



VMRC Consumer Services Committee Meeting

Wednesday, March 6, 2024. 5:00 PM

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

702 N. Aurora Street

<https://us06web.zoom.us/j/84214729048?pwd=recarz4HtSXatXT4AWcXnN0BNoNduD.1>, Webinar ID: 842 1472 9048, Passcode: 512205, Or One tap mobile: +16694449171

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 January 31, 2024 Action

Jose Lara

C. Presentation - Social Recreation and Camp Services and Nonmedical Therapy Services Service Standards Action
Christine Couch and Jason Toepel

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, May 1, 2024, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)

Jose Lara

N. Adjournment

Jose Lara



Minutes for VMRC Consumer Services Committee Meeting

01/31/2024 | 05:00 PM - 07:00 PM

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

Committee Members Present: Margaret Heinz, Lisa Utsey, Crystal Enyeart, Daime Hoornaert, Dora Contreras, Anthony Owens

Committee Members Not Present: Suzanne Devitt, Erria Kaalund, Liz Knapp, , Jose Lara, Sarah Howard

VMRC Staff Present: Evelyn Ledesma, Brian Bennett, Aaron McDonald, Gabriela Lopez, Doug Bonnet, Christine Couch, Cindy Jimenez, Tara Sisemore Hester, Julie de Diego, Erin Martin, Claire Lazaro, Robert Fernandez, Jason Toepel, Katina Richison

Public Present: Rachelle Munoz (facilitator), Irene Hernandez (interpreter), Isela Bingham (interpreter), Dena Hernandez, Eddie Esquivez, Gricelda Estrada, Miguel Lugo, Anel Renteria, Carolina Arzate

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

Crystal Enyeart, chaired the meeting tonight and called the meeting to order at 5:07pm.

B. Review and Approval of the Consumer Services Committee

Meeting Minutes of 11/01/23

Lisa Utsey made a motion to approve the minutes of Consumer Services Committee Meeting of 11/01/23. Anthony Owens seconded the motion. The Consumer Services Committee Meeting Minutes of 11/01/23 were approved unanimously.

C. Presentation by Brian Bennett, Community Services Director, VMRC's Approved CPP/CRDP Plan 2023-2024

D. Public Comment

Dena Hernandez, SCDD North Valley Hills Office, CHOICES Conference is April 12, 2024 at SJCOE in Stockton . It is \$30 for anyone to attend, 18 and over. Three keynote speakers are self-advocates from our area. Registration will be released on February 9. It is in-person only this year with a capacity of 500 people. Watch for the registration in the VMRC newsletter.

Gricelda Estrada shared through an interpreter, my comment is about adult ABA and I request this committee to look at ABA services for adults.

Dora Contreras asked for more information about the CHOICES conference. Dena Hernandez shared it is our 38th conference. It's for self-advocates and we hire The Advocates for entertainment at lunch time. Registered attendees receive a t-shirt, lunch and hear 3 keynote speakers. The committee is made up of self-advocates, family members, VMRC, SCDD and others. It's from 10-2pm.

Dora Contreras shared that she heard the legislation about ABA services will be allowed through the medi-cal insurance. They are recognizing ABA and Floor Time as a good choice for parents whose children do not fit in with the ABA approach used. It's off of VMRCs shoulders and now on the medical providers. It really needed to be a choice for us. We are getting that in the community. The sad part is that it won't be for the adults. I support Gricelda and we need something for adults.

Carolina Arzate stated through an interpreter she agreed with the comments of Gricelda and teacher Dora. I think it's very important to bring new services to the Regional Center such as ABA for adults and Floor time.

E. Intake, Early Start, and Case Management Update

Christine Couch, Director of Consumer Services (Adults) presented the POS exceptions report for September-December 2023 and the Transfer Status report through 12/31/2023. Tara Sisemore Hester, Director of Consumer Services (Children) presented the intake reports through November 2023 for Early Start and Lanterman Intake. They answered any questions the committee had.

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

Crystal Enyeart, SAC6 representative to the VMRC Board and Consumer Services.

Crystal Sac 6 report to VMRC Consumer Services, January 2024

December 1, 2023, Crystal, Sac 6 Friday Zoom Chat

On December 2, Lisa attended the VMRC Board retreat, where the board had interviews for the Executive Director position. Jessica attended dinner later.

December 7, – Lisa worked the SAC6 office hours in Modesto VMRC office.

December 9, Sac6 had their quarterly Board meeting, at this meeting people gave speeches for council positions they would like to run for.

December 13, Sac6 Consultant Lisa U attended the VMRC Board Training and Board meeting on zoom.

December 19. Sac6 Consultant, Lisa U attended the DEBI committee meeting via zoom.

January 10th – Lisa attended VMRC Finance meeting and VMRC Executive meeting.

January 11th Lisa U attended the VMRC Emergency Board meeting, via zoom.

January 13th Sac6 members attended Tony Goodbye party and presented him with a black of appreciation for all he has done for us during his time at VMRC.

January 16th Lisa attended the DEBI committee via zoom.

January 20th Sac6 Goals committee members meet and reviewed their goals.

January 25, Sac6 had their Monthly Leadership meeting.

January 26th Lisa U attended the ARCA meeting via zoom. January 27, Lisa and Jessica attended the VMRC Board training to prepare for the new Director.

January 30, Sac6 members attended the RAC (Reginal Advisory meeting) with the SCDD North Valley Hills Office, via zoom.

G. Resource Development Update

Robert Fernandez, Division Manager, shared:

Projects

- CRDP-EBSH (Enhanced Behavioral Support Home) Children's Home – Atlantis: renovations are continuing and is planned to start providing services by beginning of 3rd quarter.
- CRDP project of an RCFE, Residential Care Facility for the Elderly – Denali: home in Valley Springs to serve elderly consumers. Renovation is complete and is awaiting Board of Directors approval.
- VMRC recently vendored their very first Financial Management Services – Sisk Financial.
 - Goal to divide CA into 3 North, Central, South
- ARF: Top Valley Care Home – Forensically involved adults is in process of development.
- CRDP project Enhanced SLS projects – We have 2 in development
- CFS – Coordinated Family Support – we have 7 in development all in different development stages.

Rates:

- Resource Development continues to work with providers regarding the Burns and Associates Rate Study and implementation of those who received rate changes
- Also working to update all of the new Care Home Rates for 2024
- Also working on the rates for the minimum wage increase

CPP: Development for consumers from locked settings such as Developmental Centers

CRDP: allow RCs to develop unmet needs in general and are NOT coming from DCs.

ESLS - to persons residing in San Joaquin County who require significant supervision to minimize their risk of self-harm, to minimize any potential harm to community members and to promote independence in the least restrictive setting. will support persons who may court imposed restrictions regarding where they may live, persons supported may be on probation, parole or actively involved in criminal court proceedings. Persons may have active or historical substance use disorders and will all require night-time supervision. Staff shall be experienced in providing trauma informed care, crisis communication and will include RBT level staff supports. Enhanced Central Avenue SLS will utilize consultants, including a Physician, Psychiatrist and Behaviorist.

CFS – Pilot program that DDS introduced in the Early 2023: CFS is a new service option specifically designed for adults served by a regional center who choose to live in their family home. The CFS Services Pilot Program focuses on improving equitable access to services and supports and reducing ethnic and racial disparities in the purchase of services.

Dora Contreras asked about the FMS soc/rec directive. Brian Bennett shared that 21 regional centers are sharing all of the FMS', approximately 10-15 within the state. We just developed our first one that currently serves only us as an FMS. The Regional Center Community Services Directors just met and are working on a request for proposal for FMS' to serve three regions of California. The directive does allow for the FMS to purchase social recreational activities, but it did not create new service providers. We are working on it.

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. Dora Contreras asked questions about the previously received Special Incident Reporting data and requested to receive the information again. Margaret Heinz will review the request with committee chairperson, Jose Lara. Brian shared information about the Direct Support Professional stipend program.

I. Transportation Update

Anel Renteria from R&D Transportation gave an update. There are 18 people with unmet transportation needs in San Joaquin and Stanislaus Counties. They are working on scheduling these individuals with transportation. They believe they can get the number to zero by the end of March. They continue to work on addressing ride times.

J. Fair Hearing Update

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

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

Daime Hoornaert, CLASP representative, shared:

Consumer Services Committee Meeting
January 31, 2024
CLASP Report

- 1) CLASP met on December 18, 2023 and January 22, 24 via Teams.
- 2) CLASP members finalized 2024 Uniform Holiday Schedule.
- 3) Presentations: Jamie M Bossuat presented on 2024 Employment Laws
- 4) Transportation continues to have unmet needs, but they are decreasing. R&D is prioritizing decreasing ride times to 90 minutes for those who are on the busses for 2+ hours.
- 5) Day Program Workgroup continues to meet regularly discussing program updates, the \$68 billion deficit in the state budget and transportation issues. The next meeting is February 14, 2024.
- 6) Discussions:
 - Remote Services extended to 06/30/2025.
 - DSP Stipend Billing and Invoicing Issues- weekly reporting from DDS is sent to VMRC, they then produce an authorization, email notifications will be sent for approval to vendor. Invoices are then sent through ebilling for submittal.
 - The Regional Center Vendor Advisory Committee Letter sent to DDS discussing correcting the Rate Model Implementation. If not corrected it could lead to ongoing closures of Providers due to insufficient funding.
- 7) Workforce Collaboration Update: Several Vendors were filmed while participating in a round table discussion on DSP work, which will be used for marketing. Vendors can post open positions on the DSP Collaborative website <https://dspcollaborative.org>.
- 8) CLASP continues to appreciate VMRC staff reports on:
 - HCBS News-
 - Resource Development Projects
 - Quality Assurance Updates
 - Early Start
 - Employment
 - Consumer Services
 - DEI
 - Clinical
 - Ex. Director updates
- 9) 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.
- 10) Please visit CLASP on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held via Teams: February 24, 2024 @ 10AM.

L. Clinical Update

Claire Lazaro, Director of Clinical Services, shared that the agency had a blood drive in the Stockton and Modesto offices. VMRC participated in a state workshop to have an electronic POLST (Physician's Orders for Life Sustaining Treatment). We have restored

the Early Diagnostic Mobility Clinic. Family Wellness is supporting a Positive Parenting Program for 6 weeks in the Stockton office. We are continuing to look for a Licensed Clinical Psychologist to join the staff at VMRC.

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

N. Adjournment

VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD

SOCIAL RECREATION and CAMP SERVICES

Philosophy and Purpose

It is the philosophy of VMRC that people with developmental disabilities have access to age-appropriate social recreational activities, including camping services and associated travel expenses. VMRC believes that such activities are an important and necessary part of all people's lives. These activities help to ensure a person's emotional well-being, promote, and develop friendships, and enhance social skills. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred social/recreational activities.

The purpose of social recreation services is to meet the person's need for socialization and access to recreational activities. VMRC is aware that people with developmental disabilities are often socially isolated and may not have opportunities for social interaction and recreation with a wide circle of friends and acquaintances, including people without disabilities.

Definition

Social recreation services include those supports and services that allow the person to socialize with friends or peers, or spend structured or unstructured time engaged in recreational activities. Typically, people access and participate in social recreational activities through their families, residential services, schools, or day programs.

Benefits of social recreational activities in –

- Children – promote social growth and development.
- Adults – prevent isolation, encourage development of social skills, learn social boundaries; form long-lasting relationships; promote community engagement.

Eligibility

The Planning Team, as defined in W&I Code 4512 (j), which includes the person served, reviews the need for socialization and for recreation and develops a statement of goals based upon the needs, preferences, and life choices of the person. The Team considers several factors that support or inhibit the achievement of the person's goals (e.g., the person's own abilities, family, friends, residential care facility, and community resources). Use of generic resources should be explored, and the cost effectiveness of the requested service considered, per W&I Code 4512.

The Team shall take into account the consumer's need for extraordinary care, services, supports and supervision, and the need for timely access to this care.

("Planning team" means the individual with developmental disabilities, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, one or more regional center representatives, including the designated regional center service coordinator pursuant to subdivision (b) of Section 4640.7, any individual,

including a service provider, invited by the consumer, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, or the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, and including a minor's, dependent's, or ward's court-appointed developmental services decisionmaker appointed pursuant to Section 319, 361, or 726.)

Implementation:

It is VMRC's intent to advocate and supply information to people, their family members, and service provider on social/recreational activities. This can be achieved by providing supports and services targeted to the unique needs of each person, as identified by the planning team.

Exceptions and Appeals Process

As with all VMRC purchased services, if the Planning Team determines there is a need to request an exception to these standards, a Purchase of Service (POS) Exceptions request should be submitted. Please refer to the POS Exceptions Policy.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the person or his/her legally authorized representative. When the person or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in the person's best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with W&I Code, Section 4700-4730.



VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD NONMEDICAL THERAPY SERVICES

Philosophy and Purpose

It is the philosophy of VMRC that people with developmental disabilities have access to age appropriate nonmedical therapy. VMRC believes that such activities are an important and necessary part of all people's lives. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred nonmedical therapies.

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

Definition

Nonmedical therapy services should be those supports and services that are supplemental to the primary intervention or treatment support of the consumer. All interventions must be evidence-based practice related to the qualifying condition and developmental disability of the consumer. Examples of potential nonmedical therapies include those listed in WIC 4688.22(a)(2), such as specialized recreational therapy, specialized art therapy, specialized dance therapy, and specialized music therapy.

Requested nonmedical therapy providers should have verifiable credentials to implement any requested therapies. If required by the California Code of Regulations Title 17 or the California Department of Developmental Services, service providers shall be credentialed, certified, or licensed by an appropriate licensing or credentialing body.

For the purposes of identifying allowable nonmedical therapies, the provisions of Welfare and Institutions Code 4648(a)(17) does not apply to nonmedical therapies.

Eligibility and Implementation Process

Nonmedical therapy includes services and support directed toward the alleviation of a developmental disability and must be evidenced-based practice in order to be considered habilitative. Testimonials will not be considered a valid indication that a nonmedical therapy is evidence-based. Requested nonmedical therapy services must be identified through the IPP/ISFP process with the planning team and included in the IPP/IFSP. The Planning Team as defined in Welfare and Institutions Code 4512 (j), which includes the person served, reviews the need for nonmedical therapy and develops a statement of goals based upon the needs, preferences, and life choices of the person. The Team considers several factors that support or inhibit the achievement of the person's goals (e.g., the person's own abilities, family, friends, residential care facility, and community resources). Use of generic resources should be explored.

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

Exceptions and Appeals Process

As with all VMRC purchased services, if the Planning Team determines that sufficient support exists to request an exception to these standards, a Purchase of Service Exceptions request should be submitted.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the consumer or his/her legally authorized representative. When the person or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in their best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with Welfare and Institutions Code, Section 4700-4730.

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	164	129	116	90%
Modesto	142	91	80	88%
San Andreas	12	9	8	89%
Total	318	229	204	89%

Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	83	75	54	72%
Modesto	61	49	38	78%
San Andreas	15	7	4	57%
Total	159	131	96	73%

% eligible including closed cases

of ES Cases Processed All: all cases including Status 9 and D 71%
of ES Cases Processed: all cases excluding Status 9 and D 56%
of made eligible: Column D divided by Column C for ES 67%
64%

% eligible including closed cases

of over 3 Cases Processed All: all cases including Status 9 and D 65%
of over 3 Cases Processed: all cases excluding Status 9 and D 62%
of made eligible: Column C divided by Column D for ES 27%
60%



QA Incoming Alert Report

12/16/23 – 1/15/23

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
2023-12-21.0	Untimely SIR	12/18/2023	Closed	1/5/2024	Substantiated	Technical Assistance
2023-12-22.0	Untimely SIR	12/19/2023	Closed	2/26/2024	Substantiated	Substantial Inadequacy
2023-12-23.0	Environment	12/20/2023	Open			
2023-12-23.1	Delivery of Care	12/20/2023	Open			
2023-12-24.0	Recordkeeping	12/21/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-25.0	Environment	12/21/2023	Closed	2/6/2024	Unsubstantiated	Technical Assistance
2023-12-26.0	Health-Related Concerns	12/22/2023	Open			
2023-12-27.0	Untimely SIR	12/27/2023	Closed	2/2/2024	Unfounded	Technical Assistance
2023-12-28.0	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-28.1	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-29.0	Violation of Rights	12/28/2023	Closed	1/18/2024	Substantiated	Technical Assistance
2024-01-01.0	Recordkeeping	1/1/2023	Closed	2/2/2024	Substantiated	Technical Assistance
2024-01-01.1	Delivery of Care	1/1/2023	Closed	2/2/2024	Unsubstantiated	Technical Assistance
2024-01-01.2	Violation of Rights	1/1/2023	Closed	2/2/2024	Unfounded	Technical Assistance
2024-01-02.0	Delivery of Care	1/2/2024	Closed	1/25/2024	Substantiated	Technical Assistance
2024-01-03.0	Untimely SIR	1/2/2024	Closed	1/31/2024	Substantiated	Technical Assistance
2024-01-04.0	Untimely SIR	1/2/2024	Closed	2/23/2024	Substantiated	Non-Compliance CAP
2024-01-05.0	Violation of Rights	1/3/2024	Open			
2024-01-06.0	Untimely SIR	1/3/2024	Open			
2024-01-07.0	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-07.1	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-08.0	Delivery of Care	1/4/2024	Open			
2024-01-08.1	Staff Qualifications	1/4/2024	Open			
2024-01-09.0	Delivery of Care	1/4/2024	Closed	1/26/2024	Substantiated	Technical Assistance
2024-01-10.0	Delivery of Care	1/5/2024	Open			

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-01-11.0	Environment	1/8/2024	Closed	1/18/2024	Unfounded	Technical Assistance
2024-01-12.0	Violation of Rights	1/8/2024	Closed	1/12/2024	Unsubstantiated	Technical Assistance
2024-01-13.0	Untimely SIR	1/9/2024	Open			
2024-01-14.0	Untimely SIR	1/9/2024	Closed	1/18/2024	Substantiated	Substantial Inadequacy
2024-01-15.0	Untimely SIR	1/10/2024	Open			
2024-01-16.0	Untimely SIR	1/11/2024	Closed	1/16/2024	Unsubstantiated	Technical Assistance
2024-01-17.0	Environment	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-17.1	IPP Implementation	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-17.2	Recordkeeping	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-18.0	Delivery of Care	1/12/2024	Open			

Presenting Issue Breakdown

Delivery of Care	8
Environment	8
Health-Related Concerns	1
IPP Implementation	1
Staff Qualifications	1
Food Service	1
Other	1
Recordkeeping	3
Violation of Rights	4
Untimely SIR	10

Grand Total: 38



QA Closed Alert Report

08/01/23 – 1/31/24

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
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
2023-08-22.0	Recordkeeping	8/28/2023	Closed	2/13/2023	Unsubstantiated	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

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
2023-08-34.0	Environment	8/30/2023	Closed	2/13/2024	Substantiated	Technical Assistance
2023-08-34.1	Delivery of Care	8/30/2023	Closed	2/13/2024	Unsubstantiated	Technical Assistance
2023-08-34.2	Delivery of Care	8/30/2023	Closed	2/13/2024	Substantiated	Technical Assistance
2023-08-34.3	Delivery of Care	8/30/2023	Closed	2/13/2024	Unfounded	None
2023-08-35.0	Untimely SIR	8/30/2023	Closed	2/26/2024	Substantiated	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
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

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
2023-09-27.0	Recordkeeping	9/28/2023	Closed	1/26/2024	Substantiated	Technical Assistance
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
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

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-10-13.0	Untimely SIR	10/11/2023	Closed	10/26/2023	Unfounded	None
2023-10-16.0	Health-Related Concerns	10/12/2023	Closed	1/26/2024	Unsubstantiated	None
2023-10-16.1	Violation of Rights	10/12/2023	Closed	1/26/2024	Unsubstantiated	None
2023-10-16.2	Food Service	10/12/2023	Closed	1/26/2024	Unsubstantiated	Technical Assistance
2023-10-16.3	Food Service	10/12/2023	Closed	1/26/2024	Unsubstantiated	None
2023-10-16.4	Delivery of Care	10/12/2023	Closed	1/26/2024	Unsubstantiated	Technical Assistance
2023-10-16.5	Environment	10/12/2023	Closed	1/26/2024	Substantiated	Technical Assistance
2023-10-16.7	Violation of Rights	10/12/2023	Closed	1/26/2024	Unsubstantiated	Technical Assistance
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	10/23/2023	Closed	9/20/2023	Unsubstantiated	Technical Assistance
2023-11-03.0	Recordkeeping	11/2/2023	Closed	11/20/2023	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
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

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
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
2023-12-02.0	Environment	12/5/2023	Closed	2/1/2024	Substantiated	Technical Assistance
2023-12-02.1	Recordkeeping	12/5/2023	Closed	2/1/2024	Substantiated	Technical Assistance
2023-12-02.2	IPP Implementation	12/5/2023	Closed	2/1/2024	Unsubstantiated	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
2023-12-15.0	Food Service	12/14/2023	Closed	2/6/2024	Unsubstantiated	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
2023-12-21.0	Untimely SIR	12/18/2023	Closed	1/5/2024	Substantiated	Technical Assistance
2023-12-22.0	Untimely SIR	12/19/2023	Closed	2/26/2024	Substantiated	Substantial Inadequacy
2023-12-24.0	Recordkeeping	12/21/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-25.0	Environment	12/21/2023	Closed	2/6/2024	Unsubstantiated	Technical Assistance
2023-12-27.0	Untimely SIR	12/27/2023	Closed	2/2/2024	Unfounded	Technical Assistance

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-12-28.0	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-28.1	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-29.0	Violation of Rights	12/28/2023	Closed	1/18/2024	Substantiated	Technical Assistance
2024-01-01.0	Recordkeeping	1/1/2023	Closed	2/2/2024	Substantiated	Technical Assistance
2024-01-01.1	Delivery of Care	1/1/2023	Closed	2/2/2024	Unsubstantiated	Technical Assistance
2024-01-01.2	Violation of Rights	1/1/2023	Closed	2/2/2024	Unfounded	Technical Assistance
2024-01-02.0	Delivery of Care	1/2/2024	Closed	1/25/2024	Substantiated	Technical Assistance
2024-01-03.0	Untimely SIR	1/2/2024	Closed	1/31/2024	Substantiated	Technical Assistance
2024-01-04.0	Untimely SIR	1/2/2024	Closed	2/23/2024	Substantiated	Non-Compliance CAP
2024-01-07.0	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-07.1	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-09.0	Delivery of Care	1/4/2024	Closed	1/26/2024	Substantiated	Technical Assistance
2024-01-11.0	Environment	1/8/2024	Closed	1/18/2024	Unfounded	Technical Assistance
2024-01-12.0	Violation of Rights	1/8/2024	Closed	1/12/2024	Unsubstantiated	Technical Assistance
2024-01-14.0	Untimely SIR	1/9/2024	Closed	1/18/2024	Substantiated	Substantial Inadequacy
2024-01-16.0	Untimely SIR	1/11/2024	Closed	1/16/2024	Unsubstantiated	Technical Assistance
2024-01-17.0	Environment	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-17.1	IPP Implementation	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-17.2	Recordkeeping	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-19.0	Environment	1/18/2024	Closed	2/20/2024	Substantiated	Technical Assistance
2024-01-22.0	Delivery of Care	1/22/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-23.0	Environment	1/22/2024	Closed	2/2/2024	Substantiated	Technical Assistance
2024-01-24.0	Delivery of Care	1/22/2024	Closed	1/26/2024	Unfounded	None
2024-01-25.0	Environment	1/22/2024	Closed	2/16/2024	Substantiated	Technical Assistance
2024-01-25.1	Environment	1/22/2024	Closed	2/16/2024	Substantiated	Technical Assistance
2024-01-26.0	Untimely SIR	1/22/2024	Closed	2/6/2024	Substantiated	Technical Assistance
2024-01-28.0	Recordkeeping	1/24/2024	Closed	2/7/2024	Substantiated	Technical Assistance
2024-01-38.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-01-48.0	Recordkeeping	1/30/2024	Closed	2/2/2024	N/A	None
2024-01-50.0	Recordkeeping	1/30/2024	Closed	2/9/2024	Substantiated	None
2024-01-58.0	Recordkeeping	1/30/2024	Closed	2/20/2024	Unsubstantiated	Technical Assistance
2024-01-64.0	Recordkeeping	1/30/2024	Closed	2/2/2024	N/A	None
2024-01-67.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	None

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-01-70.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	None
2024-01-71.0	Recordkeeping	1/30/2024	Closed	2/13/2024	Unsubstantiated	Technical Assistance
2024-01-74.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-01-78.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	None
2024-01-79.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Substantiated	None
2024-01-80.0	Recordkeeping	1/30/2024	Closed	2/14/2024	Unsubstantiated	Technical Assistance
2024-01-81.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Substantiated	None

Finding		Action	
N/A	15	Deferred	9
Substantiated	101	Non-Compliance CAP	6
Unfounded	25	None	51
Unsubstantiated	56	Substantial Inadequacy	5
		Technical Assistance	126

Grand Total: 197



QA Pending Completion Alert Report

12/16/23 – 1/15/23

Alerts			
Control#	Presenting Issue	Alert Date	Status
2023-12-23.0	Environment	12/20/2023	Open
2023-12-23.1	Delivery of Care	12/20/2023	Open
2023-12-26.0	Health-Related Concerns	12/22/2023	Open
2024-01-05.0	Violation of Rights	1/3/2024	Open
2024-01-06.0	Untimely SIR	1/3/2024	Open
2024-01-08.0	Delivery of Care	1/4/2024	Open
2024-01-08.1	Staff Qualifications	1/4/2024	Open
2024-01-10.0	Delivery of Care	1/5/2024	Open
2024-01-13.0	Untimely SIR	1/9/2024	Open
2024-01-15.0	Untimely SIR	1/10/2024	Open
2024-01-18.0	Delivery of Care	1/12/2024	Open

Presenting Issue Breakdown

Delivery of Care	4
Environment	1
Health-Related Concerns	1
Staff Qualifications	1
Violation of Rights	1
Untimely SIR	3

Grand Total: 11

Hearing Data for March 2024 Consumer Services Meeting

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
2/23/2024	Inactivation	2/27/2024	Contact made and case to remain active
2/20/2024	PA Worker and social rec program	NA	Pending
2/13/2024	Eligibility	NA	Pending
2/13/2024	Respite Hours	NA	Pending
2/13/2024	Inactivation	2/14/2024	Contact made and case to remain active
2/09/2024	Eligibility	NA	Pending
2/09/2024	Eligibility	NA	Pending
2/05/2024	Eligibility	2/13/2024	Agreed to reassess
2/01/2024	Eligibility	NA	Agreed to reassess
1/29/2024	Eligibility	2/13/2024	Agreed to reassess
1/19/2024	Eligibility	1/25/2024	Agreed to reassessment
1/17/2024	Eligibility	NA	Agreed to reassess
1/10/2024	Co-pays	NA	Withdrawn prior to hearing
1/9/2024	Eligibility	NA	Pending
12/4/2023	Behavior Services	2/13/2024	Withdrawn after mediation
11/27/2023	Eligibility	NA	Pending
11/20/2023	Eligibility	NA	Pending