



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Division of Licensing & Certification

DDA/ResHab Certification - Statement of Deficiencies

Agency:	Access Point Family Services Inc	Region(s):	6 & 7
Agency Type:	DDA	Survey Dates:	01/08/19-01/10/19
Certificate(s):	6ACPTFAM063 – Region 6 7ACPTFAM077 – Region 7	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.a 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: a. Participate in fire and safety training upon employment and annually thereafter.</p>	<p>One of six employee record reviewed lacked documentation the employee participated in fire and safety training upon hire and annually thereafter.</p> <p>For example: Employee 6's record lacked documentation the employee participated in fire and safety training upon hire. The employee's date of hire was 06/18 and did not receive fire and safety training until 09/24/18.</p> <p>Repeat deficiency from 01/04/16 survey.</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>Fire safety training has been added to the new hire intake. This training will be completed during a new hire's initial employee intake and prior to being scheduled with participants. The new employee will complete a training comment form outlining the fire/safety training they received. The date of completion will be documented on the employee's new hire training documentation form and subsequently on their annual training documentation form. A check box and line has been added to the New</i></p>	1/22/2019



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		<p><i>Employee Orientation Checklist as a cue to complete Fire/Safety training with all new employees prior to being scheduled with participants. Policy and Procedure has been modified to reflect changes to the new employee intake process.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>No other staff were affected by this deficiency.</i></p> <p>If identified, what corrective actions will be taken?</p> <p><i>N/A</i></p> <p>3. Who will be responsible for implementing each corrective action?</p> <p><i>Upper administrative staff, program manager</i></p>	



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		<p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur?</p> <p><i>Upper administrative staff will review new hires intake paperwork to ensure all training has been completed and all training documents have been filled out correctly prior to new hire being scheduled with participants.</i></p>	
<p>16.03.21.410.01.b.i 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: b. Be certified in CPR and first aid within ninety (90) days of hire and maintain current certification thereafter; and</p>	<p>One of six employee record reviewed lacked documentation the employee was CPR/1st aid certified per rule requirement.</p> <p>For example: Employee 5's record lacked documentation the employee was CPR/1st Aid certified DDA services are provided.</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>All new hire date of hire will be documented on their important dates list spreadsheet and on their training documentation form. New hires will not be scheduled with participants until they receive a child specific CPR/first aid completion certificate or a signed letter from their CPR/first aid instructor documenting their completion of the appropriate CPR/first aid course unless authorized by upper administration to</i></p>	<p>1/22/2019</p>



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<p>i. The agency must ensure that CPR and first-aid trained staff are present or accompany participants when services or DDA-sponsored activities are being provided.</p>		<p><i>work with participants in the center when current child specific CPR/first aid cardholder is present. The date the CPR/first aid was completed will be documented on the employee's training documentation form and on their important date spreadsheet. Policy and procedure manual will be updated to reflect changes to CPR/first aid.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>No other staff were affected by this deficiency.</i></p> <p>If identified, what corrective actions will be taken?</p> <p><i>N/A</i></p> <p>3. Who will be responsible for implementing each corrective action?</p>	



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		<p><i>Upper administrative staff</i></p> <p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur?</p> <p><i>New hires will not be scheduled with participants until receiving certificate of completion or letter from CPR/first aide trainer documenting completion of CPR/first course unless authorized by upper administration to work in office while current child CPR/first certificate individual is present. The new hire's date of hire and CPR/first aid completion will be documented on the employee's training document form and the employee's important dates spreadsheet.</i></p>	
<p>16.03.21.410.01.c. 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</p>	<p>One of six employee record reviewed lacked documentation the employee received annual training to meet any special health or medical requirements of the participants they serve.</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>All participant case files will be updated at least annually with any new medical need or limitation. When a participant's file is updated with</i></p>	<p>1/22/2019</p>



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<p>services complete a minimum of twelve (12) hours of formal training each calendar year. Each agency staff providing services to participants must:</p> <p>c. Be trained to meet any special health or medical requirements of the participants they serve.</p>	<p>For example: Employee 7's training record lacked documentation received annual training addressing participant 6's special health and medical requirements. The participant has been diagnosed with epilepsy, but no documentation the employee received training for this.</p>	<p><i>new medical needs or limitations; all staff currently providing services to that participant will be given updated medical needs or limitations training specific to that participant. The employee will document in the medical needs and limitations binder and on their annual training form that they have received specific medical needs and limitations to that specific participant. Policy and procedure manual will be updated to reflect changes.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>Access Point Family Services will update medical need and/or limitations training specifically for each participant. The updated information will be issued to each</i></p>	



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		<p><i>staff specifically for the participants they are currently scheduled to provide services. Each employee will sign a document stating they have completed a medical need and/or limitation training for each of their currently scheduled participants. Medical need and/or limitations training will be documented on initial/annual employee training forms as well.</i></p> <p>If identified, what corrective actions will be taken?</p> <p><i>Access Point Family Services will update medical need and/or limitations training specifically for each participant. The updated information will be issued to each staff specifically for the participants they are currently schedule to provide services. Each employee will sign a document stating they have completed a medical need and/or limitation training for each of their</i></p>	



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		<p><i>scheduled participants. Medical need and/or limitations training will be documented on initial/annual employee training forms as well.</i></p> <p>3. Who will be responsible for implementing each corrective action? <i>Upper administrative staff, training manager, and program managers</i></p> <p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur? <i>All participant case files will be updated at least annually with any new medical need or limitation. When a participant's file is updated with new or updated medical needs or limitations; all staff currently providing services to that participant will be given updated medical needs or limitations training specific to that participant. The employee will document in the medical needs and limitations binder and on their</i></p>	



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		<i>annual training form that they have received specific medical needs and limitations to that specific participant and when the training was completed.</i>	
<p>16.03.21.410.02.c. 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: 02. Sufficient Training. Training of all staff must include the following as applicable to their work assignments and responsibilities: c. Accurate record keeping and data collection procedures;</p>	<p>One of six employee record review lacked documentation the employee received training for accurate record keeping and data collection procedures.</p> <p>For example: Employee 6's training record lacked documentation of accurate record keeping and data collections procedures.</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>Employee initial and annual training documentation form has been updated to more accurately reflect record keeping and data collection procedure training completed by all new hire employees during the new employee intake process. A specific line has been added to the employee initial and annual training documentation form which will reflect when each employee has completed the initial record keeping and data collection training. Annual trainings regarding record keeping and data collection will be documented as well on this form. A specific checkbox and line has been</i></p>	<p>1/22/2019</p>



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		<p><i>added to the New Employee Orientation Checklist to cue upper administrative staff and/or program manager completing intake to issue the new employee the record keeping and data collection training within the first 7 days of employment. Policy and procedure will be updated to reflect any changes.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>No other staff were affected by this deficiency.</i></p> <p>If identified, what corrective actions will be taken?</p> <p><i>N/A</i></p> <p>3. Who will be responsible for implementing each corrective action?</p>	



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		<p><i>Upper administrative staff and program managers.</i></p> <p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur?</p> <p><i>Upper administration and/or program managers will complete the updated and issue training according to the updated New Employee Orientation Checklist. Completion of training will be documented on the updated employee training tracking form and on the updated training comments form. All training forms will be housed in the employee training binder and monitored by upper administration and/or training manager.</i></p>	
<p>16.03.21.410.02.e. 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:</p>	<p>Six of six employee record review lacked documentation the employee received training for participant rights, advocacy resources.</p> <p>For example:</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>The employee acknowledgment form has been updated to not only reflect completion of employee handbook review but to include review of policy</i></p>	<p>1/22/2019</p>



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<p>02. Sufficient Training. Training of all staff must include the following as applicable to their work assignments and responsibilities: e. Participant's rights, advocacy resources, confidentiality, safety, and welfare</p>	<p>Employee 1,2,3,5,6,7's training record lacked documentation the employee received participant rights and advocacy resources training.</p>	<p><i>and procedure as well as participant rights and advocacy list(s) to better reflect that all new employees have completed trainings regarding policy and procedure as well as participant rights and advocacy list(s). Employee initial and annual training documentation form has been updated to more accurately reflect participant rights training as well as advocacy training completed by all new hire employees during the new employee intake process. A specific line has been added to the employee initial and annual training documentation form which will reflect when each employee has completed the participant rights and advocacy training. A specific checkbox and line has been added to the New Employee Orientation Checklist to cue upper administrative staff and/or program manager completing intake to issue the new employee the participant rights and</i></p>	



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		<p><i>advocacy training prior to being scheduled with participants. Advocacy lists have been updated to reflect information for advocates specific to the participants in each region served by Access Point Family Services. A specific line has been added to new employee training tracking form that participant rights and advocacy training and when the training was completed by the new employee. New employee will complete training comment form reflecting training regarding participant rights and advocacy. Policy and procedure will be updated to reflect any changes.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>After review, all staff affected by</i></p>	



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		<p><i>deficiency will be given updated advocacy list specific to the region(s) they provide services.</i></p> <p>If identified, what corrective actions will be taken?</p> <p><i>All current employees will be given updated advocacy lists specific to the regions they provide service. Each employee will complete and sign a training comment form outlining the training provided. The training will be documented on each employee's training tracker with name of training and date of completion.</i></p> <p>3. Who will be responsible for implementing each corrective action?</p> <p><i>Upper administration, program managers, and training manager</i></p> <p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur?</p> <p><i>The new employee orientation form has been updated with a specific checkbox</i></p>	



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		<p><i>and line cuing intake employee to issue participant rights and advocacy training. The employee training tracker form has been updated to specifically track the completion of participant rights and advocacy training by each new employee. Upper administration and training manger will track completion of participant rights and advocacy training.</i></p>	
<p>16.03.21.410.02.f. 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: 02. Sufficient Training. Training of all staff must include the following as applicable to their work assignments and responsibilities: f. The proper implementation of all policies and procedures developed by the agency.</p>	<p>Six of six employee record review lacked documentation the employee received training for proper implementation of all policies and procedures developed by the agency.</p> <p>For example: Employee 1,2,3,5,6,7's training record lacked documentation the employee received proper implementation of all policies and procedures training.</p>	<p>1. What actions will be taken to correct the deficiency?</p> <p><i>The employee acknowledgment form has been updated to not only reflect completion of employee handbook review but to include review of policy and procedure as well as participant rights and advocacy list(s) and to better document when all new employees have completed trainings regarding policy and procedure as well as participant rights and advocacy list(s). Employee initial and annual training documentation form</i></p>	<p>1/22/2019</p>



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		<p><i>has been updated to more accurately reflect policy and procedure training completed by all new hire employees during the new employee intake process and any updated policy and procedure training issued later. A specific line has been added to the employee new hire and annual training documentation form which will reflect when each employee has completed the policy and procedure training and any trainings related to updates in policy and procedure. A specific checkbox and line has been added to the New Employee Orientation Checklist to cue upper administrative staff and/or program manager completing intake to issue the new employee the policy and procedure training prior to being scheduled with participants. A specific line has been added to new hire training tracking form specifically for policy and procedure and when the training was completed</i></p>	



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		<p><i>by the new employee. The new employee will complete training comment form reflecting training regarding policy and procedure. Any subsequent training regarding will be issued to current employees at the time of the policy change. Each employee will complete a training comment form regarding the policy change. The training will be documented on the employee's training tracker along with date of completion. Policy and procedure will be updated to reflect any changes to training of policy and procedure.</i></p> <p>The plan should address agency systems and not just the examples specified in the survey report.</p> <p>2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency? <i>After review, all staff affected by deficiency will complete corrective action below.</i></p>	



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		<p>If identified, what corrective actions will be taken?</p> <p><i>All current employees, if needed, will be given updated employee handbook, policy and procedure manual, participant rights, and advocacy list(s) and a verbal explanation of each. Each employee will complete and sign an acknowledgment form stating they have received training regarding employee handbook, policy and procedure, participant rights, and advocacy list(s). Each employee will complete a training comment form regarding the employee handbook, policy and procedure, participant rights, and advocacy training. The training will be documented on each employee's training tracker with name of training and date of completion.</i></p>	



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		<p>3. Who will be responsible for implementing each corrective action?</p> <p><i>Upper administration, program managers, and training manager</i></p> <p>4. How will the corrective actions be monitored to ensure the problem is corrected and does not recur?</p> <p><i>The employee acknowledgment form has been updated to not only reflect completion of employee handbook review but to include review of policy and procedure as well as participant rights and advocacy list(s) and to better document when all new employees have completed trainings regarding policy and procedure as well as participant rights and advocacy list(s). The new employee orientation form has been updated with a specific checkbox and line cuing intake employee to issue policy and procedure training. The employee training tracker form has been updated to specifically track the completion of policy and procedure training by each new employee. Upper</i></p>	



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		<i>administration and training manger will track completion of policy and procedure training.</i>	

Agency Representative & Title: Heath Ivers, administrator <i>* By entering my name and title, I agree to implement this plan of correction as stated above.</i>	Date Submitted: 1/25/2019
Department Representative & Title: <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: 01/28/19