



# VMRC Consumer Services Committee Meeting (Hybrid)

Wednesday, June 5, 2024, 5:00 PM

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

<https://us06web.zoom.us/j/83467530834?pwd=kDVcYxAYD1fC1jjHectHhy2JZJms17.1>, Webinar ID: 834 6753 0834, Passcode: 526876, Or One tap mobile: +16694449171

702 N. Aurora Street

Stockton, CA, 95202

For accommodations, please contact Doug Bonnet at 209-955-3656, or [DBonnet@vmrc.net](mailto:DBonnet@vmrc.net). Spanish translation is included without requesting.



## Meeting Book - VMRC Consumer Services Committee Meeting

### Consumer Services Committee Meeting

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

Jose Lara

**B. Review and Approval of the Consumer Services Committee Meeting Minutes of 05/01/24**      Action

Jose Lara

**C. Presentation of VMRC Social Recreation and Camping Service Standard and VMRC Non-medical Therapies Service Standard**      Action

Jason Toepel

**D. Public Comment**

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).

**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 Agency Service Providers (CLASP) Update**

Daime Hoornaert

**L. Clinical Update**

Dr. Claire Lazaro

**M. Next Meeting TBD**

Jose Lara

**N. Adjournment**

Jose Lara



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

05/01/2024 | 05:00 PM - 07:00 PM

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

**Committee Members Present:** Crystal Enyeart, Jose Lara, Lisa Utsey, Margaret Heinz, Daime Hoornaert, Anthony Owens, Erria Kaalund

**Committee Members Not Present:** Sarah Howard, Liz Knapp, Dora Contreras

**Public Present:** Jessica Quesada, Irene Hernandez (interpreter), Isela Bingham (interpreter), Anel Renteria (R&D)

**VMRC Staff Present:** Tara Sisemore Hester, Leinani Walter, Doug Bonnet, Evelyn Solis, Christine Couch, Aaron McDonald, Katina Richison, Jason Toepel, Angelique Shear, Libby Contreras, Claire Lazaro

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

Jose Lara chaired the meeting tonight and called the meeting to order at 5:03pm. Doug Bonnet took roll. We have a quorum.

### **B. Review and Approval of the Consumer Services Committee Meeting Minutes of March 6, 2024**

Lisa Utsey made a motion to approve the Consumer Services Committee Meeting Minutes of March 6, 2024. Margaret Heinz seconded the motion. Motion passes unanimously.

### **C. Presentation – n/a**

## **D. Public Comment**

Tumboura Hill shared that he wanted to give some background. He worked for the regional center for a number of years. There was a period of time with vendor oversight problems. He filed a whistleblower complaint. He sold his home and funded Quality Assured Training and Advocacy. He is not disgruntled. He knows what the work does for people and the impact that he can have on people. Kudos to Robert and team for vendoring Dino's.

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

Tara Sisemore Hester, Director of Case Management services, shared the intake data for January thru March 2024. The Early Start Symposium will be held in Berkeley. Christine Couch, Director of Case Management services, shared the POS Exceptions Report for February and March 2024 and answered questions. She also shared the Consumer File Transfer Report.

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

Crystal Sac 6 report to VMRC Consumer Services, May 2024

On April 1st and 2nd Sac6 members attended Grassroots day and talked to legislators about the services that are important to them, and why the budget should not be cut.

April 3rd Sac6 Consultant Jessica attended the OAH Advisory Committee on zoom.

April 4th Sac 6 consultant Lisa joined VMRC and SCDD for the People Planning together road trip to share the word on Train the Trainers opportunities.

April 5th Sac6 had their monthly zoom chat. Jennifer Greenstreet from VMRC presented on Affordable housing.

April 8th, Sac6 Chairperson, and consultant Jessica attended the Supported Life Planning Committee meeting.

April 10th, Sac6 consultant Lisa U. attended the VMRC Finance Committee meeting followed by the VMRC Executive Committee meeting.

April 12, Sac 6 members attended the CHOICES conference, this was another year of success.

April 23rd Sac6 Secretary attended the DDS CAC emergency meeting on zoom.

April 24th Sac6 members worked the SAC6 table at the VMRC Transition Fair where we handed out information on self-advocacy.

April 25th Sac6 worked with Clients Rights and SCDD office to give a Clients Rights Bingo at Howard Prep.

April 26th Sac6 members worked the Sac6 table at the Modesto Transition fair.

## **G. Resource Development Update**

Katina Richison, Division Manager of Quality Assurance shared an update from Robert Fernandez.

- EBSH – Childrens Home (Atlantis Home) in Stanislaus County, is on schedule to be open in the 3<sup>rd</sup> quarter
- EBSH – All female adult home (BridgeToCare) in San Joaquin County is moving forward with minor renovations and is scheduled to open in the 4<sup>th</sup> quarter
- Specialized Residential Facility – Childrens home (Underwood Home) in San Joaquin county is awaiting renovation permits to be approved by SJ County. Scheduled for 1<sup>st</sup> quarter of 2025 for opening
- Specialized Day Program in Stanislaus County to serve behavioral individuals is being developed by Vartan Hekimian, scheduled for 2 quarter of 2025 for opening
- Specialized Day Program in Stanislaus County to serve medically fragile individuals is being developed by EDEA Integrity, scheduled for 2 quarter of 2025 for opening

## **H. Quality Assurance Update**

Katina Richison shared the alert report. Quality Assurance is in the process of interviewing for a second HCBS CSL position tomorrow. We are also interviewing for a Federal Programs Specialist position to backfill Megan Wilson's position as she was promoted to Senior Federal Programs Specialist.

## **I. Transportation Update**

Anel Renteria, R&D Transportation reported that they continue to work on reducing long ride times and meeting pick up and arrival times that better meet the needs of the individuals. If you have any concerns, please contact Customer Service 1-888-695-8848. Anel answered questions from the committee.

## **J. Fair Hearing Update**

Jason Toepel VMRC Compliance Manager, presented the Fair Hearing report.

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

Daime Hoornaert, CLASP, reported that they have purchased a zoom account and a PO box. They increased the membership fee from \$25 to \$35 beginning in July. They are recruiting new members. The day program workgroup meets regularly. They are discussing the transportation issues being experienced which include transportation arriving an hour before program opens as well as an hour after the program closes. There are concerns about staffing issues for Direct Support Professionals. Many vendors attended the transition fairs in Stockton and Modesto. The next meeting is June 12.

## **L. Clinical Update**

Claire Lazaro, Director of Clinical Services, reported on the Dental Clinic and its focus on desensitization. The Modesto in person positive parenting class will begin soon. They continue to collaborate with the hospitals in the counties served by VMRC.

## **M. Next Meeting - Wednesday, June 5, 2024, 5:00 PM, Hybrid (In-Person and via Zoom Video Conference)**

## **N. Adjournment at 5:40pm**

# VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD

## SOCIAL RECREATION and CAMP SERVICES

### Philosophy and Purpose

It is the philosophy of VMRC that people with developmental disabilities have access to age-appropriate social recreational activities, including camping services and associated travel expenses. VMRC believes that such activities are an important and necessary part of all people's lives. These activities help to ensure a person's emotional well-being, promote, and develop friendships, and enhance social skills. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred social/recreational activities.

The purpose of social recreation services is to meet the person's need for socialization and access to recreational activities. VMRC is aware that people with developmental disabilities are often socially isolated and may not have opportunities for social interaction and recreation with a wide circle of friends and acquaintances, including people without disabilities.

### Definition

Social recreation services include those supports and services that allow the person to socialize with friends or peers. or spend structured or unstructured time engaged in recreational activities. Typically, people access and participate in social recreational activities through their families, residential services, schools, or day programs.

Benefits of social recreational activities in –

- Children – promote social growth and development.
- Adults – prevent isolation, encourage development of social skills, learn social boundaries; form long-lasting relationships; promote community engagement.

### Eligibility

Updated 05/29/2024

The Planning Team, as defined in W&I Code 4512 (j), which includes the person served, reviews the need for socialization and for recreation and develops a statement of goals based upon the needs, preferences, and life choices of the person. The Team considers several factors that support or inhibit the achievement of the person's goals (e.g., the people's own abilities, family, friends, residential care facility, and community resources). Use of generic resources should be explored, and the cost effectiveness of the requested service considered. VMRC will fund approved services if/while generic resources are being explored and the exploration of generic resources shall not delay the implementation of these services.

The Team shall take into account the consumer's need for extraordinary care, services, supports and supervision, and the need for timely access to this care.

("Planning team" means the individual with developmental disabilities, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, one or more regional center representatives, including the designated regional center service coordinator pursuant to subdivision (b) of Section 4640.7, any individual, including a service provider, invited by the consumer, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, or the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, and including a minor's, dependent's, or ward's court-appointed developmental services decisionmaker appointed pursuant to Section 319, 361, or 726.)

### **Implementation:**

It is VMRC's intent to advocate and supply information to people, their family members, and service provider on social/recreational activities. This can be achieved by VMRC providing supports and services, either through purchase of service funding or through generic resources, targeted to the unique needs of each person, as identified by the planning team.

### **Exceptions and Appeals Process**

As with all VMRC purchased services, if the Planning Team determines there is a need to request an exception to these standards, a Purchase of Service (POS) Exceptions request should be submitted. Please refer to the POS Exceptions Policy.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the person or his/her legally authorized representative. When the person

or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in the person's best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with W&I Code, Section 4700-4730.

# VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD

## NONMEDICAL THERAPY SERVICES

### Philosophy and Purpose

It is the philosophy of VMRC that people with developmental disabilities have access to age appropriate nonmedical therapy. VMRC believes that such activities are an important and necessary part of all people's lives. As such, VMRC will promote the participation of people with developmental disabilities in meaningful, preferred nonmedical therapies.

The purpose of nonmedical therapy services is to meet the person's need for specialized services and supports, or special adaptations of generic services.

### Definition

Nonmedical therapy services should be those supports and services that are supplemental to the primary intervention or treatment support of the consumer. All interventions must be evidence-based practice related to the qualifying condition and developmental disability of the consumer. Examples of potential nonmedical therapies include those listed in WIC 4688.22(a)(2), such as specialized recreational therapy, specialized art therapy, specialized dance therapy, and specialized music therapy.

Requested nonmedical therapy providers should have verifiable credentials to implement any requested therapies. If required by the California Code of Regulations Title 17 or the California Department of Developmental Services, service providers shall be credentialed, certified, or licensed by an appropriate licensing or credentialing body.

For the purposes of identifying allowable nonmedical therapies, the provisions of Welfare and Institutions Code 4648(a)(17) does not apply to nonmedical therapies.

### Eligibility and Implementation Process

Nonmedical therapy includes services and support that are evidenced-based practice in order to be considered habilitative. Testimonials will not be considered a valid indication that a nonmedical therapy is evidence-based. Requested nonmedical therapy services must be identified through the IPP/ISFP process with the planning team and included in

the IPP/IFSP. The Planning Team as defined in Welfare and Institutions Code 4512 (j), which includes the person served, reviews the need for nonmedical therapy and develops a statement of goals based upon the needs, preferences, and life choices of the person. The Team considers several factors that support or inhibit the achievement of the person's goals (e.g., the person's own abilities, family, friends, residential care facility, and community resources). Use of generic resources should be explored, and the cost effectiveness of the requested service considered. VMRC will fund approved services if/while generic resources are being explored and the exploration of generic resources shall not delay the implementation of these services.

("Planning team" means the individual with developmental disabilities, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, one or more regional center representatives, including the designated regional center service coordinator pursuant to subdivision (b) of Section 4640.7, any individual, including a service provider, invited by the consumer, the parents or legally appointed guardian of a minor consumer or the legally appointed conservator of an adult consumer, or the authorized representative, including those appointed pursuant to subdivision (a) of Section 4541, and including a minor's, dependent's, or ward's court-appointed developmental services decisionmaker appointed pursuant to Section 319, 361, or 726.)

### **Exceptions and Appeals Process**

As with all VMRC purchased services, if the Planning Team determines that sufficient support exists to request an exception to these standards, a Purchase of Service Exceptions request should be submitted.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the consumer or his/her legally authorized representative. When the person or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory, or not in their best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with Welfare and Institutions Code, Section 4700-4730.

# April 2024

Office	# ES cases processed ALL	# ES cases processed	# made eligible	% eligible
Stockton	196	159	134	84%
Modesto	101	82	72	88%
San Andreas	23	11	11	100%
<b>Total</b>	<b>320</b>	<b>252</b>	<b>217</b>	<b>86%</b>

% eligible including closed cases

**# of ES Cases Processed All:** all cases including Status 9 and D 68%  
**# of ES Cases Processed:** all cases excluding Status 9 and D 71%  
**# of made eligible:** Column D divided by Column C for ES 48%  
68%

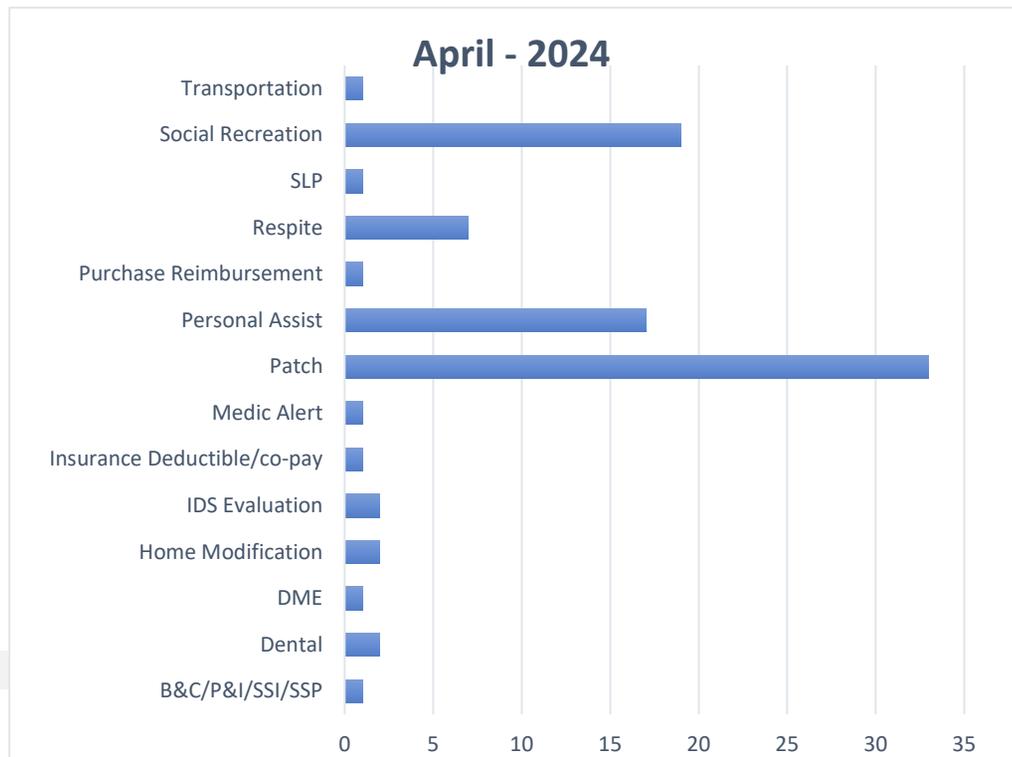
Office	# 3+ cases processed ALL	# 3+ cases processed	# made eligible	% eligible
Stockton	78	70	57	81%
Modesto	44	33	28	85%
San Andreas	15	5	1	20%
<b>Total</b>	<b>137</b>	<b>108</b>	<b>86</b>	<b>80%</b>

% eligible including closed cases

**# of over 3 Cases Processed All:** all cases including Status 9 and D 73%  
**# of over 3 Cases Processed:** all cases excluding Status 9 and D 64%  
**# of made eligible:** Column C divided by Column D for ES 7%  
63%

### POS Exceptions - April 2024

2023/2024	APR
B&C/P&I/SSI/SSP	1
Dental	2
DME	1
Home Modification	2
IDS Evaluation	2
Insurance Deductible/co-pay	1
Medic Alert	1
Patch	33
Personal Assist	17
Purchase Reimbursement	1
Respite	7
SLP	1
Social Recreation	19
Transportation	1
<b>TOTAL POS</b>	<b>89</b>
Approved	87
Deferred	2
Denied	0



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
<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	28	May	20
June		June	
July		July	
August		August	
September		September	
October		October	
November		November	
December		December	
<b>total for 2024</b>	<b>206</b>	<b>Total for 2024</b>	<b>163</b>

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	
<b>total for 2025</b>	<b>0</b>	<b>Total for 2025</b>	<b>0</b>



QA Incoming Alert Report

3/16/24 – 4/15/24

Alerts

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-03-13.0	Delivery of Care	3/18/2024	Open			
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	Open			
2024-03-18.0	Delivery of Care	3/20/2024	Open			
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
2024-03-22.0	Recordkeeping	3/21/2024	Open			
2024-03-21.0	Violation of Rights	3/22/2024	Open			
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
2024-03-25.0	Delivery of Care	3/25/2024	Open			
2024-03-27.0	Untimely SIR	3/27/2024	Closed	5/10/2024	Substantiated	Technical Assistance
2024-03-28.0	Staff Qualifications	3/28/2024	Open			
2024-03-29.0	Untimely SIR	3/28/2024	Closed	5/3/2024	Unfounded	None
2024-03-30.0	Health-Related Concerns	3/28/2024	Open			
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
2024-03-31.2	Recordkeeping	3/28/2024	Closed	5/2/2024	Unfounded	None
2024-03-30.1	Food Service	3/28/2024	Open			
2024-03-30.2	Violation of Rights	3/28/2024	Open			
2024-03-30.3	Environment	3/28/2024	Open			
2024-03-30.4	Delivery of Care	3/28/2024	Open			
2024-03-30.5	Delivery of Care	3/28/2024	Open			
2024-04-01.0	IPP Implementation	4/1/2024	Open			

**Alerts**

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-04-02.0	Untimely SIR	4/1/2024	Open			
2024-04-03.0	Delivery of Care	4/2/2024	Open			
2024-04-04.0	Recordkeeping	4/2/2024	Open			
2024-04-05.0	Recordkeeping	4/2/2024	Open			
2024-04-06.0	Recordkeeping	4/2/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-04-07.0	Recordkeeping	4/2/2024	Open			
2024-04-08.0	Recordkeeping	4/2/2024	Open			
2024-04-09.0	Recordkeeping	4/2/2024	Open			
2024-04-10.0	Recordkeeping	4/2/2024	Open			
2024-04-11.0	Staff Qualifications	4/2/2024	Closed	5/10/2024	Unfounded	None
2024-04-12.0	Recordkeeping	4/2/2024	Open			
2024-04-13.0	Delivery of Care	4/2/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-04-14.0	Delivery of Care	4/2/2024	Open			
2024-04-15.0	Recordkeeping	4/2/2024	Open			
2024-04-16.0	Untimely SIR	4/2/2024	Open			
2024-04-06.1	Recordkeeping	4/2/2024	Closed	4/9/2024	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	Open			
2024-04-19.0	Delivery of Care	4/9/2024	Closed	5/22/2024	Unsubstantiated	Technical Assistance
2024-04-20.0	Untimely SIR	4/10/2024	Open			
2024-04-23.0	Staffing / Supervision	4/10/2024	Open			
2024-04-23.1	Environment	4/10/2024	Open			
2024-04-23.2	Delivery of Care	4/10/2024	Open			
2024-04-22.0	Recordkeeping	4/11/2024	Open			
2024-04-24.0	Delivery of Care	4/11/2024	Open			
2024-04-24.1	Delivery of Care	4/11/2024	Open			
2024-04-24.2	Recordkeeping	4/11/2024	Open			
2024-04-25.0	Violation of Rights	4/12/2024	Open			
2024-04-29.0	Staff Qualifications	4/12/2024	Open			
2024-04-29.1	Delivery of Care	4/12/2024	Open			
2024-04-29.2	Environment	4/12/2024	Open			
2024-04-26.0	Delivery of Care	4/15/2024	Open			

### **Presenting Issue Breakdown**

<b>Delivery of Care</b>	<b>19</b>
<b>Environment</b>	<b>3</b>
<b>Food service</b>	<b>2</b>
<b>Health-Related Concerns</b>	<b>1</b>
<b>IPP Implementation</b>	<b>1</b>
<b>Staffing/Supervision</b>	<b>1</b>
<b>Staff Qualifications</b>	<b>5</b>
<b>Recordkeeping</b>	<b>16</b>
<b>Untimely SIR</b>	<b>9</b>
<b>Violation of Rights</b>	<b>4</b>

**Grand Total: 61**



QA Closed Alert Report

11/01/23 – 4/30/24

Alerts						
Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-11-01.0	Environment	11/2/2023	Closed	11/27/2023	Substantiated	Technical Assistance
2023-11-03.0	Recordkeeping	11/2/2023	Closed	11/20/2023	Unsubstantiated	Technical Assistance
2023-11-04.2	Environment	11/3/2023	Closed	12/15/2023	Unsubstantiated	Technical Assistance
2023-11-04.0	Other	11/3/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-04.3	Environment	11/3/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-04.4	Delivery of Care	11/3/2023	Closed	12/15/2023	Substantiated	Non-Compliance CAP
2023-11-04.1	Environment	11/3/2023	Closed	12/15/2023	Unsubstantiated	Technical Assistance
2023-11-07.1	Other	11/8/2023	Closed	11/21/2023	N/A	Deferred
2023-11-07.0	Other	11/8/2023	Closed	11/21/2023	N/A	Deferred
2023-11-08.1	Violation of Rights	11/13/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-08.0	Food Service	11/13/2023	Closed	12/15/2023	Substantiated	Technical Assistance
2023-11-09.4	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.1	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.3	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.0	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-09.2	Environment	11/15/2023	Closed	12/4/2023	Substantiated	Technical Assistance
2023-11-10.0	Recordkeeping	11/21/2023	Closed	12/15/2023	Unfounded	Technical Assistance
2023-11-11.0	Environment	11/21/2023	Closed	12/11/2023	Substantiated	Technical Assistance
2023-11-15.0	Delivery of Care	11/29/2023	Closed	12/13/2023	Substantiated	Technical Assistance
2023-12-01.0	Environment	12/4/2023	Closed	1/10/2024	Substantiated	Technical Assistance
2023-12-04.0	Environment	12/4/2023	Closed	12/11/2023	Substantiated	None
2023-12-03.0	Untimely SIR	12/5/2023	Closed	1/18/2023	N/A	None
2023-12-05.0	Delivery of Care	12/5/2023	Closed	1/22/2024	Unsubstantiated	None
2023-12-06.0	Recordkeeping	12/5/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-02.2	IPP Implementation	12/5/2023	Closed	2/1/2024	Unsubstantiated	Technical Assistance
2023-12-02.0	Environment	12/5/2023	Closed	2/1/2024	Substantiated	Technical Assistance
2023-12-02.1	Recordkeeping	12/5/2023	Closed	2/1/2024	Substantiated	Technical Assistance
2023-12-08.0	Other	12/7/2023	Closed	12/7/2023	N/A	Deferred

**Alerts**

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2023-12-11.0	Delivery of Care	12/8/2023	Closed	12/15/2023	Unfounded	None
2023-12-12.0	Recordkeeping	12/11/2023	Closed	12/28/2023	Substantiated	Technical Assistance
2023-12-13.0	Untimely SIR	12/11/2023	Closed	12/15/2023	Substantiated	Substantial Inadequacy
2023-12-14.0	Environment	12/13/2023	Closed	12/20/2023	Substantiated	Technical Assistance
2023-12-15.0	Food Service	12/14/2023	Closed	2/6/2024	Unsubstantiated	Technical Assistance
2023-12-16.0	Delivery of Care	12/15/2023	Closed	12/19/2023	Substantiated	Technical Assistance
2023-12-17.0	Untimely SIR	12/15/2023	Closed	1/4/2023	Unfounded	None
2023-12-21.0	Untimely SIR	12/18/2023	Closed	1/5/2024	Substantiated	Technical Assistance
2023-12-18.0	Delivery of Care	12/18/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-20.0	Delivery of Care	12/18/2023	Closed	1/11/2024	Unsubstantiated	Technical Assistance
2023-12-19.0	Delivery of Care	12/18/2023	Closed	1/10/2024	Substantiated	Technical Assistance
2023-12-22.0	Untimely SIR	12/19/2023	Closed	2/26/2024	Substantiated	Substantial Inadequacy
2023-12-25.0	Environment	12/21/2023	Closed	2/6/2024	Unsubstantiated	Technical Assistance
2023-12-24.0	Recordkeeping	12/21/2023	Closed	12/27/2023	Substantiated	Technical Assistance
2023-12-27.0	Untimely SIR	12/27/2023	Closed	2/2/2024	Unfounded	Technical Assistance
2023-12-28.1	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-28.0	Environment	12/27/2023	Closed	1/25/2024	Substantiated	Technical Assistance
2023-12-29.0	Violation of Rights	12/28/2023	Closed	1/18/2024	Substantiated	Technical Assistance
2022-11-77.0	Violation of Rights	12/30/2023	Closed	1/27/2023	Substantiated	Technical Assistance
2024-01-02.0	Delivery of Care	1/2/2024	Closed	1/25/2024	Substantiated	Technical Assistance
2024-01-03.0	Untimely SIR	1/2/2024	Closed	1/31/2024	Substantiated	Technical Assistance
2024-01-04.0	Untimely SIR	1/2/2024	Closed	2/23/2024	Substantiated	Non-Compliance CAP
2024-01-05.0	Violation of Rights	1/3/2024	Closed	3/1/2024	Unsubstantiated	Technical Assistance
2024-01-09.0	Delivery of Care	1/4/2024	Closed	1/26/2024	Substantiated	Technical Assistance
2024-01-07.0	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-07.1	Environment	1/4/2024	Closed	1/29/2024	Substantiated	Technical Assistance
2024-01-11.0	Environment	1/8/2024	Closed	1/18/2024	Unfounded	Technical Assistance
2024-01-12.0	Violation of Rights	1/8/2024	Closed	1/12/2024	Unsubstantiated	Technical Assistance
2024-01-14.0	Untimely SIR	1/9/2024	Closed	1/18/2024	Substantiated	Substantial Inadequacy
2024-01-17.1	IPP Implementation	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-16.0	Untimely SIR	1/11/2024	Closed	1/16/2024	Unsubstantiated	Technical Assistance
2024-01-17.0	Environment	1/11/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-17.2	Recordkeeping	1/11/2024	Closed	2/9/2024	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>
2024-01-19.0	Environment	1/18/2024	Closed	2/20/2024	Substantiated	Technical Assistance
2024-01-20.0	Recordkeeping	1/18/2024	Closed	3/15/2024	Substantiated	Technical Assistance
2024-01-21.0	Violation of Rights	1/19/2024	Closed	2/27/2024	Substantiated	Technical Assistance
2024-01-23.0	Environment	1/22/2024	Closed	2/2/2024	Substantiated	Technical Assistance
2024-01-25.1	Environment	1/22/2024	Closed	2/16/2024	Substantiated	Technical Assistance
2024-01-26.0	Untimely SIR	1/22/2024	Closed	2/6/2024	Substantiated	Technical Assistance
2024-01-24.0	Delivery of Care	1/22/2024	Closed	1/26/2024	Unfounded	None
2024-01-22.0	Delivery of Care	1/22/2024	Closed	2/9/2024	Substantiated	Technical Assistance
2024-01-25.0	Environment	1/22/2024	Closed	2/16/2024	Substantiated	Technical Assistance
2024-01-28.0	Recordkeeping	1/24/2024	Closed	2/7/2024	Substantiated	Technical Assistance
2024-01-30.0	Untimely SIR	1/24/2024	Closed	4/4/2024	N/A	None
2024-01-32.0	Delivery of Care	1/25/2024	Closed	3/13/2024	Substantiated	Technical Assistance
2024-01-36.0	Environment	1/29/2024	Closed	3/11/2024	Substantiated	Technical Assistance
2024-01-37.0	Delivery of Care	1/30/2024	Closed	4/30/2024	Substantiated	None
2024-01-76.0	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-41.1	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-76.1	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-60.1	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-72.1	Recordkeeping	1/30/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-01-81.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Substantiated	None
2024-01-65.1	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-80.0	Recordkeeping	1/30/2024	Closed	2/14/2024	Unsubstantiated	Technical Assistance
2024-01-78.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	None
2024-01-38.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-01-40.0	Recordkeeping	1/30/2024	Closed	3/1/2024	Unsubstantiated	Technical Assistance
2024-01-41.0	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-45.0	Recordkeeping	1/30/2024	Closed	4/3/2024	Substantiated	None
2024-01-48.0	Recordkeeping	1/30/2024	Closed	2/2/2024	N/A	None
2024-01-72.0	Recordkeeping	1/30/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-01-79.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Substantiated	None
2024-01-71.0	Recordkeeping	1/30/2024	Closed	2/13/2024	Unsubstantiated	Technical Assistance
2024-01-50.0	Recordkeeping	1/30/2024	Closed	2/9/2024	Substantiated	None
2024-01-67.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	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>
2024-01-70.0	Recordkeeping	1/30/2024	Closed	2/8/2024	Substantiated	None
2024-01-64.0	Recordkeeping	1/30/2024	Closed	2/2/2024	N/A	None
2024-01-69.0	Staff Qualifications	1/30/2024	Closed	5/10/2024	Substantiated	Technical Assistance
2024-01-63.0	Recordkeeping	1/30/2024	Closed	4/5/2024	Substantiated	None
2024-01-74.0	Recordkeeping	1/30/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-01-60.0	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-58.0	Recordkeeping	1/30/2024	Closed	2/20/2024	Unsubstantiated	Technical Assistance
2024-01-57.0	Recordkeeping	1/30/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-01-53.0	Recordkeeping	1/30/2024	Closed	5/1/2024	Substantiated	None
2024-01-65.0	Recordkeeping	1/30/2024	Closed	3/6/2024	Substantiated	Technical Assistance
2024-01-88.0	Recordkeeping	1/31/2024	Closed	2/27/2024	Substantiated	Technical Assistance
2024-02-01.0	Untimely SIR	2/1/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-02-02.0	Other	2/2/2024	Closed	3/1/2024	Substantiated	Technical Assistance
2024-02-07.0	Staffing / Supervision	2/8/2024	Closed	3/14/2024	Substantiated	Technical Assistance
2024-02-10.0	Environment	2/9/2024	Closed	3/14/2024	Substantiated	Substantial Inadequacy
2024-02-09.0	Untimely SIR	2/9/2024	Closed	2/23/2024	Unsubstantiated	Technical Assistance
2024-02-14.0	Staffing / Supervision	2/13/2024	Closed	5/2/2024	Unfounded	None
2024-02-15.0	Recordkeeping	2/14/2024	Closed	2/27/2024	Substantiated	Technical Assistance
2024-02-17.0	Other	2/20/2024	Closed	4/16/2024	Unsubstantiated	Technical Assistance
2024-02-18.0	Recordkeeping	2/20/2024	Closed	2/29/2024	Substantiated	Technical Assistance
2024-02-19.0	Staffing / Supervision	2/20/2024	Closed	3/15/2024	Substantiated	Technical Assistance
2024-02-22.0	Recordkeeping	2/22/2024	Closed	4/3/2024	Substantiated	Technical Assistance
2024-02-22.1	Recordkeeping	2/22/2024	Closed	4/3/2024	Substantiated	Technical Assistance
2024-02-25.0	Recordkeeping	2/27/2024	Closed	3/26/2024	Substantiated	Technical Assistance
2024-03-01.0	Delivery of Care	3/4/2024	Closed	3/15/2024	Unsubstantiated	Technical Assistance
2024-03-05.4	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
2024-03-05.2	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
2024-03-05.9	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
2024-03-05.0	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

**Alerts**

Control#	Presenting Issue	Alert Date	Status	Closed Date	Finding	Action
2024-03-05.7	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
2024-03-07.0	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
2024-03-14.0	Delivery of Care	3/18/2024	Closed	4/1/2024	Substantiated	Technical Assistance
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
2024-03-19.0	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
2024-03-17.0	Untimely SIR	3/21/2024	Closed	4/5/2024	Unfounded	None
2024-03-20.0	Untimely SIR	3/21/2024	Closed	4/1/2024	Substantiated	Technical Assistance
2024-03-24.0	Violation of Rights	3/22/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-03-23.0	Delivery of Care	3/22/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-03-27.0	Untimely SIR	3/27/2024	Closed	5/10/2024	Substantiated	Technical Assistance
2024-03-31.2	Recordkeeping	3/28/2024	Closed	5/2/2024	Unfounded	None
2024-03-31.1	Food Service	3/28/2024	Closed	5/2/2024	Unsubstantiated	Technical Assistance
2024-03-31.0	Delivery of Care	3/28/2024	Closed	5/2/2024	Unsubstantiated	Technical Assistance
2024-03-29.0	Untimely SIR	3/28/2024	Closed	5/3/2024	Unfounded	None
2024-04-06.1	Recordkeeping	4/2/2024	Closed	4/9/2024	Substantiated	Technical Assistance
2024-04-13.0	Delivery of Care	4/2/2024	Closed	4/16/2024	Substantiated	Technical Assistance
2024-04-11.0	Staff Qualifications	4/2/2024	Closed	5/10/2024	Unfounded	None
2024-04-06.0	Recordkeeping	4/2/2024	Closed	4/9/2024	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
2024-04-19.0	Delivery of Care	4/9/2024	Closed	5/22/2024	Unsubstantiated	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
2024-04-42.0	Untimely SIR	4/30/2024	Closed	5/15/2024	Unsubstantiated	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>97</b>	<b>Non-Compliance CAP</b>	<b>2</b>
<b>Unfounded</b>	<b>14</b>	<b>None</b>	<b>27</b>
<b>Unsubstantiated</b>	<b>37</b>	<b>Substantial Inadequacy</b>	<b>4</b>
		<b>Technical Assistance</b>	<b>119</b>

**Grand Total: 155**



QA Pending Completion Alert Report

3/16/24 – 4/15/24

Alerts

Control#	Presenting Issue	Alert Date	Status
2024-03-15.0	Untimely SIR	3/18/2024	Open
2024-03-13.0	Delivery of Care	3/18/2024	Open
2024-03-18.0	Delivery of Care	3/20/2024	Open
2024-03-22.0	Recordkeeping	3/21/2024	Open
2024-03-21.0	Violation of Rights	3/22/2024	Open
2024-03-25.0	Delivery of Care	3/25/2024	Open
2024-03-30.0	Health-Related Concerns	3/28/2024	Open
2024-03-30.1	Food Service	3/28/2024	Open
2024-03-30.5	Delivery of Care	3/28/2024	Open
2024-03-30.4	Delivery of Care	3/28/2024	Open
2024-03-30.3	Environment	3/28/2024	Open
2024-03-30.2	Violation of Rights	3/28/2024	Open
2024-03-28.0	Staff Qualifications	3/28/2024	Open
2024-04-02.0	Untimely SIR	4/1/2024	Open
2024-04-01.0	IPP Implementation	4/1/2024	Open
2024-04-14.0	Delivery of Care	4/2/2024	Open
2024-04-16.0	Untimely SIR	4/2/2024	Open
2024-04-15.0	Recordkeeping	4/2/2024	Open
2024-04-08.0	Recordkeeping	4/2/2024	Open
2024-04-03.0	Delivery of Care	4/2/2024	Open
2024-04-05.0	Recordkeeping	4/2/2024	Open
2024-04-04.0	Recordkeeping	4/2/2024	Open
2024-04-07.0	Recordkeeping	4/2/2024	Open
2024-04-12.0	Recordkeeping	4/2/2024	Open
2024-04-09.0	Recordkeeping	4/2/2024	Open
2024-04-10.0	Recordkeeping	4/2/2024	Open
2024-04-18.0	Untimely SIR	4/4/2024	Open
2024-04-20.0	Untimely SIR	4/10/2024	Open
2024-04-23.0	Staffing / Supervision	4/10/2024	Open
2024-04-23.2	Delivery of Care	4/10/2024	Open

**Alerts**

<b>Control#</b>	<b>Presenting Issue</b>	<b>Alert Date</b>	<b>Status</b>
2024-04-23.1	Environment	4/10/2024	Open
2024-04-22.0	Recordkeeping	4/11/2024	Open
2024-04-24.0	Delivery of Care	4/11/2024	Open
2024-04-24.1	Delivery of Care	4/11/2024	Open
2024-04-24.2	Recordkeeping	4/11/2024	Open
2024-04-25.0	Violation of Rights	4/12/2024	Open
2024-04-29.0	Staff Qualifications	4/12/2024	Open
2024-04-29.2	Environment	4/12/2024	Open
2024-04-29.1	Delivery of Care	4/12/2024	Open
2024-04-26.0	Delivery of Care	4/15/2024	Open

**Presenting Issue Breakdown**

<b>Delivery of Care</b>	<b>12</b>
<b>Environment</b>	<b>3</b>
<b>Food Service</b>	<b>1</b>
<b>Health-Related Concerns</b>	<b>1</b>
<b>IPP Implementation</b>	<b>1</b>
<b>Staffing/Supervision</b>	<b>1</b>
<b>Staff Qualifications</b>	<b>2</b>
<b>Recordkeeping</b>	<b>11</b>
<b>Untimely SIR</b>	<b>5</b>
<b>Violation of Rights</b>	<b>3</b>

**Grand Total: 40**

### Hearing Data for June 2024 Consumer Services Meeting

<b>Date RC Received Fair Hearing Request</b>	<b>Fair Hearing Issue</b>	<b>Date of Resolution or Withdrawal</b>	<b>Outcome</b>
5/24/24	Insurance Co-pays	NA	Pending
5/22/24	Eligibility	NA	Pending
5/22/24	Bathroom modification	NA	Pending
5/20/24	Social Recreation	NA	Pending
5/16/24	GPS, Wagon	NA	Pending
5/6/24	Eligibility	NA	Pending
5/1/24	Eligibility	5/10/24	Agreed to Assess
4/29/24	PA hours, supplements, toileting supplies	NA	Pending
4/22/2024	Behavior Services	NA	Agreement reached in mediation
4/17/2024	PA Hours	NA	Pending
4/17/2024	PA Hours	NA	Pending
4/15/2024	Eligibility	5/9/24	Found Eligible
4/11/2024	Eligibility	NA	Found Eligible
4/9/2024	Eligibility	NA	Pending
3/18/2024	Vision Therapy	NA	Pending