Agency: A New Leaf, Inc.
Agency Type: DDA
Certificate(s): 4ANEWLEAF142-1

Region(s): 4
Survey Dates: 2 – 4 December 2019

Certificate(s) Granted:
☐ 6 - Month Provisional
☐ 1 - Year Full
☒ 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)
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16.03.21.125.  
125. An agency must request renewal of its certificate no less than ninety (90) days before the expiration date of the certificate, to ensure there is no lapse in certification. The request must contain any changes in optional services provided and outcomes of the internal quality assurance processes required under Section 900 of these rules.

Based on review of agency records, it was determined that the agency did not request renewal of their certificate prior to ninety (90) day of the expiration.

For example:
Agency certificate expires on 1-31-2020 and the request was submitted on 11-14-2019.

1. What actions will be taken to correct the deficiency?
Request to renew certificate was submitted, but it was two weeks late.

2. What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency?
There are no other Participants, staff, or systems affected.

3. Who will be responsible for implementing each corrective action?
Agency Administrator.

4. How will the corrective actions be monitored to ensure the problem is corrected and does not reoccur?

12/10/2019
**Rule Reference/Text** | **Findings** | **Agency’s Plan of Correction** | **Date to be Corrected**  
(mmm/dd/yyyy)
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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 services complete a minimum of twelve (12) hours of formal training each calendar year. Each agency staff providing services to participants must: c. Be trained to meet any special health or medical requirements of the participants they serve. | Based on review of agency records, it was determined that 1 of 4 staff records did not contain documentation of training to meet any special health or medical requirements of the participant. For example: Staff #3’s training documentation did not contain documentation for participant #3’s special health or medical requirements. | Reminders have been placed into the company master calendar, so the request for certificate renewal is submitted 90 days prior to expiration in three years and all following renewals. | 12/10/2019 |
1. **What actions will be taken to correct the deficiency?**  
   Staff #3 was filling in until their permanent Participant was available. Staff #3 did receive training on their permanent Participant.  
2. **What will the agency do to identify any other participants, staff, or systems that may be affected by the deficiency?**  
   Training on all Participants has been added to our New Hire intake training to ensure new staff are trained on all Participants in the event they end up filling in for another Participant.  
3. **Who will be responsible for implementing each corrective action?**  
   *The Program Coordinators.*
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<td>(Please refer to the Statement of Deficiencies cover letter for guidance)</td>
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<td>4. How will the corrective actions be monitored to ensure the problem is corrected and does not reoccur?</td>
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<td>All staff will be trained on all Participants at time of hire to avoid a staff filling in without Participant specific training.</td>
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**Agency Representative & Title:** Amy Wright, Administrator  
* By entering my name and title, I agree to implement this plan of correction as stated above.

**Department Representative & Title:** Sandi Frelly, Medical Program Specialist  
* By entering my name and title, I approve of this plan of correction as it is written on the date identified.

**Date Submitted:** 12/30/2019

**Date Approved:** 12/31/2019