VMRC Consumer Services Committee Meeting

Wednesday, September 25, 2024, 5:00 PM

Valley Mountain Regional Center, Stockton Office and via Zoom Video Conference

702 N. Aurora Street

https://us06web.zoom.us/j/88671999814?pwd=y5L3ppjUH4hZVYh0qciRWPZ0Cx8QNm.1

Stockton, CA, 95202

For accommodations, please contact Lizzie Valerio at (209) 751-0732, or EValerio@vmrc.net.
Spanish translation is included without requesting.

Meeting Book - VMRC Consumer Services Committee Meeting - September 25, 2024

Consumer Services Committee Meeting

A. Call to Order, Roll Call, Review of Meeting Agenda
Gabriela Castillo and co-chair Jose Lara

**B. Review and Approval of the Consumer Services Committee Meeting
Minutes of June 5, 2024**
Gabriela Castillo & co-chair Jose Lara
No notes

C. Public Comment
Gabriela Castillo & co-chair Jose Lara
Each member of the public may have 3 minutes for comment. If an
interpreter is needed, 6 minutes will be given. Public comment can address
items on the agenda that have been properly noticed for action and/or
items that are not on the agenda, however, items not on the agenda can
not be responded to or discussed in the public board meeting because they
are not properly noticed items (7 days advance notice).

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

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

F. Resource Development Update
Brian Bennett and Robert Fernandez

G. Quality Assurance Update
Brian Bennett and Katina Richison

H. Transportation Update
R&D Transportation

I. Fair Hearing Update
Jason Toepel

J. Coalition of Local Agency Service Providers (CLASP) Update
Daime Hoornaert

K. Clinical Update
Dr. Claire Lazaro

**L. Next Meeting - Wednesday, November 27, 2024, 5:00 PM, Hybrid
(In-Person and via Zoom Video Conference)**
Gabriela Castillo & co-chair Jose Lara

M. Adjournment
Gabriela Castillo & co-chair Jose Lara

VMRC Consumer Services Committee Meeting

September 25, 2024

A. Call to Order, Roll Call, Review of Meeting Agenda – Gabriela Castillo & co-chair Jose Lara

B. Review and Approval of Consumer Services Committee Minutes of 06/05/24 No Minutes - Gabriela Castillo & co-chair Jose Lara

C. Public Comment – Gabriela Castillo & co-chair Jose Lara

- *Each member of the public may have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given. Public comment can address items on the agenda that have been properly noticed for action and/or items that are not on the agenda, however, items not on the agenda cannot be responded to or discussed in the public board meeting because they are not properly noticed items (7 days advance notice).*

D. Intake, Early Start, and Case Management Update – Tara Sisemore Hester and Christine Couch

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

F. Resource Development Update - Brian Bennett and Robert Fernandez

G. Quality Assurance Update - Brian Bennett and Katina Richison

H. Transportation Update - R&D Transportation

I. Fair Hearing Update - Jason Toepel

J. Coalition of Local Agency Service Providers (CLASP) Update - Daime Hoornaert

K. Clinical Update - Dr. Claire Lazaro

L. Next Meeting Wednesday, November 27, 2024 at 5:00pm (In-Person and Zoom) Gabriela Castillo & co-chair Jose Lara

M. Adjournment - Gabriela Castillo & co-chair Jose Lara

VMRC Early Start Intake Data (Birth up to Age 3)

August 2024

	Number of Early Start Cases Processed ALL	Early Start Cases Processed	Made Eligible	Percent Eligible
Stockton	145	124	112	90%
Modesto	111	89	79	89%
San Andreas	2	2	2	100%
Total	258	215	193	90%

Number of Early Start Cases Processed All means all cases including Status 9 and D
Early Start Cases Processed means all cases including Status 9 and D
Made Eligible: Column D divided by Column C for ES

VMRC Intake Data – Lanterman (Over 3 years)
August 2024

	Number of over 3 Cases Processed ALL	**Over 3 Cases Processed**	**Made Eligible**	**Percent Eligible**	**Provisional Eligibility**
Modesto	67	45	34	76%	1
San Andreas	14	11	6	55%	2
Stockton	81	71	54	76%	
Total	162	127	94	74%	

Number of 3+ Cases Processed All: all cases including Status 9 and D
3+ Cases Processed: all cases including Status 9 and D
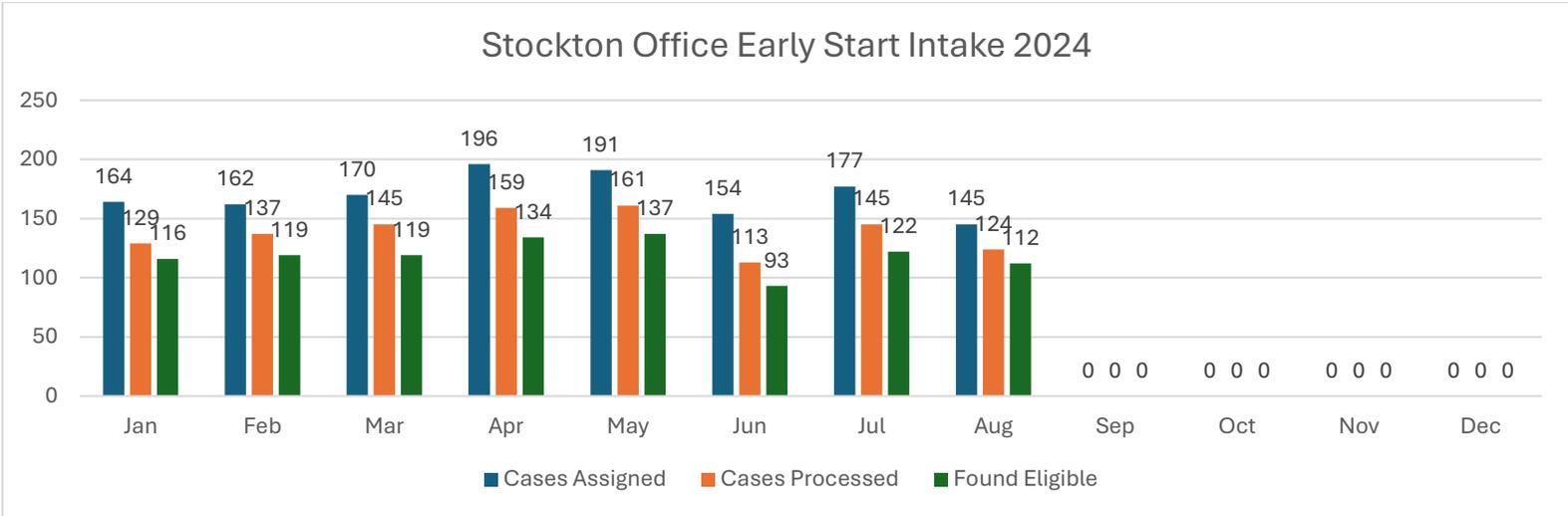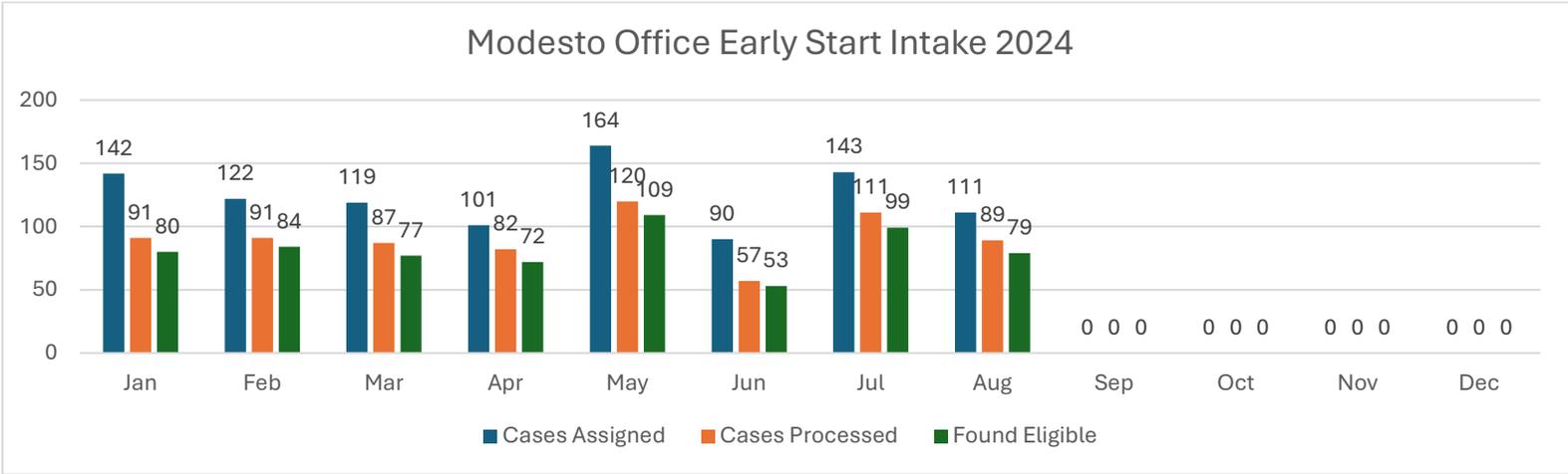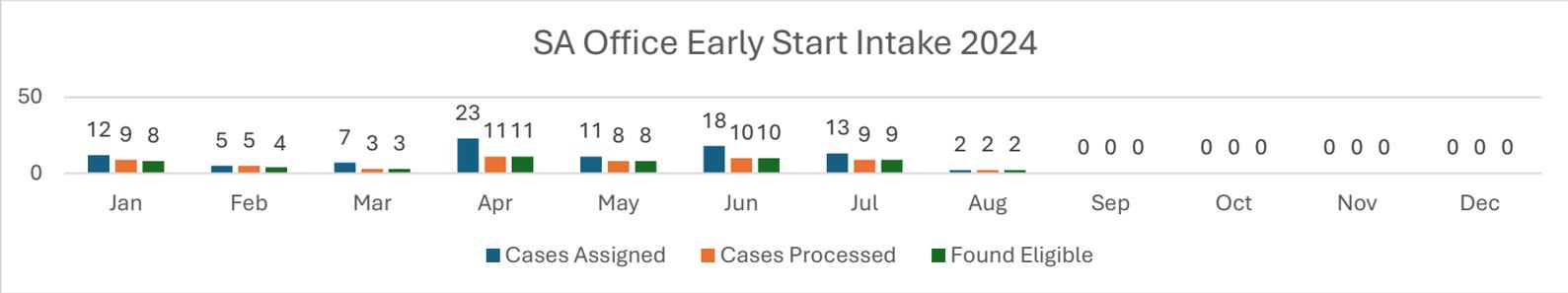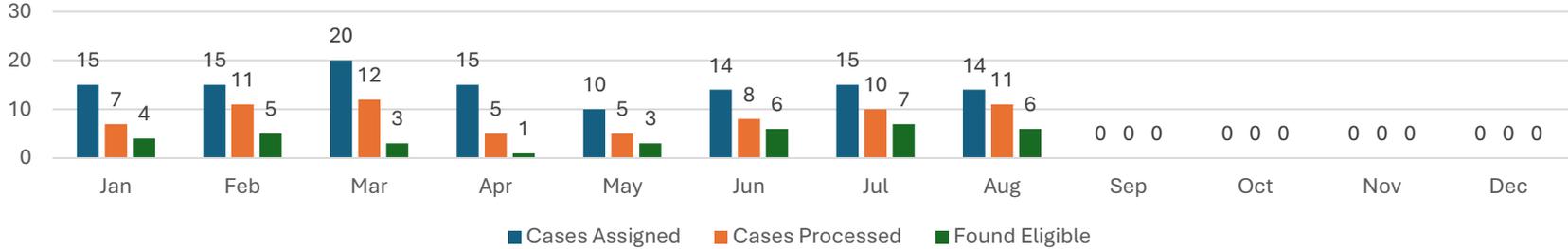*Made Eligible: Column D divided by Column C for ES*

SA Office Early Start Intake 2024

Month	Cases Assigned	Cases Processed	Found Eligible
Jan	12	9	8
Feb	5	5	4
Mar	7	3	3
Apr	23	11	11
May	11	8	8
Jun	18	10	10
Jul	13	9	9
Aug	2	2	2
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

Modesto Office Early Start Intake 2024

Month	Cases Assigned	Cases Processed	Found Eligible
Jan	142	91	80
Feb	122	91	84
Mar	119	87	77
Apr	101	82	72
May	164	120	109
Jun	90	57	53
Jul	143	111	99
Aug	111	89	79
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

Stockton Office Early Start Intake 2024

Month	Cases Assigned	Cases Processed	Found Eligible
Jan	164	129	116
Feb	162	137	119
Mar	170	145	119
Apr	196	159	134
May	191	161	137
Jun	154	113	93
Jul	177	145	122
Aug	145	124	112
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0

SA Office Lanterman Intake 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cases Assigned	15	15	20	15	10	14	15	14	0	0	0	0
Cases Processed	7	11	12	5	5	8	10	11	0	0	0	0
Found Eligible	4	5	3	1	3	6	7	6	0	0	0	0

Modesto Office Lanterman Intake 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cases Assigned	61	47	69	44	44	59	48	67	0	0	0	0
Cases Processed	49	34	56	33	31	47	40	45	0	0	0	0
Found Eligible	38	27	40	28	24	34	29	34	0	0	0	0
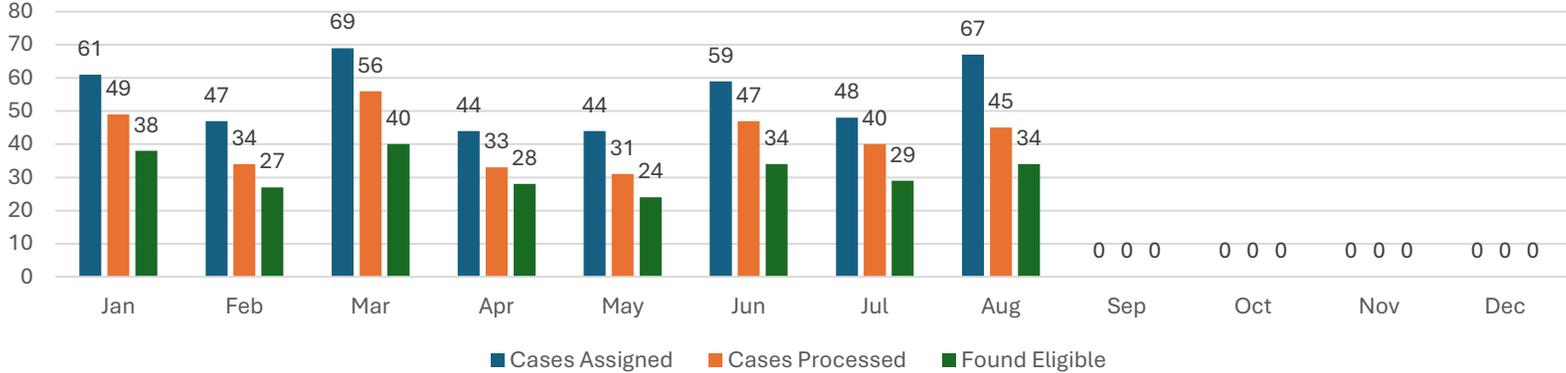
Stockton Office Lanterman Intake 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cases Assigned	83	47	69	78	53	46	75	81	0	0	0	0
Cases Processed	75	36	62	70	39	35	57	71	0	0	0	0
Found Eligible	54	27	47	57	30	26	39	54	0	0	0	0
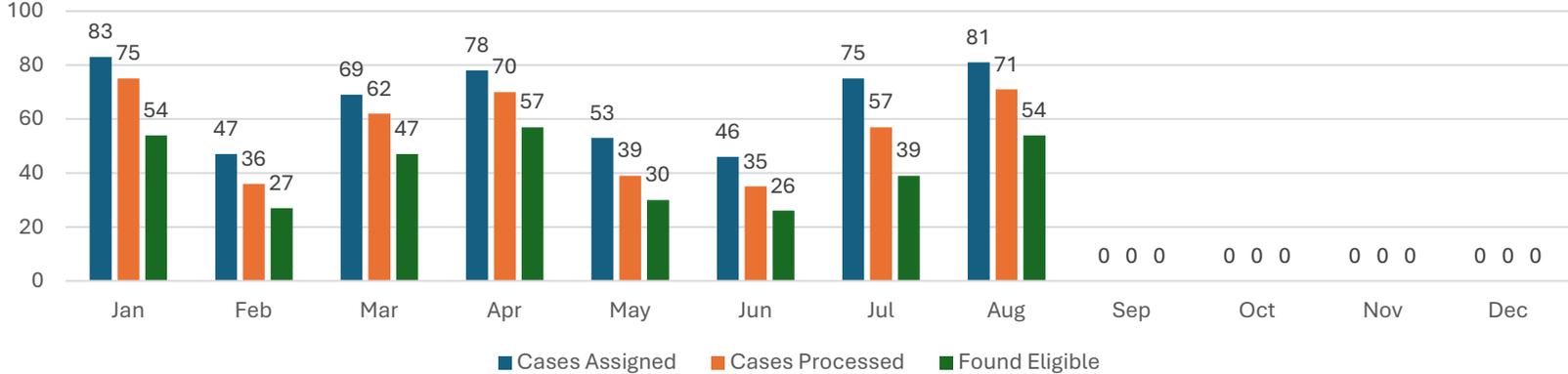
POS Exceptions - MAY 2024

2023/2024	MAY
B&C/P&I/SSI/SSP	3
CAMP	3
Day Care	1
DME	4
Home Modification	2
Incontinence Supplies	1
Medic Alert	1
Nursing Respite	1
Patch	18
Personal Assist	17
Purchase Reimbursement	1
Respite	3
SLS	1
Social Recreation	7
Transportation	1
TOTAL POS	64
Approved	64
Deferred	0
Denied	0

MAY - 2024

Category	Value
TRANSPORTATION	1
SOCIAL RECREATION	7
SLS	1
RESPITE	3
PURCHASE REIMBURSEMENT	1
PERSONAL ASSIST	17
PATCH	18
NURSING RESPITE	1
MEDIC ALERT	1
INCONTINENCE SUPPLIES	1
HOME MODIFICATION	2
DME	4
DAY CARE	1
CAMP	3
B&C/P&I/SSI/SSP	3
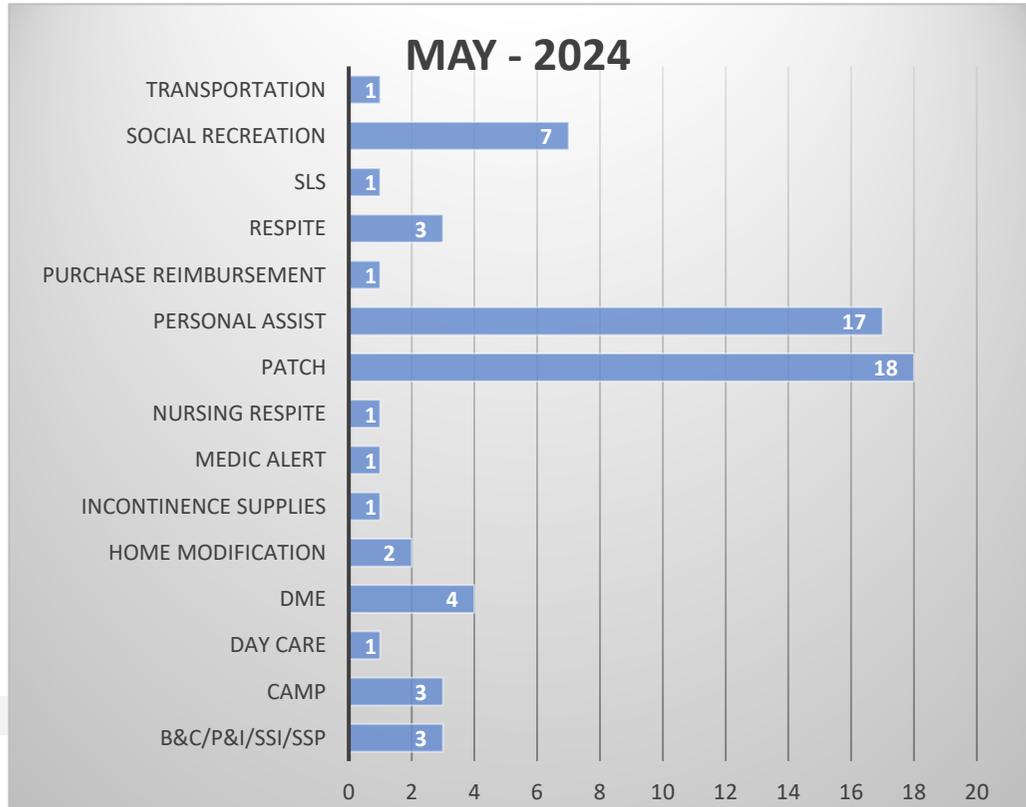
POS Exceptions - JUNE 2024

2023/2024	JUNE
B&C/P&I/SSI/SSP	6
Bed Hold	1
CAMP	6
Dental	1
Equipment Repair	1
ILS	1
Incontinence Supplies	3
Misc. **	6
Patch	22
Personal Assist	11
Respite	4
SLS	4
Social Recreation	7
TOTAL POS	**73**
Approved	72
Deferred	0
Denied	1

JUNE - 2024

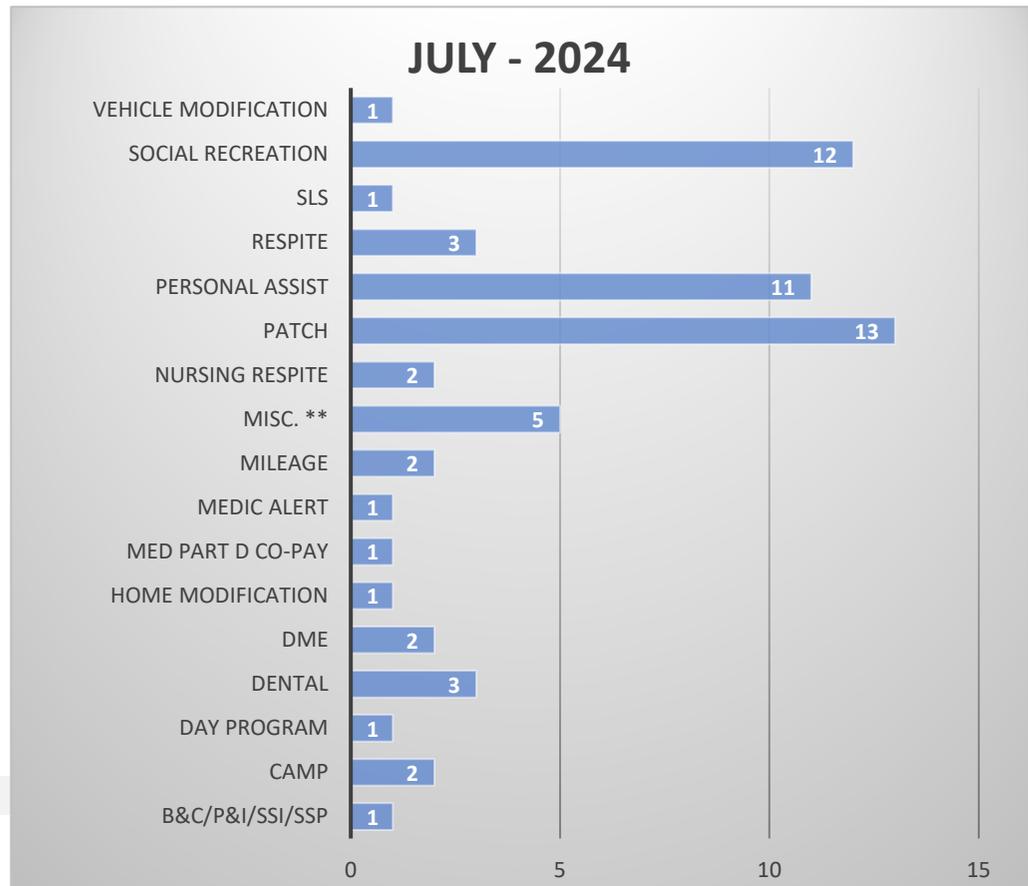| Category	Value
SOCIAL RECREATION	7
SLS	4
RESPITE	4
PERSONAL ASSIST	11
PATCH	22
MISC. **	6
INCONTINENCE SUPPLIES	3
ILS	1
EQUIPMENT REPAIR	1
DENTAL	1
CAMP	6
BED HOLD	1
B&C/P&I/SSI/SSP	6
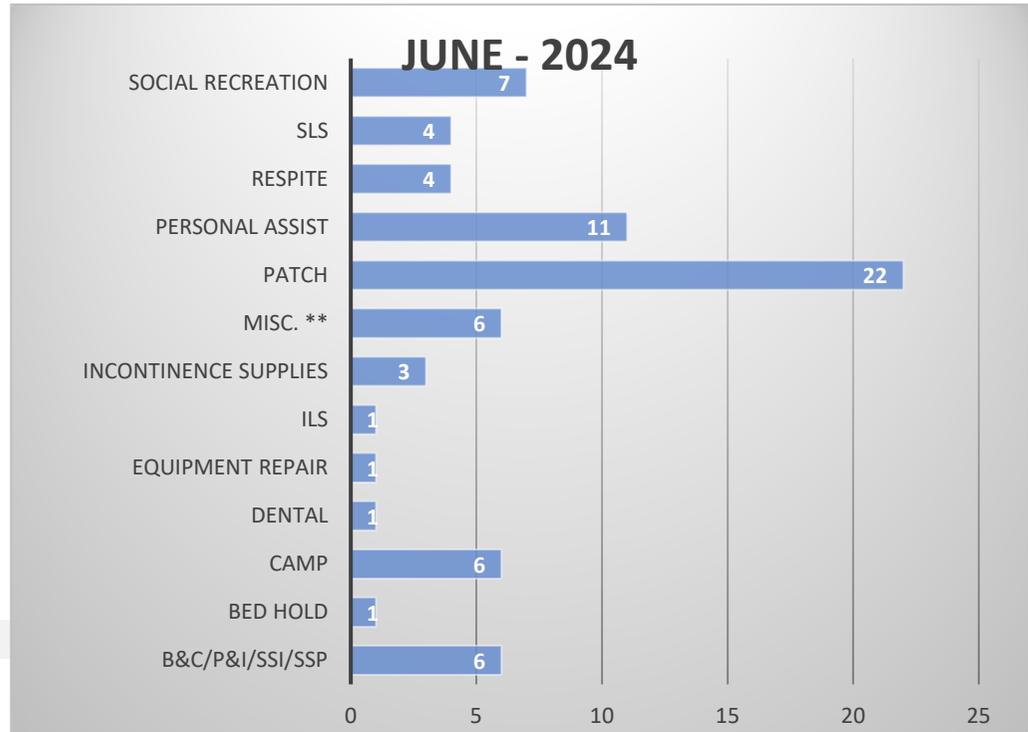
**MISC
National Down Syndrome Society Adult Summit
Huckleberry Hiking Cascade Cart
xl Bike Trailer
Huckleberry Hiking Cascade Cart
Vision Therapy Sessions
Drivers Ed

POS Exceptions - JULY 2024

2023/2024	JULY
B&C/P&I/SSI/SSP	1
CAMP	2
Day Program	1
Dental	3
DME	2
Home Modification	1
Med Part D co-pay	1
Medic Alert	1
Mileage	2
Misc. **	5
Nursing Respite	2
Patch	13
Personal Assist	11
Respite	3
SLS	1
Social Recreation	12
Vehicle Modification	1
TOTAL POS	62
Approved	59
Deferred	0
Denied	3

JULY - 2024

Category	Value
VEHICLE MODIFICATION	1
SOCIAL RECREATION	12
SLS	1
RESPITE	3
PERSONAL ASSIST	11
PATCH	13
NURSING RESPITE	2
MISC. **	5
MILEAGE	2
MEDIC ALERT	1
MED PART D CO-PAY	1
HOME MODIFICATION	1
DME	2
DENTAL	3
DAY PROGRAM	1
CAMP	2
B&C/P&I/SSI/SSP	1

**MISC

CSUN AT Conference & COPAA Conference

DocsPlus communication Software

3d modeling & tech camp-2nd camp

PEDS

Behavioral Services

2020				2021				2022			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	36	January	28	January	27	January	29	January	40	January	43
February	43	February	29	February	30	February	25	February	28	February	40
March	32	March	25	March	39	March	32	March	41	March	25
April	30	April	23	April	41	April	37	April	47	April	41
May	15	May	14	May	22	May	15	May	35	May	52
June	42	June	21	June	21	June	33	June	37	June	30
July	32	July	23	July	37	July	34	July	32	July	33
August	33	August	22	August	35	August	40	August	43	August	47
September	26	September	34	September	42	September	31	September	31	September	20
October	32	October	30	October	54	October	39	October	36	October	32
November	28	November	21	November	42	November	26	November	61	November	42
December	25	December	34	December	34	December	16	December	30	December	15
total for 2020	374	Total for 2020	304	total for 2021	424	Total for 2021	357	total for 2022	461	Total for 2022	420

2023				2024				2025			
Files Received		Files sent out		Files Received		Files sent out		Files Received		Files sent out	
January	23	January	18	January	38	January	21	January		January	
February	45	February	21	February	37	February	30	February		February	
March	39	March	39	March	50	March	39	March		March	
April	35	April	32	April	53	April	53	April		April	
May	48	May	54	May	40	May	30	May		May	
June	37	June	19	June	34	June	34	June		June	
July	38	July	48	July	58	July	40	July		July	
August	34	August	31	August	52	August	36	August		August	
September	60	September	41	September	22	September	14	September		September	
October	29	October	44	October		October		October		October	
November	59	November	44	November		November		November		November	
December	28	December	22	December		December		December		December	
total for 2023	475	Total for 2023	413	total for 2024	384	Total for 2024	297	total for 2025	0	Total for 2025	0

Rate Reform Update:

- Starting Wednesday, September 18, 2024, DDS will release a series of directives to regional centers on rate reform. Online trainings for general rate reform information and service specific areas are being scheduled and will begin at the end of September and continue through October.

- The first of these rate reform training is scheduled for September 26, 2024, from 9am-11am. This is a general rate reform overview training available for regional centers, providers and the public. Registration information for additional upcoming training dates will be released in coming weeks and can be found in the "Meetings" section of the rate reform website. Regional centers, providers, and the public are encouraged to attend the trainings. Recordings of the training will be posted on the same website. Office hours for regional centers will become available beginning in October.

Quality Incentive Program (QIP) Update:

A QIP Workgroup meeting will be held on September 26, 2024. Workgroup members and the general public are invited to attend and can register for the QIP Workgroup here. This meeting will include:
1. An update on existing measures and payments,
2. Workgroup and public input about the QIP's vision, goals, and timeline; and
3. Discussion of the Provider Directory.

Provider Directory:

The Provider Directory is in the testing and validation phase. Thank you to service providers and regional centers for working with DDS and Protiviti on the now completed data collection and cleanup phase. Between July 15th and August 30th, nearly 28,000 records were collected and cleaned up with contacts made to service providers by phone call, email, and nearly 5,000 survey entries.

The finalized data is currently being reviewed for upload into the Provider Directory. There is also testing of the portal functions. Once completed, the designated user will receive an invitation email to register for the portal and confirm all the information loaded is accurate. This will be accompanied by a messaging campaign that the Provider Directory is live and to expect the registration email. Once this step is completed, service providers will be eligible for the quality incentive portion of the rate, which is up to 10 percent of the rate model.

Next Steps (Key take aways, action items, or important dates)**:**

Rate Reform:

- The first of the rate reform trainings will be held on September 26. [Register here for the Rate Reform Refresher.](#)

QIP:

- On September 26th, the department will host a QIP workgroup meeting open to the public. [Register to attend the QIP Workgroup here](#).

Provider Directory:

- A registration email will be sent to the contact person designated by the service provider during the data collection phase. DDS also will notify provider contacts via email when the Provider Directory is active and ready for account registration.
- Once accounts are activated, service providers will need to:
    - Respond to the registration email,
    - Log in to the Provider Directory, and
    - Confirm that the vendor ID is accurate.

    This process is outlined on the Service Provider training guide, which will be made available on the Provider Directory website.

    It is important to complete this step as soon as possible as this is the final step to inform the up to 10 percent quality incentive portion of the rate. Timely completion of this step will promote quicker turnaround for updating rates effective January 1, 2025.

Background Information

What is Rate Reform?
Rate reform in California's developmental services system means changing the way the state pays for services. The goal is to make sure that the payment system is fair, supports providing high-quality care, and that it helps people get the services they need. Payments are made by the Department of Developmental Services (DDS) through regional centers to all service providers. The payments are in addition to reimbursements for services provided to individuals with intellectual and developmental disabilities (I/DD) and families.

Rate reform work began in 2019 after the Legislature required the delivery of a rate study regarding how services are provided and paid statewide. Rate reform adjustments began in 2021-22 and the 2024-25 Budget Act set the full rate reform implementation date to January 1, 2025.

There are several programs and projects happening at DDS that are part of rate reform, including the [Quality Incentive Program](#) (QIP). Through QIP, providers can earn up to 10 percent of their rate based on the quality of the service(s) they provide. The QIP has several different measures, each related to different types of services. Measures are

ways to evaluate the quality of services carried out by providers. The following areas for QIP measures were determined through the QIP's public workgroup process: Prevention and Wellness; Employment; Informed Choice and Satisfaction; Workforce Capacity; Early Intervention; and Service Access.

A foundational measure, called the Provider Directory, has been added to the QIP. The Provider Directory will compile and provide accurate statewide information for the first time about service providers. Participation in the Provider Directory is the only QIP measure that will be used in 2024-25 and 2025-26 for establishing whether a provider will receive the quality incentive portion of the rate model.

Questions:

Rate Reform: ratesquestions@dds.ca.gov
Quality Incentive Program: QIPquestions@dds.ca.gov
Provider Directory: providerdirectory@dds.ca.gov.

Alerts						
Control #	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-07-28.0	Delivery of Care	7/16/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-29.0	Violation of Rights	7/16/2024	Open			
2024-07-29.1	Recordkeeping	7/16/2024	Open			
2024-07-30.0	Delivery of Care	7/18/2024	Open			
2024-07-30.1	Delivery of Care	7/18/2024	Open			
2024-07-30.2	Delivery of Care	7/18/2024	Open			
2024-07-31.0	Staff Qualifications	7/19/2024	Closed	7/30/2024	Substantiated	Substantial Inadequacy
2024-07-32.0	Delivery of Care	7/23/2024	Open			
2024-07-32.1	Delivery of Care	7/23/2024	Open			
2024-07-32.2	Delivery of Care	7/23/2024	Open			
2024-07-33.0	Delivery of Care	7/24/2024	Open			
2024-07-34.0	Delivery of Care	7/29/2024	Closed	9/13/2024	Substantiated	None
2024-07-34.1	Delivery of Care	7/29/2024	Closed	9/13/2024	Unfounded	None
2024-07-34.2	Delivery of Care	7/29/2024	Closed	9/13/2024	Unfounded	None
2024-07-35.0	Delivery of Care	7/30/2024	Open			
2024-07-36.0	Violation of Rights	7/30/2024	Open			

1

Control #	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
					Alerts	
2024-07-36.1	Delivery of Care	7/30/2024	Open			
2024-07-37.0	Recordkeeping	7/31/2024	Open			
2024-07-38.0	Recordkeeping	7/31/2024	Open			
2024-07-39.0	Delivery of Care	7/31/2024	Closed	9/6/2024	Unsubstantiated	Technical Assistance
2024-07-40.0	Delivery of Care	7/31/2024	Open			
2024-08-01.0	Environment	8/1/2024	Closed	8/30/2024	Substantiated	Technical Assistance
2024-08-02.0	Recordkeeping	8/2/2024	Open			
2024-08-02.1	Recordkeeping	8/2/2024	Open			
2024-08-03.0	Recordkeeping	8/2/2024	Open			
2024-08-04.0	Environment	8/2/2024	Closed	8/28/2024	Unsubstantiated	Technical Assistance
2024-08-04.1	Delivery of Care	8/2/2024	Closed	8/28/2024	Unfounded	Technical Assistance
2024-08-05.0	Recordkeeping	8/5/2024	Open			
2024-08-06.0	Violation of Rights	8/6/2024	Closed	8/8/2024	N/A	Deferred
2024-08-07.0	Staffing / Supervision	8/8/2024	Closed	8/13/2024	Substantiated	Substantial Inadequacy
2024-08-07.1	Staffing / Supervision	8/8/2024	Closed	8/13/2024	Substantiated	Substantial Inadequacy
2024-08-08.0	Untimely SIR	8/12/2024	Open			
2024-08-09.0	Violation of Rights	8/13/2024	Open			
2024-08-09.1	Delivery of Care	8/13/2024	Open			

2

	Alerts					
Control #	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-08-10.0	Staff Qualifications	8/14/2024	Closed	8/28/2024	Substantiated	Technical Assistance
2024-08-11.0	Health-Related Concerns	8/14/2024	Open			
2024-08-11.1	Health-Related Concerns	8/14/2024	Open			
2024-08-11.2	Delivery of Care	8/14/2024	Open			
2024-08-12.0	Environment	8/9/2024	Closed	9/9/2024	Unsubstantiated	None
2024-08-13.0	Recordkeeping	8/14/2024	Open			
2024-08-13.1	Recordkeeping	8/14/2024	Open			
2024-08-14.0	Recordkeeping	8/14/2024	Open			
2024-08-14.1	Delivery of Care	8/14/2024	Open			
2024-08-14.2	Recordkeeping	8/14/2024	Open			
2024-08-15.0	Violation of Rights	8/15/2024	Open			

3

Presenting Issue Breakdown

Delivery of Care	19
Environment	3
Health-Related Concerns	2
Recordkeeping	11
Staff Qualifications	2
Staffing/Supervision	2
Untimely SIR	1
Violation of Rights	5

Grand Total: 45

4

VALLEY
MOUNTAIN
REGIONAL
CENTER

QA Closed Alert Report

03/01/24 – 8/31/24

Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-03-01.0	Delivery of Care	3/4/2024	Closed	3/15/2024	Unsubstantiated	Technical Assistance
2024-03-03.0	Delivery of Care	3/7/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-03-05.0	Other	3/7/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-05.1	Other	3/7/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-05.2	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.3	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.4	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.5	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.6	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.7	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.8	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-05.9	Other	3/7/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-03-06.0	Other	3/7/2024	Closed	8/23/2024	Unsubstantiated	Technical Assistance
2024-03-07.0	Recordkeeping	3/8/2024	Closed	4/3/2024	Substantiated	Technical Assistance
2024-03-11.0	Environment	3/13/2024	Closed	5/3/2024	Substantiated	Technical Assistance

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					Alerts		
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-03-13.0	Delivery of Care	3/18/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-03-14.0	Delivery of Care	3/18/2024	Closed	4/1/2024	Substantiated	Technical Assistance
2024-03-15.0	Untimely SIR	3/18/2024	Closed	9/4/2024	Substantiated	Technical Assistance
2024-03-18.0	Delivery of Care	3/20/2024	Closed	7/5/2024	Unfounded	None
2024-03-26.0	Delivery of Care	3/20/2024	Closed	3/28/2024	Unsubstantiated	Technical Assistance
2024-03-26.1	Delivery of Care	3/20/2024	Closed	3/28/2024	Unsubstantiated	Technical Assistance
2024-03-17.0	Untimely SIR	3/21/2024	Closed	4/5/2024	Unfounded	None
2024-03-19.0	Recordkeeping	3/21/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-19.1	Recordkeeping	3/21/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-20.0	Untimely SIR	3/21/2024	Closed	4/1/2024	Substantiated	Technical Assistance
2024-03-23.0	Delivery of Care	3/22/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-03-24.0	Violation of Rights	3/22/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-27.0	Untimely SIR	3/27/2024	Closed	5/10/2024	Substantiated	Technical Assistance
2024-03-29.0	Untimely SIR	3/28/2024	Closed	5/3/2024	Unfounded	None
2024-03-30.0	Delivery of Care	3/28/2024	Closed	7/11/2024	Substantiated	Technical Assistance
2024-03-30.1	Environment	3/28/2024	Closed	7/11/2024	Substantiated	Technical Assistance
2024-03-31.0	Delivery of Care	3/28/2024	Closed	5/2/2024	Unsubstantiated	Technical Assistance
2024-03-31.1	Food Service	3/28/2024	Closed	5/2/2024	Unsubstantiated	Technical Assistance

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Alerts						
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-03-31.2	Recordkeeping	3/28/2024	Closed	5/2/2024	Unfounded	None
2024-04-02.0	Untimely SIR	4/1/2024	Closed	5/23/2024	Unsubstantiated	Technical Assistance
2024-04-04.0	Recordkeeping	4/2/2024	Closed	8/12/2024	Substantiated	Technical Assistance
2024-04-05.0	Recordkeeping	4/2/2024	Closed	8/5/2024	Unfounded	None
2024-04-06.0	Recordkeeping	4/2/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-04-06.1	Recordkeeping	4/2/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-04-07.0	Recordkeeping	4/2/2024	Closed	9/4/2024	Unsubstantiated	None
2024-04-08.0	Recordkeeping	4/2/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-04-11.0	Recordkeeping	4/2/2024	Closed	5/10/2024	Unfounded	None
2024-04-12.0	Recordkeeping	4/2/2024	Closed	8/8/2024	Substantiated	Technical Assistance
2024-04-13.0	Delivery of Care	4/2/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-04-17.0	Staff Qualifications	4/3/2024	Closed	5/10/2024	Unfounded	None
2024-04-17.1	Staff Qualifications	4/3/2024	Closed	5/10/2024	Unfounded	None
2024-04-18.0	Untimely SIR	4/4/2024	Closed	9/13/2024	Unfounded	None
2024-04-19.0	Delivery of Care	4/9/2024	Closed	5/22/2024	Unsubstantiated	Technical Assistance
2024-04-25.0	Violation of Rights	4/12/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-04-32.0	Delivery of Care	4/16/2024	Closed	5/8/2024	Unfounded	None
2024-04-35.0	Recordkeeping	4/22/2024	Closed	5/17/2024	Unsubstantiated	Technical Assistance

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				Alerts		
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-04-42.0	Untimely SIR	4/30/2024	Closed	5/15/2024	Unsubstantiated	Technical Assistance
2024-05-01.0	Untimely SIR	5/2/2024	Closed	5/13/2024	Unsubstantiated	Technical Assistance
2024-05-02.0	Delivery of Care	5/3/2024	Closed	9/12/2024	Substantiated	Technical Assistance
2024-05-04.0	Delivery of Care	5/3/2024	Closed	5/29/2024	Substantiated	Technical Assistance
2024-05-05.0	Violation of Rights	5/3/2024	Closed	6/6/2024	Unsubstantiated	None
2024-05-06.0	Delivery of Care	5/7/2024	Closed	7/8/2024	Unsubstantiated	Technical Assistance
2024-05-26.0	Delivery of Care	5/7/2024	Closed	5/30/2024	Unsubstantiated	Technical Assistance
2024-05-26.1	Violation of Rights	5/7/2024	Closed	5/30/2024	Unsubstantiated	Technical Assistance
2024-05-26.2	Violation of Rights	5/7/2024	Closed	5/30/2024	Unsubstantiated	Technical Assistance
2024-05-07.0	Other	5/8/2024	Closed	5/10/2024	Unsubstantiated	Technical Assistance
2024-05-13.0	Staffing / Supervision	5/14/2024	Closed	8/20/2024	Unsubstantiated	Technical Assistance
2024-05-14.0	Delivery of Care	5/15/2024	Closed	5/22/2024	Unsubstantiated	Technical Assistance
2024-05-15.0	Delivery of Care	5/17/2024	Closed	6/20/2024	Substantiated	Technical Assistance
2024-05-17.0	Delivery of Care	5/20/2024	Closed	5/29/2024	Substantiated	None
2024-05-19.0	Delivery of Care	5/22/2024	Closed	7/11/2024	Unfounded	None
2024-05-19.1	Recordkeeping	5/22/2024	Closed	7/11/2024	Substantiated	Technical Assistance
2024-05-19.2	Food Service	5/22/2024	Closed	7/11/2024	Unsubstantiated	Technical Assistance
2024-05-25.0	Recordkeeping	5/28/2024	Closed	7/5/2024	N/A	Deferred

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				Alerts		
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-05-27.0	Untimely SIR	5/28/2024	Closed	6/5/2024	Substantiated	Technical Assistance
2024-05-28.0	Delivery of Care	5/28/2024	Closed	6/18/2024	Substantiated	Technical Assistance
2024-05-28.1	Delivery of Care	5/28/2024	Closed	6/18/2024	Substantiated	Technical Assistance
2024-05-29.0	Untimely SIR	5/28/2024	Closed	8/13/2024	Unsubstantiated	Technical Assistance
2024-05-35.0	IPP Implementation	5/30/2024	Closed	7/5/2024	Unsubstantiated	Technical Assistance
2024-06-03.0	Delivery of Care	6/3/2024	Closed	9/11/2024	Unsubstantiated	Technical Assistance
2024-06-02.0	Delivery of Care	6/4/2024	Closed	7/5/2024	Unfounded	None
2024-06-05.0	Recordkeeping	6/10/2024	Closed	7/9/2024	Substantiated	Substantial Inadequacy
2024-06-07.0	Delivery of Care	6/11/2024	Closed	8/14/2024	Unsubstantiated	Technical Assistance
2024-06-08.0	Untimely SIR	6/11/2024	Closed	7/8/2024	Substantiated	Substantial Inadequacy
2024-06-09.0	Violation of Rights	6/11/2024	Closed	9/6/2024	Unsubstantiated	Technical Assistance
2024-06-09.1	Delivery of Care	6/11/2024	Closed	9/6/2024	Unsubstantiated	Technical Assistance
2024-06-09.2	Delivery of Care	6/11/2024	Closed	9/6/2024	Unsubstantiated	Technical Assistance
2024-06-10.0	Untimely SIR	6/12/2024	Closed	6/28/2024	Unsubstantiated	Technical Assistance
2024-06-11.0	Staff Qualifications	6/14/2024	Closed	7/5/2024	Substantiated	Technical Assistance
2024-06-14.0	Delivery of Care	6/17/2024	Closed	6/17/2024	N/A	None
2024-06-18.0	Delivery of Care	6/18/2024	Closed	8/23/2024	Unsubstantiated	Technical Assistance
2024-06-18.1	Recordkeeping	6/18/2024	Closed	8/23/2024	Substantiated	Technical Assistance

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						Alerts	

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-06-20.0	IPP Implementation	6/20/2024	Closed	7/24/2024	Unsubstantiated	Technical Assistance
2024-06-20.1	Delivery of Care	6/20/2024	Closed	7/24/2024	Unsubstantiated	Technical Assistance
2024-06-20.2	Delivery of Care	6/20/2024	Closed	7/24/2024	Unsubstantiated	Technical Assistance
2024-06-21.0	Recordkeeping	6/20/2024	Closed	7/9/2024	Unsubstantiated	None
2024-06-22.0	Staffing / Supervision	6/20/2024	Closed	8/5/2024	Unfounded	None
2024-06-25.0	Recordkeeping	6/26/2024	Closed	8/5/2024	Unsubstantiated	None
2024-06-26.0	Recordkeeping	6/26/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-06-27.0	Recordkeeping	6/26/2024	Closed	8/20/2024	Substantiated	Technical Assistance
2024-06-29.0	Recordkeeping	6/26/2024	Closed	7/18/2024	Substantiated	Technical Assistance
2024-06-29.1	Recordkeeping	6/26/2024	Closed	7/18/2024	Substantiated	Technical Assistance
2024-06-30.0	Recordkeeping	6/26/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-06-30.1	Recordkeeping	6/26/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-06-33.0	Environment	6/27/2024	Closed	7/1/2024	Unsubstantiated	Technical Assistance
2024-07-01.0	Delivery of Care	7/1/2024	Closed	7/26/2024	Unsubstantiated	None
2024-07-03.0	Untimely SIR	7/3/2024	Closed	7/12/2024	Unsubstantiated	Technical Assistance
2024-07-05.0	Recordkeeping	7/3/2024	Closed	7/31/2024	Unfounded	None
2024-07-05.1	Violation of Rights	7/3/2024	Closed	7/31/2024	Substantiated	Non-Compliance CAP
2024-07-06.0	Delivery of Care	7/8/2024	Closed	8/19/2024	Substantiated	Technical Assistance

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				Alerts		
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-07-08.0	Recordkeeping	7/9/2024	Closed	8/1/2024	Substantiated	Technical Assistance
2024-07-08.1	Recordkeeping	7/9/2024	Closed	8/1/2024	Substantiated	Technical Assistance
2024-07-09.0	Recordkeeping	7/9/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-09.1	Recordkeeping	7/9/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-10.0	Recordkeeping	7/9/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-10.1	Recordkeeping	7/9/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-11.0	Recordkeeping	7/9/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-07-12.0	Recordkeeping	7/9/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-07-13.0	Recordkeeping	7/9/2024	Closed	8/5/2024	Substantiated	Technical Assistance
2024-07-15.0	Recordkeeping	7/9/2024	Closed	8/12/2024	Substantiated	None
2024-07-16.0	Recordkeeping	7/9/2024	Closed	8/9/2024	Substantiated	None
2024-07-17.0	Recordkeeping	7/9/2024	Closed	8/9/2024	Substantiated	None
2024-07-20.0	Recordkeeping	7/9/2024	Closed	8/12/2024	Substantiated	Technical Assistance
2024-07-22.0	Violation of Rights	7/9/2024	Closed	8/12/2024	Unsubstantiated	Technical Assistance
2024-07-24.0	Violation of Rights	7/11/2024	Closed	8/12/2024	Substantiated	Technical Assistance
2024-07-26.0	Environment	7/12/2024	Closed	7/25/2024	Substantiated	Technical Assistance
2024-07-26.1	Environment	7/12/2024	Closed	7/25/2024	Unsubstantiated	Technical Assistance
2024-07-27.0	Delivery of Care	7/12/2024	Closed	8/1/2024	Unsubstantiated	None

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					Alerts	
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-07-27.0	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.1	Delivery of Care	7/12/2024	Closed	8/1/2024	Unsubstantiated	None
2024-07-27.1	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.2	Delivery of Care	7/12/2024	Closed	8/1/2024	Unsubstantiated	None
2024-07-27.3	Delivery of Care	7/12/2024	Closed	8/1/2024	Unsubstantiated	None
2024-07-27.4	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.5	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.6	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.7	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.8	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-27.9	Delivery of Care	7/12/2024	Closed	8/1/2024	Unfounded	None
2024-07-28.0	Delivery of Care	7/16/2024	Closed	7/26/2024	Substantiated	Technical Assistance
2024-07-31.0	Staff Qualifications	7/19/2024	Closed	7/30/2024	Substantiated	Substantial Inadequacy
2024-07-34.0	Delivery of Care	7/29/2024	Closed	9/13/2024	Substantiated	None
2024-07-34.1	Delivery of Care	7/29/2024	Closed	9/13/2024	Unfounded	None
2024-07-34.2	Delivery of Care	7/29/2024	Closed	9/13/2024	Unfounded	None
2024-07-39.0	Delivery of Care	7/31/2024	Closed	9/6/2024	Unsubstantiated	Technical Assistance
2024-08-01.0	Environment	8/1/2024	Closed	8/30/2024	Substantiated	Technical Assistance

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					Alerts		
Control#	**Presenting Issue**	**Alert Date**	**Status**	**Closed Date**	**Finding**	**Action**
2024-08-04.0	Environment	8/2/2024	Closed	8/28/2024	Unsubstantiated	Technical Assistance
2024-08-04.1	Delivery of Care	8/2/2024	Closed	8/28/2024	Unfounded	Technical Assistance
2024-08-06.0	Violation of Rights	8/6/2024	Closed	8/8/2024	N/A	Deferred
2024-08-07.0	Staffing / Supervision	8/8/2024	Closed	8/13/2024	Substantiated	Substantial Inadequacy
2024-08-07.1	Staffing / Supervision	8/8/2024	Closed	8/13/2024	Substantiated	Substantial Inadequacy
2024-08-12.0	Environment	8/9/2024	Closed	9/9/2024	Unsubstantiated	None
2024-08-10.0	Staff Qualifications	8/14/2024	Closed	8/28/2024	Substantiated	Technical Assistance
2024-08-18.0	Recordkeeping	8/16/2024	Closed	8/30/2024	Substantiated	Technical Assistance
2024-08-18.1	Recordkeeping	8/16/2024	Closed	8/30/2024	Substantiated	Technical Assistance
2024-08-19.0	Untimely SIR	8/19/2024	Closed	8/21/2024	Unsubstantiated	Technical Assistance
2024-08-21.0	Environment	8/20/2024	Closed	8/28/2024	Unfounded	None
2024-08-21.1	Environment	8/20/2024	Closed	8/28/2024	Unfounded	None
2024-08-39.0	Recordkeeping	8/22/2024	Closed	9/9/2024	Substantiated	Technical Assistance
2024-08-39.1	Recordkeeping	8/22/2024	Closed	9/9/2024	Substantiated	Technical Assistance
2024-08-41.0	Recordkeeping	8/22/2024	Closed	9/13/2024	Substantiated	Technical Assistance
2024-08-41.1	Recordkeeping	8/22/2024	Closed	9/13/2024	Substantiated	Technical Assistance

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Finding		Action	
N/A	3	Deferred	2
Substantiated	71	Non-Compliance CAP	1
Unfounded	27	None	42
Unsubstantiated	56	Substantial Inadequacy	5
		Technical Assistance	107

Grand Total: 157

	Alerts		
Control #	**Presenting Issue**	**Alert Date**	**Status**
2024-07-29.0	Violation of Rights	7/16/2024	Open
2024-07-29.1	Recordkeeping	7/16/2024	Open
2024-07-30.0	Delivery of Care	7/18/2024	Open
2024-07-30.1	Delivery of Care	7/18/2024	Open
2024-07-30.2	Delivery of Care	7/18/2024	Open
2024-07-32.0	Delivery of Care	7/23/2024	Open
2024-07-32.1	Delivery of Care	7/23/2024	Open
2024-07-32.2	Delivery of Care	7/23/2024	Open
2024-07-33.0	Delivery of Care	7/24/2024	Open
2024-07-35.0	Delivery of Care	7/30/2024	Open
2024-07-36.0	Violation of Rights	7/30/2024	Open
2024-07-36.1	Delivery of Care	7/30/2024	Open
2024-07-37.0	Recordkeeping	7/31/2024	Open
2024-07-38.0	Recordkeeping	7/31/2024	Open
2024-07-40.0	Delivery of Care	7/31/2024	Open

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	Alerts		
Control #	**Presenting Issue**	**Alert Date**	**Status**
2024-08-02.0	Recordkeeping	8/2/2024	Open
2024-08-02.1	Recordkeeping	8/2/2024	Open
2024-08-03.0	Recordkeeping	8/2/2024	Open
2024-08-05.0	Recordkeeping	8/5/2024	Open
2024-08-08.0	Untimely SIR	8/12/2024	Open
2024-08-09.0	Violation of Rights	8/13/2024	Open
2024-08-09.1	Delivery of Care	8/13/2024	Open
2024-08-11.0	Health-Related Concerns	8/14/2024	Open
2024-08-11.1	Health-Related Concerns	8/14/2024	Open
2024-08-11.2	Delivery of Care	8/14/2024	Open
2024-08-13.0	Recordkeeping	8/14/2024	Open
2024-08-13.1	Recordkeeping	8/14/2024	Open
2024-08-14.0	Recordkeeping	8/14/2024	Open
2024-08-14.1	Delivery of Care	8/14/2024	Open
2024-08-14.2	Recordkeeping	8/14/2024	Open
2024-08-15.0	Violation of Rights	8/15/2024	Open

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Presenting Issue Breakdown

Delivery of Care	**13**
Health-Related Concerns	**2**
Violation of Rights	**4**
Recordkeeping	**11**
Untimely SIR	**1**

Grand Total: 31

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Hearing Data for September 2024 Consumer Services Meeting

Date RC Received Fair Hearing Request	Fair Hearing Issue	Date of Resolution or Withdrawal	Outcome
9/16/24	Eligibility	NA	Pending
9/12/24	Eligibility	NA	Pending
9/06/24	Tutoring	NA	Pending
9/03/24	Eligibility	NA	Pending
8/27/24	Respite Hours	9/13/24	Agreement reached after informal meeting
8/22/24	Eligibility	9/9/24	Determined eligible
8/22/24	Social rec and communication services	NA	Pending
8/19/24	Eligibility	NA	Pending
8/15/24	Eligibility	9/09/24	Withdrawn after informal meeting
8/12/24	Inactivation	8/15/24	Case remains active
8/09/24	Eligibility	8/20/24	Withdrawn after informal meeting
8/08/24	Inactivation	8/09/24	Case remains active
8/1/24	Eligibility	9/12/24	Agreed to reassess
7/17/24	Eligibility	8/01/24	Determined eligible
7/15/24	Respite	8/14/24	Agreement reached in Mediation
7/15/24	Conferences	NA	Pending
7/02/24	Eligibility	7/10/24	Agreed to reassess
7/01/24	Eligibility	7/09/24	Agreed to reassess
6/25/24	Eligibility		
6/21/24	PA Hours	7/03/24	Partial agreement reached after informal meeting
6/21/24	Respite hours	6/21/24	Administratively closed, appeal filed outside of required timeline
6/19/24	Inactivation	6/21/24	Case remains open
6/14/24	Camp	6/28/24	Agreement reached after informal meeting
6/13/24	PA Hours	6/27/24	Partial agreement reached after informal meeting
6/10/24	Location device	6/27/24	Agreement reached following informal meeting