Work in **SA Office**

	Cases Assigned	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	14	9	4
Nov	17	15	10
Dec	0	0	0
Total	156	101	73



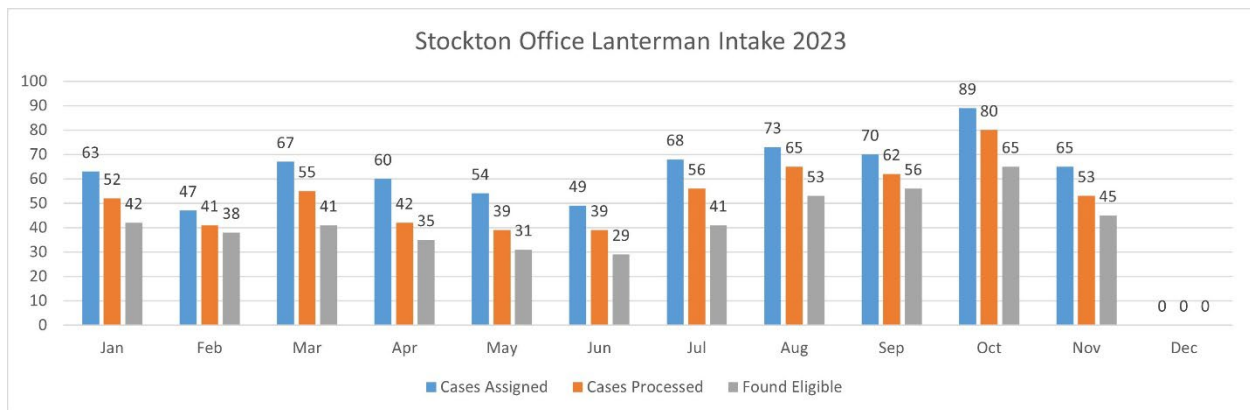
Trend of Lanterman Intake Work in **Modesto Office**

	Cases Assigned	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	66	63	41
Nov	35	23	16
Dec	0	0	0
Total	483	392	278



Trend of Lanterman Intake Work in Stockton Office

	Cases Assigned	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	89	80	65
Nov	65	53	45
Dec	0	0	0
Total	705	584	476





QA Incoming Alert Report

11/16/23 – 12/15/23

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-11-10.0	Recordkeeping	11/21/2023	Closed	12/15/2023	Unfounded	Technical Assistance
2023-11-11.0	Environment	11/21/2023	Closed	12/11/2023	Substantiated	Technical Assistance
2023-11-12.0	Delivery of Care	11/21/2023	Open			
2023-11-13.0	Delivery of Care	11/27/2023	Open			
2023-11-14.0	Delivery of Care	11/27/2023	Open			
2023-11-15.0	Delivery of Care	11/29/2023	Closed	12/13/2023	Substantiated	Technical Assistance
2023-12-01.0	Environment	12/4/2023	Closed	1/10/2024	Substantiated	Technical Assistance
2023-12-02.0	Environment	12/5/2023	Open			
2023-12-02.1	Recordkeeping	12/5/2023	Open			
2023-12-02.2	Delivery of Care	12/5/2023	Open			
2023-12-03.0	Untimely SIR	12/5/2023	Closed	1/18/2023	N/A	None
2023-12-04.0	Environment	12/4/2023	Closed	12/11/2023	Substantiated	None
2023-12-05.0	Delivery of Care	12/5/2023	Closed	1/22/2024	Unsubstantiated	None
2023-12-06.0	Recordkeeping	12/5/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-07.0	Recordkeeping	12/6/2023	Open			
2023-12-08.0	Other	12/7/2023	Closed	12/7/2023	N/A	Deferred
2023-12-09.0	Untimely SIR	12/7/2023	Open			
2023-12-10.0	Untimely SIR	12/7/2023	Open			
2023-12-11.0	Delivery of Care	12/8/2023	Closed	12/15/2023	Unfounded	None
2023-12-12.0	Recordkeeping	12/11/2023	Closed	12/28/2023	Substantiated	Technical Assistance
2023-12-13.0	Untimely SIR	12/11/2023	Closed	12/15/2023	Substantiated	Substantial Inadequacy
2023-12-14.0	Environment	12/13/2023	Closed	12/20/2023	Substantiated	Technical Assistance
2023-12-15.0	Food Service	12/14/2023	Open			
2023-12-16.0	Delivery of Care	12/15/2023	Closed	12/19/2023	Substantiated	Technical Assistance
2023-12-17.0	Untimely SIR	12/15/2023	Closed	1/4/2023	Unfounded	None

Presenting Issue Breakdown

Delivery of Care	8
Environment	5
Food Service	1
Other	1
Recordkeeping	5
Untimely SIR	5

Grand Total: 25



QA Closed Alert Report

07/01/23 – 12/31/23

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
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

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
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
2023-08-01.0	Delivery of Care	8/2/2023	Closed	8/9/2023	Substantiated	Substantial Inadequacy
2023-08-02.0	Delivery of Care	8/2/2023	Closed	8/23/2023	Substantiated	Technical Assistance
2023-08-03.0	Delivery of Care	8/3/2023	Closed	9/6/2023	Substantiated	Technical Assistance
2023-08-05.0	Recordkeeping	8/7/2023	Closed	8/11/2023	Unfounded	None
2023-08-05.1	Recordkeeping	8/7/2023	Closed	8/11/2023	Unsubstantiated	None
2023-08-05.2	Recordkeeping	8/7/2023	Closed	8/11/2023	Substantiated	None
2023-08-07.0	Recordkeeping	8/8/2023	Closed	9/22/2023	Substantiated	Technical Assistance
2023-08-08.0	Untimely SIR	8/8/2023	Closed	8/18/2023	N/A	None
2023-08-10.0	Violation of Rights	8/8/2023	Closed	8/31/2023	Unfounded	Technical Assistance
2023-08-12.0	Other	8/10/2023	Closed	8/18/2023	Substantiated	Technical Assistance
2023-08-12.1	Other	8/10/2023	Closed	8/18/2023	Substantiated	Technical Assistance
2023-08-13.0	Other	8/14/2023	Closed	8/14/2023	N/A	Deferred
2023-08-14.0	Untimely SIR	8/14/2023	Closed	8/15/2023	N/A	None
2023-08-15.0	Other	8/15/2023	Closed	8/18/2023	Substantiated	Technical Assistance

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-08-17.0	Recordkeeping	8/17/2023	Closed	10/16/2023	Substantiated	Non-Compliance CAP
2023-08-17.1	Staff Qualifications	8/17/2023	Closed	10/16/2023	Substantiated	Non-Compliance CAP
2023-08-17.2	Delivery of Care	8/17/2023	Closed	10/16/2023	Unfounded	None
2023-08-17.3	Staff Qualifications	8/17/2023	Closed	10/16/2023	Substantiated	Non-Compliance CAP
2023-08-19.0	Delivery of Care	8/18/2023	Closed	9/5/2023	Substantiated	Technical Assistance
2023-08-24.0	Recordkeeping	8/28/2023	Closed	9/6/2023	Substantiated	Technical Assistance
2023-08-24.1	Violation of Rights	8/28/2023	Closed	9/6/2023	Unsubstantiated	None
2023-08-24.2	Delivery of Care	8/28/2023	Closed	9/6/2023	Unfounded	None
2023-08-26.0	Delivery of Care	8/28/2023	Closed	9/6/2023	Substantiated	Technical Assistance
2023-08-27.0	Delivery of Care	8/28/2023	Closed	9/1/2023	Substantiated	Technical Assistance
2023-08-28.0	Staffing / Supervision	8/29/2023	Closed	9/13/2023	Unsubstantiated	Technical Assistance
2023-08-30.0	Delivery of Care	8/29/2023	Closed	10/30/2023	Substantiated	Technical Assistance
2023-08-33.0	Delivery of Care	8/30/2023	Closed	11/3/2023	Unsubstantiated	Technical Assistance
2023-09-01.0	Violation of Rights	9/1/2023	Closed	12/5/2023	Unsubstantiated	Technical Assistance
2023-09-01.1	Delivery of Care	9/1/2023	Closed	12/5/2023	Unsubstantiated	Technical Assistance
2023-09-01.2	Delivery of Care	9/1/2023	Closed	12/5/2023	Substantiated	Technical Assistance
2023-09-03.0	Food Service	9/5/2023	Closed	9/8/2023	Substantiated	Technical Assistance
2023-09-04.0	Food Service	9/8/2023	Closed	10/6/2023	Unsubstantiated	None
2023-09-04.1	Health-Related Concerns	9/8/2023	Closed	10/6/2023	Unsubstantiated	None
2023-09-04.2	Environment	9/8/2023	Closed	10/6/2023	Unsubstantiated	None
2023-09-08.0	Environment	9/13/2023	Closed	10/26/2023	Unsubstantiated	Technical Assistance
2023-09-08.1	Delivery of Care	9/13/2023	Closed	10/26/2023	Unfounded	Technical Assistance
2023-09-10.0	Delivery of Care	9/13/2023	Closed	10/30/2023	Unsubstantiated	None
2023-09-12.0	Environment	9/15/2023	Closed	12/15/2023	Unsubstantiated	None
2023-09-15.0	Delivery of Care	9/18/2023	Closed	10/26/2023	Substantiated	Technical Assistance
2023-09-16.0	Untimely SIR	9/18/2023	Closed	10/17/2023	Substantiated	Technical Assistance
2023-09-19.0	Delivery of Care	9/20/2023	Closed	11/20/2023	Unfounded	None
2023-09-19.1	Violation of Rights	9/20/2023	Closed	11/20/2023	Unsubstantiated	Technical Assistance
2023-09-19.2	Health-Related Concerns	9/20/2023	Closed	11/20/2023	Unsubstantiated	Technical Assistance
2023-09-20.0	Other	9/28/2023	Closed	9/29/2023	N/A	Deferred

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-09-21.0	Delivery of Care	9/28/2023	Closed	10/31/2023	Substantiated	Technical Assistance
2023-09-22.0	Delivery of Care	9/28/2023	Closed	11/1/2023	Substantiated	Technical Assistance
2023-09-24.0	Environment	9/28/2023	Closed	10/5/2023	Unsubstantiated	None
2023-09-25.0	Staffing / Supervision	9/28/2023	Closed	11/26/2023	Substantiated	Technical Assistance
2023-09-26.0	Environment	9/28/2023	Closed	11/7/2023	Substantiated	Technical Assistance
2023-09-26.1	Environment	9/28/2023	Closed	11/7/2023	Substantiated	Technical Assistance
2023-09-26.2	Environment	9/28/2023	Closed	11/7/2023	Substantiated	Technical Assistance
2023-09-26.3	Other	9/28/2023	Closed	11/7/2023	Substantiated	Technical Assistance
2023-09-26.4	Environment	9/28/2023	Closed	11/7/2023	Unsubstantiated	Technical Assistance
2023-09-26.5	Environment	9/28/2023	Closed	11/7/2023	Unsubstantiated	Technical Assistance
2023-09-26.6	Staffing / Supervision	9/28/2023	Closed	11/7/2023	Substantiated	Non-Compliance CAP
2023-09-29.0	Environment	9/28/2023	Closed	10/30/2023	Substantiated	Technical Assistance
2023-09-32.0	Untimely SIR	9/29/2023	Closed	1/18/2024	Substantiated	Technical Assistance
2023-10-02.0	Environment	10/4/2023	Closed	10/26/2023	Unsubstantiated	Technical Assistance
2023-10-03.0	Environment	10/4/2023	Closed	10/6/2023	Unsubstantiated	None
2023-10-04.0	Delivery of Care	10/4/2023	Closed	11/7/2023	Unfounded	None
2023-10-05.0	Staffing / Supervision	10/5/2023	Closed	11/6/2023	Substantiated	Technical Assistance
2023-10-06.0	Delivery of Care	10/5/2023	Closed	11/9/2023	Unsubstantiated	Technical Assistance
2023-10-06.1	Delivery of Care	10/5/2023	Closed	11/9/2023	Substantiated	Technical Assistance
2023-10-06.2	Delivery of Care	10/5/2023	Closed	11/9/2023	Substantiated	Technical Assistance
2023-10-06.3	Delivery of Care	10/5/2023	Closed	11/9/2023	Substantiated	Technical Assistance
2023-10-06.4	Delivery of Care	10/5/2023	Closed	11/9/2023	Unsubstantiated	Technical Assistance
2023-10-06.5	Delivery of Care	10/5/2023	Closed	11/9/2023	Unsubstantiated	Technical Assistance
2023-10-07.0	Untimely SIR	10/5/2023	Closed	11/9/2023	Unfounded	Technical Assistance
2023-10-09.0	Other	10/6/2023	Closed	10/18/2023	N/A	Deferred
2023-10-10.0	Delivery of Care	10/6/2023	Closed	11/22/2023	Unsubstantiated	Technical Assistance
2023-10-11.0	Recordkeeping	10/10/2023	Closed	12/4/2023	Unsubstantiated	Technical Assistance
2023-10-11.1	Recordkeeping	10/10/2023	Closed	12/4/2023	Unfounded	None
2023-10-11.2	IPP Implementation	10/10/2023	Closed	12/4/2023	Unfounded	None
2023-10-11.3	IPP Implementation	10/10/2023	Closed	12/4/2023	Unsubstantiated	None

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-10-11.4	Violation of Rights	10/10/2023	Closed	12/4/2023	Unsubstantiated	None
2023-10-11.5	IPP Implementation	10/10/2023	Closed	12/4/2023	Unsubstantiated	None
2023-10-11.6	Recordkeeping	10/10/2023	Closed	12/4/2023	Unsubstantiated	None
2023-10-11.7	Recordkeeping	10/10/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-10-11.8	IPP Implementation	10/10/2023	Closed	12/4/2023	Unsubstantiated	None
2023-10-11.9	Recordkeeping	10/10/2023	Closed	12/4/2023	Unsubstantiated	None
2023-10-12.0	Violation of Rights	10/11/2023	Closed	12/7/2023	Substantiated	Technical Assistance
2023-10-12.1	Delivery of Care	10/11/2023	Closed	12/7/2023	Substantiated	Technical Assistance
2023-10-12.2	Violation of Rights	10/11/2023	Closed	12/7/2023	Substantiated	Technical Assistance
2023-10-12.3	Delivery of Care	10/11/2023	Closed	12/7/2023	Substantiated	Technical Assistance
2023-10-13.0	Untimely SIR	10/11/2023	Closed	10/26/2023	Unfounded	None
2023-10-17.0	Other	10/12/2023	Closed	12/20/2023	N/A	Deferred
2023-10-17.1	Other	10/12/2023	Closed	12/20/2023	N/A	Deferred
2023-10-20.0	Untimely SIR	10/16/2023	Closed	11/9/2023	Substantiated	Substantial Inadequacy
2023-10-21.0	Health-Related Concerns	10/17/2023	Closed	1/18/2024	Unsubstantiated	None
2023-10-24.0	Delivery of Care	10/19/2023	Closed	11/6/2023	Unfounded	None
2023-10-24.1	Delivery of Care	10/19/2023	Closed	11/6/2023	Unfounded	None
2023-10-24.2	Delivery of Care	10/19/2023	Closed	11/6/2023	Unfounded	None
2023-10-24.3	Delivery of Care	10/19/2023	Closed	11/6/2023	Substantiated	Technical Assistance
2023-10-25.0	Untimely SIR	10/20/2023	Closed	10/30/2023	Substantiated	Technical Assistance
2023-10-28.0	Other	10/31/2023	Closed	10/31/2023	N/A	Deferred
2023-10-31.0	Recordkeeping	10/31/2023	Closed	12/27/2023	Unfounded	None
2023-10-32.0	Recordkeeping	10/31/2023	Closed	12/27/2023	Unfounded	None
2023-10-33.0	Delivery of Care	10/31/2023	Closed	11/29/2023	Unfounded	Technical Assistance
2023-10-34.0	Untimely SIR	10/31/2023	Closed	11/30/2023	N/A	None
2023-11-01.0	Environment	11/2/2023	Closed	11/27/2023	Substantiated	Technical Assistance
2023-11-03.0	Recordkeeping	11/2/2023	Closed	11/20/2023	Unsubstantiated	Technical Assistance
2023-11-03.0	Recordkeeping	10/23/2023	Closed	9/20/2023	Unsubstantiated	Technical Assistance
2023-11-04.0	Other	11/3/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-04.1	Environment	11/3/2023	Closed	12/15/2023	Unsubstantiated	Technical Assistance

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-11-04.2	Environment	11/3/2023	Closed	12/15/2023	Unsubstantiated	Technical Assistance
2023-11-04.3	Environment	11/3/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-04.4	Delivery of Care	11/3/2023	Closed	12/15/2023	Substantiated	Non-Compliance CAP
2023-11-07.0	Other	11/8/2023	Closed	11/21/2023	N/A	Deferred
2023-11-07.1	Other	11/8/2023	Closed	11/21/2023	N/A	Deferred
2023-11-08.0	Food Service	11/13/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-08.1	Violation of Rights	11/13/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-09.0	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.1	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.2	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.3	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.4	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-10.0	Recordkeeping	11/21/2023	Closed	12/15/2023	Unfounded	Technical Assistance
2023-11-11.0	Environment	11/21/2023	Closed	12/11/2023	Substantiated	Technical Assistance
2023-11-15.0	Delivery of Care	11/29/2023	Closed	12/13/2023	Substantiated	Technical Assistance
2023-12-01.0	Environment	12/4/2023	Closed	1/10/2024	Substantiated	Technical Assistance
2023-12-03.0	Untimely SIR	12/5/2023	Closed	1/18/2023	N/A	None
2023-12-04.0	Environment	12/4/2023	Closed	12/11/2023	Substantiated	None
2023-12-05.0	Delivery of Care	12/5/2023	Closed	1/22/2024	Unsubstantiated	None
2023-12-06.0	Recordkeeping	12/5/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-08.0	Other	12/7/2023	Closed	12/7/2023	N/A	Deferred
2023-12-11.0	Delivery of Care	12/8/2023	Closed	12/15/2023	Unfounded	None
2023-12-12.0	Recordkeeping	12/11/2023	Closed	12/28/2023	Substantiated	Technical Assistance
2023-12-13.0	Untimely SIR	12/11/2023	Closed	12/15/2023	Substantiated	Substantial Inadequacy
2023-12-14.0	Environment	12/13/2023	Closed	12/20/2023	Substantiated	Technical Assistance
2023-12-16.0	Delivery of Care	12/15/2023	Closed	12/19/2023	Substantiated	Technical Assistance
2023-12-17.0	Untimely SIR	12/15/2023	Closed	1/4/2023	Unfounded	None
2023-12-18.0	Delivery of Care	12/18/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-19.0	Delivery of Care	12/18/2023	Closed	1/10/2024	Substantiated	Technical Assistance
2023-12-20.0	Delivery of Care	12/18/2023	Closed	1/11/2024	Unsubstantiated	Technical Assistance

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-12-21.0	Untimely SIR	12/18/2023	Closed	1/5/2024	Substantiated	Technical Assistance
2023-12-24.0	Recordkeeping	12/21/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-29.0	Violation of Rights	12/28/2023	Closed	1/18/2024	Substantiated	Technical Assistance

Finding		Action	
N/A	15	Deferred	11
Substantiated	90	Non-Compliance CAP	11
Unfounded	27	None	53
Unsubstantiated	46	Substantial Inadequacy	4
		Technical Assistance	99

Grand Total: 178



QA Pending Completion Alert Report

11/16/23 – 12/15/23

Alerts			
Control#	Presenting Issue	Alert Date	Status
2023-11-12.0	Delivery of Care	11/21/2023	Open
2023-11-13.0	Delivery of Care	11/27/2023	Open
2023-11-14.0	Delivery of Care	11/27/2023	Open
2023-12-02.0	Environment	12/5/2023	Open
2023-12-02.1	Recordkeeping	12/5/2023	Open
2023-12-02.2	Delivery of Care	12/5/2023	Open
2023-12-07.0	Recordkeeping	12/6/2023	Open
2023-12-09.0	Untimely SIR	12/7/2023	Open
2023-12-10.0	Untimely SIR	12/7/2023	Open
2023-12-15.0	Food Service	12/14/2023	Open

Presenting Issue Breakdown

Delivery of Care	4
Environment	1
Food Service	1
Recordkeeping	2
Untimely SIR	2

Grand Total: 10

Hearing Data for January 2024 Consumer Services Meeting

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
1/19/2024	Eligibility	NA	Pending
1/17/2024	Eligibility	NA	Pending
1/10/24	Co-pays	NA	Pending
1/9/24	Eligibility	NA	Pending
12/4/23	Car seat	1/02/2024	Alternate support agreed to following informal meeting.
12/4/23	Behavior Services	NA	Pending
12/01/2023	Eating Disorder clinic	1/17/2024	Agreement reached after informal meeting
11/27/23	Eligibility	NA	Pending
11/20/2023	Eligibility	NA	Pending
11/17/23	Eligibility	12/27/2023	Agreed at informal meeting to submit for reassessment
11/15/2023	Eligibility	12/8/23	Claimant withdrew following informal meeting.
11/7/23	Personal Assistance Hours	12/2/2023	Agreement reached following informal meeting.
11/6/23	Eligibility	12/20/23	Agreed to reevaluation during informal meeting.
10/24/2023	Personal Assistance Hours	12/7/23	Appeal denied at hearing.
10/24/2023	Eligibility	12/20/2023	Claimant withdrew prior to hearing to pursue further testing.
10/20/2023	Eligibility	11/21/2023	Determined eligible following informal meeting
10/19/2023	Personal Assistance	10/30/2023	Agreement reached at informal meeting
10/16/2023	Respite	10/30/2023	Agreement reached at informal meeting
10/13/2023	Eligibility	11/8/2023	Determined eligible following informal meeting
10/11/2023	Personal Assistance	10/30/23	Agreement reached at informal meeting

10/6/2023	Eligibility	11/2/2023	Agreed to reassess for eligibility.
10/2/23	Piano Lesson	12/5/23	Denied at informal and administratively closed
9/20/2023	Eligibility	12/11/2023	Determined ineligible and administratively closed.
9/8/2023	Voice and Piano Lesson	12/19/2023	Appeal denied in hearing.
9/7/2023	Eligibility	12/14/23	Additional evaluation found eligible.
8/30/2023	Behavior Services	11/07/2023	Appeal denied at state hearing