



# VMRC Consumer Services Committee Meeting

Wednesday, January 22, 2025 4:00-5:00PM

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

702 N. Aurora Street

Stockton, CA 95202

<https://us06web.zoom.us/j/83177568133?pwd=a9VhkTFN5Roy9GKwsC2loR9oMag1oi.1>

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



## VMRC Consumer Services Committee Meeting

January 22, 2025

- A. Call to Order, Roll Call, Review of Meeting Agenda – Gabriela Castillo  
**Action**
- B. Review and Approval of Consumer Services Committee Minutes of 11/20/24 - Gabriela Castillo  
**Action**
- C. Public Comment – Gabriela Castillo
- *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 – Leinani Walter
- J. Coalition of Local Agency Service Providers (CLASP) Update - Daime Hoornaert
- K. Clinical Update - Dr. Claire Lazaro
- L. Next Meeting Wednesday, March 26, 2025, at 4:00pm (In-Person and Zoom)  
Gabriela Castillo
- M. Adjournment - Gabriela Castillo



## **Minutes for VMRC Consumer Services Committee Meeting**

**11/20/2024 | 4:00 PM - 5:00 PM**

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

**Committee Members Present:** Gabriella Castillo, Crystal Enyeart, Lisa Utsey, Kenneth Huntley, Daime Hoornaert, Liz Herrera-Knapp, Marisela Cruz,

**Committee Members Not Present:** Jose Lara

**Public Present:** Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D), Dena Hernandez- State Council on Developmental Disabilities North Valley office

**VMRC Staff Present:** Evelyn Solis-Ledesma, Christine Couch, Gabriela Lopez, Midori Perez, Katina Richison, Jason Toepel, Claire Lazaro, Tara Sisemore Hester, Leinani Walter, Lizzie Valerio, Robert Fernandez, Brian Bennett

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

Crystal Enyeart chaired the meeting tonight and called the meeting to order at 4:10pm. Lizzie Valerio took roll call; a quorum was established. Crystal asked for a motion to approve the agenda. Marisela made a motion, Kenneth second the motion, the motion passed unanimously.

### **B. Review and Approval of the Consumer Services Committee Meeting**

#### **Minutes of 09/27/24**

Crystal asked for a motion to approve the minutes from 9/27/24. Kenneth made a motion; Lisa seconded the motion. Motion carried, minutes are approved

### **C. Public Comment**

- Dena Hernandez-SCCD North Valley shares that the Choices committee met this morning regarding the Choice Conference will be April 11, 2025, theme will be our voices our choices, the cost will be \$30 dollars to attend and appreciates VMRC continued support. There is an art and video contest, materials are available and are due by January 15, 2025, for the committee to make selections. Dena reported that SCDD are state funded and federally, one of our requirements we have to have a 5-year state plan and we have to get information on what state council should focus on from 2027-2031. They are working on plain language surveys to help direct our state plan.

#### **D. Intake, Early Start, and Case Management Update**

Tara reported early start intake has increased in all offices, September to October had approximately a 1/3 increase. Babies and over 3 years of age are growing 5 caseloads a month. In Stockton office we have a resource issue as far as vendors doing assessments. Intake Managers, Cindy Jimenez and IDEA Specialist are working to develop a plan to present to look at resource issue. There was an increase in Lanterman in all offices; 69% - Stockton, 76% - Modesto, 67% - San Andreas, most concerns for babies coming in have Autism, looking for initial assessment. Leinani asked if Tracy will be included, Tara stated we are working on revisions on what we need for data, we are in process in developing South County.

Christine reported on POS Exceptions for August and September, we continue to run high in personal assistance, people are identifying individuals that can take care of them. In September, Patch is increasing with the holidays coming around, vendors are requesting more support. Patch is an extra staff person to support license staff. To stay consistent with numbers, so far 50 more people are moving into the regional center area. Our area is economically feasible to live in and we continue to track these numbers. The SIR report from the middle of September to October, there was an increase in vendor care Hospital internal infection, Katina reports that the trends are UTI and Pneumonia, we reached out to Dr. Claire Clinical Director, shared we have trainings that are on our website to have staff attend those training.

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

## Crystal Sac 6 report to VMRC Board, November 2024

- October 2nd Sac6 had their practice zoom chat to prepare for the Friday Zoom Chat.
- October 4th Sac6 had their Friday Zoom chat from 12:30 pm to 1:30 pm where we introduced Nicole Patterson from DDS as she shared information about The Master Plan to advocates.
- October 8th Sac6 consultant Jessica attended the Office of Administrative Hearing Committee meeting via zoom from 9 am to 12pm.
- On October 12th several Sac6 members had an information table at the VMRC Cultural fair, and some advocates registered for the Micro business fair and sold their handmade items.
- October 23rd, Sac6 Consultant Lisa attended the VMRC Popplewell Committee meeting. Also, Sac6 members attended the VMRC Board Training and Board meeting in person at the Stockton VMRC office.
- November 2, Sac had their quarterly area meeting the guest speaker was Nicole Paterson from DDS and the topic was The master Plan and its 5 areas. There were over 150 advocates in person that were able to give feedback. We also shared the CHOICES Planning Team request for feedback and input on this year's conference Theme.

### Upcoming events

- November 23rd sac6 will have an informational table at the Autism Resource fair & Festival on November 23rd 10 am to 3 pm Location is Northgate Complex in Manteca.

### Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

## F. Resource Development Update

Brian reported on six VMRC 24-25 CPP and CRDP approved projects.

- First is that we've been awarded \$1.6 million for renovation on an existing multi-family housing building that set aside 16 studios for individuals we serve.
- Behavior management programs serving Amador, Western Calaveras, Northeastern San Joaquin, and Tuolumne County.
- Individual and family training related to sexual health and safety.
- Independent living services in Amador, Calaveras, Tuolumne County.

Three requests for the proposal are on the website. Those projects take about 1 ½ years. Independent living services will hopefully be done within 6 months. Brian answered questions from the board.

Robert gave brief updates on previous years CPP and CRDP projects.

- Two enhanced behavioral support homes continue to be developed, one for children in Modesto and one for EBSH all female home in French Camp.
- Two day programs being developed in Stanislaus County, one in Turlock and one in Modesto.
- Specialized residential facility for adults being developed in El Campo.
- Lastly, one adult specialized home for forensically involved individuals in east Stockton.

Robert answered questions from the board and staff. Evelyn asked is individual and family training provided in Spanish and other languages. Brian reported we request Spanish in translation and other languages preferred. Not only to present, if they do not speak it, we will move on with another. Robert also shared staffing updating we are adding Senior Services Liaison Me Lo in December.

## **G. Quality Assurance Update**

Katina Richison shared incoming alerts from 9/16/24-10/15/24. Presented issue breakdowns: delivery of care, environment, food service, other, recordkeeping, staffing qualifications, staffing/supervision, untimely SIR, violations of rights in total of 41 alerts.

## **H. Transportation Update**

Anel Renteria, R&D Transportation shared transportation stats. They continue to focus on individuals not receiving transportation. They are working with a commercial transportation company. Starting a new route in San Joaquin valley and we will accommodate some individuals waiting on transportation.

Stats for October:

- 238 total routes, increased by 1 route compared to the month of September,
- 2,116 Riders with total trips of
- 92,207 trips (one way and round trip to their residence and day programs)

San Joaquin Council of Governments was scheduled to do a presentation but representative was unable to make it.

## **I. Fair Hearing Update – Jason Toepel**

Jason shared he is not able to access information due to network issues. He did report two trends for appeals tend to be eligibility related and we continue to be able to resolve majority of appeals received prior to going all the way to hearing.

## **J. Coalition of Local Agency Service Providers (CLASP) Update**

### **VMRC Consumer Services Committee Meeting**

**November 20, 2024**

**CLASP Report**

- 1) CLASP continues to meet on the 4th Monday of the month via zoom.
- 2) CLASP Members are continuing to renew their memberships. In August, there were 35 paid members and in September Membership increased to 69 paid members. CLASP continues to reach out to the vendor community to inform them of the benefits of CLASP.
- 3) CLASP Presentations:  
September 23: All's Well presented on DDS DSP Internship program. Vendors are encouraged to reach out to VMRC if interested in hosting DSP interns.
- 4) The Day Program Sharing group met 9/25/24 and discussed more on the DSP Internship program. Programs currently using the program, felt it was a positive step in teaching people about being a Direct Support Professional, which could turn into employment for the intern. Next Meeting is scheduled for November 20 @ 8:15 via zoom.
- 5) The SLS/ILS network will begin starting up again and meeting on a regular basis. Erin Martin has sent out meeting information and she encourages anyone else interested in attending to email her.
- 6) Vendors are anxiously waiting for the Rate implementation to begin January 2025. DDS is expected to release directives in the next couple of months regarding the plan for rate adjustments.
- 7) Brian Bennett Shared the DSP Collaborative will fund vendors interested in having a booth at The DRAIL Disability Awareness Day on October 18, 2024. There are five more spots available.
- 8) Vendors are looking forward to all the upcoming trainings available to them. SIR training is scheduled for November 12, 2024, in person in Stockton and Virtually November 21<sup>st</sup>.  
DSP 1 is starting October 1; DSP 2 is starting in November. Katina is working on LGBT+ training with the Pride Center.
- 9) R&D's Transportation Update: Anel Renteria reported that 2059 individuals received transportation in August. There are 47 active service providers. 236 routes on the road daily. Total number of trips was 85, 869.
- 10) CLASP continues to appreciate VMRC staff reports on:  
HCBS News  
Resource Development Projects  
Quality Assurance Updates  
Early Start  
Employment  
Consumer Services  
Clinical  
Ex. Director updates

11) CLASP continues to appreciate the State Council on Developmental Disabilities/North Valley Hills Office reports and information on SAC 6, CHOICES, Self Determination, and their Regional Advisory Committee.

12) Please visit CLASP on Facebook (<https://facebook.com/CLASP.VMRC>) & Instagram (@CLASP.VMRC)

Next CLASP meeting will be held via Zoom: October 28th, 2024 @ 10AM.

## **K. Clinical Update**

Claire reported on prior events.

- Family members were able to participate BDS focus group, this is for families who have a lot of medical and behavioral needs not being met by our traditional services.
- We finished our fourth Stepping Stones parenting program in November.
- ARCA physicians group held: following an advocacy for nasal spray for epilepsy non trained healthcare professionals as a rescue medication.
- November 7 - we had the ARCA clinical director group, discussion in early implementation eligibility. There is also a current work group working on the 5<sup>th</sup> category.
- November 9 - last family wellness brunch, part of DDS family wellness grant. We are hoping to launch, with another grant through DHCS, will be able to expand for individual served 0-21 years of age.
- Joint training was held with Alta and VMRC in collaboration with California North State University. Dental hygienists are able to go to family homes for dental services, cleaning, x-ray fluoride varnish and minor treatment. No need to be sedated.

## **L. Next Meeting - Wednesday, January 22, 2025, 4:00 PM, Hybrid (In-Person and via Zoom Video Conference)**

## **M. Adjournment at 4:51**



POS Exceptions - OCTOBER 2024

2023/2024	OCT
B&C/P&I/SSI/SSP	3
Bed Hold	2
CAMP	1
DME	1
Home Modification	2
Incontinence Supplies	2
Patch	5
Personal Assist	10
Respite	1
SLS	2
Social Recreation	7
Vehicle Modification	2
<b>TOTAL POS</b>	<b>38</b>
Approved	38
Deferred	0
Denied	0

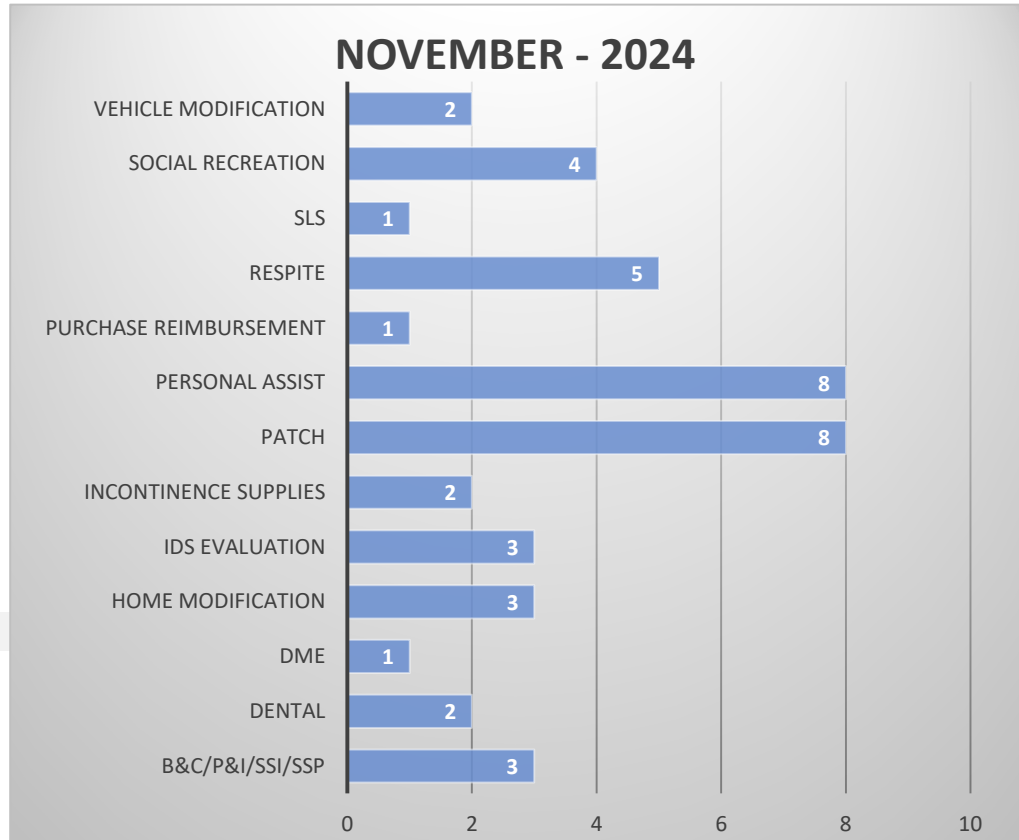
\*\*MISC



### POS Exceptions - NOVEMBER 2024

2023/2024	NOV
B&C/P&I/SSI/SSP	3
Dental	2
DME	1
Home Modification	3
IDS Evaluation	3
Incontinence Supplies	2
Patch	8
Personal Assist	8
Purchase Reimbursement	1
Respite	5
SLS	1
Social Recreation	4
Vehicle Modification	2
<b>TOTAL POS</b>	<b>43</b>
Approved	43
Deferred	0
Denied	0

\*\*MISC



Consumer File Transfer Status - To and From VMRC

As of 01/08/25

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
<b>total for 2020</b>	<b>374</b>	<b>Total for 2020</b>	<b>304</b>

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
<b>total for 2021</b>	<b>424</b>	<b>Total for 2021</b>	<b>357</b>

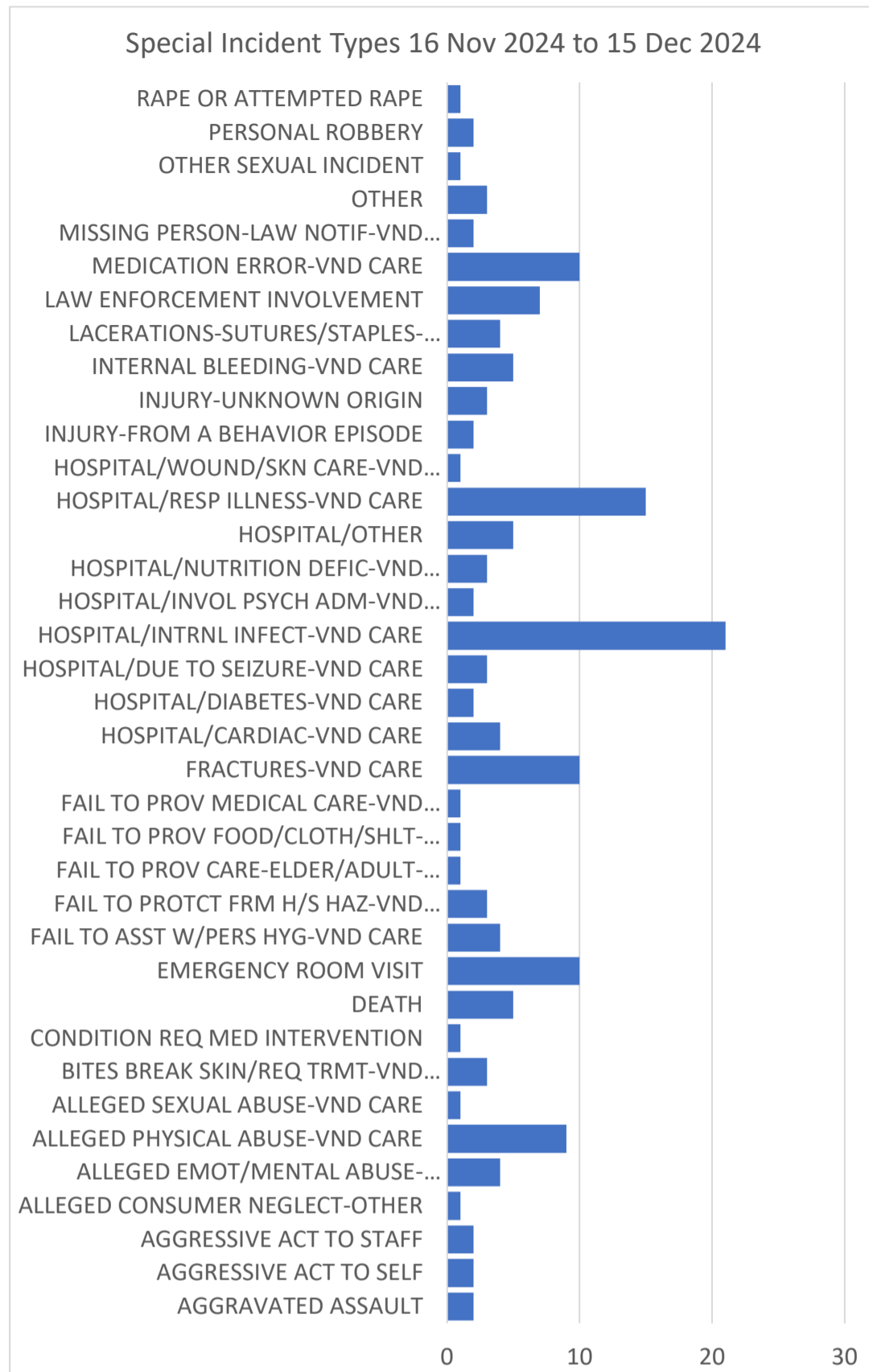
2022			
Files Received		Files sent out	
January	40	January	43
February	28	February	40
March	41	March	25
April	47	April	41
May	35	May	52
June	37	June	30
July	32	July	33
August	43	August	47
September	31	September	20
October	36	October	32
November	61	November	42
December	30	December	15
<b>total for 2022</b>	<b>461</b>	<b>Total for 2022</b>	<b>420</b>

2023			
Files Received		Files sent out	
January	23	January	18
February	45	February	21
March	39	March	39
April	35	April	32
May	48	May	54
June	37	June	19
July	38	July	48
August	34	August	31
September	60	September	41
October	29	October	44
November	59	November	44
December	28	December	22
<b>total for 2023</b>	<b>475</b>	<b>Total for 2023</b>	<b>413</b>

2024			
Files Received		Files sent out	
January	38	January	21
February	37	February	30
March	50	March	39
April	53	April	53
May	40	May	30
June	34	June	34
July	58	July	40
August	52	August	36
September	40	September	30
October	24	October	26
November	41	November	37
December	34	December	66
<b>total for 2024</b>	<b>501</b>	<b>Total for 2024</b>	<b>442</b>

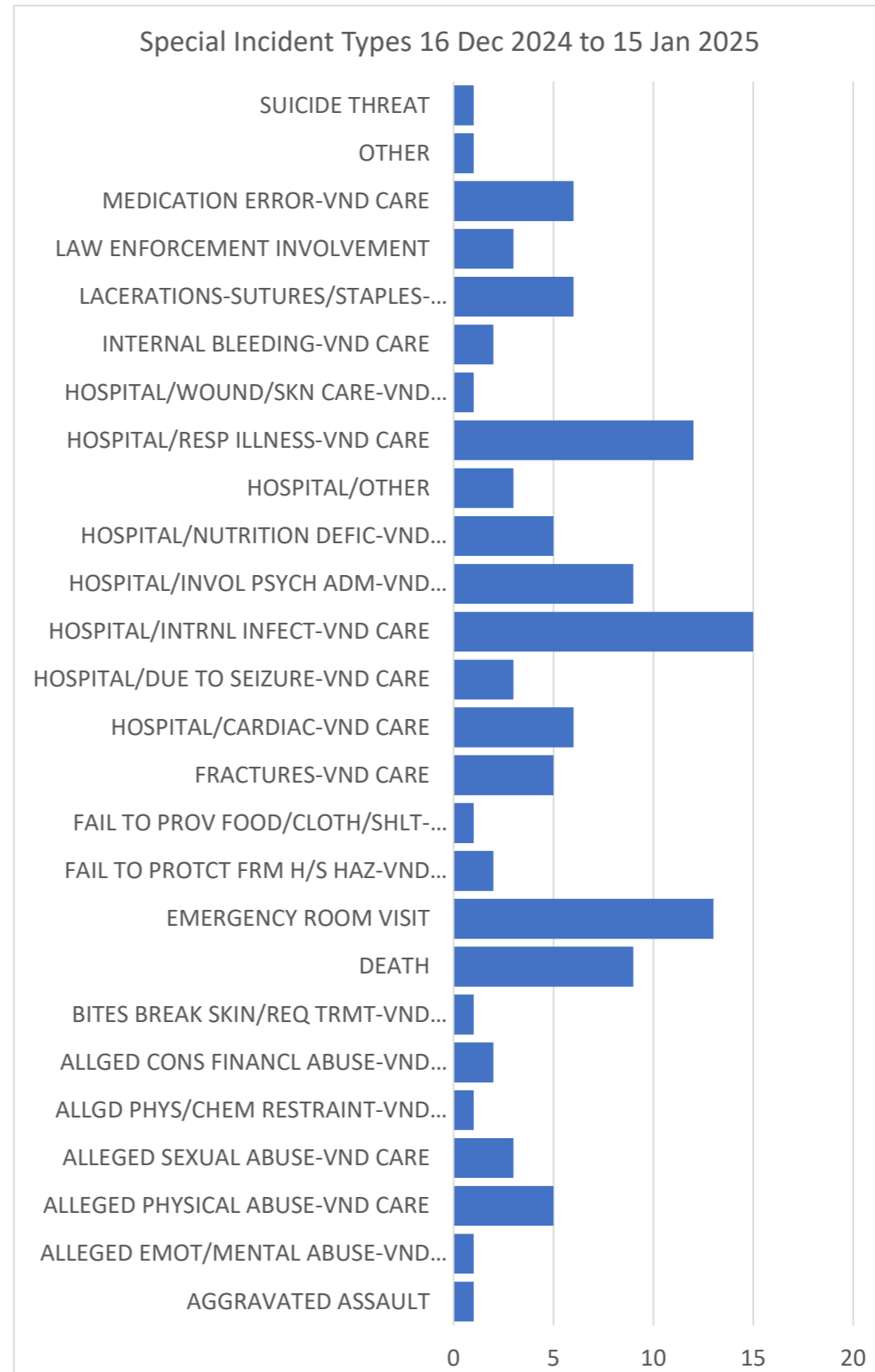
2025			
Files Received		Files sent out	
January	8	January	21
February		February	
March		March	
April		April	
May		May	
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2025</b>	<b>8</b>	<b>Total for 2025</b>	<b>21</b>

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	2	1.3%
AGGRESSIVE ACT TO SELF	2	1.3%
AGGRESSIVE ACT TO STAFF	2	1.3%
ALLEGED CONSUMER NEGLECT-OTHER	1	0.6%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	4	2.6%
ALLEGED PHYSICAL ABUSE-VND CARE	9	5.8%
ALLEGED SEXUAL ABUSE-VND CARE	1	0.6%
BITES BREAK SKIN/REQ TRMT-VND CARE	3	1.9%
CONDITION REQ MED INTERVENTION	1	0.6%
DEATH	5	3.2%
EMERGENCY ROOM VISIT	10	6.4%
FAIL TO ASST W/PERS HYG-VND CARE	4	2.6%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	3	1.9%
FAIL TO PROV CARE-ELDER/ADULT-VND	1	0.6%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.6%
FAIL TO PROV MEDICAL CARE-VND CARE	1	0.6%
FRACTURES-VND CARE	10	6.4%
HOSPITAL/CARDIAC-VND CARE	4	2.6%
HOSPITAL/DIABETES-VND CARE	2	1.3%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	1.9%
HOSPITAL/INTRNL INFECT-VND CARE	21	13.5%
HOSPITAL/INVOL PSYCH ADM-VND CARE	2	1.3%
HOSPITAL/NUTRITION DEFIC-VND CARE	3	1.9%
HOSPITAL/OTHER	5	3.2%
HOSPITAL/RESP ILLNESS-VND CARE	15	9.6%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	0.6%
INJURY-FROM A BEHAVIOR EPISODE	2	1.3%
INJURY-UNKNOWN ORIGIN	3	1.9%
INTERNAL BLEEDING-VND CARE	5	3.2%
LACERATIONS-SUTURES/STAPLES-VND CR	4	2.6%
LAW ENFORCEMENT INVOLVEMENT	7	4.5%
MEDICATION ERROR-VND CARE	10	6.4%
MISSING PERSON-LAW NOTIF-VND CARE	2	1.3%
OTHER	3	1.9%
OTHER SEXUAL INCIDENT	1	0.6%
PERSONAL ROBBERY	2	1.3%
RAPE OR ATTEMPTED RAPE	1	0.6%
Grand Total	156	



16 December 2024 to 15 January 2025 Incident Report Consumer Count: 72

Special Incident Types	Count	Percent
AGGRAVATED ASSAULT	1	0.9%
ALLEGED EMOT/MENTAL ABUSE-VND CARE	1	0.9%
ALLEGED PHYSICAL ABUSE-VND CARE	5	4.3%
ALLEGED SEXUAL ABUSE-VND CARE	3	2.6%
ALLGD PHYS/CHEM RESTRAINT-VND CARE	1	0.9%
ALLGED CONS FINANCL ABUSE-VND CARE	2	1.7%
BITES BREAK SKIN/REQ TRMT-VND CARE	1	0.9%
DEATH	9	7.7%
EMERGENCY ROOM VISIT	13	11.1%
FAIL TO PROTCT FRM H/S HAZ-VND CAR	2	1.7%
FAIL TO PROV FOOD/CLOTH/SHLT-VND C	1	0.9%
FRACTURES-VND CARE	5	4.3%
HOSPITAL/CARDIAC-VND CARE	6	5.1%
HOSPITAL/DUE TO SEIZURE-VND CARE	3	2.6%
HOSPITAL/INTRNL INFECT-VND CARE	15	12.8%
HOSPITAL/INVOL PSYCH ADM-VND CARE	9	7.7%
HOSPITAL/NUTRITION DEFIC-VND CARE	5	4.3%
HOSPITAL/OTHER	3	2.6%
HOSPITAL/RESP ILLNESS-VND CARE	12	10.3%
HOSPITAL/WOUND/SKN CARE-VND CARE	1	0.9%
INTERNAL BLEEDING-VND CARE	2	1.7%
LACERATIONS-SUTURES/STAPLES-VND CR	6	5.1%
LAW ENFORCEMENT INVOLVEMENT	3	2.6%
MEDICATION ERROR-VND CARE	6	5.1%
OTHER	1	0.9%
SUICIDE THREAT	1	0.9%
Grand Total	117	





**Valley Mountain Regional Center**

**Presents:**

**FREE**

**Disaster Preparedness Information Session for Individuals  
Served  
and Families**

**Friday, March 21, 2025**

**11:00 am -1:00 pm**

**In Person @ Valley Mountain Regional Center**

**702 N Aurora St. Stockton CA (Cohen Board Room)**

**Or On Zoom**

**(pre-registration is required)**

---

**Registration**

**Enrollment is limited. "Walk-up" registration is not allowed. You must sign up in advance. There are no exceptions to this rule.**



QA Incoming Alert Report

09/16/24 – 10/15/24

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-09-13.0	Delivery of Care	9/17/2024	Open			
2024-09-14.0	Delivery of Care	9/17/2024	Open			
2024-09-14.1	Delivery of Care	9/17/2024	Open			
2024-09-15.0	Recordkeeping	9/17/2024	Open			
2024-09-15.1	Delivery of Care	9/17/2024	Open			
2024-09-16.0	Staff Qualifications	9/18/2024	Open			
2024-09-16.0	Staff Qualifications	9/18/2024	Open			
2024-09-17.0	Delivery of Care	9/18/2024	Open			
2024-09-18.0	Delivery of Care	9/18/2024	Closed	9/26/2024	Substantiated	Non-Compliance CAP
2024-09-19.0	Recordkeeping	9/18/2024	Open			
2024-09-20.0	Environment	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.1	Food Service	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.2	Delivery of Care	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.3	Staffing / Supervision	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-21.0	Untimely SIR	9/19/2024	Open			

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-09-22.0	Delivery of Care	9/20/2024	Open			
2024-09-23.0	Food Service	9/24/2024	Closed	10/7/2024	Substantiated	Technical Assistance
2024-09-23.1	Other	9/24/2024	Closed	10/7/2024	Unsubstantiated	Technical Assistance
2024-09-24.0	Staffing / Supervision	9/26/2024	Open			
2024-09-25.0	Environment	9/26/2024	Closed	10/2/2024	Substantiated	Technical Assistance
2024-09-26.0	Delivery of Care	9/26/2024	Open			
2024-09-27.0	Environment	9/30/2024	Closed	12/13/2024	Unfounded	None
2024-10-01.0	Untimely SIR	10/1/2024	Closed	12/12/2024	N/A	None
2024-10-02.0	Recordkeeping	10/1/2024	Closed	12/11/2024	Substantiated	Technical Assistance
2024-10-03.0	Recordkeeping	10/2/2024	Open			
2024-10-05.0	Environment	10/3/2024	Open			
2024-10-06.0	Violation of Rights	10/3/2024	Closed	10/29/2024	Unsubstantiated	Technical Assistance
2024-10-07.0	Staffing / Supervision	10/3/2024	Open			
2024-10-08.0	Other	10/7/2024	Closed	10/24/2024	N/A	Deferred
2024-10-09.0	Violation of Rights	10/7/2024	Open			
2024-10-10.0	Environment	10/7/2024	Open			
2024-10-11.0	Environment	10/8/2024	Open			
2024-10-12.0	Delivery of Care	10/8/2024	Closed	1/10/2025	Substantiated	Technical Assistance



**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-10-12.1	Other	10/8/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance
2024-10-13.0	Recordkeeping	10/8/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-10-14.0	Untimely SIR	10/10/2024	Closed	12/4/2024	Substantiated	Substantial Inadequacy
2024-10-15.0	Environment	10/10/2024	Open			
2024-10-16.0	Delivery of Care	10/11/2024	Closed	11/7/2024	Unsubstantiated	Technical Assistance
2024-10-17.0	Untimely SIR	10/11/2024	Open			
2024-10-18.0	Recordkeeping	10/15/2024	Open			
2024-10-18.1	Food Service	10/15/2024	Open			

**Presenting Issue Breakdown**

<b>Delivery of Care</b>	<b>11</b>
<b>Environment</b>	<b>7</b>
<b>Food Service</b>	<b>3</b>
<b>Other</b>	<b>3</b>
<b>Recordkeeping</b>	<b>6</b>
<b>Untimely SIR</b>	<b>4</b>
<b>Violation of Rights</b>	<b>2</b>
<b>Staff Qualifications</b>	<b>2</b>
<b>Staffing/Supervision</b>	<b>3</b>

**Grand Total: 41**



**QA Closed Alert Report**

**07/01/24 – 12/31/24**

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
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
2024-07-07.0	Untimely SIR	7/8/2024	Closed	10/18/2024	Unsubstantiated	Technical Assistance
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

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-07-14.0	Violation of Rights	7/9/2024	Closed	1/13/2025	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
2024-07-23.0	Untimely SIR	7/11/2024	Closed	10/24/2024	Unsubstantiated	None
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	Unfounded	None
2024-07-27.0	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	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

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
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
2024-07-29.0	Staffing / Supervision	7/16/2024	Closed	11/14/2024	Unsubstantiated	Technical Assistance
2024-07-29.1	Recordkeeping	7/16/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-07-29.2	Violation of Rights	7/16/2024	Closed	11/14/2024	Unsubstantiated	Technical Assistance
2024-07-29.3	Violation of Rights	7/16/2024	Closed	11/14/2024	Unsubstantiated	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
2024-07-37.0	Recordkeeping	7/31/2024	Closed	10/25/2024	Substantiated	Technical Assistance
2024-07-37.1	Recordkeeping	7/31/2024	Closed	10/25/2024	Substantiated	Technical Assistance
2024-07-38.0	Recordkeeping	7/31/2024	Closed	10/25/2024	Substantiated	Technical Assistance
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

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-08-02.0	Recordkeeping	8/2/2024	Closed	10/25/2024	Substantiated	Technical Assistance
2024-08-02.1	Recordkeeping	8/2/2024	Closed	10/25/2024	Substantiated	Technical Assistance
2024-08-03.0	Recordkeeping	8/2/2024	Closed	10/25/2024	Substantiated	Technical Assistance
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
2024-08-09.0	Violation of Rights	8/13/2024	Closed	11/13/2024	Substantiated	Technical Assistance
2024-08-09.1	Delivery of Care	8/13/2024	Closed	11/13/2024	Unsubstantiated	Technical Assistance
2024-08-09.2	Violation of Rights	8/13/2024	Closed	11/13/2024	Unsubstantiated	Technical Assistance
2024-08-10.0	Staff Qualifications	8/14/2024	Closed	8/28/2024	Substantiated	Technical Assistance
2024-08-12.0	Environment	8/9/2024	Closed	9/9/2024	Unsubstantiated	None
2024-08-14.0	Recordkeeping	8/14/2024	Closed	11/20/2024	Substantiated	Technical Assistance
2024-08-14.1	Delivery of Care	8/14/2024	Closed	11/20/2024	Unsubstantiated	Technical Assistance
2024-08-14.2	Recordkeeping	8/14/2024	Closed	11/20/2024	Unsubstantiated	Technical Assistance
2024-08-17.0	Recordkeeping	8/16/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-08-18.0	Recordkeeping	8/16/2024	Closed	8/30/2024	Substantiated	Technical Assistance

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
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
2024-08-25.0	Delivery of Care	8/21/2024	Closed	10/10/2024	Substantiated	Technical Assistance
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
2024-08-45.0	Violation of Rights	8/26/2024	Closed	10/29/2024	Substantiated	Non-Compliance CAP
2024-08-50.0	Violation of Rights	8/29/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-01.0	Recordkeeping	9/3/2024	Closed	10/11/2024	Substantiated	Technical Assistance
2024-09-07.0	Food Service	9/10/2024	Closed	10/15/2024	Substantiated	Technical Assistance
2024-09-08.0	Delivery of Care	9/10/2024	Closed	9/25/2024	Unsubstantiated	Technical Assistance
2024-09-08.1	Delivery of Care	9/10/2024	Closed	9/25/2024	Substantiated	Technical Assistance
2024-09-08.2	Environment	9/10/2024	Closed	9/25/2024	Unsubstantiated	None
2024-09-10.0	Recordkeeping	9/12/2024	Closed	10/15/2024	Substantiated	Technical Assistance
2024-09-10.1	Recordkeeping	9/12/2024	Closed	10/15/2024	Substantiated	Technical Assistance

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-09-11.0	Recordkeeping	9/12/2024	Closed	9/24/2024	Unsubstantiated	None
2024-09-11.1	Recordkeeping	9/12/2024	Closed	9/24/2024	Unfounded	None
2024-09-12.0	Environment	9/12/2024	Closed	1/13/2025	Substantiated	None
2024-09-18.0	Delivery of Care	9/18/2024	Closed	9/26/2024	Substantiated	Non-Compliance CAP
2024-09-20.0	Environment	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.1	Food Service	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.2	Delivery of Care	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-20.3	Staffing / Supervision	9/18/2024	Closed	10/15/2024	Unsubstantiated	Technical Assistance
2024-09-23.0	Food Service	9/24/2024	Closed	10/7/2024	Substantiated	Technical Assistance
2024-09-23.1	Other	9/24/2024	Closed	10/7/2024	Unsubstantiated	Technical Assistance
2024-09-25.0	Environment	9/26/2024	Closed	10/2/2024	Substantiated	Technical Assistance
2024-09-27.0	Environment	9/30/2024	Closed	12/13/2024	Unfounded	None
2024-10-01.0	Untimely SIR	10/1/2024	Closed	12/12/2024	N/A	None
2024-10-02.0	Recordkeeping	10/1/2024	Closed	12/11/2024	Substantiated	Technical Assistance
2024-10-06.0	Violation of Rights	10/3/2024	Closed	10/29/2024	Unsubstantiated	Technical Assistance
2024-10-08.0	Other	10/7/2024	Closed	10/24/2024	N/A	Deferred
2024-10-12.0	Delivery of Care	10/8/2024	Closed	1/10/2025	Substantiated	Technical Assistance
2024-10-12.1	Other	10/8/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-10-13.0	Recordkeeping	10/8/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-10-14.0	Untimely SIR	10/10/2024	Closed	12/4/2024	Substantiated	Substantial Inadequacy
2024-10-16.0	Delivery of Care	10/11/2024	Closed	11/7/2024	Unsubstantiated	Technical Assistance
2024-10-19.0	Other	10/16/2024	Closed	10/24/2024	N/A	Deferred
2024-10-21.0	Untimely SIR	10/21/2024	Closed	11/14/2024	Unfounded	Technical Assistance
2024-10-22.0	Recordkeeping	10/22/2024	Closed	10/25/2024	Substantiated	Technical Assistance
2024-10-31.0	Recordkeeping	10/28/2024	Closed	11/8/2024	Substantiated	Technical Assistance
2024-10-32.0	Recordkeeping	10/28/2024	Closed	11/8/2024	N/A	None
2024-10-34.0	Recordkeeping	10/28/2024	Closed	11/14/2024	Substantiated	None
2024-10-35.0	Recordkeeping	10/28/2024	Closed	11/15/2024	Substantiated	Technical Assistance
2024-10-36.0	Recordkeeping	10/28/2024	Closed	11/4/2024	Substantiated	Technical Assistance
2024-10-37.0	Recordkeeping	10/28/2024	Closed	11/14/2024	Substantiated	None
2024-10-38.0	Recordkeeping	10/28/2024	Closed	11/8/2024	N/A	None
2024-10-39.0	Recordkeeping	10/28/2024	Closed	11/8/2024	Substantiated	Technical Assistance
2024-10-40.0	Recordkeeping	10/28/2024	Closed	10/29/2024	Substantiated	Technical Assistance
2024-10-41.0	Recordkeeping	10/28/2024	Closed	11/8/2024	N/A	None
2024-10-43.0	Untimely SIR	10/28/2024	Closed	11/13/2024	Substantiated	Non-Compliance CAP
2024-10-47.0	Untimely SIR	10/31/2024	Closed	11/14/2024	Unsubstantiated	Technical Assistance



**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-11-02.0	Untimely SIR	11/4/2024	Closed	11/6/2024	Unsubstantiated	Technical Assistance
2024-11-04.0	Untimely SIR	11/4/2024	Closed	11/6/2024	Unsubstantiated	Technical Assistance
2024-11-07.0	Staffing / Supervision	11/5/2024	Closed	12/5/2024	Substantiated	Substantial Inadequacy
2024-11-08.0	Recordkeeping	11/6/2024	Closed	11/25/2024	Substantiated	Technical Assistance
2024-11-10.0	Health-Related Concerns	11/7/2024	Closed	12/20/2024	Unsubstantiated	Technical Assistance
2024-11-10.1	Health-Related Concerns	11/7/2024	Closed	12/20/2024	Unsubstantiated	Technical Assistance
2024-11-10.2	Delivery of Care	11/7/2024	Closed	12/20/2024	Substantiated	Technical Assistance
2024-11-12.0	Other	11/8/2024	Closed	12/5/2024	Unsubstantiated	Technical Assistance
2024-11-13.0	Recordkeeping	11/8/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-11-14.0	Recordkeeping	11/8/2024	Closed	12/9/2024	Substantiated	Technical Assistance
2024-11-15.0	Recordkeeping	11/8/2024	Closed	12/11/2024	Substantiated	Technical Assistance
2024-11-17.0	Delivery of Care	11/12/2024	Closed	12/17/2024	Unsubstantiated	Technical Assistance
2024-11-17.1	Staffing / Supervision	11/12/2024	Closed	12/17/2024	Substantiated	Substantial Inadequacy
2024-11-17.2	Environment	11/12/2024	Closed	12/17/2024	Substantiated	Substantial Inadequacy
2024-11-18.0	Recordkeeping	11/13/2024	Closed	12/23/2024	Unsubstantiated	Technical Assistance
2024-11-19.0	Recordkeeping	11/13/2024	Closed	11/14/2024	Substantiated	Technical Assistance
2024-11-23.0	Untimely SIR	11/14/2024	Closed	12/13/2024	Unfounded	None
2024-11-24.0	Recordkeeping	11/14/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>	<b>Closed Date</b>	<b>Finding</b>	<b>Action</b>
2024-11-24.1	Recordkeeping	11/14/2024	Closed	1/10/2025	Substantiated	Technical Assistance
2024-11-24.2	Food Service	11/14/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance
2024-11-24.3	Environment	11/14/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance
2024-11-24.4	Environment	11/14/2024	Closed	1/10/2025	Unsubstantiated	Technical Assistance
2024-11-26.0	Delivery of Care	11/18/2024	Closed	12/11/2024	Unsubstantiated	Technical Assistance
2024-11-31.0	Food Service	11/21/2024	Closed	1/13/2025	Substantiated	Technical Assistance
2024-11-31.1	Violation of Rights	11/21/2024	Closed	1/13/2025	Substantiated	Technical Assistance
2024-11-33.0	Untimely SIR	11/26/2024	Closed	12/9/2024	Substantiated	Technical Assistance
2024-12-01.0	Untimely SIR	12/2/2024	Closed	1/10/2025	Substantiated	Non-Compliance CAP
2024-12-03.0	Violation of Rights	12/2/2024	Closed	1/14/2025	Unsubstantiated	Technical Assistance
2024-12-03.1	Delivery of Care	12/2/2024	Closed	1/14/2025	Unsubstantiated	Technical Assistance
2024-12-03.2	IPP Implementation	12/2/2024	Closed	1/14/2025	Substantiated	Substantial Inadequacy
2024-12-14.0	Environment	12/11/2024	Closed	12/13/2024	Unsubstantiated	Technical Assistance
2024-12-15.0	Untimely SIR	12/12/2024	Closed	12/18/2024	Substantiated	Technical Assistance
2024-12-24.0	Untimely SIR	12/16/2024	Closed	12/20/2024	Substantiated	Technical Assistance
2024-12-38.0	Recordkeeping	12/27/2024	Closed	1/13/2025	Substantiated	Technical Assistance

<b>Finding</b>		<b>Action</b>	
<b>N/A</b>	<b>7</b>	<b>Deferred</b>	<b>3</b>
<b>Substantiated</b>	<b>83</b>	<b>Non-Compliance CAP</b>	<b>5</b>
<b>Unfounded</b>	<b>18</b>	<b>None</b>	<b>36</b>
<b>Unsubstantiated</b>	<b>49</b>	<b>Substantial Inadequacy Technical Assistance</b>	<b>8  105</b>

**Grand Total: 157**



## QA Pending Completion Alert Report

09/16/24 – 10/15/24

### Alerts

Control#	Presenting Issue	Alert Date	Status
2024-09-13.0	Delivery of Care	9/17/2024	Open
2024-09-14.0	Delivery of Care	9/17/2024	Open
2024-09-14.1	Delivery of Care	9/17/2024	Open
2024-09-15.0	Recordkeeping	9/17/2024	Open
2024-09-15.1	Delivery of Care	9/17/2024	Open
2024-09-16.0	Staff Qualifications	9/18/2024	Open
2024-09-16.0	Staff Qualifications	9/18/2024	Open
2024-09-17.0	Delivery of Care	9/18/2024	Open
2024-09-19.0	Recordkeeping	9/18/2024	Open
2024-09-21.0	Untimely SIR	9/19/2024	Open
2024-09-22.0	Delivery of Care	9/20/2024	Open
2024-09-24.0	Staffing / Supervision	9/26/2024	Open
2024-09-26.0	Delivery of Care	9/26/2024	Open
2024-10-03.0	Recordkeeping	10/2/2024	Open
2024-10-05.0	Environment	10/3/2024	Open
2024-10-07.0	Staffing / Supervision	10/3/2024	Open

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>
2024-10-09.0	Violation of Rights	10/7/2024	Open
2024-10-10.0	Environment	10/7/2024	Open
2024-10-11.0	Environment	10/8/2024	Open
2024-10-15.0	Environment	10/10/2024	Open
2024-10-17.0	Untimely SIR	10/11/2024	Open
2024-10-18.0	Recordkeeping	10/15/2024	Open
2024-10-18.1	Food Service	10/15/2024	Open

**Presenting Issue Breakdown**

<b>Delivery of Care</b>	<b>7</b>
<b>Environment</b>	<b>4</b>
<b>Food Service</b>	<b>1</b>
<b>Other</b>	<b>1</b>
<b>Recordkeeping</b>	<b>4</b>
<b>Staff Qualifications</b>	<b>2</b>
<b>Staffing / Supervision</b>	<b>2</b>
<b>Untimely SIR</b>	<b>2</b>
<b>Violation of Rights</b>	<b>1</b>

**Grand Total: 23**