



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – Governor
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DIVISION OF MEDICAID
1070 Hilina, Suite 260
Pocatello, Idaho 83201
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September 22, 2010

Cheri Atkins, Administrator
Allies Family Solutions dba
Advocacy and Learning Associates
850 E. Lander Street
Pocatello, Idaho 83201

Re: DDA Complaint on 04/07/10

Dear Ms. Atkins:

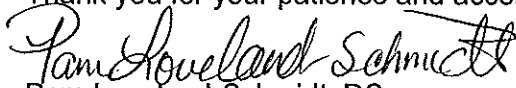
Thank you for submitting the Allies Family Solutions Plan of Correction dated September 20, 2010. Survey and Certification has reviewed and accepted the Plan of Correction in response to the Department's Compliance Review findings.

According to IDAPA 16.04.11.203.01, your certificate is contingent upon the correction of deficiencies. Your agency will be required to submit documentation to substantiate that your Plan of Correction has been met. Documentation must be submitted within 7 days of the date of completion listed on your agency's plan of correction. All supporting documentation must be submitted no later than **October 29, 2010**. You may submit supporting documentation as follows:

Fax to: 208-239-6269
Email to: lovelanp@dhw.idaho.gov
Mail to: Dept. of Health & Welfare
DDA/Res Hab Survey & Certification
1070 Hilina, Suite 260
Pocatello, Idaho 83201
Or deliver to: Above address

You can reach me if you have any questions at 208-239-6267.

Thank you for your patience and accommodating us through the survey process.


Pam Loveland-Schmidt, DS
Medical Program Specialist
DD Survey and Certification

Statement of Deficiencies

Developmental Disabilities Agency

ALLIES Family Solutions (dba of Advocacy and Learning Associates)
6ADVOC062

850 E Lander St
Pocatello, ID 83201
(208) 234-2094

Survey Type: Investigation

Entrance Date: 5/7/2010

Exit Date: 5/7/2010

Initial Comments: Surveyors Present: Pam Loveland-Schmidt, Medical Program Specialist; and Karen Tharp, DD Supervisor.

No observations conducted.

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
16.03.10.653.05.d 653.DDA SERVICES: COVERAGE REQUIREMENTS AND LIMITATIONS. 05. Limitations on DDA Services. Therapy services may not exceed the limitations as specified below. (3-19-07) d. Only one (1) type of therapy service will be reimbursed during a single time period by the Medicaid program. No therapy services will be reimbursed during periods when the participant is being transported to and from the agency. (3-19-07)	Limitations on DDA Services The agency transported while conducting IBI therapy. IBI Therapy is an individualized comprehensive intervention that is on a one-to-one basis. Per interview with [Employee 3], she stated that [Employee 1], IBI Professional and she took the two participants to a funeral while [Employee 2] drove the vehicle. The funeral was in Twin Falls, approximately 238 miles round trip. The mother and boyfriend took a separate vehicle.	1. Agency will conduct a special training to address this issue. Furthermore, agency will review P&P regarding the broader issue of therapy during transport and develop a set of guidelines for therapists to follow that are both therapeutic in nature; IDAPA compliant, and in line with industry standards. 2. Agency assumes all participants could be affected. Any corrective action will be agency-wide in terms of the training and any potential revisions to the P&P. 3. The Department Heads will be responsible for the training. The Administrator will be responsible for reviewing P&P, reviewing rule, contacting other DDAs to determine industry standard, and developing guidelines for therapists. Dept Heads will be responsible for implementation of any new policy and procedures that may arise from the review. 4. With the assistance of Developmental Specialists and Department Heads, the Administrator will monitor compliance with IDAPA Rules via status reports, staff observations, billing review and any other method deemed appropriate by Administrator. 5. Training by October 21, 2010. P&P review December 15, 2010

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Scope and Severity: Widespread / No Actual Harm - Potential for Minimal Harm **Date to be Corrected:** 2010-10-21 **Administrator Initials:** CJA

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
<p>16.04.11.202.02</p> <p>202. CHANGES EACH DDA IS REQUIRED TO REPORT.</p> <p>02. Change in Geographic Service Area. The DDA must notify the Department at least thirty (30) days prior to any anticipated change(s) in the geographic service area. In order to continue operation after any such anticipated change, the DDA must receive an updated certificate from the Department that reflects the change(s). An agency that fails to notify the Department of such changes is operating without a certificate. (7-1-06)</p>	<p>Certification or Licensure</p> <p>The agency lacked evidence it was authorized to provide services in additional locations.</p> <p>For example, the agency conducted IBI Therapy and consultation in Region V and was not authorized to provide services in Region V (the funeral was conducted in Twin Falls). The agency was operating without a certificate in this region.</p> <p>In addition, see Medicaid Provider Handbook 3.1.4-Payment of services is subject to recoupment when it is determined that the service was not properly provided.</p> <p>(POTENTIAL RECOUPMENT)</p>	<p>Plan of Correction (POC)</p> <ol style="list-style-type: none"> 1. Agency will make a medical adjustment in the amount of \$488.05 to cover the amount charged by the agency for both children on April 7, 2010. The Administrator will inform Department Heads of the recoupment and remind them about IDAPA Rule on provision of services in other regions. This staffing will include reviewing a map with region lines represented. 2. This was an isolated incident. Agency assumes that no other participants are immediately affected by this isolated incident. 3. The Administrator will be responsible for making sure the billing person makes the financial adjustment to Medicaid and for staffing the issue with Department Heads. 4. With the assistance of Developmental Specialists, the Department Heads will monitor location of services via team meetings and staff observations. 5. By no later than October 21, 2010

Scope and Severity: Widespread / No Actual Harm - Potential for Minimal Harm	Date to be Corrected: 2010-10-21	Administrator Initials: <i>CYA</i>

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
<p>16.04.11.701.04.a</p> <p>701. REQUIREMENTS FOR A DDA PROVIDING SERVICES TO CHILDREN AGES THREE THROUGH SEVENTEEN AND ADULTS RECEIVING IBI OR ADDITIONAL DDA SERVICES PRIOR AUTHORIZED UNDER THE EPSDT PROGRAM. Section 701 of these rules does not apply to participants receiving ISSH Waiver services. DDAs must comply with the requirements under Section 700 of these rules for all ISSH Waiver participants. (7-1-06)</p> <p>04. Individual Program Plan (IPP) Definitions. The delivery of each service on a plan of service must be defined in terms of the type, amount, frequency, and duration of the service. (7-1-06)</p> <p>a. Type of service refers to the kind of service described in terms of: (7-1-06)</p> <p>i. Discipline; (7-1-06)</p> <p>ii. Group, individual, or family; and (7-1-06)</p> <p>iii. Whether the service is home, community, or center-based. (7-1-06)</p>	<p>Individual Program Plan</p> <p>The agency did not provide therapy as authorized on the IPP or as written on the Implementation Plan.</p> <p>For example:</p> <ul style="list-style-type: none"> • Survey staff was unable to determine how [Employee 2] carried out the implementation plan to provide IBI therapy with [Participant A] while driving the vehicle. In addition, if IBI therapy was provided while in the car, and [Employee 2] was driving and not providing therapy, [Employee 3] would have been providing IBI therapy to both children. IBI is a one-to-one therapy and can only be provided as one professional to one participant and not as a group. • The data recorded for this date from 12:15 p.m. to 1:00 p.m. stated IBI consultation was provided in the home when they were actually in Twin Falls. Both children live in Pocatello, approximately 119 miles from where the funeral was held. 	<p>1. Agency will conduct a training during an upcoming team meeting focused on adherence to IPP and Implementation Plans. Furthermore, agency will review policy and procedures regarding the broader issue of therapy during transport and develop a set of guidelines for therapists to follow that are both therapeutic in nature and in line with industry standards. Any consultation with other DDAs to determine industry standards will include asking about IPPs and Implementation Plans as they pertain to the underlying broader issue.</p> <p>2. Agency assumes all participants could be affected. The training will occur for both programs, IBI and DT. Any other corrective action will be agency-wide in terms of policy and procedures.</p> <p>3. The Department Heads will be responsible for conducting the training. The Administrator, with the assistance of Department Heads, will be responsible for reviewing policy and procedures, reviewing rule, contacting other DDAs to determine industry standard, and developing guidelines for therapists. Then, Department Heads will be responsible for implementation of guidelines and any new policy and procedures that may arise from review of the broader issue. Department Heads and Developmental Specialists will be responsible for training staff to any new procedures and reviewing current policy and procedures.</p> <p>4. With the assistance of Developmental Specialists and Department Heads, the Administrator will monitor compliance with IDAPA Rules via status reports, staff observations, billing review and any other method deemed appropriate by Administrator.</p> <p>5. Training by October 21, 2010. P&P review December 15, 2010</p>

Scope and Severity: Widespread / No Actual Harm - Potential for Minimal Harm	Date to be Corrected: 2010-10-21	Administrator Initials: <i>CSB</i>
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Rule Reference/Text	Category/Findings	Plan of Correction (POC)
<p>16.04.11.703.04</p> <p>703. PROGRAM IMPLEMENTATION PLAN REQUIREMENTS. For each participant, the DDA must develop a Program Implementation Plan for each DDA objective included on the participant's required plan of service. All Program Implementation Plans must be related to a goal or objective on the participant's plan of service. The Program Implementation Plan must be written and implemented within fourteen (14) days after the first day of ongoing programming and be revised whenever participant needs change. If the Program Implementation Plan is not completed within this time frame, the participant's records must contain participant-based documentation justifying the delay. The Program Implementation Plan must include the following requirements in Subsections 703.01 through 703.07 of this rule: (7-1-06)</p> <p>04. Written Instructions to Staff. These instructions may include curriculum, interventions, task analyses, activity schedules, type and frequency of reinforcement and data collection including probe, directed at the achievement of each objective. These instructions must be individualized and revised as necessary to promote participant progress toward the stated objective. (7-1-06)</p>	<p>Program Implementation Plan</p> <p>Objectives worked on in the car were not appropriate for this setting.</p> <p>For example:</p> <ul style="list-style-type: none"> [Participant 1]'s objective 2.1 "Follow instructions" included sitting at a table, etc. The car was not the appropriate setting for this objective (see objective 2.1 Instruction menu for specific information). [Participant 1]'s objective 3.2 "Appropriate Boundaries" and the car was not the appropriate setting for this objective. 	<p>1. Agency will conduct a training during an upcoming team meeting focused on adherence to IPP and Implementation Plans, including appropriate settings. Furthermore, agency will review policy and procedures regarding the broader issue of therapy during transport and develop a set of guidelines for therapists to follow that are both therapeutic in nature and in line with industry standards. Any consultation with other DDAs to determine industry standards will include asking about IPPs and Implementation Plans as they pertain to this issue.</p> <p>2. Agency assumes all participants are affected. Any corrective action will be agency-wide in terms of policy and procedures.</p> <p>3. The Department Heads will be responsible for conducting the training. In terms of the broader issue, the Administrator, with the assistance of Department Heads, will be responsible for reviewing policy and procedures, reviewing rule, contacting other DDAs to determine industry standard, and developing guidelines for therapists. Department Heads will be responsible for implementation of guidelines and any new policy and procedures that may arise from subsequent changes to said P&P. Department Heads and Developmental Specialists will be responsible for training staff to any new procedures and reviewing current policy and procedures.</p> <p>4. With the assistance of Developmental Specialists and Department Heads, the Administrator will monitor compliance with IDAPA Rules via status reports, staff observations, billing review and any other method deemed appropriate by Administrator.</p> <p>5. Training by October 21, 2010. P&P review December 15, 2010.</p>
<p>Scope and Severity: Widespread / No Actual Harm - Potential for Minimal Harm</p>		<p>Date to be Corrected: 2010-11-21 Administrator Initials: <i>CSA</i></p>

Rule Reference/Text	Category/Findings	Plan of Correction (POC)
<p>16.04.11.900.01.d</p> <p>900.REQUIREMENTS FOR AN AGENCY'S QUALITY ASSURANCE PROGRAM. Each DDA defined under these rules must develop and implement a quality assurance program. (7-1-06)</p>	<p>QA Program</p> <p>The agency conducted IBI Therapy and consultation in a setting that was not the two children's "natural setting".</p> <p>For example, [Participants A and B] live in</p>	<p>1. Agency will conduct a special training during an upcoming team meeting focused on the "natural setting". Furthermore, agency will review policy and procedures regarding the broader issue of natural environments and revise P&P if appropriate.</p>

01. Purpose of the Quality Assurance Program. The quality assurance program is an ongoing, proactive, internal review of the DDA designed to ensure: (7-1-06)
 d. Skill training activities are conducted in the natural setting where a person would commonly learn and utilize the skill, whenever appropriate; and (7-1-06)

Pocatello and the funeral was in Twin Falls, where therapy was provided.

2. Agency assumes all participants could be affected. Any corrective action will be agency-wide in terms of training and any potential revisions to policy and procedures.
3. The Department Heads will be responsible for conducting the training. In terms of the broader issue of natural environment, the Administrator, with the assistance of Department Heads, will be responsible for reviewing policy and procedures; reviewing rule, contacting other DDAs to determine industry standard, and developing guidelines for therapists. Department Heads will be responsible for implementation of guidelines and any new policy and procedures that may arise from subsequent changes to said P&P. Department Heads and Developmental Specialists will be responsible for training staff to any new procedures and reviewing current policy and procedures.
4. With the assistance of Developmental Specialists and Department Heads, the Administrator will monitor compliance with IDAPA Rules via status reports, staff observations, billing review and any other method deemed appropriate by Administrator.
5. Training by October 21, 2010. P&P review December 15, 2010

Scope and Severity: Widespread / No Actual Harm - Potential for Minimal Harm

Date to be Corrected: 2010-10-21

Administrator Initials: *CAH*

Administrator Signature (confirms submission of PDC):

Christ Athens, PhD

9-20-2010

Date: 2010-09-20

Team Leader Signature (signifies acceptance of PDC):

Pam Loveland-Schmidt

9/22/10

Date: *9/22/10*