



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies – Complaint Investigation

<b>Agency:</b>	Aspire Human Services LLC	<b>Region(s):</b>	6
<b>Agency Type:</b>	Res Hab	<b>Investigation Dates:</b>	12/29/15
<b>Certificate(s):</b>	RHA-4074	<b>Certificate(s) Granted:</b>	<input type="checkbox"/> 6 - Month Provisional <input type="checkbox"/> 1 - Year Full <input type="checkbox"/> 3 - Year Full <input checked="" type="checkbox"/> N/A – Complaint

Rule Reference/Text	Findings	Agency's Plan of Correction (Please refer to the Statement of Deficiencies cover letter for guidance)	Date to be Corrected (mm/dd/yyyy)
16.04.17.301. PERSONNEL. 02. Work Schedules. Coverage is scheduled to assure compliance with the Individual Support and Implementation Plans and all work schedules must be kept in writing. The agency must specify provisions and procedures to assure back-up coverage for those work schedules.	<p>Six of six participant record review lack documentation coverage was scheduled to assure compliance with the Individual Support and Implementation Plans. The agency must specify provisions and procedures to assure back-up coverage.</p> <p>For example:            Participant 1 and 4 reside in the same home and require intense 1 to 1 support. A review of the 12/15 time sheets were conducted and based upon the agency documentation, the participants did not receive 1 to 1 support for the following dates:  <b>Participant 1~</b></p> <ul style="list-style-type: none"> <li>• 12/03/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/04/15 12:00am-12:00am 16 hours</li> <li>• 12/05/16 12:00am-2:30pm 11 ½ hours</li> <li>• 12/06/15 12am-12:00am 16 hours</li> <li>• 12/07/15 12:00am-6:30am 6 ½ hours</li> </ul>	<ol style="list-style-type: none"> <li>1. Weekly reviews of staff schedules for each individuals home will occur on Friday for the upcoming week. At such time, the supervisor will ensure that each shift is covered with a designated staff. In addition to regular on call coverage, there will be a supervisor rotation to ensure constant availability for shift coverage. No staff will be allowed to leave their shift until appropriate coverage is found and the process worked through by the highest level of management available.</li> <li>2. A list naming all intense individuals will be created and maintained by each supervisor on an ongoing basis and will also be given to the program manager and placed in the on call binder</li> <li>3. Program Supervisor and Program Manager</li> <li>4. Each week, a review will be completed by the Program Supervisor and Program Manager to</li> </ol>	3/15/2016



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	<ul style="list-style-type: none"> <li>• 12/13/15 6:30am-1:30pm &amp; 10:30pm-12:00am 9 ½ hours</li> <li>• 12/14/15 12:00am 6:30am 6 ½ hours</li> <li>• 12/16/15 11:30am-1:30pm 2 hours</li> <li>• 12/18/15 6:30am-10:00am &amp; 10:30pm-12:00am 5 hours</li> <li>• 12/19/15 12:00am-6:30am 6 ½ hours</li> <li>• 12/20/15 6:30am-2:30pm 8 hours</li> <li>• 12/21/15 10:30am-12:00am 1 ½ hours</li> <li>• 12/22/15 12:00am-6:30am &amp; 3:30pm-12:00am 15 hours</li> <li>• 12/23/15 12:00am-6:30am 6 ½ hours</li> <li>• 12/26/15 4:30am-2:30pm 10 hours</li> <li>• 12/27/15 11:30pm-12:00am ½ hour</li> <li>• 12/28/15 12:00am-6:00am 6 hours</li> <li>• 12/29/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/30/15 12:00am-6:30am 6 ½ hours</li> </ul> <p><b>Participant 4~</b></p> <ul style="list-style-type: none"> <li>• 12/04/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/05/15 12:00am-2:30pm 14 ½ hours</li> <li>• 12/06/15 6:30am-10:30pm 16 hours</li> <li>• 12/08/15 10:30pm-11:30pm 1 hour</li> <li>• 12/11/15 12:00am-6:30am 6 ½ hours</li> <li>• 12/13/15 6:30am-12:30pm &amp; 2:30pm-12:00am 15 ½ hours</li> <li>• 12/14/15 12:00am-8:00am 8 hours</li> <li>• 12/15/15 6:30am-9:30am 3 hours</li> <li>• 12/16/15 6:30am-2:30pm 8 hours</li> </ul>	<p><i>ensure appropriate staffing levels were met</i></p>	



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	<ul style="list-style-type: none"> <li>• 12/18/15 10:00am-12:00pm &amp; 6:30am-12:00am 7 ½ hours</li> <li>• 12/19/15 12:00am-10:30pm 22 1/5 hours</li> <li>• 12/20/15 6:30am-12:00am 17 ½ hours</li> <li>• 12/21/15 12:00am-6:30am &amp; 10:30pm 12:00am 8 hours</li> <li>• 12/22/15 12:00am-9:00am &amp; 10:30pm-12:00am 10 ½ hours</li> <li>• 12/23/15 12:00am-6:30am &amp; 10:30pm-12:00am 8 hours</li> <li>• 12/24/15 12:00am-6:30am &amp; 5:30pm-12:00am 13 hours</li> <li>• 12/25/15 12:00am-6:30am &amp; 2:30pm-12:00am 16 hours</li> <li>• 12/26/15 12:00am-12:00am 24 hours</li> <li>• 12/27/15 12:00am-12:00am 24 hours</li> <li>• 12/28/15 12:00am-6:30am &amp; 2:30pm-10:30pm 14 ½ hours</li> <li>• 12/29/15 7:00am-9:00am &amp; 2:30pm-3:30pm &amp; 10:30-12:00am 4 ½ hours</li> <li>• 12/30/15 12:00am-6:30am &amp; 10:30pm-12:00am 8 hours</li> <li>• 12/31/15 12:00am-6:30am 6 ½ hours</li> </ul> <p>Participant 2, 3 and 5 reside in the same home and require intense 1 to 1 support. Participant 2 and 3's plan authorizes 2 to 3 staffing hours a day. Participant 5's plan does not allow for blended support. A review of the 12/15 time sheets were conducted and based upon the agency</p>		



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	<p>documentation, the participants did not receive support as authorized on the ISP for the following dates:</p> <p><b>Participant 2~</b></p> <ul style="list-style-type: none"> <li>• 12/01/15 6:30am-7:30am 1 hour</li> <li>• 12/04/15 8:00pm-10:30 2 ½ hours</li> <li>• 12/05/15 6:30am-2:30pm 8 hours</li> <li>• 12/06/15 6:30am-2:30pm 8 hours</li> <li>• 12/07/15 6:30am-12:30pm 6 hours</li> <li>• 12/08/15 6:30am-9:00am 2 ½ hours</li> <li>• 12/09/15 9:00pm-10:30pm 1 ½ hours</li> <li>• 12/10/15 6:30am-2:30pm 8 hours</li> <li>• 12/11/15 6:30am-9:00am 2 ½ hours</li> <li>• 12/12/15 6:30am-9:30am 3 hours</li> <li>• 12/13/15 6:30am-2:30pm &amp; 6:30pm-8:30pm 10 hours</li> <li>• 12/14/15 6:30am-2:30pm 8 hours</li> <li>• 12/18/15 6:30am-2:30pm 8 hours</li> <li>• 12/19/15 6:30am-2:30pm 8 hours</li> <li>• 12/20/15 6:30am-10:30pm 16 hours</li> <li>• 12/21/15 2:30pm-3:30pm 1 hour</li> <li>• 12/22/15 12:30pm-1:30pm 1 hour</li> <li>• 12/24/15 5:00pm-10:30pm 5 ½ hours</li> <li>• 12/25/15 6:30am-10:30am &amp; 2:30pm-10:30pm 12 hours</li> <li>• 12/26/15 6:30am-2:30pm 8 hours</li> <li>• 12/27/15 6:30am-2:30pm &amp; 3:30pm-10:30pm 15 hours</li> </ul>		



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	<ul style="list-style-type: none"> <li>• 12/28/15 6:30am-10:30pm 16 hours</li> <li>• 12/29/15 6:30am-8:00am &amp; 5:00pm-6:00pm 2 ½ hours</li> <li>• 12/30/15 6:30am-8:00am 1 ½ hours</li> <li>• 12/31/15 6:30am-8:00am 1 ½ hours</li> </ul> <p><b>Participant 3~</b></p> <ul style="list-style-type: none"> <li>• 12/04/15 8:00pm-10:30pm 2 ½ hours</li> <li>• 12/05/15 6:30am-2:30pm 8 hours</li> <li>• 12/06/15 6:30am-2:30pm 8 hours</li> <li>• 12/07/15 6:30am-12:30pm &amp; 5:00pm-6:00pm 7 hours</li> <li>• 12/08/15 6:30am-10:00am 3 ½ hours</li> <li>• 12/09/15 9:00p-10:30pm 1 ½ hours</li> <li>• 12/11/15 6:30am-8:30am 2 hours</li> <li>• 12/12/15 6:30am-10:00am 3 ½ hours</li> <li>• 12/13/15 6:30am-10:30pm 16 hours</li> <li>• 12/14/15 6:30am-2:30pm 8 hours</li> <li>• 12/18/15 6:30am-2:30pm 8 hours</li> <li>• 12/19/15 6:30am-2:30pm 8 hours</li> <li>• 12/20/15 6:30am-10:30pm 16 hours</li> <li>• 12/21/15 2:30pm 3:30pm 1 hour</li> <li>• 12/22/15 12:30pm-1:30pm 1 hour</li> <li>• 12/24/15 5:00pm-10:30pm 5 ½ hours</li> <li>• 12/25/15 6:30am-10:30am &amp; 2:30pm-10:30pm 12 hours</li> <li>• 12/26/15 6:30am-10:00am &amp; 12:30pm-2:30pm 5 ½ hours</li> <li>• 12/27/15 6:30am-2:30pm &amp; 3:30pm-</li> </ul>		



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	<p>10:30pm 15 hours</p> <ul style="list-style-type: none"> <li>• 12/28/15 2:30pm-10:30pm 8 hours</li> <li>• 12/29/15 6:30am-8:00am &amp; 5:00pm-6:00pm 2 ½ hours</li> <li>• 12/31/15 6:30am-8:00am 1 ½ hours</li> </ul> <p><b>Participant 5~</b></p> <ul style="list-style-type: none"> <li>• 12/01/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/02/15 12:00am-7:00am 7 hours</li> <li>• 12/05/15 6:30am-2:30pm 8 hours</li> <li>• 12/06/15 10:00am-2:30pm 4 ½ hours</li> <li>• 12/14/15 6:30am-8:30am 2 hours</li> <li>• 12/22/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/23/15 12:00am-10:30pm 22 ½ hours</li> <li>• 12/25/15 2:30pm-10:30pm 8 hours</li> <li>• 12/31/15 6:30am-7:00am ½ hour</li> </ul> <p>Participant 6 resides in a home with other individuals not reviewed. Participant 6 requires intense 1 to 1 support and his plan does not allow for blended support. A review of the 12/15 time sheets were conducted and based upon the agency documentation, the participants did not receive support as authorized on the ISP for the following dates:</p> <p><b>Participant 6~</b></p> <ul style="list-style-type: none"> <li>• 12/04/15 3:30pm-10:30pm 7 hours</li> <li>• 12/06/15 7:00am-2:00pm 7 hours</li> <li>• 12/07/15 5:00pm-10:30pm 5 ½ hours</li> </ul>		



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	<ul style="list-style-type: none"> <li>• 12/08/15 11:00pm-12:00am 1 hour</li> <li>• 12/09/15 12:00am-6:30am 6 ½ hours</li> <li>• 12/11/15 11:00pm-12:00am 1 hour</li> <li>• 12/12/15 12:00am-6:30am 6 ½ hours</li> <li>• 12/13/15 7:00am-2:30pm &amp; 10:30pm-12:00am 9 hours</li> <li>• 12/14/15 12:00am-6:30am &amp; 8:30am-10:00am &amp; 10:30pm-12:00am 9 ½ hours</li> <li>• 12/20/15 6:30am-2:30pm 8 hours</li> <li>• 12/22/15 2:30pm-5:30pm 3 hours</li> <li>• 12/23/15 5:00pm-12:00am 7 hours</li> <li>• 12/24/15 12:00am-6:30am &amp; 2:30pm-12:00am 16 hours</li> <li>• 12/25/15 12:00am-10:00am &amp; 12:30pm-10:30pm 20 hours</li> <li>• 12/26/15 6:30am-3:40pm 9 ¼ hours</li> <li>• 12/27/15 6:30am-2:30pm 8 hours</li> <li>• 12/28/15 4:00pm-12:00am 8 hours</li> <li>• 12/29/15 12:00am-6:30am 5 ½ hours</li> <li>• 12/30/15 10:30pm-12:00am 1 ½ hours</li> <li>• 12/31/15 12:00am-1:00am &amp; 7:00am-8:00am &amp; 10:30pm-12:00am 3 ½ hours</li> </ul> <p><b>Repeat deficiency from 01/16/15 and 06/12/15 investigations.</b></p> <p><b>Failure to comply with agency plan of correction from 01/16/15 and 06/12/15 investigations.</b></p>		



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<b>Agency Representative &amp; Title:</b> Shawn L. Sayer, Program Manager <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	<b>Date Submitted:</b> 3/18/2016
<b>Department Representative &amp; Title:</b> Pam Loveland-Schmidt, Licensing & Certification <i>* By entering my name and title, I approve of this plan of correction as it is written on the date identified.</i>	<b>Date Approved:</b> 3/21/2016