# Consumer Services Committee Meeting

Wednesday, May 3, 2023, 5:15 PM

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

702 N. Aurora Street

https://us06web.zoom.us/j/82261656762?pwd=ZURhT3lsRjFmNVhtYVdHR0RGb3FUQT09&from=addon, Meeting ID: 822 6165 6762 Passcode: 032175 One tap mobile +16694449171

Stockton, CA, 95202

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

# Meeting Book - Consumer Services Committee Meeting

Consumer Services Committee

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

B. Review and Approval of the Consumer Services Committee Meeting Minutes of 03/01/23 — Action
Dr. Suzanne Devitt


Cons Serv Com Min with presentation 03 01 23.pdf 4


C. Presentation - Kavere Services

D. Public Comment
Dr. 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


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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


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I. Transportation Update
R&D Transportation

J. Fair Hearing Update
Jason Toepel


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

L. Clinical Update
Dr. Claire Lazaro

M. Committee Discussion on 2023/2024 Consumer Services Committee Meeting Schedule
Dr. Suzanne Devitt

N. Next Meeting, Wednesday, June 7, 2023, 5:15 PM, Location Hybrid (Stockton Cohen Board Room and via Zoom Video Conference)
Dr. Suzanne Devitt

VALLEY MOUNTAIN REGIONAL CENTER

# Minutes for Consumer Services Committee Meeting

03/01/2023 | 05:15 PM - 06:45 PM
Hybrid - VMRC Stockton Office Cohen Board Room and via Zoom Video Conference

**Committee Members Present:** Dr. Suzanne Devitt, Linda Collins, Margaret Heinz, Erria Kaaland, Lisa Utsey, Daime Hoornaert, Crystal Enyeart, Jose Lara, Sarah Howard

**Committee Members Not Present:** Dora Contreras, Anthony Owens (informed absence), Liz Herrera Knapp (informed absence)

**VMRC Staff Presen:** Tony Anderson, Doug Bonnet

**Public Present:** Minnette Oliver, Erick Thurmond, Andrea Patta

## A. Call to Order, Welcome, Roll Call

Dr. Suzanne Devitt called the meeting to order at 5:15 PM.

## B. Review and Approval of the Consumer Services Committee Meeting Minutes of 01/04/23

Daime Hoornaert mentioned that at the last committee meeting, Dora Contreras had requested for the committee to consider to meet monthly due to the amount of information being presented at the meeting. Suzanne did acknowledge that that conversation was not in the minutes. Suzanne agreed that we can put it on the agenda for the next committee meeting for discussion.

Lisa Utsey made a motion to approve the Consumer Services Committee Meeting Minutes of 01/04/23. Erria Kaalund seconded the motion. The Consumer Services Committee Meeting Minutes of 01/04/23 were approved unanimously.



## C. Presentation - Pacific Homecare Services

Leticia Robles and Priscilla Ortiz gave a presentation of Pacific Homecare Services and Respite Services. Presentation attached to these minutes.

## D. Public Comment

None.

## E. Intake, Early Start, and Case Management Update

Tara Sisemore Hester, Director of Case Management Children, spoke about the POS Exceptions for December 2022 and January 2023 (reports in meeting book), VMRC Consumers in and Consumers out transfer status (reports in meeting book), and the reports on referrals to all offices for Early Start and Lanterman (reports in meeting book) and answered any questions that the committee members had.

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

Crystal Enyeart gave the following report:

January 4, 2023, SAC6 members Lisa U. and Jessica Q. meet with Mark Crear the new VMRC DEI manager and shared what SAC6 does and what self-advocacy is.

January 6, 2023, SAC6 Friday Zoom chat was meet and greet the New SAC 6 officers.

January 7, 2023, SAC6 had their annual Goals meeting, to review our contract and make sure we are meeting our goals.

January 11,2023, Lisa U. attended the VMRC Finance Committee meeting.

January 12, 2023, SAC6 had their monthly Leadership meeting.

February 1, 2023, SAC6 had their weekly practice meeting to prepare for the February Area Meeting via zoom.



February 3, 2023, SAC6 had their Area meeting via Zoom and at this zoom SAC6 announced the 2023 CHOICES T-shirt and Video winners.

February 6, 2023, SAC6 members meet to start the planning of their sessions for the Supported Life Conference.

February 8, 2023, Lisa U. attended via zoom the VMRC Finance Committee meeting.

February 9, 2023, SAC6 assisted VMRC in the Accessibility walk through of the VMRC offices.

February 15, 2023, Catrina attended the DDS CAC meeting via zoom.

February 16, 2023, SAC6 had their quarterly finance meeting, to make sure we are on track with our budget and to approve some finances.

February 18th & 19th Lisa U. attended the Partners in Policy making Graduation to congratulate and celebrate all the parents who completed the course.

February 23, 2023, SAC6 had their monthly Leadership meeting.

Upcoming events:

CHOICES Conference is April 14, 2023.

Statewide Supported Life Conference is May 12th & 13th SAC6 is presenting on three different sessions.

## G. Resource Development Update

Brian Bennett, Community Services Director, and Robert Fernandez, Division Manager, gave this update. Robert updated the committee that last week they had their Residential Services Orientation (RSO). This was the first one in about 3 years. It is for new providers who are in development or existing providers who want a refresher course. There were 42 participants that listened to different members of the Community Services Department present.

Providers had an opportunity to get a raise in rates effective January 1. They need to complete a certain form if they believe there was an error in how their rate was calculated.
CPP projects for Children's Homes – 1 in Stanislaus County and 1 in San Joaquin County....1 has been vendored effective 02/01/23 for Stanislaus County. The other one in San Joaquin County is still in development.

Brian – we found a potential home for a longtime project we've been working on for children in Stanislaus County, in Turlock. Very exciting.
Brian spoke about Coordinated Family Support (CFS) and answered any questions that committee members had (reports in meeting book). He also talked about the RFP that is posted to the website.

## H. Quality Assurance Update

Katina Richison, Division Manager, presented the Quality Assurance Alert Reports (reports in meeting book).

## I. Transportation Update

No update this month from R&D Transportation.
Brian shared that they are working on an AB637 waiver with transportation providers (commercial). We met with DDS on Monday to review with them where we are at on this process. Providers had to provide reports on their expenses. The goal is to enhance that rate on transportation. Hoping to hear back from DDS in the next week or so. We then will need to have a public meeting to gather feedback on this. These providers need relief.

## J. Fair Hearing Update

Jason Toepel, Compliance Manager, presented the Fair Hearing Data (report in meeting book).



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

March 01, 2023

**CLASP Report**

1) Presentation: At January's meeting, Mark Crear presented on his role as VMRC's Diversity, Equity, and Inclusion Manager.
   At February's meeting, Teresa Anderson from The ARC presented on the current budget and legislative items that pertain to the IDD community.

2) CLASP continues to have On Going Discussions on Current DDS Directives and CCL PINS (Provider Information Notice)

   Katina Richison shared that CCL is back logged 4 to 6 months for Administrator Certificate renewals and new submissions. If Administrator Certificate expires and you send in required documents for renewal, Katina requested that administrators keep all documents submitted to CCL and be in contact with their VMRC Liaison.

3) Transportation continues to be an unmet need. R&D presents every month to CLASP and continue to hold forums the 2nd Thursday of the month at 11:00 AM for transportation updates. They continue to look for more transportation vendors to provide services to those people waiting to get routed.

4) CLASP's Provider Conference is scheduled for October 24. The committee has secured a location and several speakers. The committee is looking for sponsorship.

5) CLASP announced to members that it's time to begin thinking about voting in new officers. If any member is interested in becoming part of the CLASP Leadership, they can email the CLASP nominating committee so a voting slate can be presented at the next meeting.

6) Workforce Collaboration Update- Collaboration of VMRC, Alta and vendors in both areas. Working on website to assist in hiring. Goal is to raise awareness of the field, to attract new people to the field. Developing video and social media package to help with awareness. Also planning a job fair in both areas dates are May 3 in Sacramento, June 15 in Lodi. Vendor Events are 3/22/23 at Alta and 3/24/23 at VMRC Stockton.

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



Next CLASP meeting will be held via zoom: March 27, 2023 @ 10AM.

## L. Clinical Update

Dr. Claire Lazaro, VMRC Clinical Director gave this update.
We have done quite a few training courses since November 2022 for our staff. These trainings are part of our strategic plan to focus on consumer health. This helps our staff assist and guide our consumers on issues that arise. We did one on pressure ulcers, bowel care and constipation. The training courses are posted on our website under Clinical. This morning we had dental training with our staff. We also had a training with Health Plan of San Joaquin.

Our Family Wellness Pilot Project is moving along. We hired, in December, a Family Wellness Navigator to assist with the Family Wellness Coordinator. We have had a few community stakeholder meetings. We plan a few more. What we are really looking for is to hire our counselors, LMFT and LCSW, to hire for this program. Pleas spread the word...we are looking to fill these positions.

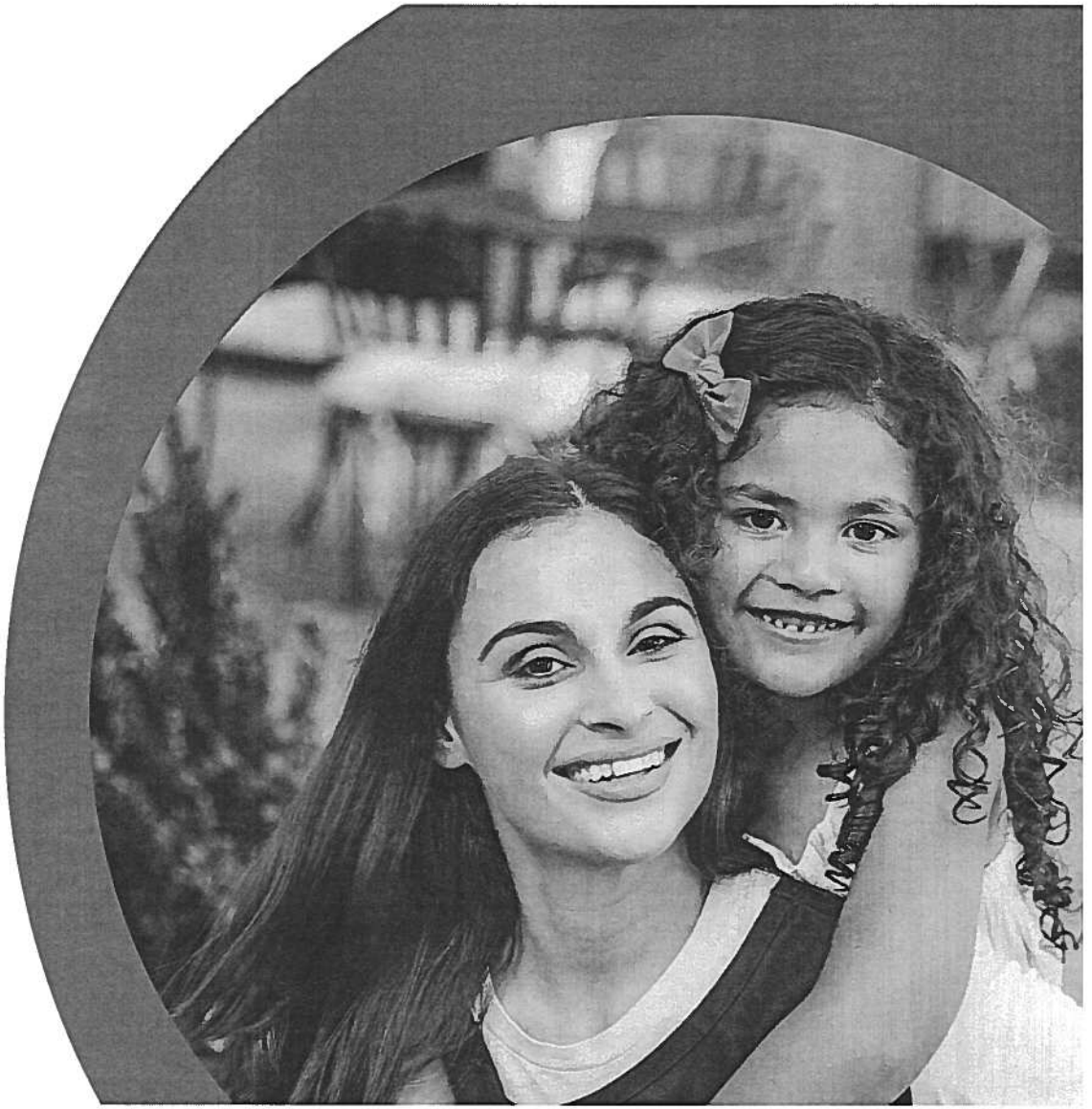
## M. Next Meeting, Wednesday, May 3, 2023, 5:15 PM, Hybrid (In-Person and via Zoom Video Conference)

Suzanne proposed holding a meeting next month on Wednesday April 5th, to discuss about holding this committee meeting on a monthly basis, at 5:00 PM. We will have further discussion, and then take action on the future schedule of Consumer Services.

# Pacific HomeCare Services

**RESPECT • HONESTY • KINDNESS**

**www.pacifichomecare.com**



# OUR STORY

STOCKTON • SACRAMENTO • MODESTO • SANTA ROSA • FAIRFIELD • PLEASANTON • SALINAS

# WE CARE AND UNDERSTAND THE INDIVIDUALS WE SERVE

First Hand Experience

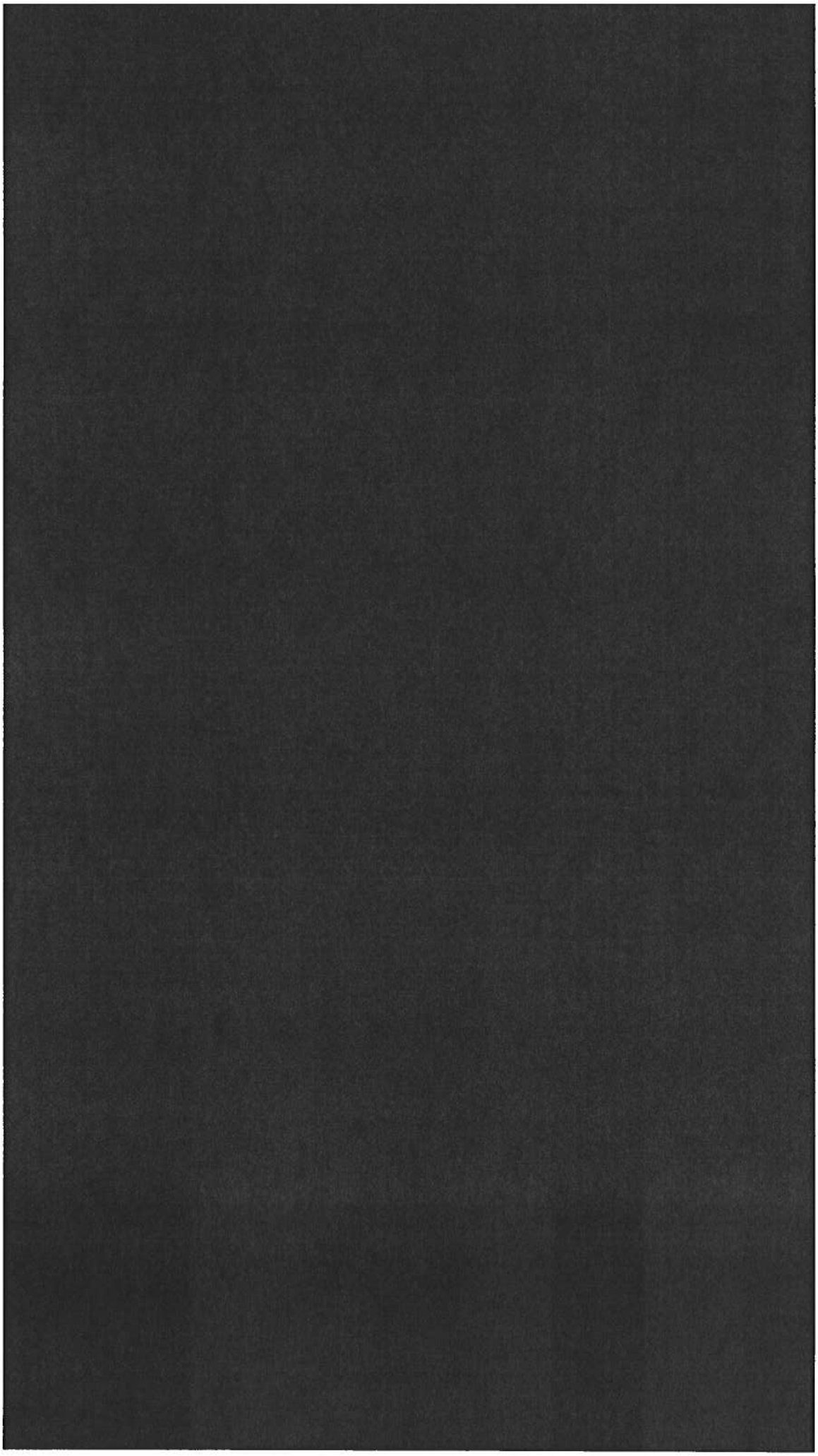
Bilingual Care and Admin Team

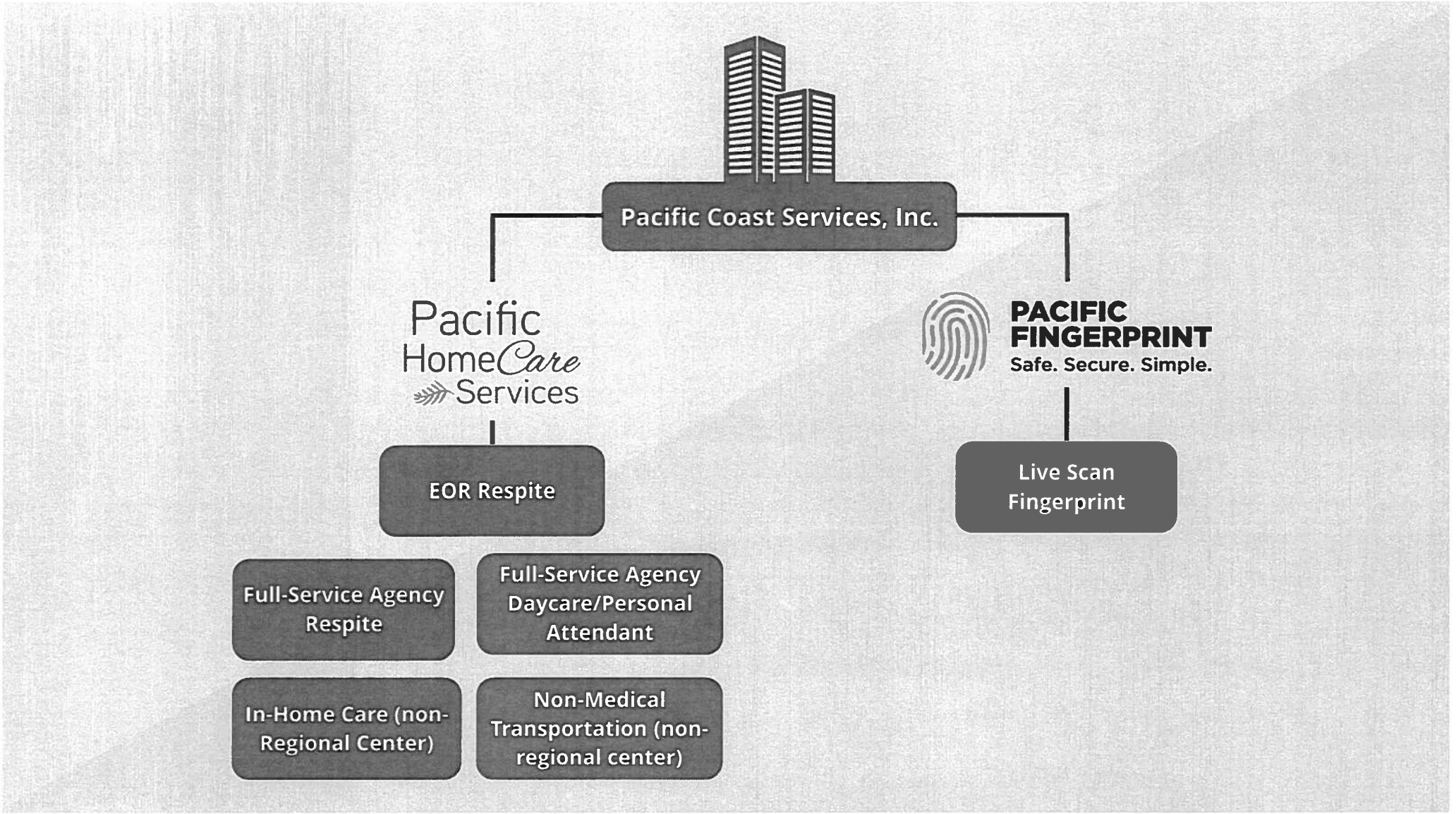
Person Centered Thinking

Family Oriented Values

Personalized Care

Support System




Pacific Coast Services, Inc.
Pacific HomeCare Services
EOR Respite
Full-Service Agency Respite
Full-Service Agency Daycare/Personal Attendant
In-Home Care (non-Regional Center)
Non-Medical Transportation (non-regional center)
PACIFIC FINGERPRINT
Safe. Secure. Simple.
Live Scan Fingerprint

Pacific In-Home Services, LLC
PACIFIC
DayCare
services
EOR Daycare/Personal Attendant

# WHAT IS RESPITE CARE?

**Respite Care provides much-needed relief from caregiving duties when you're looking after a loved one who requires frequent supervision and care.**

# TYPES OF RESPITE

## AGENCY RESPITE

Agency Respite is for families who may need assistance in identifying someone to care for their loved one. In this case, we would identify an Agency Care Provider who can provide services.

## EMPLOYER OF RECORD

Respite care through Employer of Record is for families who have identified their own Care Provider. This is typically a friend, a neighbor, a family member, etc. who has agreed to care for their loved one.

# BENEFITS OF RESPITE

- ✓ Allows time for errands and appointments
- ✓ Time for self care and relaxation
- ✓ Minding household tasks and needs of the family
- ✓ Spending quality time with other family members
- ✓ Reduce stress and burnout on the primary caretaker

# MEET THE VMRC TEAM!

**Maria Peterson**
Senior Placement Manager - VMRC North

**Amanda Artiaga**
Placement Manager - VMRC South

**Dalila Aguilar**
Placement Coordinator

**Breanna Martinez**
Office Assistant

**Beatriz Banda**
Staffing Coordinator

**Rina Miranda**
Staffing Manager

**Luis Aguilar**
Accounting Specialist

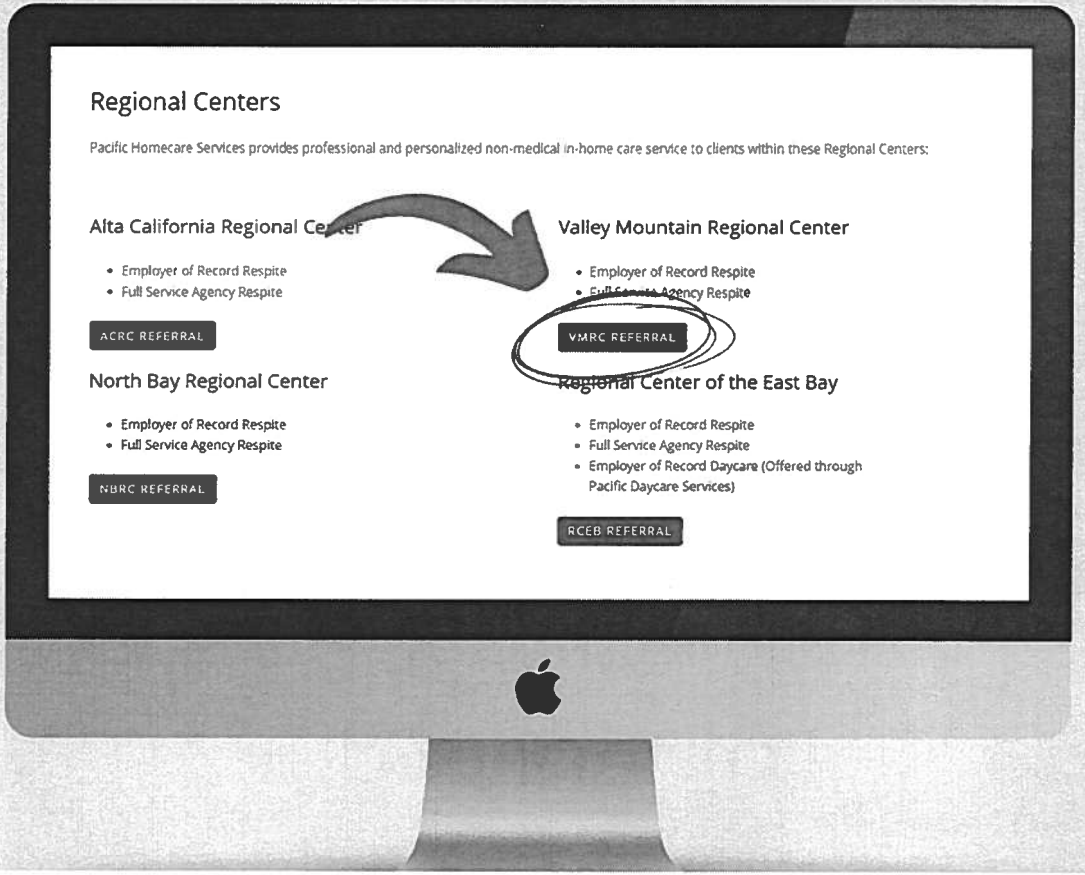
**Andrea De La Torre**
EOR Specialist

# ONLINE REFERRAL PROCESS

WWW.PACIFICHOMECARE.COM

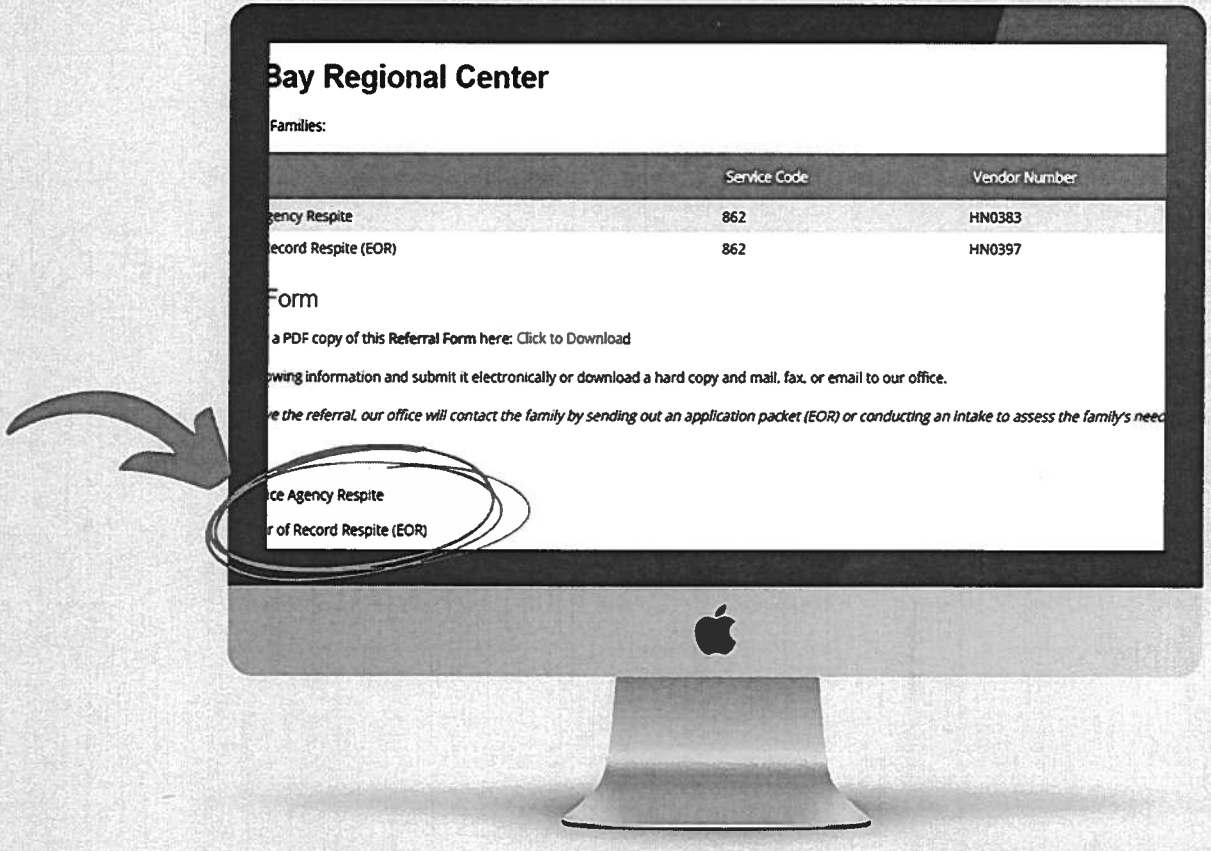
# ONLINE REFERRAL PROCESS

SELECT SERVICE TYPE



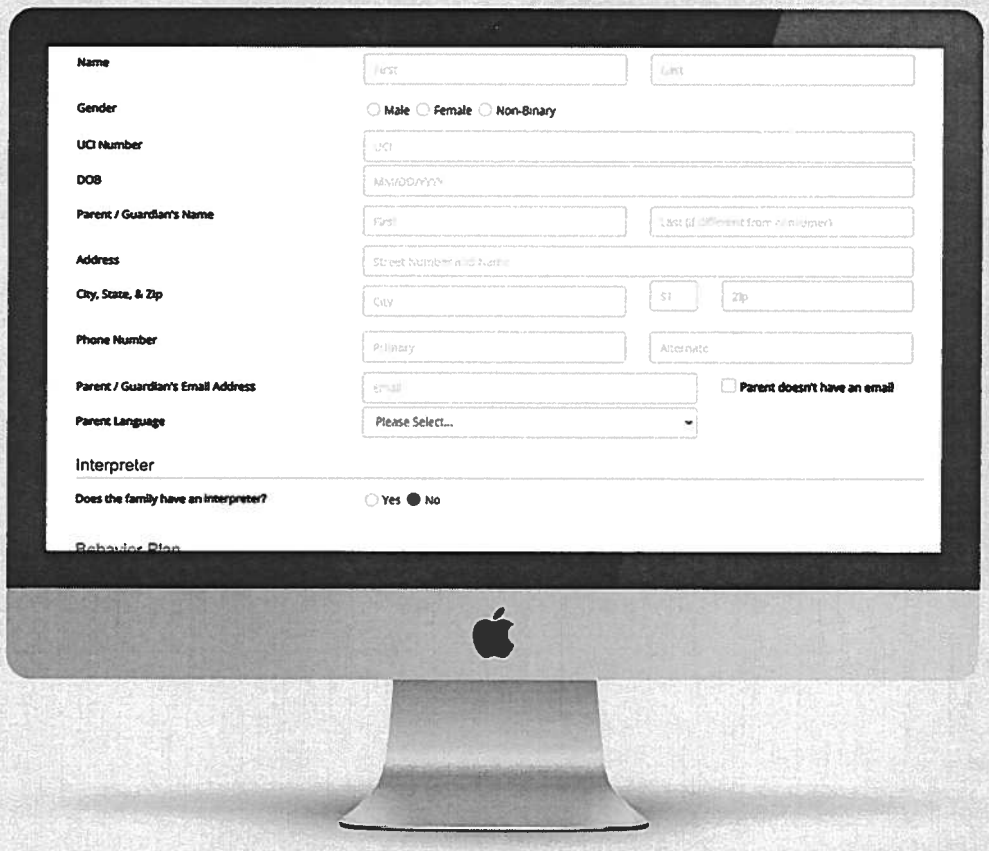
# ONLINE REFERRAL PROCESS

SELECT SERVICE TYPE



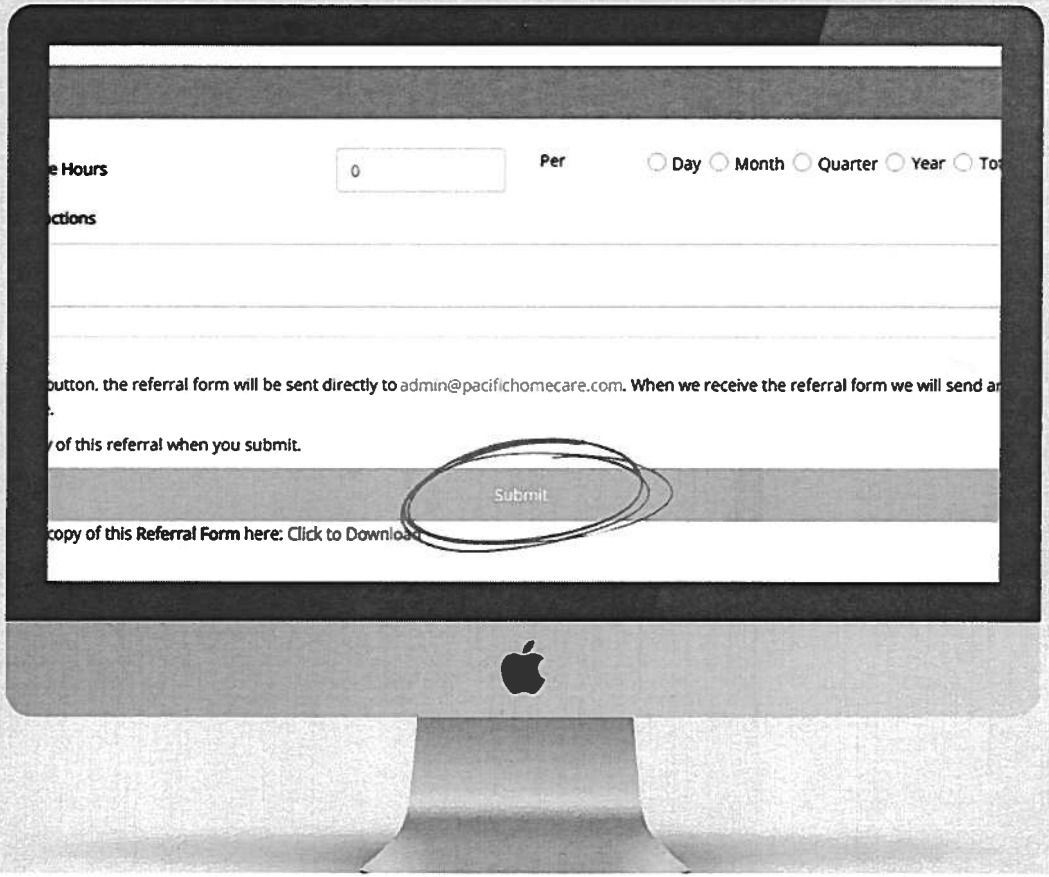
# ONLINE REFERRAL PROCESS

FILL OUT CONSUMER INFORMATION



# ONLINE REFERRAL PROCESS

FILL OUT POS INFORMATION & SUBMIT!



# CONTACT US!

**Placement Services**

mpeterson@pacifichomecare.com

aartiaga@pacifichomecare.com

**CPR Department**

cpr.fa@pacifichomecare.com

**Accounting Department**

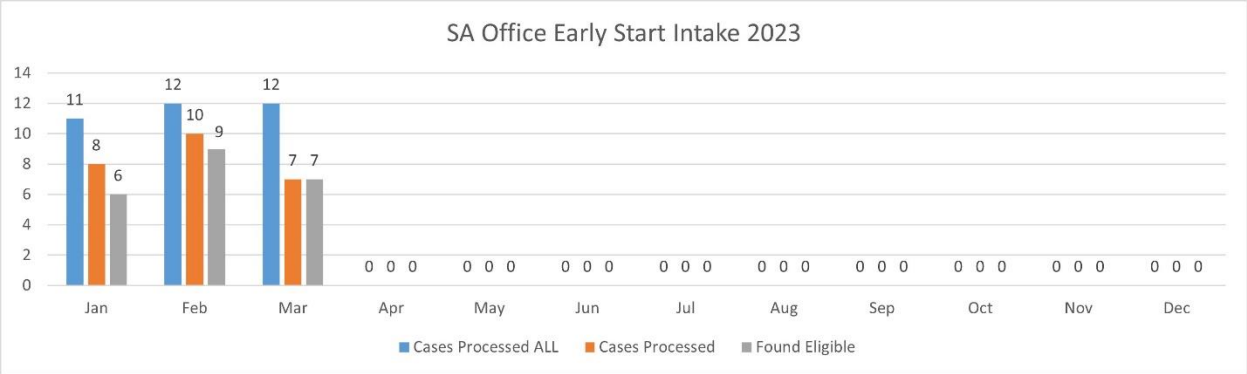
accounting@pacifichomecare.com

laguilar@pacifichomecare.com

**Employer of Record Department**

eor@pacifichomecare.com

adelatorre@pacifichomecare.com


SA Office Early Start Intake 2023
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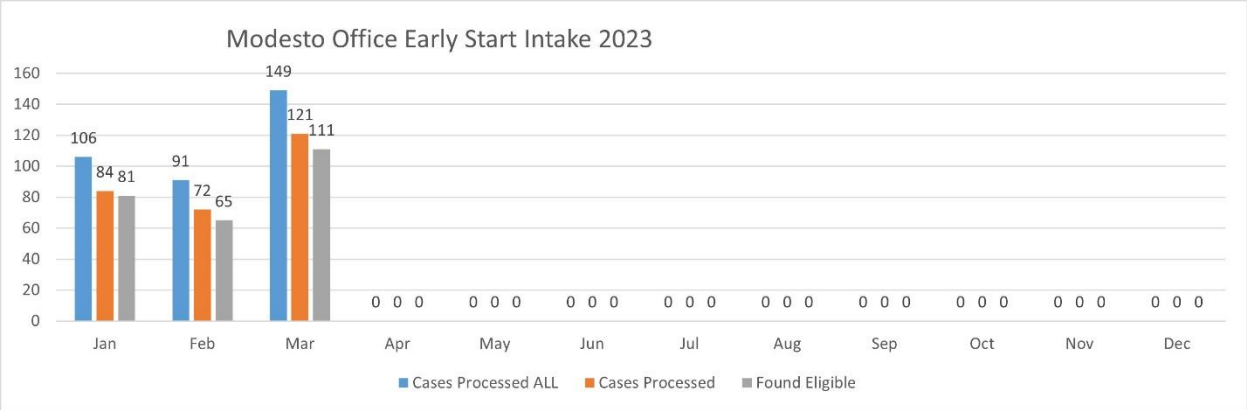
Modesto Office Early Start Intake 2023
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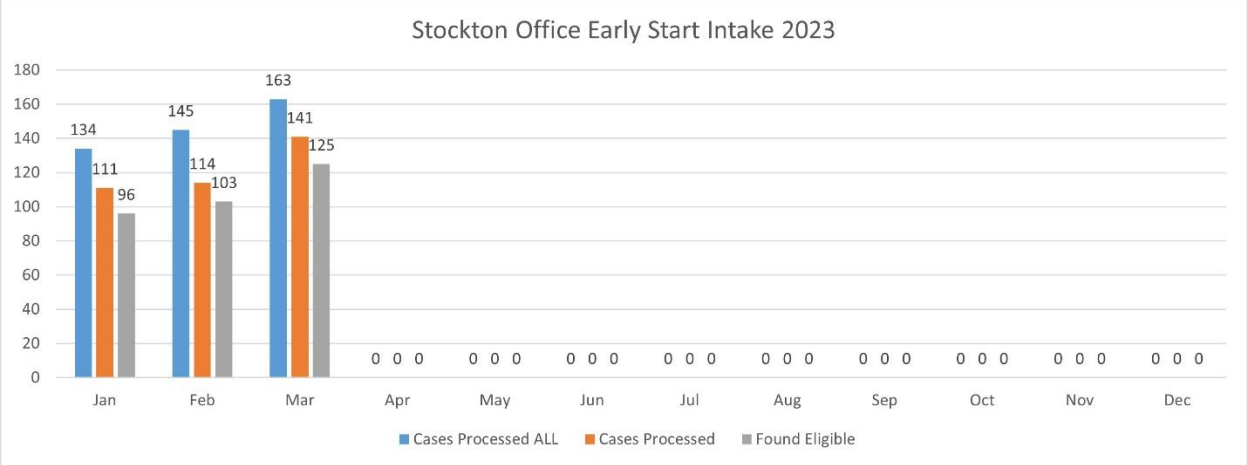
Stockton Office Early Start Intake 2023
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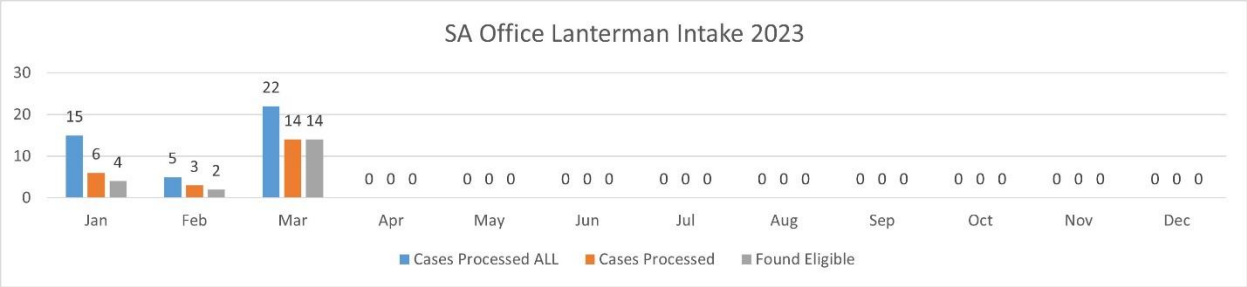
SA Office Lanterman Intake 2023
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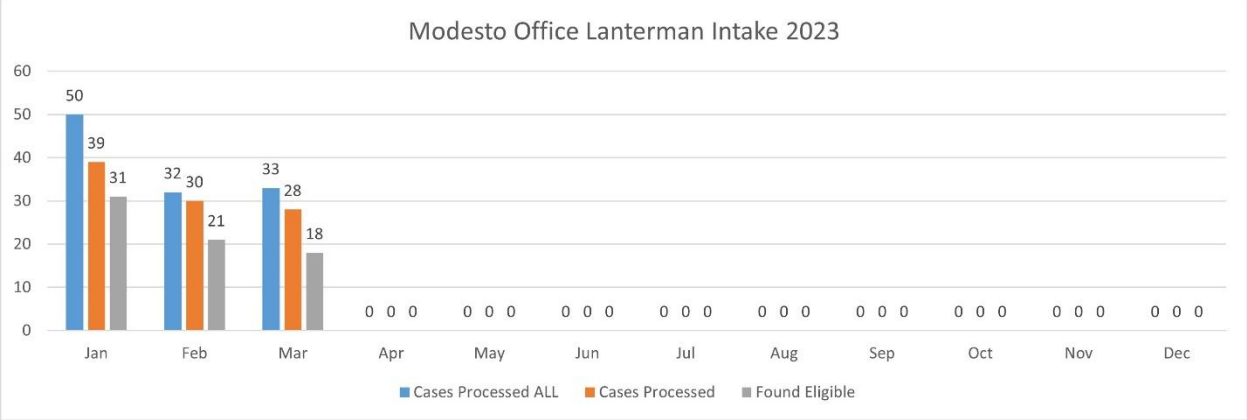
Modesto Office Lanterman Intake 2023
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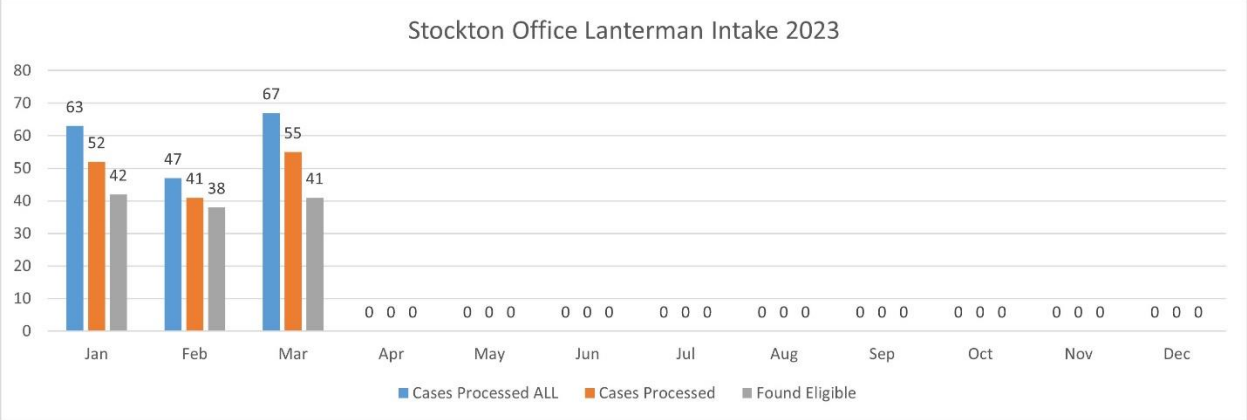
Stockton Office Lanterman Intake 2023
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Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Cases Processed ALL
Cases Processed
Found Eligible

Consumer File Transfer Status - To and From VMRC

| 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** |

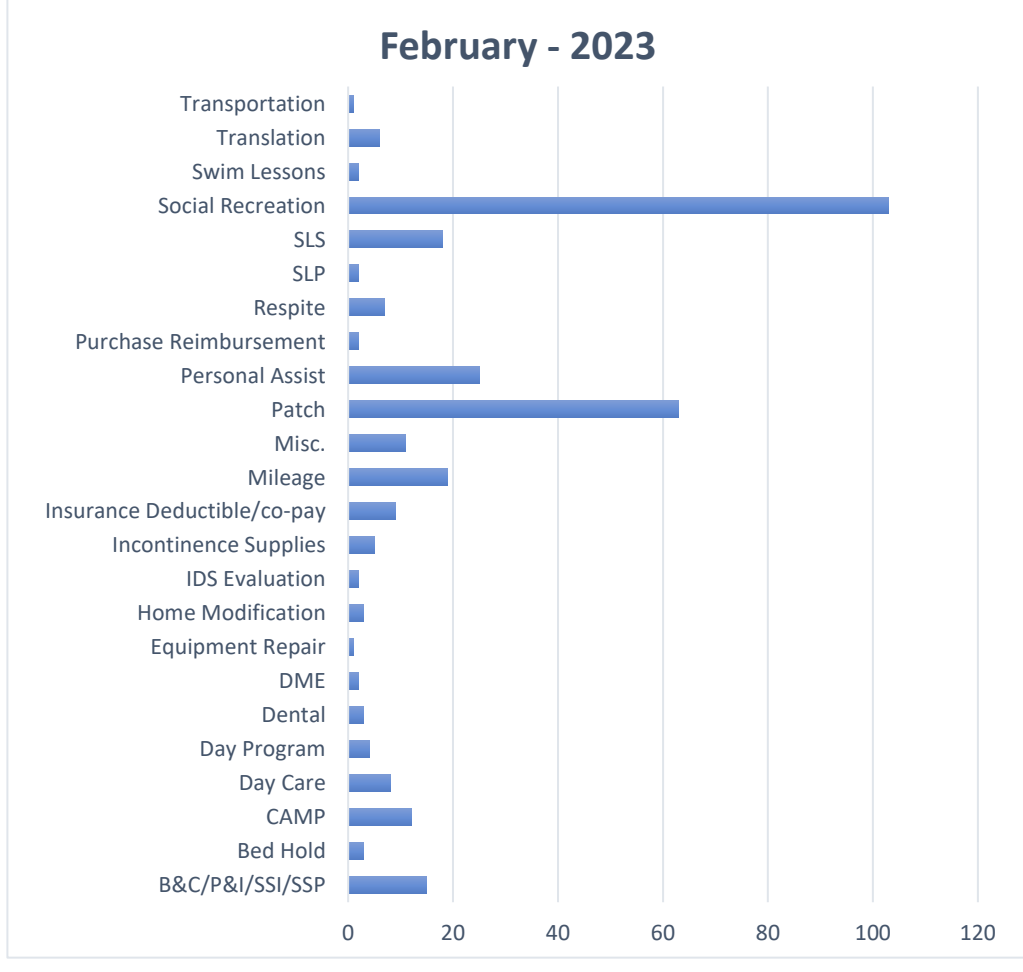
| 2023 | | | |
|---|---|---|---|
| Files Received | | Files sent out | |
| January | 23 | January | 18 |
| February | 45 | February | 21 |
| March | 39 | March | 39 |
| April | 25 | April | 30 |
| May | | May | |
| June | | June | |
| July | | July | |
| August | | August | |
| September | | September | |
| October | | October | |
| November | | November | |
| December | | December | |
| **total for 2023** | **132** | **Total for 2023** | **108** |

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

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

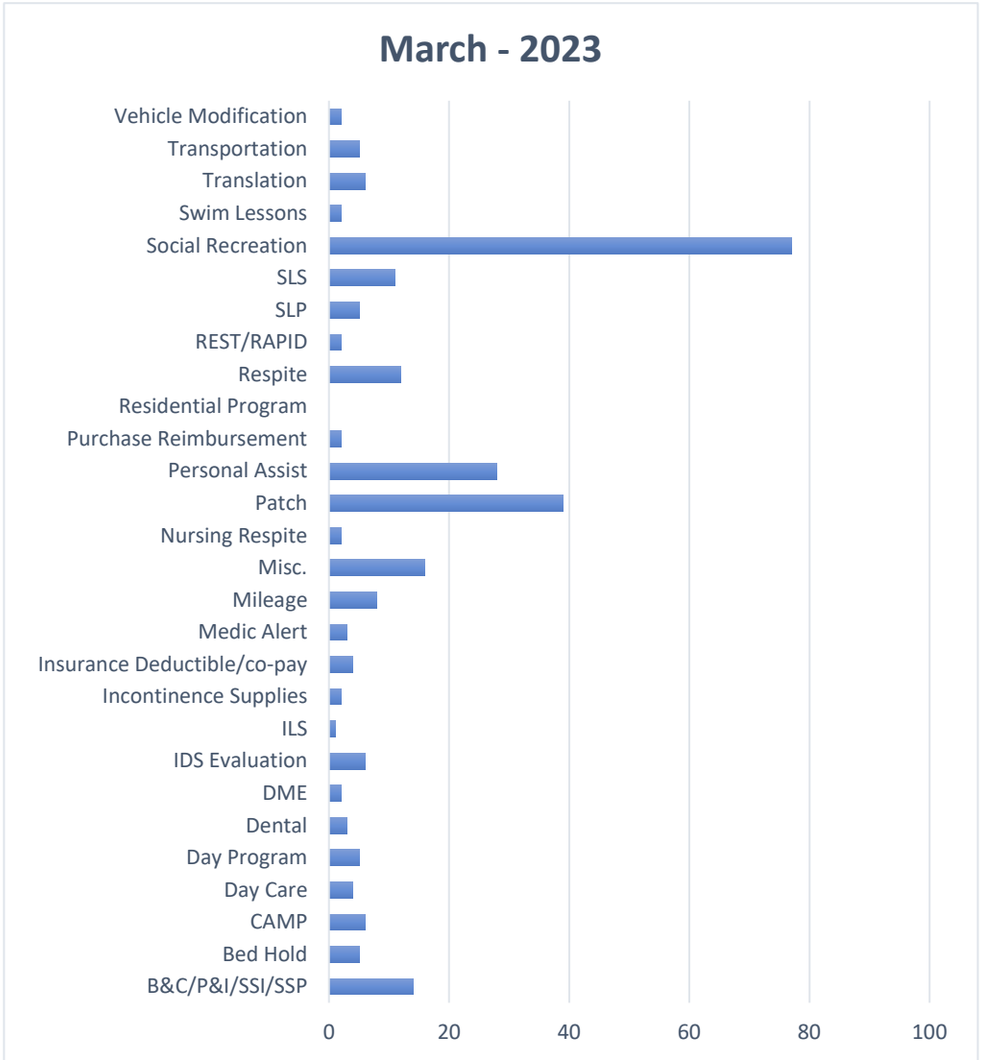
# POS Exceptions -February 2023

| 2022/2023 | February |
|---|---|
| B&C/P&I/SSI/SSP | 15 |
| Bed Hold | 3 |
| CAMP | 12 |
| Day Care | 8 |
| Day Program | 4 |
| Dental | 3 |
| DME | 2 |
| Equipment Repair | 1 |
| Home Modification | 3 |
| IDS Evaluation | 2 |
| Incontinence Supplies | 5 |
| Insurance Deductible/co-pay | 9 |
| Mileage | 19 |
| Misc. | 11 |
| Patch | 63 |
| Personal Assist | 25 |
| Purchase Reimbursement | 2 |
| Respite | 7 |
| SLP | 2 |
| SLS | 18 |
| Social Recreation | 103 |
| Swim Lessons | 2 |
| Translation | 6 |
| Transportation | 1 |
| **TOTAL POS** | 326 |
| | |
| Approved | 326 |
| Deferred | 0 |
| Denied | 0 |



# POS Exceptions -March 2023

| 2022/2023 | March |
|---|---|
| B&C/P&I/SSI/SSP | 14 |
| Bed Hold | 5 |
| CAMP | 6 |
| Day Care | 4 |
| Day Program | 5 |
| Dental | 3 |
| DME | 2 |
| IDS Evaluation | 6 |
| ILS | 1 |
| Incontinence Supplies | 2 |
| Insurance Deductible/co-pay | 4 |
| Medic Alert | 3 |
| Mileage | 8 |
| Misc. | 16 |
| Nursing Respite | 2 |
| Patch | 39 |
| Personal Assist | 28 |
| Purchase Reimbursement | 2 |
| Residential Program | |
| Respite | 12 |
| REST/RAPID | 2 |
| SLP | 5 |
| SLS | 11 |
| Social Recreation | 77 |
| Swim Lessons | 2 |
| Translation | 6 |
| Transportation | 5 |
| Vehicle Modification | 2 |
| **TOTAL POS** | 272 |
| | |
| Approved | 271 |
| Deferred | 0 |
| Denied | 1 |



VALLEY MOUNTAIN REGIONAL CENTER

**QA Incoming Alert Report**

**01/16/23 – 04/15/23**

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Finding | Action |
|---|---|---|---|---|---|
| 2022-11-78.0 | Health-Related Concerns | 1/3/2023 | Open | | |
| 2022-11-79.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-80.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-81.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-82.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-83.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-85.0 | Recordkeeping | 1/3/2023 | Closed | Unfounded | Technical Assistance |
| 2022-11-86.0 | Violation of Rights | 1/3/2023 | Closed | Substantiated | None |
| 2022-11-87.0 | Delivery of Care | 1/3/2023 | Closed | Unsubstantiated | Technical Assistance |
| 2022-11-88.0 | Delivery of Care | 1/4/2023 | Open | | |
| 2023-01-01.0 | Delivery of Care | 1/12/2023 | Open | | |
| 2023-01-02.0 | Health-Related Concerns | 1/12/2023 | Open | | |
| 2023-01-03.0 | Delivery of Care | 1/19/2023 | Open | | |
| 2023-01-04.0 | Environment | 1/20/2023 | Open | | |
| 2023-01-05.0 | Recordkeeping | 1/23/2023 | Open | | |
| 2023-01-06.0 | Environment | 1/23/2023 | Open | | |
| 2023-01-07.0 | Health-Related Concerns | 1/24/2023 | Open | | |
| 2023-01-08.0 | Delivery of Care | 1/24/2023 | Open | | |
| 2023-01-09-0 | Environment | 1/27/2023 | Open | | |
| 2023-01-10-0 | Recordkeeping | 1/30/2023 | Open | | |
| 2023-01-11.0 | Health-Related Concerns | 2/1/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-02.0 | Delivery of Care | 2/2/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-02.1 | Delivery of Care | 2/2/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-02.2 | Delivery of Care | 2/2/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-03.0 | Environment | 2/2/2023 | Open | | |
| 2023-02-04.0 | Delivery of Care | 2/2/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-05.0 | Other | 2/2/2023 | Closed | N/A | Deferred |
| 2023-02-06.0 | Delivery of Care | 2/3/2023 | Open | | |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Finding | Action |
|---|---|---|---|---|---|
| 2023-02-07.0 | Delivery of Care | 2/3/2023 | Open | | |
| 2023-02-08.0 | Delivery of Care | 2/3/2023 | Open | | |
| 2023-02-09.0 | Delivery of Care | 2/3/2023 | Open | | |
| 2023-02-10.0 | Other | 2/3/2023 | Open | | |
| 2023-02-11.0 | Untimely SIR | 2/1/2023 | Open | | |
| 2023-02-12.0 | Untimely SIR | 2/7/2023 | Open | | |
| 2023-02-13.0 | Delivery of Care | 2/7/2023 | Open | | |
| 2023-02-14.0 | Untimely SIR | 2/7/2023 | Closed | Unfounded | None |
| 2023-02-15.0 | Delivery of Care | 2/7/2023 | Open | | |
| 2023-02-16.0 | Other | 2/7/2023 | Closed | N/A | Deferred |
| 2023-02-17.0 | Other | 2/7/2023 | Closed | N/A | Deferred |
| 2023-02-18.0 | Delivery of Care | 2/8/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-19.0 | Delivery of Care | 2/9/2023 | Closed | Unsubstantiated | None |
| 2023-02-20.0 | Violation of Rights | 2/6/2023 | Open | | |
| 2023-02-21.0 | Violation of Rights | 2/9/2023 | Open | | |
| 2023-02-22.0 | Delivery of Care | 2/9/2023 | Open | | |
| 2023-02-23.0 | Violation of Rights | 2/9/2023 | Open | | |
| 2023-02-24.0 | Delivery of Care | 2/9/2023 | Open | | |
| 2023-02-25.0 | Delivery of Care | 2/10/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-26.0 | Other | 2/10/2023 | Open | | |
| 2023-02-27.0 | IPP Implementation | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-27.1 | Recordkeeping | 2/10/2023 | Closed | Unsubstantiated | None |
| 2023-02-27.2 | Recordkeeping | 2/10/2023 | Closed | Substantiated | None |
| 2023-02-27.3 | Delivery of Care | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-27.4 | Recordkeeping | 2/10/2023 | Closed | Substantiated | None |
| 2023-02-27.5 | Delivery of Care | 2/10/2023 | Closed | Substantiated | None |
| 2023-02-27.6 | Recordkeeping | 2/10/2023 | Closed | Substantiated | None |
| 2023-02-27.7 | Recordkeeping | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-27.8 | Recordkeeping | 2/10/2023 | Closed | Substantiated | None |
| 2023-02-27.9 | Recordkeeping | 2/10/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-2710 | Violation of Rights | 2/10/2023 | Closed | Unsubstantiated | None |
| 2023-02-2711 | Recordkeeping | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-2712 | Recordkeeping | 2/10/2023 | Closed | Substantiated | None |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Finding | Action |
|---|---|---|---|---|---|
| 2023-02-2713 | Recordkeeping | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-2714 | Delivery of Care | 2/10/2023 | Closed | Unfounded | None |
| 2023-02-28.0 | Health-Related Concerns | 2/10/2023 | Open | | |
| 2023-02-29.0 | Staffing / Supervision | 2/10/2023 | Open | | |
| 2023-02-30.0 | Untimely SIR | 2/11/2023 | Closed | Substantiated | Technical Assistance |
| 2023-02-31.0 | Violation of Rights | 2/14/2023 | Open | | |
| 2023-02-32.0 | Untimely SIR | 2/15/2023 | Closed | Unsubstantiated | None |
| 2023-02-33.0 | Recordkeeping | 2/17/2023 | Open | | |
| 2023-02-34.0 | Delivery of Care | 2/23/2023 | Closed | Unfounded | None |
| 2023-02-35.0 | Environment | 2/23/2023 | Open | | |
| 2023-02-36.0 | Delivery of Care | 2/23/2023 | Closed | Unsubstantiated | Technical Assistance |
| 2023-02-37.0 | Delivery of Care | 2/23/2023 | Closed | Substantiated | None |
| 2023-02-38.0 | Other | 2/23/2023 | Closed | none | None |
| 2023-02-39.0 | Delivery of Care | 2/24/2023 | Open | | |
| 2023-02-40.0 | Delivery of Care | 2/27/2023 | Open | | |
| 2023-02-41.0 | Other | 2/28/2023 | Open | | |
| 2023-02-42.0 | Staffing / Supervision | 2/28/2023 | Open | | |
| 2023-02-43.0 | Staffing / Supervision | 2/28/2023 | Open | | |
| 2023-03-01.0 | Untimely SIR | 3/1/2023 | Closed | Substantiated | Non-Compliance CAP |
| 2023-03-02.0 | Recordkeeping | 3/2/2023 | Closed | N/A | None |
| 2023-03-03.0 | Recordkeeping | 3/2/2023 | Open | | |
| 2023-03-04.0 | Violation of Rights | 3/3/2023 | Open | | |
| 2023-03-05.0 | Staffing / Supervision | 3/6/2023 | Open | | |
| 2023-03-06.0 | Environment | 3/7/2023 | Open | | |
| 2023-03-07.0 | Violation of Rights | 3/8/2023 | Open | | |
| 2023-03-08.0 | Violation of Rights | 3/9/2023 | Open | | |
| 2023-03-09.0 | Delivery of Care | 3/10/2023 | Closed | Substantiated | Substantial Inadequacy |
| 2023-03-10.0 | Violation of Rights | 3/10/2023 | Open | | |
| 2023-03-11.0 | Staffing / Supervision | 3/10/2023 | Open | | |
| 2023-03-12.0 | Delivery of Care | 3/14/2023 | Closed | Substantiated | Substantial Inadequacy |
| 2023-03-13.0 | Recordkeeping | 3/14/2023 | Open | | |
| 2023-03-14.0 | Untimely SIR | 3/15/2023 | Open | | |
| 2023-03-15.0 | Delivery of Care | 3/20/2023 | Open | | |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Finding | Action |
|---|---|---|---|---|---|
| 2023-03-16.0 | Environment | 3/20/2023 | Open | | |
| 2023-03-17.0 | Recordkeeping | 3/22/2023 | Open | | |
| 2023-03-18.0 | Recordkeeping | 3/23/2023 | Open | | |
| 2023-03-19.0 | Food Service | 3/23/2023 | Closed | Unfounded | None |
| 2023-03-19.1 | Staff Qualifications | 3/23/2023 | Closed | Unfounded | None |
| 2023-03-20.0 | Delivery of Care | 3/27/2023 | Open | | |
| 2023-03-21.0 | Delivery of Care | 3/27/2023 | Open | | |
| 2023-03-22.0 | Untimely SIR | 3/27/2023 | Open | | |
| 2023-03-23.0 | Health-Related Concerns | 3/28/2023 | Open | | |
| 2023-03-24.0 | Untimely SIR | 3/28/2023 | Open | | |
| 2023-03-25.0 | Recordkeeping | 3/29/2023 | Open | | |
| 2023-03-26.0 | Untimely SIR | 3/29/2023 | Open | | |
| 2023-03-27.0 | Delivery of Care | 3/29/2023 | Open | | |
| 2023-03-28.0 | Violation of Rights | 3/30/2023 | Open | | |
| 2023-03-29.0 | Environment | 3/30/2023 | Open | | |
| 2023-03-29.1 | Recordkeeping | 3/30/2023 | Open | | |
| 2023-03-30.0 | Environment | 3/30/2023 | Closed | Unsubstantiated | None |
| 2023-03-30.1 | Environment | 3/30/2023 | Closed | Substantiated | Technical Assistance |
| 2023-03-30.2 | Environment | 3/30/2023 | Closed | Substantiated | Technical Assistance |
| 2023-03-31.0 | Violation of Rights | 3/30/2023 | Open | | |
| 2023-03-31.1 | Environment | 3/30/2023 | Open | | |
| 2023-04-01.0 | Violation of Rights | 4/3/2023 | Open | | |
| 2023-04-02.0 | Delivery of Care | 4/3/2023 | Open | | |
| 2023-04-03.0 | Environment | 4/4/2023 | Open | | |
| 2023-04-03.1 | Environment | 4/4/2023 | Open | | |
| 2023-04-03.2 | Recordkeeping | 4/4/2023 | Open | | |
| 2023-04-04.0 | Recordkeeping | 4/6/2023 | Open | | |
| 2023-04-05.0 | Delivery of Care | 4/6/2023 | Open | | |
| 2023-04-06.0 | Delivery of Care | 4/6/2023 | Closed | Unfounded | None |
| 2023-04-07.0 | Delivery of Care | 4/6/2023 | Open | | |
| 2023-04-08.0 | Recordkeeping | 4/10/2023 | Open | | |
| 2023-04-09.0 | Untimely SIR | 4/12/2023 | Open | | |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Finding | Action |
|---|---|---|---|---|---|
| 2023-04-10.0 | Delivery of Care | 4/12/2023 | Open | | |
| 2023-04-11.0 | Delivery of Care | 4/13/2023 | Open | | |
| 2023-04-12.0 | Discharged-SIR | 4/13/2023 | Closed | N/A | Deferred |

**Presenting Issue Breakdown**

| | |
|---|---|
| **Delivery of Care** | **40** |
| **Discharged-SIR** | **1** |
| **Environment** | **14** |
| **Food Service** | **1** |
| **Health-Related Concerns** | **6** |
| **IPP Implementation** | **1** |
| **Other** | **7** |
| **Recordkeeping** | **29** |
| **Staff Qualifications** | **1** |
| **Staffing/Supervision** | **5** |
| **Untimely SIR** | **11** |
| **Violation of Rights** | **13** |

**Grand Total: 129**

VALLEY MOUNTAIN REGIONAL CENTER

**QA Closed Alert Report**

**07/01/22 – 12/31/22**

| Alerts | | | | | | |
|---|---|---|---|---|---|---|
| **Control#** | **Presenting Issue** | **Alert Date** | **Status** | **Closed Date** | **Finding** | **Action** |
| 2022-07-01.0 | Violation of Rights | 7/1/2022 | Closed | 7/21/2022 | Substantiated | Technical Assistance |
| 2022-07-02.0 | Environment | 7/6/2022 | Closed | 7/11/2022 | Unsubstantiated | Technical Assistance |
| 2022-07-07.0 | Untimely SIR | 7/11/2022 | Closed | 7/12/2022 | Substantiated | Technical Assistance |
| 2022-07-09.0 | Delivery of Care | 7/13/2022 | Closed | 8/2/2022 | Unsubstantiated | None |
| 2022-07-11.0 | Other | 7/19/2022 | Closed | 8/24/2022 | Substantiated | Technical Assistance |
| 2022-07-16.0 | Violation of Rights | 7/22/2022 | Closed | 8/30/2022 | Unsubstantiated | Technical Assistance |
| 2022-07-16.1 | Violation of Rights | 7/22/2022 | Closed | 8/30/2022 | Substantiated | Substantial Inadequacy |
| 2022-07-17.0 | Other | 7/25/2022 | Closed | 7/29/2022 | N/A | Deferred |
| 2022-07-18.0 | Other | 7/26/2022 | Closed | 8/15/2022 | N/A | None |
| 2022-07-20.0 | Delivery of Care | 7/28/2022 | Closed | 9/27/2022 | Unfounded | None |
| 2022-07-21.0 | Environment | 7/28/2022 | Closed | 8/10/2022 | Unsubstantiated | Technical Assistance |
| 2022-07-21.1 | Environment | 7/28/2022 | Closed | 8/10/2022 | Unfounded | None |
| 2022-07-21.2 | Environment | 7/28/2022 | Closed | 8/10/2022 | Unsubstantiated | None |
| 2022-07-22.0 | Health-Related Concerns | 7/28/2022 | Closed | 4/3/2023 | Substantiated | None |
| 2022-08-01.0 | Food Service | 8/1/2022 | Closed | 9/19/2022 | Substantiated | Technical Assistance |
| 2022-08-01.1 | Health-Related Concerns | 8/1/2022 | Closed | 9/19/2022 | Unsubstantiated | Technical Assistance |
| 2022-08-02.0 | Recordkeeping | 8/3/2022 | Closed | 9/23/2022 | Unfounded | None |
| 2022-08-02.1 | Other | 8/3/2022 | Closed | 9/23/2022 | Unsubstantiated | Technical Assistance |
| 2022-08-08.0 | Other | 8/11/2022 | Closed | 3/7/2023 | N/A | None |
| 2022-08-09.0 | Environment | 8/15/2022 | Closed | 11/4/2022 | Substantiated | Technical Assistance |
| 2022-08-11.0 | Delivery of Care | 8/18/2022 | Closed | 9/27/2022 | Unsubstantiated | None |
| 2022-08-11.1 | Delivery of Care | 8/18/2022 | Closed | 9/27/2022 | Unsubstantiated | None |
| 2022-08-12.0 | Delivery of Care | 8/22/2022 | Closed | 9/15/2022 | Unsubstantiated | Deferred |
| 2022-08-13.0 | Recordkeeping | 8/23/2022 | Closed | 9/8/2022 | Substantiated | None |
| 2022-08-16.0 | Untimely SIR | 8/23/2022 | Closed | 9/2/2022 | Substantiated | Substantial Inadequacy |
| 2022-08-17.0 | Untimely SIR | 8/24/2022 | Closed | 9/2/2022 | Substantiated | Substantial Inadequacy |
| 2022-08-19.0 | Delivery of Care | 8/25/2022 | Closed | 9/22/2022 | Unsubstantiated | None |
| 2022-08-20.0 | Delivery of Care | 8/25/2022 | Closed | 10/3/2022 | N/A | Technical Assistance |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Closed Date | Finding | Action |
|---|---|---|---|---|---|---|
| 2022-08-21.0 | Untimely SIR | 8/25/2022 | Closed | 9/2/2022 | Substantiated | Substantial Inadequacy |
| 2022-08-23.0 | Delivery of Care | 8/29/2022 | Closed | 2/27/2023 | Unsubstantiated | None |
| 2022-08-24.0 | Other | 8/29/2022 | Closed | 9/1/2022 | N/A | Deferred |
| 2022-08-25.0 | Environment | 8/31/2022 | Closed | 2/15/2023 | Substantiated | Substantial Inadequacy |
| 2022-08-26.0 | Recordkeeping | 8/31/2022 | Closed | 3/7/2023 | Substantiated | Technical Assistance |
| 2022-09-02.0 | Recordkeeping | 9/6/2022 | Closed | 2/8/2023 | Unfounded | None |
| 2022-09-06.0 | Untimely SIR | 9/7/2022 | Closed | 10/11/2022 | Substantiated | Technical Assistance |
| 2022-09-07.0 | Delivery of Care | 9/7/2022 | Closed | 12/28/2022 | Unsubstantiated | None |
| 2022-09-10.0 | Untimely SIR | 9/9/2022 | Closed | 9/19/2022 | Substantiated | Technical Assistance |
| 2022-09-11.0 | Delivery of Care | 9/12/2022 | Closed | 10/3/2022 | Substantiated | Technical Assistance |
| 2022-09-12.0 | Violation of Rights | 9/12/2022 | Closed | 11/16/2022 | Unsubstantiated | Technical Assistance |
| 2022-09-13.0 | Untimely SIR | 9/12/2022 | Closed | 10/3/2022 | Substantiated | Substantial Inadequacy |
| 2022-09-14.0 | Staffing / Supervision | 9/13/2022 | Closed | 10/12/2022 | Substantiated | Technical Assistance |
| 2022-09-14.1 | Environment | 9/13/2022 | Closed | 10/12/2022 | Substantiated | Technical Assistance |
| 2022-09-15.0 | Food Service | 9/14/2022 | Closed | 10/14/2022 | Substantiated | Technical Assistance |
| 2022-09-15.1 | Violation of Rights | 9/14/2022 | Closed | 10/14/2022 | Substantiated | Technical Assistance |
| 2022-09-16.0 | Delivery of Care | 9/15/2022 | Closed | 10/25/2022 | Unfounded | Technical Assistance |
| 2022-09-17.0 | Delivery of Care | 9/16/2022 | Closed | 11/23/2022 | Unsubstantiated | None |
| 2022-09-19.0 | Food Service | 9/20/2022 | Closed | 10/14/2022 | Substantiated | Technical Assistance |
| 2022-09-20.0 | Delivery of Care | 9/20/2022 | Closed | 9/30/2022 | Unsubstantiated | Technical Assistance |
| 2022-09-22.0 | Delivery of Care | 9/21/2022 | Closed | 10/4/2022 | Unsubstantiated | None |
| 2022-09-22.1 | Delivery of Care | 9/21/2022 | Closed | 10/4/2022 | Unsubstantiated | None |
| 2022-09-23.0 | Untimely SIR | 9/21/2022 | Closed | 11/22/2022 | Substantiated | Technical Assistance |
| 2022-09-24.0 | Delivery of Care | 9/22/2022 | Closed | 11/10/2022 | Substantiated | non-Compliance CAP |
| 2022-09-26.0 | Untimely SIR | 9/22/2022 | Closed | 10/13/2022 | Unsubstantiated | None |
| 2022-09-27.0 | Recordkeeping | 9/23/2022 | Closed | 10/13/2022 | Unsubstantiated | Technical Assistance |
| 2022-09-30.0 | Delivery of Care | 9/27/2022 | Closed | 10/14/2022 | N/A | Deferred |
| 2022-09-31.0 | Untimely SIR | 9/28/2022 | Closed | 10/18/2022 | Substantiated | Technical Assistance |
| 2022-09-33.0 | Delivery of Care | 9/29/2022 | Closed | 10/12/2022 | Substantiated | Technical Assistance |
| 2022-10-01.0 | Violation of Rights | 10/3/2022 | Closed | 3/21/2023 | Unsubstantiated | Technical Assistance |
| 2022-10-02.0 | Recordkeeping | 10/3/2022 | Closed | 11/16/2022 | Substantiated | Technical Assistance |
| 2022-10-03.0 | Recordkeeping | 10/3/2022 | Closed | 10/11/2022 | Substantiated | Technical Assistance |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Closed Date | Finding | Action |
|---|---|---|---|---|---|---|
| 2022-10-04.0 | Recordkeeping | 10/3/2022 | Closed | 10/18/2022 | Substantiated | Technical Assistance |
| 2022-10-07.0 | Recordkeeping | 10/5/2022 | Closed | 3/21/2023 | Substantiated | Technical Assistance |
| 2022-10-09.0 | Delivery of Care | 10/6/2022 | Closed | 10/17/2022 | Substantiated | None |
| 2022-10-12.0 | Untimely SIR | 10/12/2022 | Closed | 11/2/2022 | Substantiated | Technical Assistance |
| 2022-10-17.0 | Delivery of Care | 10/18/2022 | Closed | 2/1/2023 | Substantiated | Technical Assistance |
| 2022-10-20.0 | Untimely SIR | 10/20/2022 | Closed | 11/10/2022 | Substantiated | Technical Assistance |
| 2022-10-21.0 | Delivery of Care | 10/20/2022 | Closed | 11/18/2022 | Substantiated | Technical Assistance |
| 2022-10-23.0 | Health-Related Concerns | 10/21/2022 | Closed | 11/2/2022 | Substantiated | None |
| 2022-10-25.0 | Violation of Rights | 10/25/2022 | Closed | 11/7/2022 | Substantiated | Technical Assistance |
| 2022-11-02.0 | Other | 11/8/2022 | Closed | 11/8/2022 | N/A | Deferred |
| 2022-11-08.0 | Other | 11/23/2022 | Closed | 11/23/2022 | N/A | Deferred |
| 2022-11-12.0 | Recordkeeping | 11/30/2022 | Closed | 2/14/2023 | Unsubstantiated | Technical Assistance |
| 2022-11-16.0 | Recordkeeping | 12/5/2022 | Closed | 1/30/2023 | Substantiated | Technical Assistance |
| 2022-11-24.0 | Recordkeeping | 12/5/2022 | Closed | 12/20/2022 | Substantiated | None |
| 2022-11-26.0 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-26.1 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-34.0 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-34.1 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-37.0 | Recordkeeping | 12/5/2022 | Closed | 2/7/2023 | N/A | None |
| 2022-11-42.0 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-42.1 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-43.0 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-43.1 | Recordkeeping | 12/5/2022 | Closed | 3/9/2023 | Unfounded | None |
| 2022-11-44.0 | Recordkeeping | 12/5/2022 | Closed | 1/23/2023 | Substantiated | None |
| 2022-11-47.0 | Recordkeeping | 12/5/2022 | Closed | 1/25/2023 | Substantiated | None |
| 2022-11-50.0 | Recordkeeping | 12/5/2022 | Closed | 12/22/2022 | N/A | None |
| 2022-11-56.0 | Recordkeeping | 12/7/2022 | Closed | 3/29/2023 | Unfounded | None |
| 2022-11-58.0 | Recordkeeping | 12/13/2022 | Closed | 2/1/2023 | Substantiated | Technical Assistance |
| 2022-11-59.0 | Food Service | 12/13/2022 | Closed | 1/27/2023 | Substantiated | Technical Assistance |
| 2022-11-60.0 | Recordkeeping | 12/13/2022 | Closed | 3/27/2023 | Substantiated | Technical Assistance |
| 2022-11-62.0 | Violation of Rights | 12/14/2022 | Closed | 1/27/2023 | Substantiated | Substantial Inadequacy |
| 2022-11-64.0 | Recordkeeping | 12/19/2022 | Closed | 2/1/2023 | Unfounded | None |

## Alerts

| Control# | Presenting Issue | Alert Date | Status | Closed Date | Finding | Action |
|---|---|---|---|---|---|---|
| 2022-11-70.0 | Untimely SIR | 12/20/2022 | Closed | 3/7/2023 | Substantiated | Technical Assistance |
| 2022-11-73.0 | Staff Qualifications | 12/22/2022 | Closed | 4/18/2023 | Unsubstantiated | None |
| 2022-11-73.1 | Food Service | 12/22/2022 | Closed | 4/18/2023 | Substantiated | Technical Assistance |
| 2022-11-77.0 | Violation of Rights | 12/30/2023 | Closed | 1/27/2023 | Substantiated | Technical Assistance |

| Finding | | Action | |
|---|---|---|---|
| **N/A** | **10** | **Deferred** | **6** |
| **Substantiated** | **48** | **Non-Compliance CAP** | **1** |
| **Unfounded** | **15** | **None** | **37** |
| **Unsubstantiated** | **23** | **Substantial Inadequacy** | **7** |
| | | **Technical Assistance** | **45** |

**Grand Total: 96**

VALLEY MOUNTAIN REGIONAL CENTER

**QA Pending Completion Alert Report**

**01/16/23 – 04/15/23**

| Alerts | | | |
|---|---|---|---|
| **Control#** | **Presenting Issue** | **Alert Date** | **Status** |
| 2023-01-03.0 | Delivery of Care | 1/19/2023 | Open |
| 2023-01-04.0 | Environment | 1/20/2023 | Open |
| 2023-01-05.0 | Recordkeeping | 1/23/2023 | Open |
| 2023-01-06.0 | Environment | 1/23/2023 | Open |
| 2023-01-07.0 | Health-Related Concerns | 1/24/2023 | Open |
| 2023-01-08.0 | Delivery of Care | 1/24/2023 | Open |
| 2023-01-09-0 | Environment | 1/27/2023 | Open |
| 2023-01-10-0 | Recordkeeping | 1/30/2023 | Open |
| 2023-02-03.0 | Environment | 2/2/2023 | Open |
| 2023-02-06.0 | Delivery of Care | 2/3/2023 | Open |
| 2023-02-07.0 | Delivery of Care | 2/3/2023 | Open |
| 2023-02-08.0 | Delivery of Care | 2/3/2023 | Open |
| 2023-02-09.0 | Delivery of Care | 2/3/2023 | Open |
| 2023-02-10.0 | Other | 2/3/2023 | Open |
| 2023-02-11.0 | Untimely SIR | 2/1/2023 | Open |
| 2023-02-12.0 | Untimely SIR | 2/7/2023 | Open |
| 2023-02-13.0 | Delivery of Care | 2/7/2023 | Open |
| 2023-02-15.0 | Delivery of Care | 2/7/2023 | Open |
| 2023-02-20.0 | Violation of Rights | 2/6/2023 | Open |
| 2023-02-21.0 | Violation of Rights | 2/9/2023 | Open |
| 2023-02-22.0 | Delivery of Care | 2/9/2023 | Open |
| 2023-02-23.0 | Violation of Rights | 2/9/2023 | Open |
| 2023-02-24.0 | Delivery of Care | 2/9/2023 | Open |
| 2023-02-26.0 | Other | 2/10/2023 | Open |

## Alerts

| Control# | Presenting Issue | Alert Date | Status |
|---|---|---|---|
| 2023-02-28.0 | Health-Related Concerns | 2/10/2023 | Open |
| 2023-02-29.0 | Staffing / Supervision | 2/10/2023 | Open |
| 2023-02-31.0 | Violation of Rights | 2/14/2023 | Open |
| 2023-02-33.0 | Recordkeeping | 2/17/2023 | Open |
| 2023-02-35.0 | Environment | 2/23/2023 | Open |
| 2023-02-39.0 | Delivery of Care | 2/24/2023 | Open |
| 2023-02-40.0 | Delivery of Care | 2/27/2023 | Open |
| 2023-02-41.0 | Other | 2/28/2023 | Open |
| 2023-02-42.0 | Staffing / Supervision | 2/28/2023 | Open |
| 2023-02-43.0 | Staffing / Supervision | 2/28/2023 | Open |
| 2023-03-03.0 | Recordkeeping | 3/2/2023 | Open |
| 2023-03-04.0 | Violation of Rights | 3/3/2023 | Open |
| 2023-03-05.0 | Staffing / Supervision | 3/6/2023 | Open |
| 2023-03-06.0 | Environment | 3/7/2023 | Open |
| 2023-03-07.0 | Violation of Rights | 3/8/2023 | Open |
| 2023-03-08.0 | Violation of Rights | 3/9/2023 | Open |
| 2023-03-10.0 | Violation of Rights | 3/10/2023 | Open |
| 2023-03-11.0 | Staffing / Supervision | 3/10/2023 | Open |
| 2023-03-13.0 | Recordkeeping | 3/14/2023 | Open |
| 2023-03-14.0 | Untimely SIR | 3/15/2023 | Open |
| 2023-03-15.0 | Delivery of Care | 3/20/2023 | Open |
| 2023-03-16.0 | Environment | 3/20/2023 | Open |
| 2023-03-17.0 | Recordkeeping | 3/22/2023 | Open |
| 2023-03-18.0 | Recordkeeping | 3/23/2023 | Open |
| 2023-03-20.0 | Delivery of Care | 3/27/2023 | Open |
| 2023-03-21.0 | Delivery of Care | 3/27/2023 | Open |
| 2023-03-22.0 | Untimely SIR | 3/27/2023 | Open |
| 2023-03-23.0 | Health-Related Concerns | 3/28/2023 | Open |

## Alerts

| Control# | Presenting Issue | Alert Date | Status |
|---|---|---|---|
| 2023-03-24.0 | Untimely SIR | 3/28/2023 | Open |
| 2023-03-25.0 | Recordkeeping | 3/29/2023 | Open |
| 2023-03-26.0 | Untimely SIR | 3/29/2023 | Open |
| 2023-03-27.0 | Delivery of Care | 3/29/2023 | Open |
| 2023-03-28.0 | Violation of Rights | 3/30/2023 | Open |
| 2023-03-29.0 | Environment | 3/30/2023 | Open |
| 2023-03-29.1 | Recordkeeping | 3/30/2023 | Open |
| 2023-03-31.0 | Violation of Rights | 3/30/2023 | Open |
| 2023-03-31.1 | Environment | 3/30/2023 | Open |
| 2023-04-01.0 | Violation of Rights | 4/3/2023 | Open |
| 2023-04-02.0 | Delivery of Care | 4/3/2023 | Open |
| 2023-04-03.0 | Environment | 4/4/2023 | Open |
| 2023-04-03.1 | Environment | 4/4/2023 | Open |
| 2023-04-03.2 | Recordkeeping | 4/4/2023 | Open |
| 2023-04-04.0 | Recordkeeping | 4/6/2023 | Open |
| 2023-04-05.0 | Delivery of Care | 4/6/2023 | Open |
| 2023-04-07.0 | Delivery of Care | 4/6/2023 | Open |
| 2023-04-08.0 | Recordkeeping | 4/10/2023 | Open |
| 2023-04-09.0 | Untimely SIR | 4/12/2023 | Open |
| 2023-04-10.0 | Delivery of Care | 4/12/2023 | Open |
| 2023-04-11.0 | Delivery of Care | 4/13/2023 | Open |

**Presenting Issue Breakdown**

| | |
|---|---|
| **Delivery of Care** | **21** |
| **Environment** | **11** |
| **Health-Related Concerns** | **3** |
| **Other** | **3** |
| **Recordkeeping** | **12** |
| **Staffing/Supervision** | **5** |
| **Untimely SIR** | **7** |
| **Violation of Rights** | **11** |

**Grand Total: 73**

**2022-23 Fair Hearing Data**

| Date RC Received Fair Hearing Request | Fair Hearing Issue | Date of Resolution or Withdrawal | Outcome |
|---|---|---|---|
| 3/24/2023 | Insurance Copays | 04/05/2023 | Agreement reached in Informal Meeting |
| 3/17/2023 | Eligibility | 3/29/2023 | Agreed to reopen for assessment |
| 3/08/2023 | Eligibility | 4/06/2023 | Withdrawn after Informal Meeting |
| 2/21/2023 | Berekely CIP | 03/02/2023 | Agreement reached in Informal Meeting |
| 10/31/2022 | Fence | 04/07/2023 | Withdrawn |