IDAHO DEPARTMENT OF
HEALTH & WELFARE

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November 19, 2013

Joanne Anderson, Co-administrator
A &R Case Management
3070 12th Avenue, Suite 112
Nampa, ID 83686

Dear Ms. Anderson:

Thank you for submitting the Plan of Correction for A & R Case Management dated November 15, 2013, in response to the residential habilitation agency recertification survey concluded on November 1, 2013. The Department has reviewed and approved the Plan of Correction.

As a result, we have issued A & R Case Management a full certificate effective from January 1, 2014, through December 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 while accommodating us through the survey process. If you have any questions, you can reach me at 364-1906.

Sincerely,

ERIC D. BROWN
Manager
DDA/ResHab Certification Program

EDB/slm

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

IDAHO DEPARTMENT OF
HEALTH & WELFARE

Statement of Deficiencies

Residential Habilitation Agency

A & R Case Management
RHA-1060

3070 12th Ave Suite #112
Nampa, ID 83686
(208) 463-9313

Survey Type: Recertification

Entrance Date: 10/28/2013

Exit Date: 11/1/2013

Initial Comments: Survey Team: Bobbi Hamilton, Medical Program Specialist, DDA/ResHab Certification Program; and Eric Brown, Manager, DDA/ResHab Certification Program.

[illegible]	[illegible]	[illegible]	[illegible]
16.03.10.705.01.a.vii 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	Based on review of agency records, it was determined that for 2 of 4 employees (Employees 2 and 5) the employees did not have the appropriate certification or licensure to perform the tasks that required certification or licensure. For example, Employees 2 and 5 did not have valid Idaho driver's licenses.	1. Employee 2 will update her Driver's license by December 1. Employee 5 is no longer employed with A&R and moved to Washington. 2. A&R Case Management has reviewed all personnel files and has informed all staff with out of state driver's license to obtain an Idaho Driver's license by December 1. 3. Joanne Anderson 4. When an employee is hired A&R Case Management will check the Driver's license for the state issued. If the license is out of the state the employee will be required to have an Idaho Driver's license when they have resided in Idaho 90 days. If this is not done they will be taken off the agency schedule until completed.	2013-12-01

Nov. 15. 2013 12:54PM

a. Direct service staff must meet the following minimum qualifications: (3-19-07) vii. Have appropriate certification or licensure if required to perform tasks which require certification or licensure. (3-19-07)			
[illegible]	**[illegible]**	**[illegible]**	**[illegible]**
16.04.17.203.06 203. 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) 06. First Aid and CPR. First aid, CPR, and universal precautions. (7-1-95)	Based on review of agency documents, it was determined that for 1 of 4 employees (Employee 4) the agency did not have documentation that the employee had their First Aid and CPR certifications prior to accepting participants. For example, Employee 4's date of hire was January 27, 2013. The employee did not receive her First Aid and CPR certifications until March 13, 2013.	1. Employee 4 is no longer employed at agency. 2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? Agency has included CPR/1st aid on the checklist for new Program Coordinator employees. 3. Joanne Anderson 4. A&R Case Management will have each new staff complete CPR/1st aid prior to beginning employment. This will be monitored by agency QA process.	2013-12-01

[illegible]	[illegible]	[illegible]	[illegible]
16.04.17.301.03.j 301. PERSONNEL. 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) j. Verification of satisfactory completion of criminal history checks in accordance with IDAPA 16.05.06, "Criminal History and Background Checks"; and (3-20-04)	Based on review of agency records, it was determined that 3 of 5 employees (Employees 2, 3, and 4) did not meet the rule requirements within IDAPA 16.05.06. For example: Employee 2's date of hire was July 9, 2013. The employee had a previous Criminal History and Background Check that was cleared on April 17, 2013. The agency did not have documentation that the employee had completed an Idaho State Police check. Employee 3's date of hire was July 16, 2012. The employee had a previous Criminal History and Background Check that was cleared on October 31, 2011. The agency did not have documentation that the employee had completed an Idaho State Police check. Employee 4's date of hire was January 27, 2013. The employee had a previous Criminal History and Background Check that was cleared on April 26, 2012. The agency did not have documentation that the employee had	1. Employee 2, 3 and 4 will have the State police check completed by 12/1/13. 2. A&R Case Management will review all personnel files and complete the Idaho State Police Check on all staff that had their criminal history transfered from another agency. 3. Joanne Anderson 4. All staff will have the Idaho State Police Check done if the criminal history was transferred. Agency policy/procedure will be updated to include this part of the process. Quality Assurance program will include this step.	2013-12-01

	completed an Idaho State Police check.		

Administrator/Provider Signature: Jaime Anderson	Date: 2013-11-15
Department POC Approval Signature: [illegible]	Date: 11/18/13

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