



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR
RICHARD M. ARMSTRONG – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR
DIVISION OF LICENSING & CERTIFICATION
P.O. Box 83720
Boise, Idaho 83720-0009
PHONE (208) 364-1959
FAX (208) 287-1164

January 29, 2013

slm

Michelle Mares, Administrator
Scott's Ongoing Services, Inc.
P.O. Box 16171
Boise, ID 83715

Dear Ms. Mares:

Thank you for submitting the Plan of Correction for Scott's Ongoing Services, Inc. dated January 14, 2013, in response to the recertification survey conducted on January 3, 2013. The Department has reviewed and accepted the Plan of Correction.

As a result, we have issued Scott's Ongoing Services, Inc. a full certificate effective from January 28, 2013, through January 31, 2016, unless otherwise suspended or revoked. Per IDAPA 16.04.17.101.02, this certificate is issued on the basis of substantial compliance and is contingent upon the correction of deficiencies.

Thank you for your patience and accommodating us through the survey process. If you have any questions, you can reach me at 364-1828.

Sincerely,

FREDÉ TRENKLE-MACALLISTER
Medical Program Specialist
DDA/ResHab Certification Program

FTM/slm

Enclosures

1. Approved Plan of Correction
2. Renewed Residential Habilitation Agency Certificate



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Statement of Deficiencies

Residential Habilitation Agency

Scott's Ongoing Services, Inc.
RHA-3500

4367 S Trailridge Ave
Boise, ID 83716-
(208) 891-0162

Survey Type: Recertification

Entrance Date: 1/3/2013

Exit Date: 1/3/2013

Initial Comments: Survey Team: Eric Brown, Supervisor, DDA/ResHab Certification Program; Fredé Trenkle-MacAllister, Medical Program Specialist, DDA/ResHab Certification Program.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.101.04</p> <p>101. CERTIFICATION - ISSUANCE OF CERTIFICATES. The Department will conduct an initial survey upon receipt of a completed application. (3-29-12)</p> <p>04. Expiration of Certificate. An agency must request renewal of its certificate no less than ninety (90) days before the expiration of the certificate to ensure there is no lapse in certification. After initial certification the Department may issue a certificate that is in effect for up to three (3) years based upon an agency's substantial compliance with this chapter of rules. (3-29-12)</p>	<p>The agency failed to request a renewal of their residential habilitation agency certification within ninety (90) days before the expiration of the certification.</p>	<p>1. The following corrective action(s) will be taken: a) A verbal and written request will be made for certificate renewal and review by the Department no less than ninety (90) days prior to the expiration of agency's certificate. b) All related QA documentation will be updated to reflect the agency's certificate expiration.</p> <p>2. The Department review was performed before the expiration of agency certificate therefore, no participants affected by deficiency unless the Department does not renew agency certificate.</p> <p>3. The Administrator will be responsible for implementing each corrective action.</p> <p>4. The corrective action(s) will be monitored to ensure consistent compliance with IDAPA Rules by the addition of "Agency Certificate" and agency certificate expiration to the agency's QA checklist to ensure that a request for certificate renewal is</p>	<p>2013-01-07</p>

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Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.301.03.i</p> <p>301. PERSONNEL.</p> <p>03. Personnel Records. A record for each employee must be maintained from date of hire for not less than one (1) year after the employee is no longer employed by the agency, and must include at least the following: (3-29-12)</p> <p>i. Evidence of current CPR and First Aid certifications; and (7-1-95)</p>	<p>Based on review of agency personnel files, it was determined that 1 of 3 employees (Employee B) lacked documentation of maintaining a current CPR certification.</p> <p>Employee B had CPR certification that expired in July 2011, and renewed the certification in November 2011. There was a 4-month gap in certification.</p>	<p>completed no less than ninety (90) days prior to the expiration of agency's certificate.</p> <p>5. The corrective action(s) were completed, January 7 2013. A written request for the next certificate renewal will be made within same calendar year of agency certificate expiration.</p> <p>1. The following corrective action(s) will be taken:</p> <p>a) The "Recommended Renewal Date" on CPR certifications will be treated as an expiration date to ensure CPR training is completed within the recommended two years and is current.</p> <p>b) All related QA documentation will be updated to reflect an expiration date for CPR certifications.</p> <p>2. No participants were affected by this deficiency during this time frame with Employee B.</p> <p>3. Administrator will be responsible for implementing corrective action.</p> <p>4. The corrective action(s) will be monitored to ensure consistent compliance with IDAPA Rules by the addition of CPR certificate expiration to the agency's QA checklist to ensure that a CPR training will be completed within the recommended two years and is current.</p> <p>5. The corrective action(s) were completed, January 7 2013.</p>	<p>2013-01-07</p>

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Administrator/Provider Signature: <i>[Signature]</i>	Date: <i>1/14/13</i>
Department PIC Approval Signature: <i>[Signature]</i>	Date: <i>1/28/13</i>

If deficiencies are cited, an approved plan of correction is requisite to continued program participation.