

Assisted Living Agency Grid

Advocacy & Investigations

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
Residential Care Assisted Living Facility (RALF) Program - Division of Licensing and Certification – DHW Program: 208-364-1962 www.assistedliving.dhw.idaho.gov	To ensure the residents of Idaho’s RALFs receive quality care in a safe, humane, home-like living environment where their rights are protected.	License, and conduct initial, standard, follow-up and complaint investigation surveys of RALFs	Room and board <u>plus</u> personal assistance and/or supervision to 3+ adults.	362 Buildings 10,000 beds Statewide 9 Surveyors statewide IDAPA 16.03.22 Title 39 Chapter 33	First-hand allegation of rule violation. Investigation to determine if facility is in compliance with IDAPA rules.
Idaho Board of Examiners of Residential Care Facility Administrators - Bureau of Occupational Licensing Investigative Unit Manager 208-577-2597 www.ibol.idaho.gov	To help protect the public health, safety and welfare through the licensure and regulation of residential care facility administrators in Idaho.	License Residential Care Administrators (RCA), investigate complaints against administrators	Complaint against a licensed administrator.	466 Licensed Residential Care Administrators Title 54 Chapter 42 IDAPA 24.19.01	An allegation of violation of the boards laws or rules
Long-Term Care Ombudsman Program – Idaho Commission on Aging https://aging.idaho.gov/ombudsman/index.html State Long Term Care Ombudsman 208-577-2855 Area Agency on Aging - Area I (Coeur D'Alene) 208-667-3179 or 1-800-786-5536 Area Agency on Aging - Area II (Lewiston) 208-743-5580 or 1-800-877-3206 Area Agency on Aging - Area III (Boise) 208-898-7060 or 1-844-850-2883 Area Agency on Aging - Area IV (Twin Falls) 208-736-2122 or 1-800-574-8656	As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents	Identify, investigate and resolve complaints made by or on behalf of residents in nursing homes and assisted living facilities that relate to action, inaction, or decisions, that may adversely affect the health safety, welfare, or rights of the residents. Represent the interests of residents before government agencies and seek administrative, legal, and other remedies.	Residents in nursing homes or assisted living facilities that are over 60 or those over 60 in the community receiving long term care services. Can work with younger residents if to do so will benefit other older residents.	Statewide 8 full-time lead ombudsmen in each of 6 Area Agencies on Aging 3 in Area III, Ada/Canyon and surround). Additional staff in some areas. 64 volunteer ombudsman statewide as of 10/1/2015. Federal Regulations - Older Americans Act Section 712 State Statutes - IC 67-5009 IDAPA 15.01.03	Complaint relating to long term care residents.

August 10, 2017

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
Area Agency on Aging - Area V (Pocatello) 208-233-4032 or 1-800-526-8129 Area Agency on Aging - Area VI (Idaho Falls) 208-522-5391 or 1-800-632-4813					
Adult Protection Services – Idaho Commission on Aging https://aging.idaho.gov/protection/ Area Agency on Aging - Area I (Coeur D'Alene) 208-667-3179 or 1-800-786-5536 Area Agency on Aging - Area II (Lewiston) 208-743-5580 or 1-800-877-3206 Area Agency on Aging - Area III (Boise) 208-898-7060 or 1-844-850-2883 Area Agency on Aging - Area IV (Twin Falls) 208-736-2122 or 1-800-574-8656 Area Agency on Aging - Area V (Pocatello) 208-233-4032 or 1-800-526-8129 Area Agency on Aging - Area VI (Idaho Falls) 208-522-5391 or 1-800-632-4813	The ICOA is charged by statute to provide AP services to ensure: A. The vulnerable adult population in Idaho is protected from abuse, neglect and exploitation. B. Protective services shall be provided that are the least restrictive to personal freedom and ensure the maximum independence of individuals served. C. In protecting the vulnerable adult population, AP services are also intended to provide assistance to care giving families experiencing difficulties in maintaining functionally impaired relatives in the household.	Provide community education on the APS program; receive reports of vulnerable adult abuse, neglect self-neglect or exploitation; investigate allegations and conduct an assessment, offer referrals and arranging for emergency support services to reduce or eliminate risk of harm.	Allegation of a vulnerable adult (18yrs of age or older) that is suspected to be a victim of abuse, neglect, self-neglect or exploitation.	Statewide Accomplished by contract with the commission's six local area agencies on aging (AAA) IC Title 67 Chapter 50; IC Title 39 Chapter 53 IDAPA 15.01.02	Allegation of a vulnerable adult (18yrs of age or older) that is suspected to be a victim of abuse, neglect, self-neglect or exploitation.
DisAbility Rights Idaho – Protection and Advocacy System 208-336-5353 1-800-262-3462 www.disabilityrightsidaho.org	DisAbility Rights Idaho assists people with disabilities to protect, promote and advance their legal and human rights, through quality legal, individual, and system advocacy.	DRI provides individual and systemic advocacy, and investigation of abuse/neglect in public or private facilities.	Client must be person with a disability, issue be disability related and within that year's case acceptance criteria, and agency must have resources available to investigate.	4 attorneys, 6 non-attorney advocates Statewide PADD – 42 USC §15043; 45 CFR Part 1386 PAIMI – 42 USC §10805; 42 CFR Part 51 PAIR – 29 USC §794e; 34 CFR Part 381	Allegation of abuse or neglect of a person with a disability in a public or private facility, probable cause determination by DRI that investigation is warranted.

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
<p>Idaho Legal Aid Services, Inc. 1-866-345-0106 1-866-954-2591 (Español) www.idaholegalaid.org Boise 208-345-0106 Caldwell 208-454-2591 Coeur d'Alene 208-667-9559 Idaho Falls 208-524-3660 Lewiston 208-743-1556 Pocatello 208-233-0079 Twin Falls 208-734-7024</p>	<p>Our mission is to provide quality civil legal services to low income and vulnerable Idahoans.</p>	<p>Our seven regional offices provide free legal assistance to low income Idahoans in civil cases, primarily in the areas of family law (for domestic violence victims), housing (evictions and foreclosures), public benefits (Medicaid, Social Security), and elder law. We provide three toll-free legal advice lines: Senior Legal Hotline 1-866-345-0106; Domestic Violence Legal Advice Line 1-877-500-2980; and Housing Hotline 1-844-804-0386 Our website, idaholegalaid.org, has legal information and free legal forms for the public.</p>	<p>Must be low-income (generally, but not always, below 125% of poverty) or a victim of abuse, domestic violence, stalking, sexual assault, or other crime.</p>	<p>Statewide, with 7 regional offices</p>	<p>N/A</p>
<p>Medicaid Program Integrity Unit To report fraud, waste and abuse: Phone - 208-334-5754 Fax – 208-334-2026 E-mail – prvfraud@dhw.idaho.gov Mail – PO Box 83720; Boise, ID 83720-0036 Online form: https://healthandwelfare.idaho.gov/AboutUs/FraudReportPublicAssistanceFraud/ProviderFraudOnlineComplaintForm/tabid/3901/Default.aspx</p>	<p>To protect the Medicaid program from provider fraud, waste and abuse.</p>	<p>Investigates allegations of provider fraud, waste and abuse, recovers identified overpayments and assesses civil monetary penalties. Refers credible allegations of fraud to the Medicaid Fraud Control Unit for further investigation and possible criminal prosecution.</p>	<p>Complaint against a Medicaid provider</p>	<p>Staff of 17 with offices in Boise, Blackfoot and Coeur d'Alene IDAPA 16.05.07 Idaho Statute 56-209h 42 CFR Part 455</p>	<p>Allegation of provider fraud, waste and abuse</p>

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
Providers who want to self-report overpayments online: https://healthandwelfare.idaho.gov/AboutUs/FraudReportPublicAssistanceFraud/ProviderSelfReportForm/tabid/3900/Default.aspx					

Service Providers

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
<p>Regional Clinics Division of Behavioral Health,</p> <p>To contact us click the link to the Health and Welfare website, choose the region you reside, and then look for information about Behavioral Health Services, Mental Health Services, or Substance Use Disorder Services: http://healthandwelfare.idaho.gov/ContactUs/tabid/127/Default.aspx</p>	<p>The Division of Behavioral Health works with communities statewide to foster the highest quality care to inspire hope, recovery and resiliency in the lives of Idahoans living with behavioral health disorders and their families.</p> <p>Our services are focused on least restrictive, safe, effective and short-term solutions to help individuals attain their highest level of functioning. Each interaction is designed to assist people in their recovery by providing support, hope and encouragement.</p>	<p>We conduct Designated Exams for the involuntary hold/commitment process in order to determine whether an individual meets criteria for involuntary hospitalization</p> <p>We respond to the community (can be with/without Law Enforcement and Paramedics) to provide crisis intervention and psychiatric stabilization.</p> <p>We facilitate community service coordination, safety planning and connection to support networks and resources</p>	<p>The Mobile Crisis Unit supports the community by providing mental health crisis support, intervention and evaluation to anyone experiencing a crisis.</p> <p>Community members can call with concerns about their clients, family or friends and receive resources.</p> <p>We are available by phone, via walk-in to the Region IV Behavioral Health clinic, and face to face response in the community.</p>	<p>Licensed clinicians who also perform Designated Exams</p> <p>Available for client crisis calls and consultation 24/7</p> <p>Face to face response from 8am- 5pm daily Call the Regional Behavioral Health Clinic for information on services available in your area.</p> <p>Involuntary hospitalization/commitment codes: Idaho Code 66-326 Idaho Code 66-329</p>	N/A

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
<p>Assertive Community Treatment (ACT) Team Division of Behavioral Health</p> <p>To contact us click the link to the Health and Welfare website, choose the region you reside, and then look for information about Behavioral Health Services, Mental Health Services, or Substance Use Disorder Services: http://healthandwelfare.idaho.gov/ContactUs/tabid/127/Default.aspx</p>	<p>Assertive Community Treatment (ACT) Team is a community based program that provides intensive mental health services to individuals diagnosed with SPMI in their communities/homes/DHW offices.</p> <p>Forensic Assertive Community Treatment (FACT) is a community-based program that provides intensive case management and mental health treatment to individuals who have a severe mental illness and significant involvement in the corrections system.</p>	<p>The Assertive Community Treatment (ACT) Team provides highly structured mental health treatment to individuals in their communities, home and DHW office. Staff collaborate with families and community providers.</p> <p>FACT provides the above services for all Mental Health Court (MHC) participants.</p>	<p>A Diagnosis of a severe and persistent mental illness (SPMI) listed in the DSM-5 which is of a sufficient severity to cause substantial disturbance in an individual's ability to function independently in their community.</p> <p>For FACT- All Mental Health Court referrals are initiated by a District Court Judge. Defense counsel can request referrals for felony defendants who meet certain criteria</p>	<p>ACT-Service Standard 1 staff for every 10 clients. Capacity is limited.</p> <p>FACT – Service Standard 1 staff for every 10 clients. Capacity is limited.</p>	<p>N/A</p>
<p>Outpatient Behavioral Health Clinic: Division of Behavioral Health</p> <p>More information on services: http://healthandwelfare.idaho.gov/Medical/MentalHealth/tabid/103/Default.aspx</p> <p>http://healthandwelfare.idaho.gov/Medical/SubstanceUseDisorders/tabid/105/Default.aspx</p> <p>To contact us click the link to the Health and Welfare website, choose the region you reside, and then look for information about</p>	<p>The Division of Behavioral Health works with communities statewide to foster the highest quality care to inspire hope, recovery and resiliency in the lives of Idahoans living with behavioral health disorders and their families.</p> <p>Our services are focused on least restrictive, safe, effective and short-term solutions to help individuals attain their highest level of functioning. Each interaction is designed to assist people in their recovery by</p>	<p>The Clinic provides psychiatric services, psychiatric medication, clinical case management, counseling, peer support services, recovery coaching, SOAR applications, and referrals to needed resources. We are largely appointment-based, but do take walk-ins and crisis visits. We conduct Level II PASRR evaluations for the Bureau of Long Term Care.</p>	<p>Each case is evaluated individually, but the general guidelines are: Diagnosis of a severe mental illness (SMI) or a severe persistent mental illness (SPMI) listed in the DSM-5 (this is required), difficulty functioning due to mental illness, history of psychiatric hospitalizations or other similarly</p>	<p>Clinics are comprised of Licensed Clinical staff, Psychiatric staff (nurses and doctors), Peer Support Specialists, and Recovery Coaches</p> <p>Business hours: 8am-5pm</p> <p>Idaho Code 66-326 Idaho Code 66-329 Idaho Code 19-2524 Idaho Code 18-211 Idaho Code 18-212 Code of Federal Regulations 483.102 - 483.136</p>	<p>N/A</p>

Agency/Program	Mission	What We Do	Criteria for Service	Size, Scope, Staffing Rules/ Statute	Criteria for Investigations
Behavioral Health Services, Mental Health Services, or Substance Use Disorder Services: http://healthandwelfare.idaho.gov/ContactUs/tabid/127/Default.aspx	providing support, hope and encouragement.	In addition to these services to people in our community, we conduct pre-sentence mental health evaluations as ordered by the court under IC 19-2524, as well as managing cases for competency restoration under IC 18-211 and IC 18-212.	severe psychiatric history. Most of our clients lack the resources to acquire mental health services elsewhere in the community.		