



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	Boise Service Group, Inc.	Region(s):	4
Agency Type:	DDA	Survey Dates:	13 – 14 Sep 2017
Certificate(s):	4BSG010	Certificate(s) Granted:	<input type="checkbox"/> 6 - Month Provisional <input type="checkbox"/> 1 - Year Full <input checked="" type="checkbox"/> 3 - Year Full

Rule Reference/Text	Findings	Agency's Plan of Correction (Please refer to the Statement of Deficiencies cover letter for guidance)	Date to be Corrected (mm/dd/yyyy)
<p>16.03.21.410.01. 410. GENERAL TRAINING REQUIREMENTS FOR DDA STAFF. Each DDA must ensure that all training of staff specific to service delivery to the participant is completed as follows: 01. Yearly Training. The DDA must ensure that staff or volunteers who provide DDA services complete a minimum of twelve (12) hours of formal training each calendar year. Each agency staff providing services to participants must: (7-1-11)</p>	<p>Based on the review of agency records, it was determined that 1 out of the 5 staff records reviewed did not meet the twelve (12) hours of formal training required each calendar year.</p> <p>For example: Staff #4 completed 5 hours of training for 2016 calendar year.</p>	<p>1. What corrective action(s) will be taken? As this staff member was under the impression he needed to have 24 hours of training in each 2 year period rather than 12 hours every year, the training hours were completed the following year (2017 had 26.5 hours documented). For this reason, there is no need to take retroactive action. To prevent this from occurring in the future, a) this staff member's understanding of the regulation has been corrected and b) a recurring task has been added to the administrator's Outlook task list to check all staff training hours every 6 months (March and September) to assure any</p>	<p>9/15/2017</p>



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		<p>future issues are caught early enough that they can be corrected within that year.</p> <p>2. How will the agency identify participants who may be affected by the deficiency(s)? The only way any participants could have been affected by this is that they could possibly have demonstrated decreased progress within the 12 months that the training was delayed. As our participants all made better than adequate progress during this time, I can only say no participants were affected. If participants are identified, what corrective action will be taken? No retroactive action will be taken.</p> <p>3 Who will be responsible for implementing each corrective action? Lena Stearns added the recurring Outlook task on 9/15/17 (March 1/September 1).</p> <p>4. How will the corrective action(s) be monitored to ensure consistent compliance with IDAPA Rules? When the task comes up each 6 months on the Outlook calendar, the administrator will</p>	



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		review the staff training log for all staff and will do a verbal counseling for any staff who have less than 6 hours of training during that 6 months. Together, the administrator and the staff member will develop a plan to assure the training is completed at least 1 month early. If the plan is not followed, the staff member will be placed on counseling and the classes must be taken within the next month to continue employment. The checks are scheduled in March and September to allow time to complete the training before the end of each year.	

Agency Representative & Title: Lena Stearns: Administrator <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 9/15/2017
Department Representative & Title: Sandi Frelly, Medical Program Specialist <i>* By entering my name and title, I approve of this plan of correction as it is written on the date identified.</i>	Date Approved: 9/25/2017