



Consumer Services Committee Meeting

Wednesday, January 4, 2023, 5:15pm

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

702 N. Aurora Street

Stockton, CA, 95202

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



Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee

A. Call to Order, Welcome, Roll Call
Suzanne Devitt

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 11/02/22 Action
Suzanne Devitt

Cons Serv Com Minutes, 11 02 22.pdf 4

C. Presentation - Kavere Services

D. Public Comment
Suzanne Devitt

Each member of the public will have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given.

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

Early Start Lanterman for Jan 23.pdf 10

Transfer status Report for Jan 23.pdf 15

POS Exception Tracking October 2022 for Jan 23.pdf 16

POS Exception Tracking November 2022 for Jan 23.pdf 17

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

G. Resource Development Update
Brian Bennett and Robert Fernandez

1. AB 637 for current and future providers of (785) Psychologist services

a. Public Comment on 785 Psychological Services

2. AB 637 for current providers of (880) Transportation-Additional Component and (875) Transportation Companies

a. Public Comment on 880 and 875 Transportation

H. Quality Assurance Update
Brian Bennett and Katina Richison

16 Nov 2022 to 15 Dec 2022 Incident Report Consumer Count.pdf 18

I. Transportation Update
R&D Transportation

VMRC transportation letter to BOD.8.30.22.pdf 21

2022-12-07 Plain Language Version of Transportation Report-CLASP Concerns.pdf 24

J. Fair Hearing Update
Jason Toepel

January 2023 Fair Hearing Report.pdf

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

L. Clinical Update
Dr. Claire Lazaro

M. Next Meeting, Wednesday, March 1, 2023, 5:15 PM, Hybrid (In-Person and via Zoom Video Conference)
Suzanne Devitt



Minutes for Consumer Services Committee Meeting

11/02/2022 | 05:15 PM - 06:45 PM

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

Committee Members Present: Dr. Suzanne Devitt, Jose Lara, Sarah Howard, Erria Kaalund, Anthony Owens, Lisa Utsey, Liz Herrera Knapp, Margaret Heinz, Crystal Enyeart, Dora Contreras,

Committee Members Not Present: Linda Collins, Tina Vera, Daime Hoornaert

VMRC Staff Present: Tony Anderson, Doug Bonnet, Christine Couch, Gabriela Lopez, Robert Hernandez, Jason Toepel, Katina Richison, Brian Bennett, Tara Sisemore-Hester, Claire Lazaro, Libby Contreras

Public Present: George Lewis, Irene Hernandez, Rachelle Munoz, Anel Renteria, Myra Montejano

A. Call to Order, Welcome, Roll Call

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

B. Review and Approval of the Meeting Agenda

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

C. Review and Approval of the Consumer Services Committee Meeting Minutes of 09/06/22

Lisa Utsey made a motion to approve the meeting minutes of September 6, 2022. Margaret Heinz seconded the motion. Dr. Suzanne Devitt abstained. The meeting minutes were approved unanimously.

D. Presentation - Department of Rehabilitation (DOR)

See attached presentation by Joe Stancil.

E. Public Comment

George Lewis, SCDD: Quality Assessment Project, cycle 14. 400 individuals from VMRC will be contacted by mail or phone call to participate in the National Core Indicators project. This is a voluntary project.

F. Intake, Early Start, and Case Management Update

Tara Sisemore Hester reviewed the numbers that are continuing to increase. The IDEA Specialist started last week and the Education Specialist was just announced as an internal promotion. Early Start continues to restructure the teams. The board of directors asked questions about referrals to early start as well as about the Specialist positions.

Christine Couch reviewed the POS exceptions data, the Consumer File Transfer Status data, and the Special Incident Reporting data.

G. Self Advocacy Council Area 6 (SAC6) Update

Sac 6 report to Consumer Services Committee, November 2022

September 10th, Sac 6 had their quarterly Board meeting via zoom.

September 14th Sac 6 consultant Lisa U. attended the VMRC Finance Committee via zoom.

September 22nd Sac 6 leadership meet with Tony Anderson and Christine Couch for their monthly meeting.

September 28th, Lisa U. attended the VMRC Popplewell Committee via zoom.

September 29th Lisa U. volunteered at the VMRC Clinic in Modesto. She handed out at home Covid Antigen test. She also received her Flu shot.

Sac 6 member sent in articles about events they have done, and it will be in our Fall Chatter Letter. We will be handing it out at the Disability Resource Fair on October 29th.

October 12th Lisa U. attended the VMRC Finance meeting for October, this is a monthly meeting she attends.

Sincerely,

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

H. Resource Development Update

Robert Fernandez reported the EBSH/TBI (Acquired Brain Injury) on White Lane, service provider Telecare is active and open as of last week. The first person just moved in. EBSH/Children's Home in Stanislaus County is being developed; Turning Point of Central California is the selected service provider. The housing development organization Brilliant Corners and VMRC is looking for the children's home in Stanislaus County. A CPP project, Chrissie's Fishies, has been vendored and open in Stockton (indoor & heated) and Modesto (unknown about the pool) at this time, with a goal of finding services in the other counties. They provide services to individuals with autism and other RC qualifying conditions, on swimming and water safety supports to members of the household. The Administrative Assistant for Resource Development is no longer with VMRC and they are filling the position. Erica Lamb has been promoted as VMRCs Rate Specialist – primary duties include dealing with the rates, in addition as working as a contact person in dealing with public transportation providers.

Brian Bennett shared that the Telecare came from the CPP plan. Go to the request for proposal section on the website to give feedback and comments on the projects we are proposing for the year. They are enhanced Supported Living Services; 2 in San Joaquin, 1 in Stan and 1 in foothills. We are also proposing an adult community crisis home. And the third is a 4 bed residential home for persons with court restrictions. You can email Brian with your comments about the proposals thru November 7.

There is also a brand new RFP for social/recreation – to develop opportunities targeted for people 5-21 years old. We are trying to recruit providers who are already doing social/recreation with people who do not receive regional center services. He is hosting an information session about the proposed projects on November 9, more information is in the Health Advisory.

I. Quality Assurance Update

Katina Richison shared that QA has been busy following up on alerts and SIRS. She reviewed the data.

J. Transportation Update

Myra Montejano shared that the transportation forum is every second Thursday of the month at 10am. They are actively working thru unmet service needs in 3 out of the 5 counties. They have seen an increase in residential homes coming to the table to provide transportation and inquiring about vendorization. They are working with existing providers to implement service and increase services as well as new routes. Also, they are communicating with programs ,especially those individuals who have not been routed on transportation. They have been sharing lists of individuals who are pending service or those who are currently routed on transportation. They are in the middle of a survey with any individual who is actively pending transportation.

Anel Renteria shared that the survey is to confirm if transportation is still needed and that the information received from the service coordinator is up to date.

You can call the customer service department for any questions.

K. Fair Hearing Update

Jason Toepel shared the fair hearing update by reviewing the data in the packet. Many of the issues have been resolved since our last meeting.

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

Doug Bonnet shared the report on behalf of Daime and Liz.

- Last meetings were held Monday 9/26/22 and Monday 10/24/22 via zoom from 10am-12pm
- At the 9/26/22 Nick Bolger, the VMRC Deaf and Hard of hearing specialist gave an overview of his position at VMRC.
- During the 10/24/22 meeting Barry Jardini the CDSA Executive Director presented to our membership and answered questions from providers.

- We are currently working on our new Mission Statement
- Working on provider conference slated for Spring 2023
- We discussed Alternative Services in relation to the end of the State of Emergency as well as Tailored Day.
- We currently are beginning to discuss and work on the Holiday Schedule
- A group of CLASP members began meeting and discussing concerns with Transportation and R&D-the contracted company to coordinate transportation services. These members drafted a letter to the Board and presented it at the Consumer Services meeting. As a result, VMRC has contracted an outside consultant to investigate provider and consumer concerns related to transportation. Additionally, Tony Anderson provided a response letter to the CLASP membership detailing the current steps being made toward a resolution.
- There is a residential workgroup meeting monthly via zoom. To join meetings contact KC Shadman KCShadman@gmail.com
- Day Program work group continues to meet contact Sonya Fox-Watson SFox@CVTCinc.net
- Please continue to add and follow us on social media @CLASP.VMRC on Instagram and <https://www.facebook.com/CLASP.VMRC> on FaceBook
- Next meeting is Nov 21st 10am via Zoom:

Join Zoom Meeting

<https://us06web.zoom.us/j/81482581677?pwd=Y3h1WSthd3lseW9vbWpHR0RLdjc4Zz09>

Meeting ID: 814 8258 1677

Passcode: 892300

One tap mobile

+16699006833

M. Clinical Update

Claire Lazaro shared that September 15 was a Coalition for Compassionate Care of California training on end of life, advance care planning, through a grant they received. It was called Let's Talk! ACRC also received the training. Service Coordinators are using the Thinking Ahead booklet, which has been updated, from the website. We are meeting with staff to get feedback on the training and booklet. There is an IPP objective for service coordinators to use to help with the discussion. We encourage the team to talk positively about living their lives to the fullest and staying in charge of their lives by informing the team about their wants and preferences. There were monthly meetings with the Coalition which Claire, Christine and self-advocates, Lisa Utsey, Crystal Enyeart, Catrina Castro, Steven Herrera joined the meetings and assisted with the updated materials. The website to access the materials, <https://coalitionccc.org/CCCC/CCCC/Resources/People-With-Developmental-Disabilities-Resources.aspx?hkey=7db2eeb5-41a4-4bdd-86b1-2c6bb85ac1ff>

Weston Perry has joined the team as the Wellness Coordinator. He is meeting with community organizations to learn about resources. They are in the process of hiring the Family Wellness Navigator.

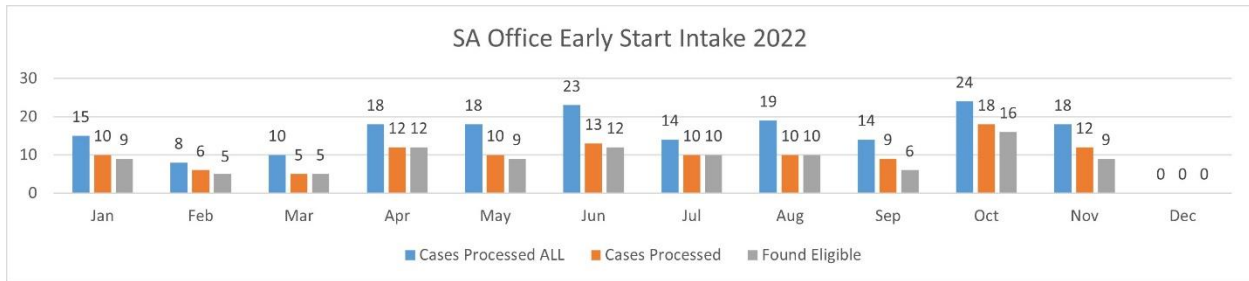
In September they had a vaccination clinic at the Modesto office. There were 45 people that got vaccinated. 24 received covid vaccines and 20 received the flu vaccines, as well as high dose for seniors.

For October we had our Disability Fair and Health Fair. The Durable Medical Equipment fair was outside as well. The dental screening was provided as well. There were 141 attendees at the Health Fair.

N. Next Meeting is Wednesday, January 4, 2023, 5:15 PM, Hybrid (VMRC Stockton Office Cohen Board Room and via Zoom)

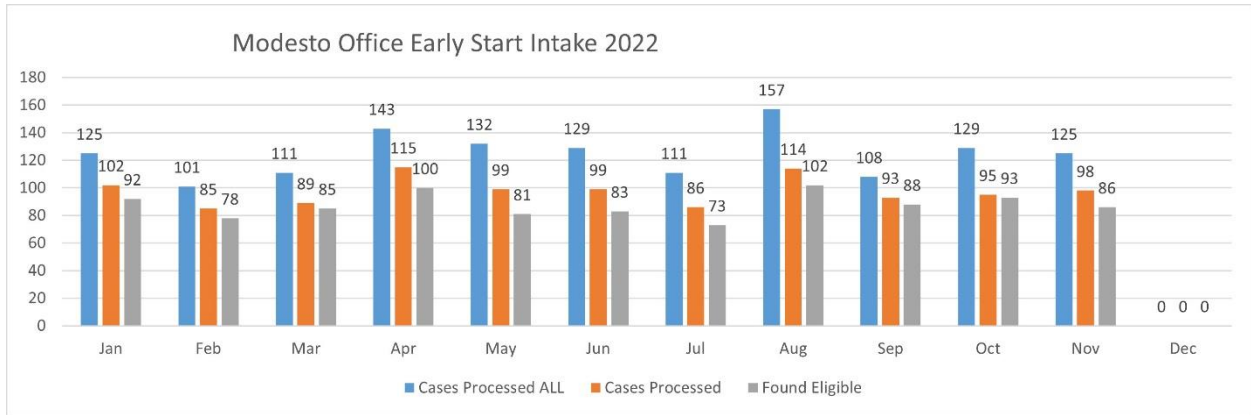
Trend of Early Start Intake Work in **SA Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	15	10	9
Feb	8	6	5
Mar	10	5	5
Apr	18	12	12
May	18	10	9
Jun	23	13	12
Jul	14	10	10
Aug	19	10	10
Sep	14	9	6
Oct	24	18	16
Nov	18	12	9
Dec	0	0	0
Total	181	115	103



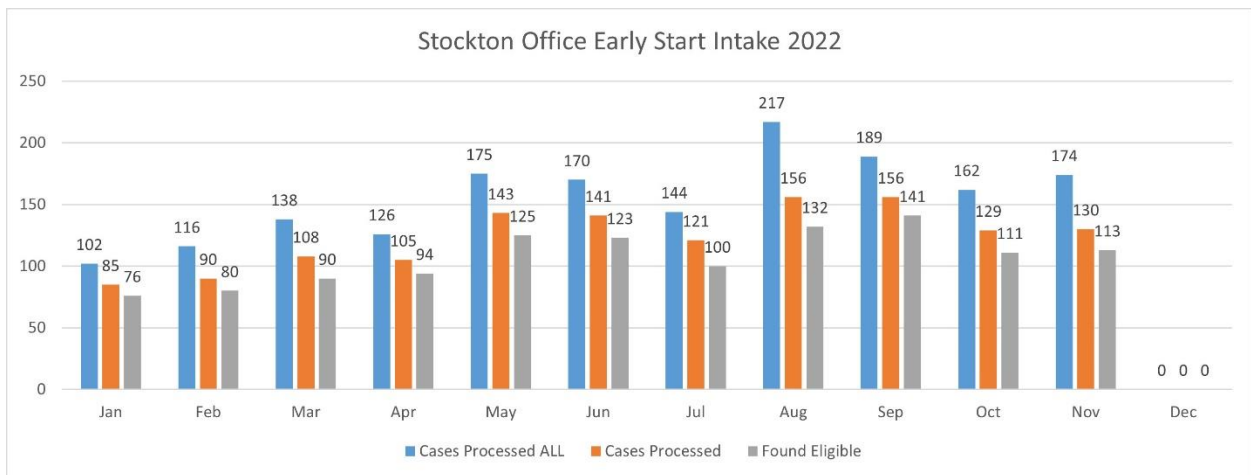
Trend of Early Start Intake Work in **Modesto Office**

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	125	102	92
Feb	101	85	78
Mar	111	89	85
Apr	143	115	100
May	132	99	81
Jun	129	99	83
Jul	111	86	73
Aug	157	114	102
Sep	108	93	88
Oct	129	95	93
Nov	125	98	86
Dec	0	0	0
Total	1371	1075	961



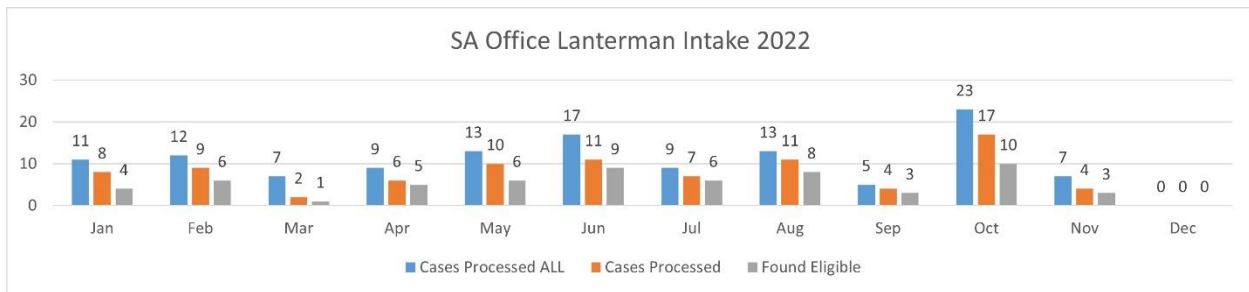
Trend of Early Start Intake Work in Stockton Office

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	102	85	76
Feb	116	90	80
Mar	138	108	90
Apr	126	105	94
May	175	143	125
Jun	170	141	123
Jul	144	121	100
Aug	217	156	132
Sep	189	156	141
Oct	162	129	111
Nov	174	130	113
Dec	0	0	0
Total	1713	1364	1185



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	11	8	4
Feb	12	9	6
Mar	7	2	1
Apr	9	6	5
May	13	10	6
Jun	17	11	9
Jul	9	7	6
Aug	13	11	8
Sep	5	4	3
Oct	23	17	10
Nov	7	4	3
Dec	0	0	0
Total	126	89	61



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

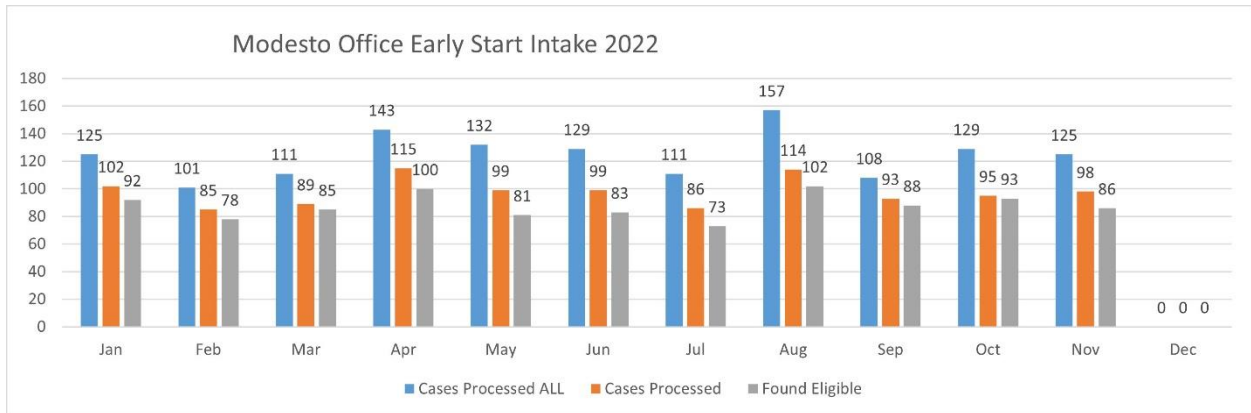
	Cases Processed ALL	Cases Processed	Found Eligible
Jan	32	25	22
Feb	32	30	24
Mar	42	36	29
Apr	24	21	13
May	26	25	21
Jun	53	46	34
Jul	32	25	15
Aug	53	46	34
Sep	39	29	24
Oct	34	22	14
Nov	42	37	29
Dec	0	0	0

Total

409

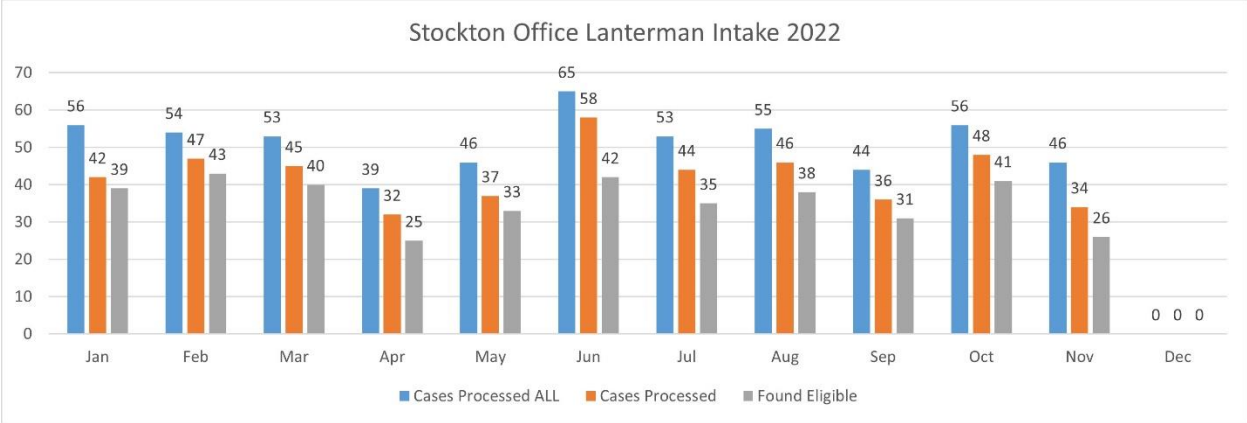
342

259



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

	Cases Processed ALL	Cases Processed	Found Eligible
Jan	56	42	39
Feb	54	47	43
Mar	53	45	40
Apr	39	32	25
May	46	37	33
Jun	65	58	42
Jul	53	44	35
Aug	55	46	38
Sep	44	36	31
Oct	56	48	41
Nov	46	34	26
Dec	0	0	0
Total	567	469	393



Consumer File Transfer Status - To and From VMRC

Through December 13, 2022

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

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

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

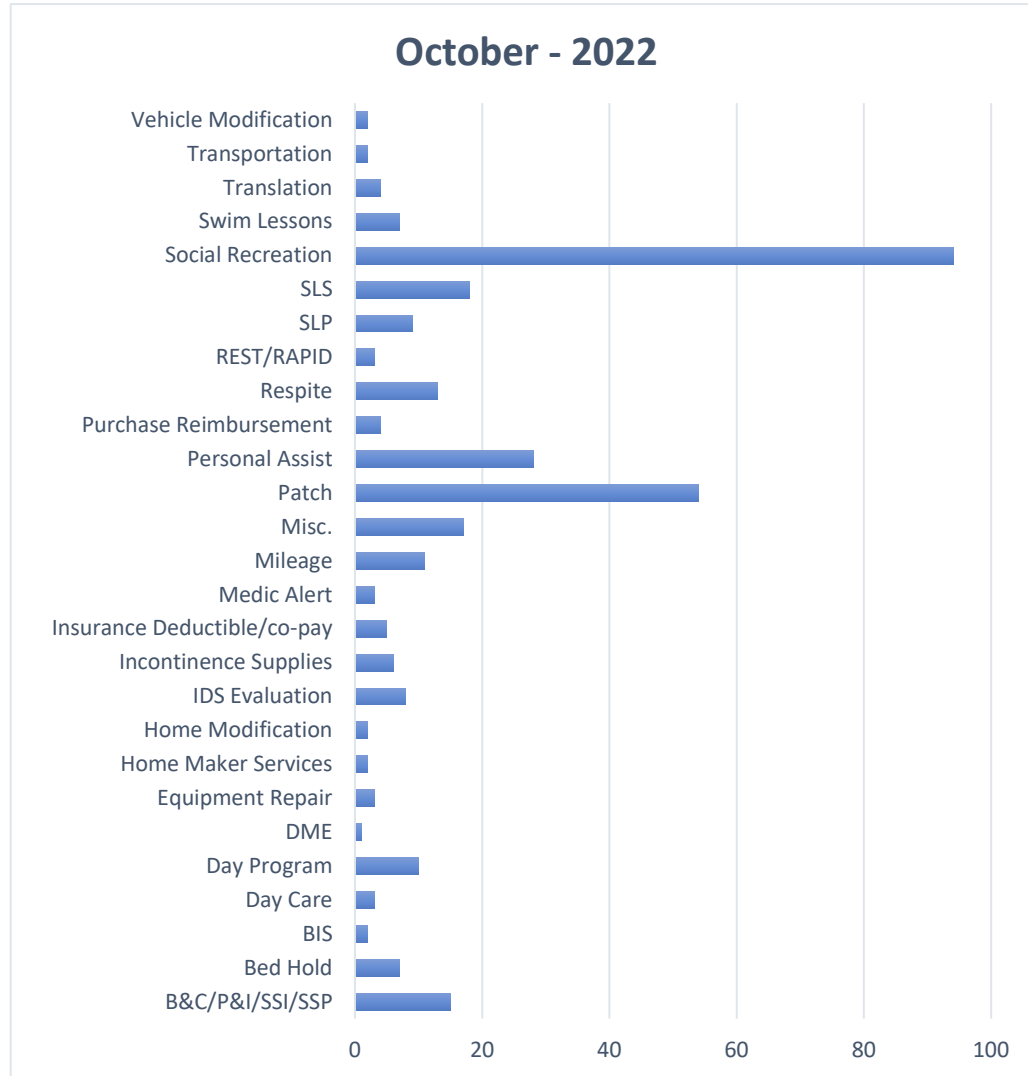
2020			
Files Received		Files sent out	
January	36	January	28
February	43	February	29
March	32	March	25
April	30	April	23
May	15	May	14
June	42	June	21
July	32	July	23
August	33	August	22
September	26	September	34
October	32	October	30
November	28	November	21
December	25	December	34
total for 2020	374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

2021			
Files Received		Files sent out	
January	27	January	29
February	30	February	25
March	39	March	32
April	41	April	37
May	22	May	15
June	21	June	33
July	37	July	34
August	35	August	40
September	42	September	31
October	54	October	39
November	42	November	26
December	34	December	16
total for 2021	424	Total for 2021	357

2022			
Files Received		Files sent out	
January	40	January	43
February	28	February	40
March	41	March	25
April	47	April	41
May	35	May	52
June	37	June	30
July	32	July	33
August	43	August	47
September	31	September	20
October	36	October	32
November	53	November	42
December	4	December	3
total for 2022	427	Total for 2022	408

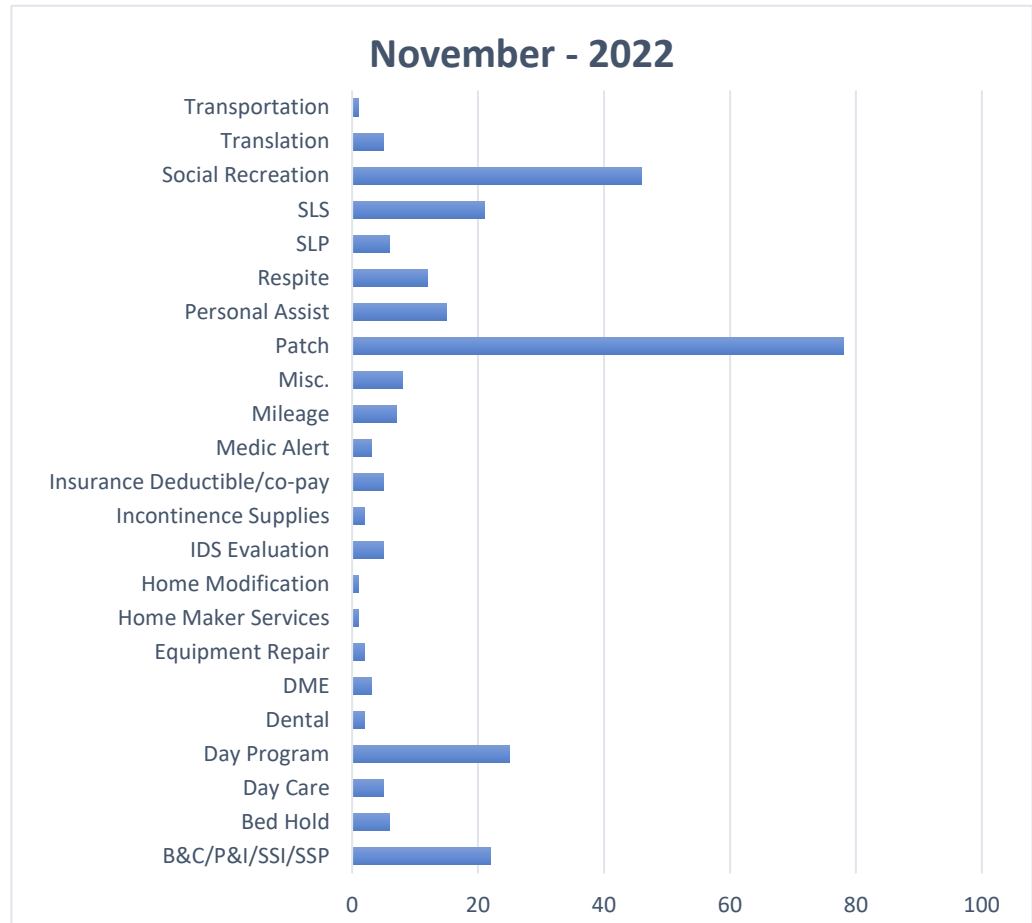
POS Exceptions -October 2022

2022/2023	October
B&C/P&I/SSI/SSP	15
Bed Hold	7
BIS	2
Day Care	3
Day Program	10
DME	1
Equipment Repair	3
Home Maker Services	2
Home Modification	2
IDS Evaluation	8
Incontinence Supplies	6
Insurance Deductible/co-pay	5
Medic Alert	3
Mileage	11
Misc.	17
Patch	54
Personal Assist	28
Purchase Reimbursement	4
Respite	13
REST/RAPID	3
SLP	9
SLS	18
Social Recreation	94
Swim Lessons	7
Translation	4
Transportation	2
Vehicle Modification	2
TOTAL POS*	333
Approved	329
Deferred	0
Denied	4



POS Exceptions -November 2022

2022/2023	November
B&C/P&I/SSI/SSP	22
Bed Hold	6
Day Care	5
Day Program	25
Dental	2
DME	3
Equipment Repair	2
Home Maker Services	1
Home Modification	1
IDS Evaluation	5
Incontinence Supplies	2
Insurance Deductible/co-pay	5
Medic Alert	3
Mileage	7
Misc.	8
Patch	78
Personal Assist	15
Respite	12
SLP	6
SLS	21
Social Recreation	46
Translation	5
Transportation	1
TOTAL POS*	281
Approved	281
Deferred	0
Denied	0

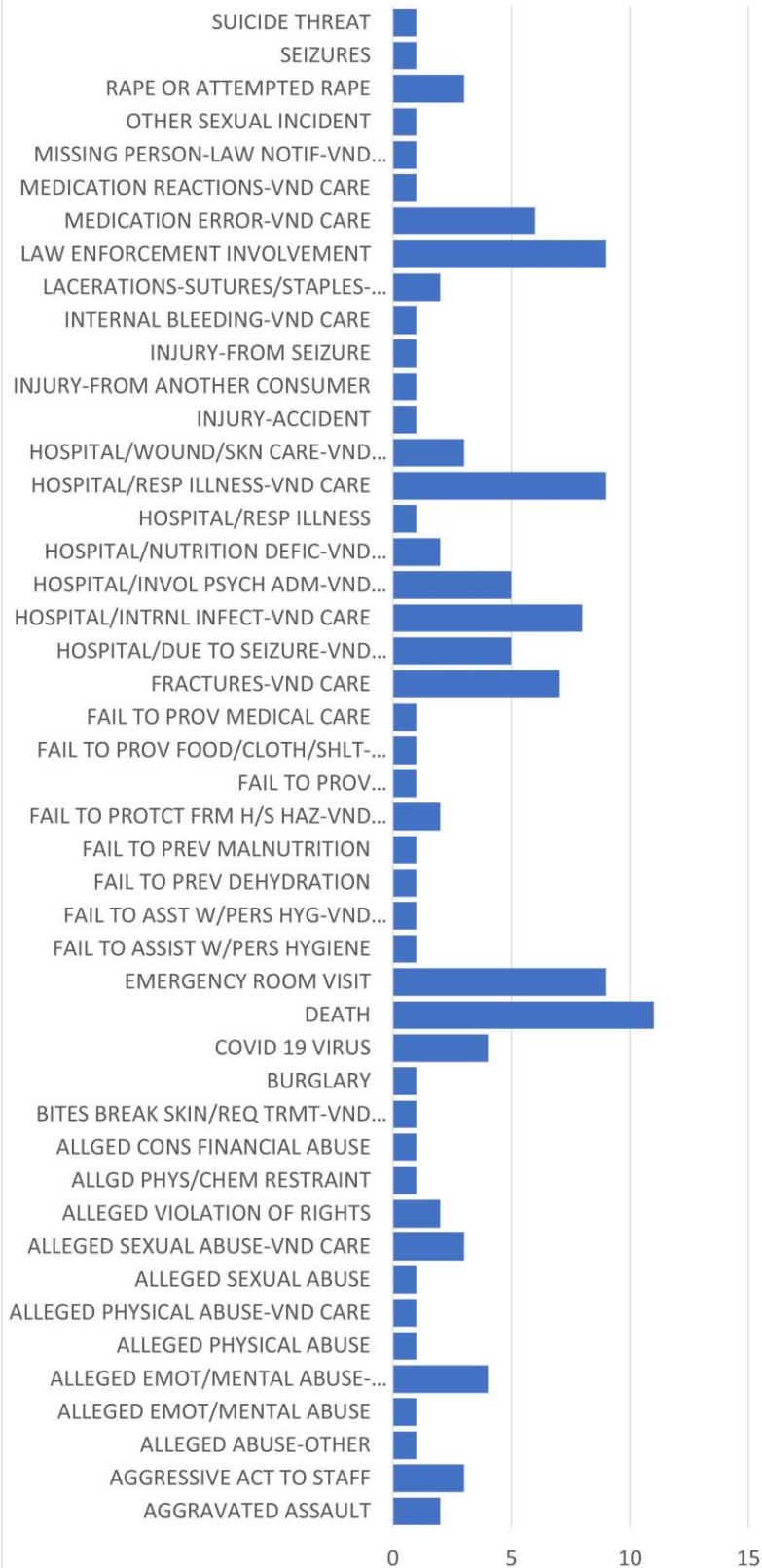


16 Nov 2022 to 15 Dec 2022 Incident Report Consumer Count: 73

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.6%
AGGRESSIVE ACT TO STAFF	3	2.4%
ALLEGED ABUSE-OTHER	1	0.8%
ALLEGED EMOT/MENTAL ABUSE	1	0.8%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	4	3.2%
ALLEGED PHYSICAL ABUSE	1	0.8%
ALLEGED PHYSICAL ABUSE-VND CARE	1	0.8%
ALLEGED SEXUAL ABUSE	1	0.8%
ALLEGED SEXUAL ABUSE-VND CARE	3	2.4%
ALLEGED VIOLATION OF RIGHTS	2	1.6%
ALLGD PHYS/CHEM RESTRAINT	1	0.8%
ALLGED CONS FINANCIAL ABUSE	1	0.8%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.8%
BURGLARY	1	0.8%
COVID 19 VIRUS	4	3.2%
DEATH	11	8.8%
EMERGENCY ROOM VISIT	9	7.2%
FAIL TO ASSIST W/PERS HYGIENE	1	0.8%
FAIL TO ASST W/PERS HYG-VND CARE	1	0.8%
FAIL TO PREV DEHYDRATION	1	0.8%
FAIL TO PREV MALNUTRITION	1	0.8%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	1.6%
FAIL TO PROV FOOD/CLOTH/SHELTER	1	0.8%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.8%
FAIL TO PROV MEDICAL CARE	1	0.8%
FRACTURES-VND CARE	7	5.6%
HOSPITAL/DUE TO SEIZURE-VND CARE	5	4.0%
HOSPITAL/INTRNL INFECT-VND CARE	8	6.4%
HOSPITAL/INVOL PSYCH ADM-VND CARE	5	4.0%
HOSPITAL/NUTRITION DEFIC-VND CARE	2	1.6%
HOSPITAL/RESP ILLNESS	1	0.8%
HOSPITAL/RESP ILLNESS-VND CARE	9	7.2%
HOSPITAL/WOUND/SKN CARE-VND CARE	3	2.4%
INJURY-ACCIDENT	1	0.8%
INJURY-FROM ANOTHER CONSUMER	1	0.8%
INJURY-FROM SEIZURE	1	0.8%
INTERNAL BLEEDING-VND CARE	1	0.8%
LACERATIONS-SUTURES/STAPLES-VND CR	2	1.6%
LAW ENFORCEMENT INVOLVEMENT	9	7.2%
MEDICATION ERROR-VND CARE	6	4.8%

MEDICATION REACTIONS-VND CARE	1	0.8%
MISSING PERSON-LAW NOTIF-VND CARE	1	0.8%
OTHER SEXUAL INCIDENT	1	0.8%
RAPE OR ATTEMPTED RAPE	3	2.4%
SEIZURES	1	0.8%
SUICIDE THREAT	1	0.8%
Grand Total	125	100.0%

Special Incident Types 16 Nov 2021 to 15 Dec 2022





Coalition of Local Area Service Providers

August 30, 2022

Prepared for Valley Mountain Regional Center Board of Directors Consumer Services Committee:

Valley Mountain Regional Center is experiencing a threat to access services for consumers and families in the region. There is a transportation gap in the service delivery system impacts access for consumers, families, care providers and day programs.

Department of Developmental Services is forecasting a December 2022 end to Alternative Service Delivery. ASD was needed for safety during Covid 19 pandemic allowing non-traditional, remote services. Now, immunizations and treatments are available, and participants are ready to resume in person services. If ASD is eliminated and transportation solutions are not identified, day programs will not be able to survive.

As VMRC (Valley Mountain Regional Center) Board Members, you are aware VMRC contracted with R&D to operate as transportation brokers during the Covid 19 pandemic. Over the last 2 years, for safety reasons, people have stayed close to home. Now we are ready to start moving around the community and this lack of transportation prevents access to services identified in the Individual Program Plan. CLASP members have worked collaboratively with R & D Transportation and have consistently communicated the service needs and barriers in our region, however the list of concerns remain.

R&D's assessment of the regional needs includes understated data, based on the Transportation Service Request (TSR) process. TSR routing is subject to errors, vendors have experienced TSR's being misrouted and do not appear on the pending transportation list. Participants who have temporary transportation,

even though they are waiting for vendored transportation, are marked as completed. Participants who are part time attendees who are waiting for full time transportation are marked as completed. R&D is lacking pre-pandemic transportation utilization context in the VMRC catchment area that can be used for planning purposes.

CLASP members have created the following list of concerns:

1. VMRC contractor R&D has total control over service decisions.
2. Day programs rely on transportation services generating attendance for revenue.
3. R&D decides who gets services when, their decisions have a direct impact.
4. R&D is granted authority to conduct audits of VMRC vendors and make decisions regarding transportation rate increases.
5. There is lack of transparency regarding how service priority determinations are made.
6. Transportation Service Requests are pending 6 months or more without service.
7. New day program participants are granted transportation, while those who have been loyal day program attendees are still waiting.
8. There is a lack of communication on when services are becoming available.
9. Transportation has arrived with participants without prior notification for planning purposes.
10. Communication with R&D is slow and untimely.
11. Lack of attention to detail with routing inefficiencies apparent. Examples include buses arriving with empty seats, and participants not scheduled for transportation when the bus already stops at the home. Multiple busses are coming to the care homes that are going to the same day program.
12. CLASP members who want to provide transportation experience, no clear procedure and a complicated process.
13. CLASP members completing the vendorization process are treated like transportation companies with little or no interpretation of the transportation lingo.
14. CLASP members who have completed the lengthy Vendorization process report reimbursement is not adequate. This occurs at the same time as labor costs, fuel prices, and vehicle costs are at an all-time high.

15. CLASP members becoming transportation vendors experience Purchase of Service and payment delays. Inquiries on payments are met with untimely or no response.

This transportation scarcity, if left unchecked, will result in further deterioration of consumer services.

Please seriously consider what resources can be identified and directed to solve the transportation scarcity problem in the VMRC catchment area. CLASP members are willing to work together to meet the needs of those we serve.

Due to the timeliness of this matter, CLASP requests a response from VMRC outlining any plans to address items by October 15, 2022.

Sincerely,

CLASP Members

**VALLEY MOUNTAIN REGIONAL CENTER
TRANSPORTATION SERVICES**

**RESOURCE CONSULTANT REPORT
“PLAIN LANGUAGE VERSION”**

December 7, 2022

Why is CLASP concerned and what is VMRC doing about it?

- CLASP gave VMRC Consumer Services a letter that told them that CLASP was upset with transportation services and R&D. Day programs are having a hard time getting participants to program because there is little to no transportation services and day programs need participants to stay open.
- VMRC leadership, Tony Anderson & Brian Bennett, asked a Resource Consultant, Melinda Gonser, to look into the problems and suggest ways to make things better.
- Melinda met with CLASP members and other people to get more information about the problems.
- After looking into the problems, Melinda made suggestions on how we can all work together to make transportation services better between R&D, VMRC, and day/residential program providers.

What can make Transportation Better?

1. Talk to each other more often and get back to people when there are questions or issues. R&D should work with partners to decide how to talk to each other and when to follow up.
2. R&D should share information about what they are doing about transportation services with CLASP, Monthly Transportation Forum and the Monthly VMRC R&D Partnership Meeting.
3. R&D needs to collect better information about the met and unmet needs for transportation and share the information at meetings.

4. If transportation requests aren't getting sent to R&D or people don't understand or there are problems with billing, R&D needs to bring the right people together to make things work better.
5. The day programs, R&D and the people providing transportation need to meet and talk monthly about who is scheduled for transportation and any individual issues of participants.
6. R&D needs to expand opportunities for people to provide transportation by making the application easier to understand and to provide training.
7. R&D needs to let people know that they want to provide transportation, what they need to do to pass their review; how to get paid; how to provide good services to participants; and how to complete reports when something happens that is bad for participants.
8. VMRC and R&D need to review their Service Agreement and make sure it's up to date and complete and says what each of them needs to do to make transportation work.

What does all this mean?

- Everyone needs to know they need to talk to each other about what is needed to make sure participants have transportation and they get to where they need to go.
- Some of the transportation problems occur all over the state and the Department of Developmental Services is working on those problems with a group of people at the state level.

Questions?

2022-23 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
12/5/2022	Eligibility	12/14/2022	Determined eligible in Informal Meeting.
11/28/2022	Digital Lock	12/15/2022	Agreement reached in Informal Meeting
10/31/2022	Fence, locks, Air Tag	NA	Pending State Level Hearing
10/21/2022	PA	11/23/2022	Agreement reached in Informal Meeting
10/17/2022	Respite, water safety	10/29/2022	Agreement reached prior to Informal Meeting
10/05/2022	Staff ticket for trip	11/29/2022	State Level Hearing denied appeal.
9/16/2022	Transportation	11/04/2022	State Level Hearing denied appeal.
8/30/2022	Social Recreation	12/16/2022	Withdrawn
8/30/2022	Social Recreation	12/16/2022	Withdrawn
8/08/2022	Insurance Co-pays	11/21/2022	State Level Hearing denied appeal.