



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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LICENSING AND CERTIFICATION
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April 29, 2013

CERTIFIED MAIL #: 7012 1010 0002 0836 3523

Teresa Walker, Administrator
Adolescent and Child Development Center, LLC
151 North 3rd Avenue, Suite 110
Pocatello, ID 83201-6367

Dear Mrs. Walker:

Thank you for submitting the Plan of Correction for Adolescent and Child Development Center, LLC. DDA/ResHab Certification Program staff have reviewed and accepted the Plan of Correction in response to the Department's recertification survey findings of March 15, 2013. As a result, we have issued Adolescent and Child Development Center, LLC a **provisional** certificate effective from April 16, 2013, through October 13, 2013.

This provisional certificate is issued per IDAPA 16.04.17.101.03, which states:

Provisional Certificate. When a residential habilitation agency is found to be out of substantial compliance with these rules, but does not have deficiencies that jeopardize the health or safety of participants, a provisional certificate may be issued by the Department for up to a six (6) month period. A provisional certificate is issued contingent upon the correction of deficiencies in accordance to a plan developed by the agency and approved by the Department. Before the end of the provisional certification period, the Department will determine whether areas of concern have been corrected and whether the agency is in substantial compliance with these rules. If the Department determines the agency is in compliance, a certificate will be issued. If the agency is determined to be out of compliance, the certificate will be denied or revoked.

The survey team will enter your agency prior to October 13, 2013, to conduct an on-site follow-up survey to assure that all corrections have been completed. Your agency's continued participation in the ResHab program is dependent upon the Department's determination of whether your Plan of Correction has been implemented and substantial compliance achieved during the provisional period. I urge you to closely monitor your quality assurance processes, particularly in those areas listed in the Statement of Deficiencies resulting from the recertification survey of March 15, 2013.

Teresa Walker, Administrator
April 29, 2013
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Pursuant to IDAPA 16.05.03, "Rules Governing Contested Case Proceedings and Declaratory Rulings," Section 300, you may request an administrative review to appeal the Department's decision to issue a provisional certificate. The request must be made in writing within 28 days of this notice, identify the challenged decision, state specifically the grounds for your contention that the Department's decision was erroneous, and be signed by the agency's administrator. Administrative review requests may be addressed to:

Tamara Prisock, Administrator
Division of Licensing & Certification
P.O. Box 83720
Boise, ID 83720-0009
Fax: (208) 287-1164

Upon receipt of a complete timely written request, an administrative review conference will be scheduled and conducted in accordance with IDAPA 16.05.03.300.

Thank you for your patience while accommodating us through the survey process. If you have any questions, you may reach me at (208) 364-1906.

Sincerely,



ERIC D. BROWN
Supervisor
DDA/ResHab Certification Program

EDB/slm

Enclosures

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



Statement of Deficiencies

Residential Habilitation Agency

Adolescent and Child Development Center, LLC
RHA-2335

151 N 3rd Ave Ste 110
Pocatello, ID 83201-6367
(208) 232-5622

Survey Type: Recertification

Entrance Date: 3/12/2013

Exit Date: 3/15/2013

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>16.03.10.704.02.a.i</p> <p>704. ADULT DD WAIVER SERVICES: PROCEDURAL REQUIREMENTS.</p> <p>02. Provider Records. Three (3) types of record information will be maintained on all participants receiving waiver services: (3-19-07)</p> <p>a. Direct Service Provider Information which includes written documentation of each visit made or service provided to the participant, and will record at a minimum the following information: (3-19-07)</p> <p>i. Date and time of visit; and (3-19-07)</p>	<p>Review of agency documentation revealed 1 of 5 participant files (Participant 1) contained documentation in the participant's home of 3 consecutive days (March 3rd, 4th, and 5th, 2013) without a daily record of the date, time, duration, and type of service provided.</p>	<p>1. What corrective action(s) will be taken? Documentation of service records will included all rule categories. All staff will be trained on documentation procedures.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.704.02.a.iv</p> <p>704. ADULT DD WAIVER SERVICES: PROCEDURAL REQUIREMENTS.</p> <p>02. Provider Records. Three (3) types of record information will be maintained on all participants receiving waiver services: (3-19-07)</p> <p>a. Direct Service Provider Information which includes written documentation of each visit made or service provided to the participant, and will record at a minimum the following information: (3-19-07)</p> <p>iv. Length of visit, including time in and time out, if appropriate to the service provided. Unless the participant is determined by the Service Coordinator to be unable to do so, the delivery will be verified by the participant as evidenced by their signature on the service record. (3-19-07)</p>	<p>Review of agency documentation revealed 1 of 5 participant files (Participant 1) contained documentation in the participant's home of 3 consecutive days (March 3rd, 4th, and 5th, 2013) without a daily record of the date, time, duration, and type of service provided.</p>	<p>redeterminations, and ongoing.</p> <p>1. What corrective action(s) will be taken? Documentation of service records will included all rule categories. All staff will be trained on documentation procedures.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.b</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “ Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>b. All skill training for agency direct service staff must be provided by a Qualified Intellectual Disabilities Professional (QIDP) who has demonstrated experience in writing skill training programs. (3-29-12)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation that skills training had been provided by a Qualified Intellectual Disabilities Professional.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive skills training by a QIDP.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.c.i</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be</p>	<p>Review of agency documentation revealed 3 of 9 staff files reviewed (Employees 5, 7, and 8) did not contain documentation of training on the purpose and philosophy of services.</p>		<p>2013-05-08</p>

monitored by the Department. (3-19-07)
 01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T
 c. Prior to delivering services to a participant, agency direct service staff must complete an orientation program. The orientation program must include the following subjects: (3-29-12)
 i. Purpose and philosophy of services; (3-19-07)

1. What corrective action(s) will be taken?
All agency staff will receive training in the required category that will be documented in their employee record..
2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.
3. Who will be responsible for implementing each corrective action?
The administrator or designee
4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
16.03.10.705.01.c.iii 705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07) 01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be	Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on policies and procedures.	<ol style="list-style-type: none"> 1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record.. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 	2013-05-15

employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T

c. Prior to delivering services to a participant, agency direct service staff must complete an orientation program. The orientation program must include the following subjects: (3-29-12)

iii. Policies and procedures; (3-19-07)

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.c.iv</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>c. Prior to delivering services to a participant, agency direct service staff must complete an orientation program. The orientation program must include the following subjects: (3-29-12)</p> <p>iv. Proper conduct in relating to waiver participants; (3-19-07)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on proper conduct in relating to waiver participants.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.c.v</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “ Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>c. Prior to delivering services to a participant, agency direct service staff must complete an orientation program. The orientation program must include the following subjects: (3-29-12)</p> <p>v. Handling of confidential and emergency situations that involve the waiver participant; (3-19-07)</p>	<p>Review of agency documentation revealed 3 of 9 staff files reviewed (Employees 5, 7, and 8) did not contain documentation of training on handling of confidential and emergency situations.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.i</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on instructional techniques.</p>		<p>2013-05-15</p>

01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T

d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)

i. Instructional techniques: Methodologies for training in a systematic and effective manner; (3-19-07)

1. What corrective action(s) will be taken?
All agency staff will receive training in the required category that will be documented in their employee record..

2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.

3. Who will be responsible for implementing each corrective action?
The administrator or designee

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.ii</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on managing behaviors.</p>	<p>What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal qua</p>	<p>2013-05-15</p>

employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T

d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)

ii. Managing behaviors: Techniques and strategies for teaching adaptive behaviors; (3-19-07)

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.iii</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)</p> <p>iii. Feeding; (3-19-07)</p>	<p>Review of agency documentation revealed 3 of 9 staff files reviewed (Employees 5, 7, and 8) did not contain documentation of training on feeding.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.iv</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation -- Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)</p> <p>iv. Communication; (3-19-07)</p>	<p>Review of agency documentation revealed 3 of 9 staff files reviewed (Employees 5, 7, and 8) did not contain documentation of training on communication.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.ix</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation -- Supported Living.</p>	<p>Review of agency documentation revealed 3 of 9 staff files reviewed (Employees 5, 7, and 8) did not contain documentation of training on maintenance of a clean, safe, and healthy environment.</p>		<p>2013-05-15</p>

When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T

d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)

ix. Maintenance of a clean, safe, and healthy environment. (3-19-07)

1. What corrective action(s) will be taken?
All agency staff will receive training in the required category that will be documented in their employee record..

2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.

3. Who will be responsible for implementing each corrective action?
The administrator or designee

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

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<p>16.03.10.705.01.d.v</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on mobility.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p>	<p>2013-05-15</p>

employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T
 d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)
 v. Mobility; (3-19-07)

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

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<p>16.03.10.705.01.d.vi 705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07) 01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on activities of daily living.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record.. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

vi. Activities of daily living; (3-19-07)

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.vii</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)</p> <p>vii. Body mechanics and lifting techniques; (3-19-07)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on body mechanics and lifting techniques.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.d.viii</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p> <p>01. Residential Habilitation – Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, “ Rules Governing Residential Habilitation Agencies,” and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T</p> <p>d. Additional training requirements must be completed within six (6) months of employment with the residential habilitation agency and include at a minimum: (3-29-12)</p> <p>viii. Housekeeping techniques; and (3-19-07)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on housekeeping techniques.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.03.10.705.01.e</p> <p>705. ADULT DD WAIVER SERVICES: PROVIDER QUALIFICATIONS AND DUTIES. All providers of waiver services must have a valid provider agreement with the Department. Performance under this agreement will be monitored by the Department. (3-19-07)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of on-going training to the needs of the participant.</p> <p>This is a REPEAT DEFICIENCY identified during the complaint investigation conducted</p>		<p>2013-05-15</p>

01. Residential Habilitation -- Supported Living. When residential habilitation services are provided by an agency, the agency must be certified by the Department as a Residential Habilitation Agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," and must supervise the direct services provided. Individuals who provide residential habilitation services in the home of the participant (supported living) must be employed by a Residential Habilitation Agency. Providers of residential habilitation services must meet the following requirements: (10-1-12)T

e. The provider agency will be responsible for providing on-going training specific to the needs of the participant as needed. (3-19-07)

October 5, 2012.

1. What corrective action(s) will be taken?
All agency staff will receive training in the required category that will be documented in their employee record..
2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.
3. Who will be responsible for implementing each corrective action?
The administrator or designee
4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

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</p>	<p>The agency did not request renewal of its residential habilitation certificate as required in this rule.</p>		<p>2013-05-31</p>

effect for up to three (3) years based upon an agency's substantial compliance with this chapter of rules. (3-29-12)

1. What corrective action(s) will be taken?
All agency staff will submit a request for recertification at least 90 days prior to the next survey.

2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
There are no adverse affects to participants.

3. Who will be responsible for implementing each corrective action?
The administrator or designee

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, prior to survey, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.201.03.c</p> <p>201. ADMINISTRATION.</p> <p>03. Responsibilities. The governing authority must assume responsibility for: (3-20-04)</p> <p>c. Providing a continuing and annual program of overall agency evaluation; (3-29-12)</p>	<p>Review of agency documentation revealed that the agency did not possess documentation of providing a continuing and annual program of overall agency evaluation.</p>	<p>1. What corrective action(s) will be taken? The agency will document its continuing and annual evaluation as part of its quality assurance program.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p>	<p>2013-05-15</p>

		<p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	
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Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.201.03.d 201. ADMINISTRATION. 03. Responsibilities. The governing authority must assume responsibility for: (3-20-04) d. Assuring that appropriate training, space requirements, support services, and equipment for residential habilitation agency staff are provided to carry out assigned responsibilities; and (3-29-12)</p>	<p>Review of agency documentation revealed that the agency did not possess documentation assuring appropriate training is provided for residential habilitation staff to carry out assigned responsibilities.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record.. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.202</p> <p>202. ADMINISTRATOR. An administrator is responsible and accountable for implementing the policies and procedures approved by the governing authority. (3-20-04)</p>	<p>Review of agency documentation revealed that the agency administrator did not ensure the implementation of the agency's policy and procedures as approved by the governing authority.</p>	<p>1. What corrective action(s) will be taken? All agency staff, including the administrator, will receive training on policies and procedures. The administrator will implement all policies and procedure..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.202.03.a</p> <p>202. ADMINISTRATOR. An administrator is responsible and accountable for implementing the policies and procedures approved by the governing authority. (3-20-04)</p> <p>03. Responsibilities. The administrator, or his designee, must assume responsibility for: (3-20-04)</p> <p>a. Developing and implementing written administrative policies and procedures which comply with applicable rules; (3-29-12)</p>	<p>Review of agency documentation revealed that the agency administrator did not ensure implementation of written administrative policies and procedures that comply with applicable rules.</p>	<p>1. What corrective action(s) will be taken? All agency staff, including the administrator, will receive training on policies and procedures. The administrator will implement all policies and procedure..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.202.03.b</p> <p>202. ADMINISTRATOR. An administrator is responsible and accountable for implementing the policies and procedures approved by the governing authority. (3-20-04)</p> <p>03. Responsibilities. The administrator, or his</p>	<p>Review of agency documentation revealed that the agency administrator did not ensure implementation of policies and procedures for agency staff training, quality assurance, evaluation, and supervision.</p>		<p>2013-05-15</p>

designee, must assume responsibility for: (3-20-04)
 b. Developing and implementing policies and procedures for agency staff and provider training, quality assurance, evaluation, and supervision; (3-29-12)

1. What corrective action(s) will be taken?
 All agency staff, including the administrator, will receive training on policies and procedures. The administrator will implement all policies and procedure..

2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
 All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.

3. Who will be responsible for implementing each corrective action?
 The administrator or designee

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
 The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.01 203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING. Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on personal, civil, and human rights.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p>	<p>2013-05-15</p>

01. Rights. Personal, civil, and human rights. (7-1-95)

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.02</p> <p>203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING. Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12) 02. Disabilities. Developmental disabilities commensurate with the skills of participants served. (3-20-04)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on disabilities.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.03</p> <p>203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING.</p> <p>Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12)</p> <p>03. Understanding of Participants' Needs. A basic understanding of the needs, desires, goals and objectives of participants served. (3-20-04)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on understanding participants needs.</p>	<ol style="list-style-type: none"> 1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record.. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing. 	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.04</p> <p>203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING.</p> <p>Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12)</p> <p>04. Supervision. Appropriate methods of supervision. (7-1-95)</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on supervision.</p>	<p>1. What corrective action(s) will be taken? All agency staff will receive training in the required category that will be documented in their employee record..</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.203.05</p> <p>203. STAFF RESIDENTIAL HABILITATION PROVIDER TRAINING.</p> <p>Training must include orientation and ongoing training at a minimum as required under IDAPA 16.03.10, "Medicaid Enhanced Plan Benefits," Sections 700 through 706. Training</p>	<p>Review of agency documentation revealed 2 of 9 staff files reviewed (Employees 7 and 8) did not contain documentation of training on review of services.</p>		<p>2013-05-15</p>

is to be a part of the orientation training and is required initially prior to accepting participants. All required training must be completed within six (6) months of employment with a residential habilitation agency and documented in the employee residential habilitation provider record. The agency must ensure that all employees and contractors receive orientation training in the following areas: (3-29-12)
05. Review of Services. A review of the specific services that the participant requires. (3-20-04)

1. What corrective action(s) will be taken?
All agency staff will receive training in the required category that will be documented in their employee record..
2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.
3. Who will be responsible for implementing each corrective action?
The administrator or designee
4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.300 300. POLICY AND PROCEDURE MANUAL. A policy and procedure manual must be developed by the residential habilitation agency for effectively implementing its objectives. It must be approved by the governing authority. Policies and procedures must be reviewed annually and revised as necessary. The manual must, at a minimum, include policies and procedures reflecting the following: (3-20-04)</p>	<p>Review of agency documentation revealed that the agency did not have documentation that the agency's policy and procedure manual is reviewed on an annual basis.</p>	<ol style="list-style-type: none"> 1. What corrective action(s) will be taken? The agency will document its review of its policies and procedures as part of its quality assurance program. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.301.03.a</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>a. Name, current address and phone number of the employee; and (7-1-95)</p>	<p>Review of agency documentation revealed that 6 of 9 staff files reviewed (Employees 2, 4, 5, 6, 7, and 8) did not contain the staff's current phone number.</p>	<p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p> <p>1. What corrective action(s) will be taken? Staff phone numbers will be identified in the employee information.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.301.03.b</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>b. Social Security number; and (7-1-95)</p>	<p>Review of agency documentation revealed 6 of 9 staff (Employees 2, 4, 5, 6, 7, and 8) files reviewed did not contain the staff's social security number.</p>	<p>1. What corrective action(s) will be taken? Staff social security information will be identified in the employee information.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.301.03.c</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>c. Education and experience; and (7-1-95)</p>	<p>Review of agency documentation revealed 5 of 9 staff files (Employees 2, 4, 5, 7, and 8) reviewed did not contain documentation to verify education and experience.</p>	<p>1. What corrective action(s) will be taken? Staff education and experience will be identified in the employee information.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	<p>2013-05-15</p>
<p>16.04.17.301.03.h</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</p>	<p>Review of agency documentation revealed 3 of 9 staff files (Employees 5, 7, and 8) reviewed did not contain documentation of initial and required trainings.</p>		<p>2013-05-15</p>

following: (3-29-12)

h. Documentation of initial orientation and required training; and (7-1-95)

1. What corrective action(s) will be taken?
All agency staff will receive initial and ongoing training in the required category that will be documented in their employee record..

2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken?
All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.

3. Who will be responsible for implementing each corrective action?
The administrator or designee

4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?
The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.301.03.k</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>k. Evidence that the employee has received a job description and understands his duties. (3-29-12)</p>	<p>Review of agency documentation revealed 8 of 9 staff files (Employees 1, 2, 3, 4, 5, 6, 8, and 9) reviewed did not contain either a current job description or any job description.</p>	<p>1. What corrective action(s) will be taken? Job descriptions will be identified in the employee information.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?</p>	<p>2013-05-15</p>

		<p>The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, and ongoing.</p>	
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.302.03 302. SERVICE PROVISION PROCEDURES. 03. Periodic Review. Review of services and participant satisfaction must be conducted at least quarterly or more often if required by the participant's condition or program. (3-20-04)</p>	<p>Review of agency documentation revealed 1 of 5 participant files (Participant 3) did not contain documentation the agency has assessed the participant's satisfaction at least quarterly.</p>	<p>1. What corrective action(s) will be taken? Quarterly satisfaction will be assessed and filed in the participant records. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	<p>2013-05-31</p>

Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.302.04</p> <p>302. SERVICE PROVISION PROCEDURES.</p> <p>04. Medication Standards. The agency must maintain a policy describing the program's system for handling participant medications which is in compliance with the IDAPA 23.01.01, "Rules of the Board of Nursing." (3-20-04)</p>	<p>Review of agency documentation revealed the agency did not follow its system for handling medications.</p> <p>Participant 1's current month (March 2013) medication log contained a day (March 3, 2013) where medications were not signed off as being taken by the participant. There was no documentation for the reason the medication was not documented as taken.</p> <p>Participant 3 had a prescription for Ibuprofen which was to be taken 3 times daily. The bottle was filled in December 2012 and was still nearly full at the time of the recertification survey indicating it had not been taken as prescribed by the participant's physician. Also, the prescription was not listed on the participant's medication log. No documentation was noted regarding the prescription and why it was not being taken.</p> <p>The participant's medication box also contained an over-the-counter bottle of Extra Strength Tylenol. No documentation was found related to this medication. It was not listed on the participant's medication log.</p>	<p>1. What corrective action(s) will be taken? Medications will be handled pursuant to the Assistance with Medications training. All staff will be retrained to the standards followed with stringent monitoring.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, site visits during annual redeterminations, and ongoing.</p>	<p>2013-05-15</p>

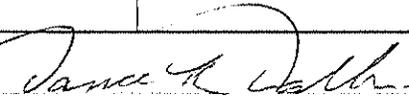
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.400.02.f</p> <p>400. PARTICIPANT RECORDS.</p> <p>02. Required Information. Records must include at least the following information: (7-1-95)</p> <p>f. Physician, dentist, and other health care providers.</p>	<p>Review of agency documentation revealed 1 of 5 participant's (Participant 2) record lacked the name of participant's dentist.</p>	<p>1. What corrective action(s) will be taken? The name of the participant's dentist will be identified in the participant information.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	<p>2013-05-15</p>
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.400.02.g</p> <p>400. PARTICIPANT RECORDS.</p> <p>02. Required Information. Records must include at least the following information: (3-20-04)</p> <p>g. A list of medications, diet, and all other treatments prescribed for the participant. (3-20-04)</p>	<p>Review of agency documentation revealed 1 of 5 participant records (Participant 2) lacked a list of medications.</p>	<p>1. What corrective action(s) will be taken? The medications will be identified in the participant information.</p>	<p>2013-05-15</p>

		<p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	
Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.400.02.k 400. PARTICIPANT RECORDS. 02. Required Information. Records must include at least the following information: (3-20-04) k. Habilitation program, including documentation of planning, continuous evaluation, and participant satisfaction with the program. (3-20-04)</p>	<p>Review of agency documentation revealed that 1 of 5 participant files (Participant 3) did not contain documentation the agency had assessed the participant's satisfaction with the program.</p>	<p>1. What corrective action(s) will be taken? Quarterly satisfaction will be assessed and filed in the participant records.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented.</p> <p>3. Who will be responsible for implementing each corrective action? The administrator or designee</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules?</p>	<p>2013-05-15</p>

		<p>The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	
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Rule Reference/Text	Findings	Plan of Correction	Date to be Corrected
<p>16.04.17.400.02.n 400. PARTICIPANT RECORDS. 02. Required Information. Records must include at least the following information: (3-20-04) n. Daily record of the date, time, duration, and type of service provided. (7-1-95)</p>	<p>Review of agency documentation revealed 1 of 5 participant files (Participant 1) contained documentation in the participant's home of 3 consecutive days (March 3rd, 4th, and 5th, 2013) without a daily record of the date, time, duration, and type of service provided.</p>	<p>1. What corrective action(s) will be taken? Documentation of service records will included all rule categories. All staff will be trained on documentation procedures. 2. How will the agency identify participants who may be affected by the deficiency(s)? If participants are identified, what corrective action will be taken? All participant services will be reviewed for affects of the deficiencies and the corrective actions described in #1 will be implemented. 3. Who will be responsible for implementing each corrective action? The administrator or designee 4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? The corrective actions will monitored in formal quarterly quality assurance reviews, annual employee trainings, during annual redeterminations, and ongoing.</p>	<p>2013-05-15</p>

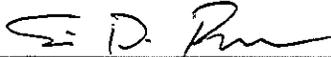
Administrator/Provider Signature:



Date:

5.19.2013

Department POC Approval Signature:



Date:

4/19/13

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