



Consumer Services Committee Meeting

Wednesday, June 7, 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/84599071499?pwd=Zy8zaDhlenNXV3o2VIBFK1B3MjRPdz09>, Meeting ID: 845 9907 1499, Passcode: 662014, One tap mobile +16699006833

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 Executive Committee Meeting Minutes of 05/03/23 Action
Dr. Suzanne Devitt

C. Presentation - VMRC Best Practices in Residential Care
Brian Bennett

The document (attached) is under review by the Community Services team, to update the practices to align with Home and Community Based Services (HCBS) and to remove references to regulatory language under the domain of Community Care Licensing (CCL).

VMRC's Community Services team is working with the CLASP membership and existing residential service providers to update the document. The final version will be shared with the consumer services committee for review and to be finally approved by the full VMRC board of directors.

The estimated timeline for review and final revision is August 1st

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

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 Area Service Providers (CLASP) Update
Daime Hoornaert

L. Clinical Update
Dr. Claire Lazaro

M. Next Meeting, Wednesday, September 6, 2023, Time TBD, Hybrid (In-Person and via Zoom Video Conference)
Dr. Suzanne Devitt



Minutes for Consumer Services Committee Meeting

05/03/2023 | 05:15 PM - 06:45 PM

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

Committee Members present: Linda Collins, Liz Herrera Knapp, Crystal Enyeart, Margaret Heinz, Anthony Owens, Daime Hoornaert, Dora Contreras, Erria Kaalund

Committee Members not present: Lisa Utsey, Jose Lara, Sarah Howard

VMRC Staff Present: Tony Anderson, Doug Bonnet, Gabriela Lopez, Mark Crear, Christine Couch, Angelique Shear, Katina Richison, Jason Toepel, Evelyn Ledesma, Brian Bennett and Tara Sisemore Hester, Robert Fernandez, and Dr. Claire Lazaro

Public Present: Irene Hernandez, Lisa Culley, Anel Renteria, Myra Montejano, Irma Ojeda, Maria Elena Diaz

A. Call to Order, Welcome, Roll Call

Linda Collins called the meeting to order at 5:17pm. Doug Bonnet took roll. There is a quorum.

B. Review and Approval of the Consumer Services Committee

Meeting Minutes of 03/01/23

Margaret Heinz made a motion to approve the Consumer Services Committee Meeting Minutes of 03-01-2023. Crystal Enyeart seconded the motion. Liz Herrera Knapp abstained. The Consumer Services Committee meeting minutes of 03-01-2023 were approved.

C. Presentation - Kavere Services

Richard Herrera, Vickie Davis, Stacy Marks, Amada Gulley, Wendy Ratto, Ingunn Kristjansdottir Oveny – shared information about Kavere Services Inc. They started serving VMRC adults in 2007. In the last couple of years they began serving children. They reviewed their crisis, step down, and a second step step-down. They also have a wrap around program, Encore, as an in-home program to support families. They have a partnership with University of the Pacific to provide BCBA, behavioral services. They also have Pacific Life Skills services. We watched a video, <https://vimeo.com/702154978>. Kavere Services answered questions from board members. Brochures and business cards were shared with the board. Their website is, <http://kavere.com/>

Dora Contreras asked about how to develop new services in the community as she sees needs. Robert Fernandez shared with her about our vendorization team and how they can support the exploration of potential new vendors/services. A future presentation idea would be how to become a vendor of VMRC.

D. Public Comment

No public comment

E. Intake, Early Start, and Case Management Update

Tara Sisemore Hester, Director of Case Management Children, spoke about the intake/referrals to all offices for Early Start and Lanterman (reports in meeting book); Christine Couch, Director of Case Management Adults, spoke about Consumers In and Out transfer status and the POS exceptions (reports in meeting book). Tony shared that the numbers for Early Start represent 6 caseloads per month and Lanterman represents 1 caseload per month.

Dora Contreras asked about the AB637 waiver status for psychologists in our area. Brian Bennett shared that DDS received our request but we have not received a response from DDS.

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

Consumer Services Report from SAC6 by Crystal, May 2023

April 14, 2023, SAC6 had a table at the CHOICES Conference where material was available on Self Advocacy, what SAC6 does, self-determination information and handouts of the

SAC6 Chatter letter. It was so nice to be in person, for those who could attend. Others still attended just via zoom.

April 20, 2023, SAC6 consultant Lisa U. gave a presentation to some of the VMRC staff at the Modesto site on the End-of-Life Prepare for Care presentation. This was a great way for her to practice and receive feedback on what she can improve on and a great training for Service coordinators at VMRC.

April 26, 2023, SAC6 members Jessica and Dena worked the SAC6 table at the Transition Fair in Stockton. This was a great opportunity to talk with others about any unmet needs they may have.

April 28, 2023, SAC6 members Lisa and I worked the SAC6 table at the Transition Fair in Stockton. This was a great opportunity to hand out information on Self Advocacy, what the VMRC Advocate job is and provide people with educational materials.

April 29, 2023, Lisa, and I attended the ARCA conference in Sacramento.

SAC6 has had several meetings to prepare for their three presentations for the Supported Life Conference that is in May 2023. We are just about to our final stages now.

**Check out our webpage from the VMRC website, we have updated information and contact info.

Upcoming events:

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

May 26th the Mountain County will also be having a Transition Fair and I will be working the SAC6 table.

G. Resource Development Update

Brian Bennett, Community Services Director, and Robert Fernandez, Division Manager, gave this update. Brian shared that they are hosting a training tomorrow for residential services providers. Mark Crear and Aaron McDonald will give this training. The QA team will share trends in recent quality assurance alerts. The Community Placement Plan has request for proposals under review for both grant and non-grant projects. Robert shared information on current projects the team is working on. Robert wanted to share the link for Coordinated Family Support Services with the board, <https://www.dds.ca.gov/services/coordinated-family-support-service/>. Robert and Brian answered questions from the board.

H. Quality Assurance Update

Katina Richison, Division Manager, presented the Quality Assurance Alert Reports (reports in meeting book). Katina and Brian answered questions from the board.

I. Transportation Update

Myra Montejano from R&D Transportation gave an update on the transportation services. She answered questions from the board members.

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

Daime Hoornaert shared the CLASP meeting has had presentations in their meeting to keep their knowledge current in labor laws, an application (PathNow) to use to share the vendor services digitally. CLASP members approved the provider conference for October 24, 2023. They are looking for scholarships. They announced the election slate and will vote on new officers. The Workforce Collaboration between ACRC, VMRC and vendors continues to work together. The goal is raise awareness in the field. They've had job fairs in both ACRC and VMRC. There are commercials on local TV channels. There is also a DSP workforce survey, vendors are encouraged to

complete the survey. They receive reports from VMRC and SCDD at their meetings. The next meeting is May 22 at 10am, via zoom.

L. Clinical Update

Dr. Claire Lazaro, Clinical Director gave the update. They are promoting the Family Wellness project. They have been going to parent support groups to share the information. They held a Family Wellness Brunch in April. The team is attending outreach events. They have a survey to gather information from the community and the link will be in the newsletter.

There was a Hospice Presentation for staff.

Please remember the public health emergency for Covid is ending. People without health insurance will no longer be able to receive the covid vaccines. You have until May 11 to receive free at-home covid tests.

For people receiving controlled medications, there is a new rule, from DEA – Drug Enforcement Agency- being implemented after May 11, that does not allow you to receive your prescriptions for controlled medications through telemedicine. They will need to be prescribed by a physician who sees you in person. Claire answered questions from the board.

M. Committee Discussion on 2023/2024 Consumer Services

Committee Meeting Schedule

Tony Anderson shared that this was a discussion about the meeting schedule. The next meeting is June and that is the last meeting of the committee year. The new President of the board will select the chairs of the committees. This committee will have a new chair. We anticipate a new chair and letting that person move forward with this committee and their schedule.

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

The meeting adjourned at 7:00pm.



VALLEY MOUNTAIN REGIONAL CENTER

Best Practice in Licensed Residential Services

Formerly known as VMRC Comprehensive Residential Services Policy

(Revised 2007)

It is the philosophy of Valley Mountain Regional Center (VMRC) that all persons, regardless of their abilities or disabilities, can benefit from living in an environment that meets and supports their individual social, emotional, cognitive, developmental, and medical needs. Persons with developmental disabilities have the same basic needs as other, non-disabled peers including the need for a stable, comfortable living environment; one chosen by the consumer themselves.

In assisting persons with developmental disabilities and/or their families to choose living arrangements that are best suited to their needs, the principle of “least restrictive environment” which refers to the belief that a person should reside in the environment which least infringes on his/her freedom and most enhances his/her potential for growth. What is “least restrictive” for one person may be “very restrictive” for another person who has different abilities and disabilities.

Another principle that guides VMRC staff in assisting consumers to choose living arrangements is that of “normalization.” For this purpose normalization means a person should be afforded the opportunity to live in an environment that allows for a normal rhythm of the day, a range of choices and wishes, social interactions with a variety of people of both genders, in homes and neighborhoods that are comparable to their non-disabled peers.

VMRC has established internal procedures to address the requirements of applicable regulations and statutes, including procedures that case management staff follow in determining what facility (ies) might be appropriate choices to offer a consumer needing residential placement.

VMRC’s intention in listing the following requirements is to promote a clear understanding of our best practice standards and our plan to evaluate residential facilities.

VMRC supports the regulations governing community care facilities contained in Title 17. VMRC will systematically monitor each facility and evaluate compliance with these standards and regulations to assure that VMRC consumers are receiving quality care, supervision, training, and support. It is expected that residential service providers will encourage a lifestyle that promotes self-esteem and self-confidence for persons with developmental disabilities and results in increased participation in:

- ◆ Making and expressing choices with regard to valued activities;
- ◆ A variety of chronologically age-appropriate activities both at home and in the community;
- ◆ Preferred activities in natural community settings;
- ◆ Activities that involve interactions with people other than paid staff.

Critical elements in the assessment of a quality life include: dignity, respect, productivity, expression of individual preference, independence (or partial participation), integration with family, community, and a normalized and least restrictive environment.

Relevant chapters of Title 17, Title 22 and the Lanterman Act shall be kept in the administrative office of the facility. The relevant chapters of Title 17 for all facilities are: Division 2 (Department of Developmental Services Regulations) Chapter 1, Subchapter 5 (Clients' Rights) and 6 (Service Provider Accountability), and Chapter 3 (Community Services), Subchapter 2 (Vendorization), Subchapter 4 (Residential Services and Quality Assurance Regulations), and Subchapter 6 (Rate setting Procedures for Residential Services). The relevant section of Title 22 for all facilities is Division 6 (Licensing of Community Care Facilities), Chapter 1 (General Licensing Requirements). Relevant chapters of Title 22 for specific types of residents are Division 6, Chapters 4 (Small Family Homes), 5 (Group Homes), 6 (Adult Residential Homes), 7.5 (Foster Family Homes), and 8 (Residential Care Facilities for the Elderly). If a facility is one of several served by a single administrative office, the required documents need only be retained in that administrative office.

Additional VMRC Best Practices

I. Residential Program

1. Facility staff must demonstrate respect for persons living in the facility, and treat them in a dignified and humane manner.
2. Staff members communicate with individual residents via communication methods which are appropriate for those residents. Facilities may have residents who are non-English speaking or who are nonverbal and communicate in sign language, via communication boards, or through pictures. Staff as a group should have the ability to communicate in the range of methods that are necessary for the residents of the facility. If there is a resident who communicates in a manner not understood by staff, there should be evidence that at least some staff are being trained to communicate with this resident.
3. Activities of all residents in the facility should be reflected on a written weekly or monthly Facility Schedule which is available in the facility but does not need to be posted. The schedule needs to be consumer-specific and should identify the activity, the time and place of occurrence, and the staff-to-resident ratio which prevails during the activity. There should be evidence that the schedule is regularly followed. Variations from planned activities should be noted on the schedule. This requirement does not limit activities only to those on the Schedule.
4. Planned activities may include, but are not limited to, activities of daily living such as dressing, eating, personal hygiene, and grooming; household living skills; typical family activities; recreation; and constructive use of time either in the facility or in the natural environment.
5. The facility provides at least one social and/or recreational individual or small group activity outside the facility each week for each consumer (unless there is a documented limitation on such activity for an individual consumer).
 - A. Regular social, recreational, and leisure-skill activities are provided by or arranged for by the facility. Activities are age-appropriate, consistent with the needs, abilities and interest of the consumers involved. The facility

does not rely on television watching or other passive activities for recreation, unless the planning team agrees that the consumer wishes to watch television as a part of his/her leisure activities or if the consumer's physical and/or developmental skills are limited as to preclude more active pursuits. The IPP or IFSP must reflect the planning team decision.

6. Training techniques are consistent with the principle of least restrictive method. This principle means that the techniques include positive rather than negative reinforcement, alternatives to prescription drugs are used, and techniques which encourage independent action on the part of the consumer are used. This also relates to the concept of "Dignity of risk": Dignity of risk occurs when consumers are given the opportunity to act with fewer external controls in order to achieve greater independence both emotionally and functionally.
7. The facility encourages each consumer to develop friendships and relationships inside and outside the facility.
8. The facility will identify those specific residential training techniques and/or learning goals that are appropriate for each consumer in cooperation with the planning team; those goals are actively worked on by the facility, progress is being achieved and progress is documented by the facility.
9. There should be a constant focus on the resident and his or her continual progress toward developing an ever-larger set of skills. Attainment of objectives should be viewed as a step on the way to new objectives and not as an end in itself. The resident's record should show at all times that certain objectives are the focus of current training. If a record indicates that all objectives have been achieved or that there is consistent failure of the resident to achieve objectives, there should be additional evidence that some attempt is being made to establish new objectives. In particular, a facility representative should notify the regional center about the need for revision and should make specific recommendations for revising the plan.
10. Chores, tasks, or routine activities that are done by facility residents must be agreed upon by the planning team after considering the person's abilities and interests, and be documented on the consumers' IPP. The facility schedule must show that these chores, tasks, and routine activities (i.e., household chores like taking the garbage out) are shared on a rotating basis among residents whose IPP states this as an objective. Each consumer has the right to refuse to complete assigned chores, tasks, or routine activities.

II. Collaboration

1. The facility is cooperative with the rest of each consumer's planning team and is supportive towards the consumer's IPP/IEP/IFSP goals, including goals being worked on at school or day program.

2. The facility is supportive of non-traditional work and day program schedules and/or the individual work schedules of adult residents; e.g., works weekends but has two days off during the weekdays when other residents are in day programs.
3. The facility shall cooperate fully in any investigation of suspected abuse or criminal activity involving VMRC consumers.
4. The facility Administrator, Administrator Designee or House Manager attends all annual consumer staffings and provides input as to the development of goals and objectives for each consumer's IPP/IFSP.
5. The facility Administrator, Administrator Designee or House Manager participates cooperatively in VMRC Case Management's quarterly reviews, and provides accurate and complete input to VMRC in the review of consumer goals and objectives.

III. Health and Safety

1. The facility provides three nutritionally balanced meals and snacks to consumers each day. Foods are wholesome, fresh, and of good quality. Meals reflect a variety of tastes and cultural/ethnic origins. Food is handled in a sanitary manner. Adequate amounts of food, both fresh and preserved, are on hand in the facility at all times. Dietary restrictions of individual consumers are followed and documented.
 - A. Facilities that do not prepare lunch for consumers attending school or day program will purchase a lunch for those consumers. Consumer personal funds will *not* be used to purchase meals that are the responsibility of the facility.
2. The facility should have a systematic way of ensuring that meals are nutritious and meet the needs of all residents. Acceptable methods include consultation with a nutritionist, hiring a staff member who is knowledgeable about nutrition, and/or following Title 22 guidelines. There should be at least weekly written menus that reflect meal planning variety. There should be evidence that staff members are aware of the unique dietary needs of specific residents and meals are planned to meet those needs. This may be reflected on special menus or on notations concerning specific residents appearing on the facility menu.
3. The facility is clean, neat, and kept at a temperature that is between 68 and 85 degrees. Any appliance, furnishing, fixture, plumbing equipment, door, window, etc., that needs repair shall be repaired or replaced within a reasonable amount of time. If the facility suffers the loss of a vital service (water, power, plumbing, sewage, telephone), the facility shall notify VMRC immediately so that a plan to either relocate the consumers temporarily or provide an emergency substitute (e.g., bottled water) can be agreed upon.

4. VMRC is informed immediately by the facility if a consumer who is certified as ambulatory is not able to independently respond to fire/disaster drills.
5. The facility provides fire/disaster plan training for staff and residents, and conducts and documents at least one fire/disaster drills each month, and one disaster drill every six months. During each three month period, a fire drill is conducted on every shift.
6. Facilities that are multiple-storied shall have a properly functioning signal system. This signal system may be either auditory or visual, and must be constructed in such a manner that the signal identifies the location of the consumer activating the signal. Any signal system used may not violate consumer's right to privacy.
7. The facility has properly operating smoke alarms placed in locations approved by the local fire jurisdiction. The facility has properly operating and adequate numbers of fire extinguishers as approved by the local fire jurisdiction.
8. The facility maintains a medication log, listing for each resident: type of medication, dosage, frequency of administration, time of each administration, and initial of staff person supervising administration.
9. The facility maintains a medication list for each resident receiving medication indicating: name of medication, reason for its use, possible side effects, and name of prescribing physician. Staff should be able to quickly determine the medication needs of any resident and to determine whether symptoms or unusual behaviors being exhibited by a resident may be unintended side effects of the medication.
10. Facility keeps the consumers' Medi-cal and/or insurance cards in a safe and accessible place, and uses the cards only for the specific consumer in whose name the card is issued and only for medically necessary purchases.
11. The facility will weigh each minor and adult resident monthly, document the weight in each resident's file, report significant weight gains or losses (5 pounds or more) to the Service Coordinator immediately, and document this contact. An adult resident has the right to refuse to be weighed and/or to share weight gains or losses with the facility administrator. If this is the case, the objection must be noted in the consumer's IPP.
12. Residents who require adaptive devices (eyeglasses, hearing aids, dentures, wheelchairs, etc.) are given assistance in securing and maintaining these devices. The facility has the primary responsibility for monitoring the condition of these devices and ensuring any necessary repairs are made timely.
13. Staff who leave the country for any reason and time period, should obtain a new TB clearance upon returning to work.

IV. Resident's Rights

1. The facility shall not use or encourage the use of medication to modify or control the behavior of consumers for the convenience of the facility. Non-medicinal strategies for managing disruptive behavior shall be used whenever possible.
2. All denial of rights must comply with the procedures outlined in title 17 regulations. Prior approval from VMRC and/or the appropriate licensing agency must be obtained.
3. Facilities may *not* deny access rights (i.e., right to humane treatment) or constitutionally guaranteed rights (i.e., right to vote, right to worship or not to worship, etc.), including rights denied by judicial authority under conditional release programs/ condition of placement. The facility is expected to provide counseling and encouragement to the consumer to follow court orders. The facility cannot enforce court order.
4. Any behavior modification plan involving tokens, points, rewards/punishments, or other devices or techniques is consistent with currently accepted standards of practice, has been approved when necessary by the VMRC behavior management committee and/or human rights committee, and is properly documented. A plan to modify behavior is not implemented until the consumer's planning team has agreed and any other level of review and approval needed has been obtained.
5. The facility does not punish consumers, but uses positive behavioral techniques, counseling, and encouragement.
6. Physical restraint (use of hands-on containments) is done only as a last resort to prevent harm to self or others, is applied properly based on an accepted method of containment, and is reported immediately to the consumer's VMRC Service Coordinator verbally and in writing by completing an SIR. Only staff with a valid and current certification in the use of physical restraints may participate in the actual restraint. The SIR should include the name(s) of staff participating in the restraint. The use of physical restraints must comply with health & safety code.
7. Facilities may not invade a consumer's privacy by using an intercom, video camera, or other type of audio or visual electronic monitoring device or technique in private areas such as bedrooms and bathrooms. Community Care Licensing approved "signaling devices" must function in such a manner as not to invade privacy, e.g., to be manually activated by the consumer.
 - A. Exceptions to this prohibition against electronic monitoring devices may be made by VMRC for health and safety reasons (e.g., an intercom in the bedroom of a fragile, medically-involved, non-verbal consumer). All exceptions must be recommended by the planning team for each consumer and approved by VMRC's Human Rights Committee, VMRC's Community Support Services department, and Community Care Licensing.

- B. The use of any above described monitoring devices in common areas of the facility must be pre-approved by VMRC's Community Support Services department, and the use of such devices outlined in the facility's program design. Consumers placed at the facility shall have a signed statement on file, acknowledging they are aware of the devices. A sign or notice shall be clearly posted in the facility indicating that such devices are in use.

V. Administrator/Staff Training

1. All Administrators shall complete an orientation provided by this regional center, prior to taking on the responsibility as an administrator.
2. All staff persons responsible for direct care of a consumer must be familiar with the consumer's IPP/ISP/IFSP objective and methods of implementation. This includes being able to describe objectives of specific residents, what types of techniques are being used, and how in general the resident has been responding to the training.
3. The facility uses and documents screening procedures to evaluate both a potential employee's character and his/her employment history, and to verify they meet qualifications per the job description.
4. The facility shall train all staff in the relevant abuse reporting requirements and laws, and keep in each employee's personnel record a signed and dated statement acknowledging mandated reporting responsibilities.
5. Staff must be properly trained to care for the consumers being served:
 - A. Direct care staff serving medically fragile consumers and/or consumers with an RHCCP shall have proper on-the-job training (or medical training such as certified nurses' aide training, LVN or RN licensure) and shall not be allowed to provide unsupervised care to such consumers until he/she can demonstrate understanding of the special needs of each consumer.
 - B. Direct care staff serving any consumers must have received at least 40 hours of supervised on-the-job training and orientation on-site in the facility before being left alone in the facility without supervision.
 - C. In addition to Title 17 new staff orientation topics, staff need to be given orientation on the following areas: a) overview of the Developmental Disabilities system and its consumers, b) Lanterman Act, c) Overview of IPP/ISP process, and d) overview of VMRC's Best Practice In Licensed Residential Services.
6. Staff must successfully complete an approved course on cardiopulmonary resuscitation (CPR) and first aid, and maintain current certifications. Staff who do not have current first aid and cpr certifications may work in the facility, but may

not be left alone to care for and supervise VMRC consumers; these staff must always work under the supervision of an employee who is currently certified. Staff must be able to render emergency services when necessary. Refer to the First Aid and CPR board approved policy dated 7/10/06 (attached).

7. All staff must be aware of current Community Care Licensing or Department of Health Services (as applicable), Title 22, and Title 17 Regulations.
8. Direct care staff serving consumers with known histories of violence, aggression, assault, or property destruction must demonstrate knowledge of safe restraint and behavior de-escalation techniques such as completion of VMRC approved courses such as PRO-ACT, SCIP-R, CPI, or Management of Assaultive Behavior, etc. Staff who do not have such training or skills shall not be allowed to provide unsupervised care and/or assist in a physical restraint with consumers who are actively assaultive. "Actively assaultive" means that an episode or episodes of violence, or seriously attempted violence, has/have occurred within the past 30 days.
9. In addition to topics listed in title 17, all direct care staff shall complete required continuing education training (CEU'S) from the topics listed or directly related to these topics: a) IPP process, b) health, sanitation and infection control, c) nutrition, d) medication, e) working with parents, advocates, etc., f) consumer training and development, g) documentation, and h) sexuality. The selection of topics should correlate with the consumer population of that facility. Any training outside these topic areas, as well as any online training opportunities, must be approved by the facility's assigned liaison for use towards CEU requirements, prior to attendance in the training.
10. Part time, relief, and/or on-call direct care staff are expected to meet the same training and certification requirements (including but not limited to DSP training, continuing education units, and CPR/first aid certifications) as regular, full time direct care staff.

VI. Facility Administration

1. The facility administrator shall spend a minimum of twenty (20) hours per week at the facility. The facility Administrator or designee is available at all hours in response to any emergency involving a resident. The facility Administrator is personally responsible for dealing with all emergencies which arise at any time with a resident either in the facility or elsewhere. The administrator or designee is available by phone within ten (10) minutes and available to physically assist within sixty (60) minutes.
2. The facility is located in an accessible and safe area. When appropriate, in order to facilitate the independent and integrated use of the local community by the residents, the facility will ensure either access to public transportation (e.g., city

bus or dial-a-ride) or the availability of reliable transportation by the facility for the residents.

3. Vehicles used for transporting residents are properly maintained, equipped with seatbelts and if applicable equipped with car seats for children under age 6 who weigh less than 60 pounds.
4. Facility provides at least weekly laundry service, more frequently if needed (i.e., bed linens are soiled). The facility does not have to provide free dry cleaning service, but must assist a consumer in obtaining dry cleaning service if needed.
5. The facility keeps only small amounts of consumer funds on hand *in the facility* (i.e., no more than \$200.00 per consumer).
6. The facility has adequate cash flow to pay for normal operating expenses to support the consumers currently in placement. The facility does not have a garnishment or levy against funds due to be paid to the facility by VMRC.
7. The facility has a valid and current surety bond for an amount equal to or more than the consumer funds safeguarded by the facility.
8. All suspected abuse of consumers, whether outside or within the facility, shall be promptly reported to VMRC, law enforcement, and child or adult protective service agencies. Suspected abuse of adults or elderly residents shall also be reported to the local Long Term Care Ombudsman office. All facility staff are mandated reporters, and shall complete form SOC 341 for each and any report of a known or suspected instance of abuse. ***It is not the provider's place to determine the validity of an allegation.***
9. The facility shall keep a separate record or file for each consumer that contains all documents required by Community Care Licensing and VMRC. At a minimum, VMRC requires these documents or types of documents: admission agreement; regular consumer progress notes (date and signed or initialed); consumer IPP/IFSP; physician certification; social, medical, psychological, and development information; safeguarded funds record (if relevant); property list; medical authorization (updated annually); consumers' rights form; house rules (signed by consumer or representative).
10. The facility shall keep the consumer file at the facility in a secure location, and shall make the file available for inspection by VMRC staff within sixty (60) minutes of request.
11. The facility complies with the Special Incident Report (SIR) requirements of Title 17 Section 54327 and with the SIR procedures required by VMRC. All special incidents are reported verbally to VMRC staff within 24 hours, and written SIRs must be received by VMRC within 48 hours. The SIRs shall be complete, accurate, and are signed and dated by the staff member who witnessed the

incident. SIR's should be sent to the appropriate VMRC office's dedicated fax number.

12. Documentation for each consumer, within the consumer progress notes, shall occur at least monthly but should be done daily or weekly if consumer activity warrants it.
13. The facility shall keep each consumer's VMRC Service Coordinator informed of changes in consumer progress, medical condition, behavior, medication prescriptions, unmet needs, etc. This can be done via telephone contact, written correspondence, consumer staffings, or whatever means is most effective in conveying to the Service Coordinator, as quickly and completely as possible, the change in the consumer. This notification should be documented in the consumer notes.
14. The facility informs their assigned Community Services Liaison within 48 hours of any change in staffing or administration. For the addition of an employee, this may be done via telephone. Prior to change of Manager or Administrator, written communication with verification of qualifications attached is required. The new administrator must be approved by the facility's assigned liaison prior to the change. With any change in staffing, a new facility staffing schedule should be submitted to the assigned liaison.
15. Staff and volunteers must be 18 years or older. Administrators must be 21 years or older.
16. Staff must have a criminal record clearance (fingerprint check) from the Department of Justice, associated with the facility, prior to presence in the facility.
17. Facility Licensee and Administrator shall comply with all local, state, and federal employment regulations, including but not limited to the completion of all necessary documents, such as W-2, I-9 employment eligibility verification, worker's compensation, etc. Any suspect hiring practices will be reported to the appropriate agencies.
18. Staffing schedules shall clearly identify each individual assigned direct care duty and the specific hours they are scheduled to work.

Staff other than the owner/licensee or a salaried manager are hourly employees and are subject to the requirements of the Fair Labor Standards Act and Industrial Welfare Commission order #5-2001.

Staff shall submit signed time cards which are in agreement with payroll records. Title 17 Section 50604 (c)(2) states that payroll records must support staffing requirements. For audit or QA purposes, staffing hours provided will be calculated from payroll hours paid plus a maximum of 20 hours per week of direct care time allowed for the Administrator.

19. Staff must be fluent in English. Fluency is defined as the ability to communicate effectively with consumers about routine activities of daily living; to communicate accurately and completely with medical and emergency personnel during both emergency situations (i.e., calling 911) and routine medical appointments; to communicate accurately and completely with VMRC staff concerning consumer-related and facility-related issues (i.e., the ability to report on consumer progress during a quarterly face-to-face visit); to accurately read medication orders; to effectively write file notes on consumer progress. Facility staff that are not fluent in English may work in the facility only under the continuous supervision of another employee who is fluent in English and the approval of Community Care Licensing; in no case may a facility staff person who is not fluent in English be left alone to supervise or care for VMRC consumers. Facility staff shall not speak a language other than English to other facility staff when consumers are present.
20. Per title 22 regulations, a 1:3 staff-to-consumer ratio must be maintained if consumers rely on staff for all of their ADL's. Staff-to-consumer ratio is interpreted by VMRC to mean staff-to-"dependent person" ratio and includes both consumers and other dependent persons such as children of staff and/or other dependent people. For example, a facility which employs two direct care staff to provide services to six consumers, would not have a 1:3 staff-to-dependent person ratio if those staff persons were also caring for their own children and/or other dependent people who might reside in the facility, while working in the facility. In all facilities, when calculating additional direct care staffing hours, other dependent persons shall be counted when determining required staffing hours.
21. The facility completes a functional capability assessment of the resident's skill level and behavioral deficits within the first 30 days of placement.

VII. Level 3 and Level 4 Facilities

1. There should be evidence that the facility is providing structured programming related to IPP/IFSP and/or ISP objectives during the hours and with the number and type of staff specified in the written program design. Structured programming includes planned instruction and activities that have a purpose and a desired outcome and are directed by trained staff at a 1:3 or greater staff-to-resident ratio. For example, a socialization program could include community outings, mealtime interaction, or weekend leisure activities which are designed to increase specific skills. The development and enhancement of independent living skills might include cooking, clothing selection and purchase, and the use of a savings or checking account.
2. Level 3 and 4 facilities provide intense programming focused on specific skill or behavioral deficits. Because the specific deficits are the justification for placing residents in these programs, the training provided should be clearly related to the elimination of those deficits and the acquisition of the most appropriate skills as determined by the interdisciplinary team.

3. Level 4 facilities must also provide the following:
 - A. All IPP objectives related to skill or behavioral deficits and excesses that made the resident eligible for level 4 services are specifically addressed by an ISP objective.
 - B. Level 4 facilities are required to develop for each resident an Individualized Service Plan (ISP), in cooperation with the planning team, which describes what the facility will accomplish with the resident within what time period. The ISP is a specific individualized instructional plan built from the IPP/IFSP and an individualized assessment of the resident's skill levels. It is a "blueprint" that provides staff with information necessary to: recognize the individual's skill or behavioral deficit; identify how often a maladaptive behavior occurs or what is the current skill performance level (ISP baseline); identify the skill acquisition or behavioral improvement expected; pinpoint the target dates for skill attainment; and identify skill acquisition training as an alternative to maladaptive behaviors when a behavioral deficit is identified. It also provides information needed for designated staff to know which training techniques should be used and under what specific conditions to use them. The team which develops an ISP should have representation from the disciplines which would be involved in the implementation of the plan (e.g., a psychologist if the resident requires behavior management). Names of all those involved in its development should be noted on the plan.
 - C. An ISP is developed within 30 days of the resident's admission to the facility.
 - D. Training techniques are individualized. Because of individual differences one would not expect the same training techniques to work for all residents.
 - E. An ISP objective should be written so that the desired result is clearly stated as observable, measurable, and time limited (e.g., reduction in frequency of a specific behavior; ability to demonstrate a skill). The inclusion of time limits for accomplishing each objective provides a useful mechanism for judging progress in or success of a training program.
 - F. The Level 4 facility maintains a formal procedure for assessing the skill and behavior levels of residents. Each resident should undergo a complete assessment concurrent with admission to the facility, and results of this assessment should be recorded in the resident's file. The results are used in developing the goals and objectives of the resident's ISP. Reassessment of the consumer should occur regularly and as appropriate to the consumer's progress.

- G. With respect to specific behaviors which become the focus of treatment, the formal assessment should include information describing the particular behavior, the circumstances under which the behavior is likely to occur (antecedents), typical reactions to the behavior occurring in the environment (consequences), and the probable reason that the consumer exhibits the behavior (function). Those persons performing the assessment and developing the intervention strategies should consider a continuum of strategies (from least to most restrictive) which, in total, would be adequate for the range of circumstances likely to be encountered with the resident, including a crisis situation.
- H. The severity of Level 4 residents' skill or behavior deficits and excesses requires a high level of intervention activity and frequent review of data to assess individual consumer progress. The program's written policies and procedures should clearly outline the type and frequency of such reviews, and there should be evidence in the consumer records that such review is actually conducted and modifications to service plans implemented as a result of the review.
- I. There should be evidence in the consumer notes and in discussions with staff that the methods outlined in the ISPs are routinely and regularly followed in implementing those plans.
- J. Level 4 facilities maintain intensive programming aimed at correcting serious behavior or skill deficits. These facilities are expected to have a system which includes daily recording of types and frequencies of behaviors which are the focus of treatment. These recordings are to be used both in judging individual consumer progress and in determining the success of the program. To be useful in this way the data sets should reflect regular and frequent measurements of well-defined, observable behaviors. There should also be comparability of data across consumers so that the data can be analyzed for groups of consumers as a reflection of program effectiveness.
- K. The number of staff and consultant hours is one factor which is considered in the development of the service level assigned to the facility. There should be evidence that the hours agreed upon comply with Title 17, Section 56004 and are regularly and consistently delivered by both staff members and consultants.

Six Bed Residential Policy

On July 5, 1989, the Valley Mountain Regional Center Board of Directors issued a policy limiting vendorization of residential care homes to those with six (6) or fewer beds. This policy was reaffirmed on March 9, 1992:

Restrict vendorization of residential facilities to those serving six or fewer people; however, all facilities licensed for seven or more beds that were vendored with VMRC as of July 1, 1989 may continue that vendorization for the same number of beds for which they were originally vendored. Exceptions to this policy may be granted only in unusual circumstances. Responsibility for final approval of exceptions to this policy shall rest with the Board of Directors which shall act on requests for exceptions brought before the Board by the Resource Development Committee. Exceptions shall be granted based on two criteria: 1) no negative impact to the consumers; and 2) there is an identified need for the proposed number of beds.

The appropriate manner for a licensed residential facility to pursue an exception to this vendored capacity limitation is as follows: Before vendorization of a facility with a capacity of more than six (6) beds is pursued (or in the case of an existing vendored facility, before any step toward increasing licensed capacity is made), the licensee shall send a letter to the Community Services Manager of Living Options. This letter should indicate the number of beds the facility would be licensed/vendored for, the basis for the larger capacity, and in the case of an existing facility, how and why the larger capacity would not have a negative impact on current residents. The Community Services Manager will bring the request to the appropriate committee of the Board of Directors, providing information on the estimated impact and the identified need. The licensee will be invited to provide information to the Committee and address the Committee if he/she desires. The Committee will discuss the request one month, then take action on a recommendation for or against the request the next month. Finally, the full Board of Directors will vote on the matter after consideration of the Committee's recommendation. If the Board approves the 6-bed waiver request, the licensee will then be able to pursue a vendorization process for the higher capacity; approval by the Board of the exception request **does not** mean that the vendorization itself is approved. The licensee will still have to meet all regular vendorization regulations and requirements.

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

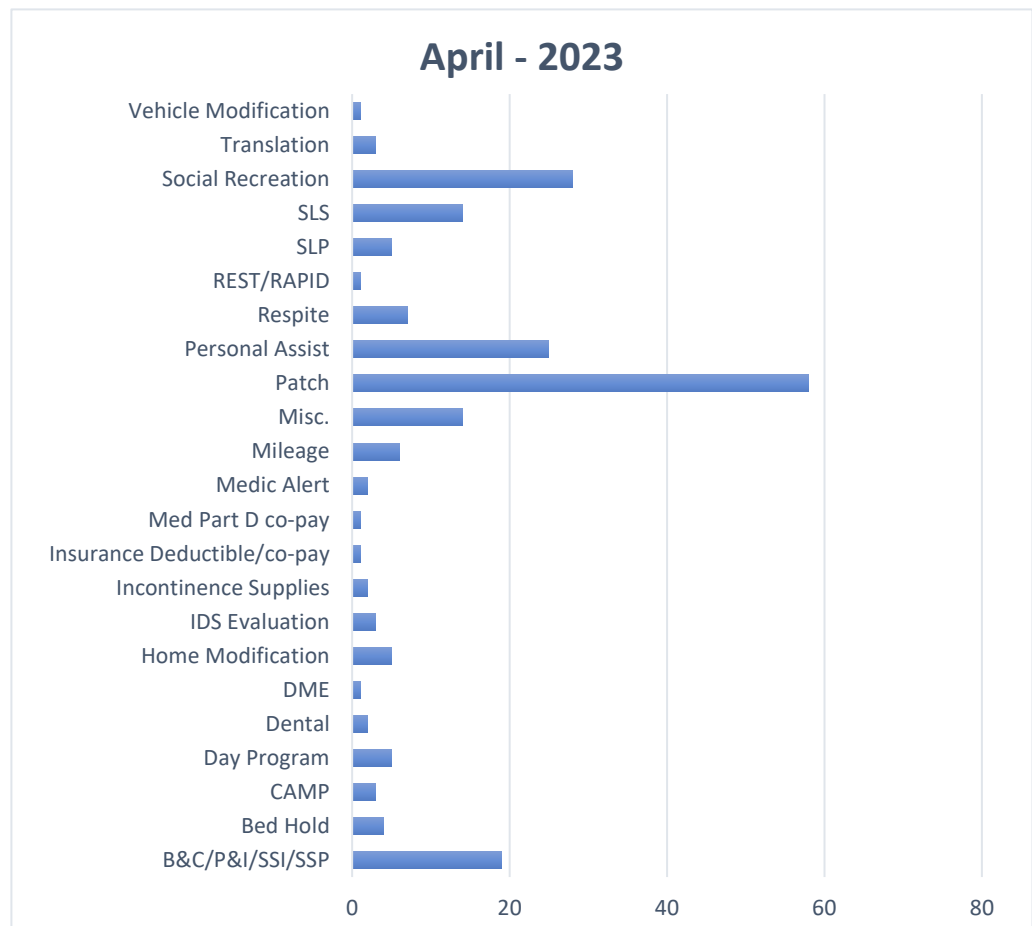
2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	37	May	50
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
total for 2023	179	Total for 2023	160

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 -April 2023

2022/2023	April
B&C/P&I/SSI/SSP	19
Bed Hold	4
CAMP	3
Day Program	5
Dental	2
DME	1
Home Modification	5
IDS Evaluation	3
Incontinence Supplies	2
Insurance Deductible/co-pay	1
Med Part D co-pay	1
Medic Alert	2
Mileage	6
Misc.	14
Patch	58
Personal Assist	25
Respite	7
REST/RAPID	1
SLP	5
SLS	14
Social Recreation	28
Translation	3
Vehicle Modification	1
TOTAL POS	210
Approved	209
Deferred	0
Denied	1





QA Incoming Alert Report

04/16/23 – 05/15/23

Alerts

Control#	Presenting Issue	Alert Date	Status	Finding	Action
2023-04-13.0	Violation of Rights	4/17/2023	Closed	Unsubstantiated	Technical Assistance
2023-04-14.0	Violation of Rights	4/17/2023	Open		
2023-04-15.0	Violation of Rights	4/17/2023	Open		
2023-04-16.0	Violation of Rights	4/17/2023	Open		
2023-04-17.0	Delivery of Care	4/18/2023	Open		
2023-04-18.0	Recordkeeping	4/19/2023	Open		
2023-04-19.0	Violation of Rights	4/19/2023	Open		
2023-04-20.0	Recordkeeping	4/20/2023	Open		
2023-04-21.0	Other	4/26/2023	Open		
2023-04-22.0	Delivery of Care	4/26/2023	Open		
2023-04-23.0	Untimely SIR	4/26/2023	Open		
2023-04-24.0	Delivery of Care	4/26/2023	Open		
2023-04-25.0	Recordkeeping	4/27/2023	Open		
2023-05-01.0	Untimely SIR	5/2/2023	Open		
2023-05-02.0	Recordkeeping	5/2/2023	Open		
2023-05-03.0	Violation of Rights	5/4/2023	Open		
2023-05-03.1	Violation of Rights	5/4/2023	Open		
2023-05-03.2	Violation of Rights	5/4/2023	Open		
2023-05-04.0	Environment	5/5/2023	Open		
2023-05-05.0	Untimely SIR	5/8/2023	Open		
2023-05-06.0	Delivery of Care	5/9/2023	Open		
2023-05-07.0	Delivery of Care	5/11/2023	Open		
2023-05-08.0	Untimely SIR	5/11/2023	Open		
2023-05-09.0	Delivery of Care	5/11/2023	Open		
2023-05-10.0	Untimely SIR	5/15/2023	Open		

Presenting Issue Breakdown

Delivery of Care	6
Environment	1
Other	1
Recordkeeping	4
Untimely SIR	5
Violation of Rights	8

Grand Total: 25



QA Closed Alert Report

01/01/23 – 04/30/23

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-01-09-0	Environment	1/27/2023	Closed	5/18/2023	Unsubstantiated	None
2023-01-10-0	Recordkeeping	1/30/2023	Closed	5/2/2023	Unsubstantiated	None
2023-01-10-1	Recordkeeping	1/30/2023	Closed	5/2/2023	Unsubstantiated	None
2023-01-11.0	Health-Related Concerns	2/1/2023	Closed	2/6/2023	Substantiated	Technical Assistance
2023-02-02.0	Delivery of Care	2/2/2023	Closed	4/12/2023	Substantiated	Technical Assistance
2023-02-02.1	Delivery of Care	2/2/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-02.2	Delivery of Care	2/2/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-04.0	Delivery of Care	2/2/2023	Closed	4/11/2023	Substantiated	Technical Assistance
2023-02-05.0	Other	2/2/2023	Closed	2/10/2023	N/A	Deferred
2023-02-06.0	Delivery of Care	2/3/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-14.0	Untimely SIR	2/7/2023	Closed	3/28/2023	Unfounded	None
2023-02-16.0	Other	2/7/2023	Closed	2/15/2023	N/A	Deferred
2023-02-17.0	Other	2/7/2023	Closed	3/8/2023	N/A	Deferred
2023-02-18.0	Delivery of Care	2/8/2023	Closed	4/6/2023	Substantiated	Technical Assistance
2023-02-19.0	Delivery of Care	2/9/2023	Closed	2/16/2023	Unsubstantiated	None
2023-02-24.0	Delivery of Care	2/9/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-25.0	Delivery of Care	2/10/2023	Closed	4/10/2023	Substantiated	Technical Assistance
2023-02-27.0	IPP Implementation	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.1	Recordkeeping	2/10/2023	Closed	3/21/2023	Unsubstantiated	None
2023-02-27.2	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.3	Delivery of Care	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.4	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.5	Delivery of Care	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.6	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.7	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-27.8	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-27.9	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	Technical Assistance
2023-02-2710	Violation of Rights	2/10/2023	Closed	3/21/2023	Unsubstantiated	None

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-02-2711	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-2712	Recordkeeping	2/10/2023	Closed	3/21/2023	Substantiated	None
2023-02-2713	Recordkeeping	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-2714	Delivery of Care	2/10/2023	Closed	3/21/2023	Unfounded	None
2023-02-28.0	Delivery of Care	2/10/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-30.0	Untimely SIR	2/11/2023	Closed	2/21/2023	Substantiated	Technical Assistance
2023-02-32.0	Untimely SIR	2/15/2023	Closed	2/27/2023	Unsubstantiated	None
2023-02-34.0	Delivery of Care	2/23/2023	Closed	4/19/2023	Unfounded	None
2023-02-35.0	Delivery of Care	2/23/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-02-36.0	Delivery of Care	2/23/2023	Closed	4/3/2023	Unsubstantiated	Technical Assistance
2023-02-37.0	Delivery of Care	2/23/2023	Closed	3/27/2023	Substantiated	None
2023-02-38.0	Other	2/23/2023	Closed	2/28/2023	none	None
2023-03-01.0	Untimely SIR	3/1/2023	Closed	3/8/2023	Substantiated	Non-Compliance CAP
2023-03-02.0	Recordkeeping	3/2/2023	Closed	3/6/2023	N/A	None
2023-03-09.0	Delivery of Care	3/10/2023	Closed	4/3/2023	Substantiated	Substantial Inadequacy
2023-03-12.0	Delivery of Care	3/14/2023	Closed	4/4/2023	Substantiated	Substantial Inadequacy
2023-03-14.0	Untimely SIR	3/15/2023	Closed	5/10/2023	Substantiated	Technical Assistance
2023-03-15.0	Other	3/20/2023	Closed	5/2/2023	Unsubstantiated	None
2023-03-19.0	Food Service	3/23/2023	Closed	3/30/2023	Unfounded	None
2023-03-19.1	Staff Qualifications	3/23/2023	Closed	3/30/2023	Unfounded	None
2023-03-29.0	Environment	3/30/2023	Closed	4/26/2023	Substantiated	Technical Assistance
2023-03-29.1	Recordkeeping	3/30/2023	Closed	4/26/2023	Substantiated	Technical Assistance
2023-03-30.0	Environment	3/30/2023	Closed	4/20/2023	Unsubstantiated	None
2023-03-30.1	Environment	3/30/2023	Closed	4/20/2023	Substantiated	Technical Assistance
2023-03-30.2	Environment	3/30/2023	Closed	4/20/2023	Substantiated	Technical Assistance
2023-03-31.0	Violation of Rights	3/30/2023	Closed	5/1/2023	Substantiated	Technical Assistance
2023-03-31.1	Environment	3/30/2023	Closed	5/1/2023	Unsubstantiated	Technical Assistance
2023-04-03.0	Environment	4/4/2023	Closed	5/10/2023	Substantiated	Technical Assistance
2023-04-03.1	Environment	4/4/2023	Closed	5/10/2023	Substantiated	Technical Assistance
2023-04-06.0	Delivery of Care	4/6/2023	Closed	4/10/2023	Unfounded	None
2023-04-10.0	Delivery of Care	4/12/2023	Closed	5/10/2023	Unfounded	None
2023-04-11.0	Delivery of Care	4/13/2023	Closed	5/1/2023	Substantiated	Technical Assistance

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-04-12.0	Discharged-SIR	4/13/2023	Closed	4/25/2023	N/A	Deferred
2023-04-13.0	Violation of Rights	4/17/2023	Closed	5/10/2023	Unsubstantiated	Technical Assistance

Finding		Action	
N/A	6	Deferred	4
Substantiated	32	Non-Compliance CAP	1
Unfounded	12	None	30
Unsubstantiated	12	Substantial Inadequacy	2
		Technical Assistance	25

Grand Total: 62



QA Pending Completion Alert Report

04/16/23 – 05/15/23

Alerts

Control#	Presenting Issue	Alert Date	Status
2023-04-14.0	Violation of Rights	4/17/2023	Open
2023-04-15.0	Violation of Rights	4/17/2023	Open
2023-04-16.0	Violation of Rights	4/17/2023	Open
2023-04-17.0	Delivery of Care	4/18/2023	Open
2023-04-18.0	Recordkeeping	4/19/2023	Open
2023-04-19.0	Violation of Rights	4/19/2023	Open
2023-04-20.0	Recordkeeping	4/20/2023	Open
2023-04-21.0	Other	4/26/2023	Open
2023-04-22.0	Delivery of Care	4/26/2023	Open
2023-04-23.0	Untimely SIR	4/26/2023	Open
2023-04-24.0	Delivery of Care	4/26/2023	Open
2023-04-25.0	Recordkeeping	4/27/2023	Open
2023-05-01.0	Untimely SIR	5/2/2023	Open
2023-05-02.0	Recordkeeping	5/2/2023	Open
2023-05-03.0	Violation of Rights	5/4/2023	Open
2023-05-03.1	Violation of Rights	5/4/2023	Open
2023-05-03.2	Violation of Rights	5/4/2023	Open
2023-05-04.0	Environment	5/5/2023	Open
2023-05-05.0	Untimely SIR	5/8/2023	Open
2023-05-06.0	Delivery of Care	5/9/2023	Open
2023-05-07.0	Delivery of Care	5/11/2023	Open
2023-05-08.0	Untimely SIR	5/11/2023	Open
2023-05-09.0	Delivery of Care	5/11/2023	Open
2023-05-10.0	Untimely SIR	5/15/2023	Open

Presenting Issue Breakdown

Delivery of Care	6
Environment	1
Other	1
Recordkeeping	4
Untimely SIR	5
Violation of Rights	7

Grand Total: 24

2022-23 Fair Hearing Data

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
5/22/2023	Inactivation	5/22/2023	Resolved prior to Informal Meeting
5/19/2023	Inactivation	5/24/2023	Resolved prior to Informal Meeting
4/25/2023	Day Program Patch	5/03/2023	Agreement reached in Informal meeting