



# CERTIFIED

FAMILY HOME PROGRAM



## PROVIDER MANUAL

REVISED AUGUST 2018



IDAHO DEPARTMENT OF  
HEALTH & WELFARE



# Certified Family Home Provider Manual

## TABLE OF CONTENTS

Introduction .....	i
Mission and Vision .....	ii

### **Section 1: Regulations**

Idaho Administrative Procedures Act (IDAPA) 16, Title 03, Chapter 19: "Rules Governing Certified Family Homes" .....	1
Idaho Code Title 39, Chapter 35, "Idaho Certified Family Homes" .....	56

### **Section 2: Home Policies and Procedures**

Admissions, Transfers and Discharges	
New Admission .....	68
Emergency Temporary Placement .....	69
Termination of the Admission Agreement .....	69
Discharge .....	70
Change of Location .....	71
Emergency Preparedness	
Escape from Home Fire .....	72
Shelter in Place .....	73
Evacuation Orders .....	74
Provider Incapacitation .....	75
Inspections and Investigations	
Inspections .....	76
Investigations .....	76
Correcting Non-compliance .....	77
Medications	
Training .....	78
Following Orders .....	78
Safeguarding Medications .....	79
Residents Who Self-Administer .....	80
Assisting with Medications .....	81
Disposing of Medications .....	82
Reporting	
Suspected Abuse, Neglect or Exploitation .....	83
Serious Physical Injury or Death Due to Abuse or Neglect .....	84

Critical Incidents.....	84
Fire Occurring within the Home.....	85
Law Enforcement, Adult Protection or Child Protection Investigation.....	85
Additional Criminal Convictions.....	86
Funds Managed for a Deceased Resident.....	86
Discharge of a Resident.....	87

Resident Funds

Management of Resident Funds .....	87
Funds of a Discharged Resident.....	88
Personal Loans to Residents .....	89

Resident Rights

Notice of Resident Rights.....	90
Filing Complaints.....	90
Privacy .....	91
Humane Care.....	91
Respectful Treatment.....	92
Basic Needs Allowance.....	92
Resident Funds and Property.....	92
Access to Resident .....	93
Freedom from Harm.....	94
Health Services.....	94
Grievance.....	94
Advance Notice.....	95
Other Rights.....	95

Voluntary Closure of the Home .....	96
-------------------------------------	----

**Section 3: Home Records**

Introduction to Home Records.....	98
Application Part A.....	100
Application Part B.....	102
Renewal Application.....	106
Exception Request.....	108
Request for New Admission (for a prospective first or second resident) .....	110
Application to Exceed the Two Resident Limit (for a prospective third or fourth resident).....	112
Ongoing Annual Training Log.....	114
Emergency Preparedness Log.....	115
Fire Drill Summary .....	116
Emergency Phone Numbers .....	117
Fire Incident Report.....	118

Substitute or Alternate Caregiver Training .....	120
Hourly Adult Care Enrollment Contract .....	122
Hourly Adult Care Service Log .....	125
Recertification Checklist .....	126

#### **Section 4: Admission Records**

Introduction to Admission Records.....	127
Admission Agreement .....	129
Belongings Inventory.....	134
Resident Information and Social History .....	135
Resident Rights	
Resident Rights Policy Review Log.....	137
Advance Directives Information.....	138
Advance Directives Notification.....	141
Living Will and Durable Power of Attorney .....	142
Medications	
Over-the-Counter (OTC) Medications .....	149
Approval to Self-Administer Medication .....	150
Assessment (may be used for private-pay residents).....	151
Plan of Service (may be used for private-pay residents).....	162

#### **Section 5: Ongoing Resident Records**

Introduction to Ongoing Resident Records.....	169
Grievance Response Record .....	170
Incident / Accident / Change in Condition.....	171
Critical Incident Report.....	173
Resident Finances	
Resident Cash Ledger .....	175
Personal Loan Contract (relatives only) .....	176
Medications	
Narcotic Inventory .....	177
Medication Assistance Record .....	179
Medication Disposal Record.....	181





# IDAHO DEPARTMENT OF HEALTH & WELFARE

C.L. "BUTCH" OTTER – GOVERNOR  
RUSSELL S. BARRON – DIRECTOR

TAMARA PRISOCK – ADMINISTRATOR  
DIVISION OF LICENSING & CERTIFICATION  
STEVEN L. MILLWARD – MANAGER  
CERTIFIED FAMILY HOME PROGRAM  
P.O. Box 83720  
Boise, ID 83720-0009  
PHONE (208) 334-0706  
FAX (208) 239-6250  
[www.cfh.dhw.idaho.gov](http://www.cfh.dhw.idaho.gov)

## INTRODUCTION

The Department of Health & Welfare values certified family home (CFH) care providers. You devote yourselves to vulnerable adult residents who are dependent on you for their protection, security, and assistance with basic life skills. The services you provide allow these individuals to live in a normal family-style environment, instead of more expensive and restrictive institutional care settings.

The CFH program is a win-win-win. It's a win for the citizens of Idaho; their tax dollars spent to pay for care in the CFH setting go farther than the institutional alternatives. It's a win for you as the care provider, as you earn an income from home providing supervision and personal assistance. Most importantly, it's a win for the resident, who is able to remain within the community and be included in day-to-day family life.

You have a partner in the Department to guide you in operating a CFH. The Department's Division of Licensing & Certification employs certifying agents in each region of the state. Certifying agents are your resource when it comes to obtaining and maintaining certification. Once the home is certified, certifying agents provide regulatory oversight. When you have questions regarding CFH program standards, contact your regional certifying agent for consulting services. Technical assistance from the certifying agent can upgrade the quality of care in your home and assure compliance with CFH program requirements.

Another resource the Department supplies is this manual. It is designed to provide you with the information and framework you need to comply with regulations, give high quality care, and assure a safe living environment. In the manual, you will find copies of the rules and statutes that govern certified family homes, recommended policies and procedures for your home, records you will need to recertify your home each year, forms to help you properly admit a new resident into your home, and ongoing resident records.

Lastly, the Department has an online presence dedicated to CFH providers. Keep up with health and safety topics and the latest program developments by liking us on Facebook (Idaho Certified Family Homes) and following us on Twitter (@CFHIdaho). The program also maintains a webpage ([www.cfh.dhw.idaho.gov](http://www.cfh.dhw.idaho.gov)) where CFH providers may find announcements, alerts, applications, a digital copy of this provider manual, quality assurance tools, program forms, certifying agent contact information, and much, much more.

Please take full advantage of the supports the Department offers to you. Your success as a CFH provider is important. As you strive with us to implement the vision and mission of the CFH program, vulnerable adults living in your home will receive the care they need to lead the safest and healthiest lives possible with dignity and fulfillment.



Sincerely,

STEVEN L. MILLWARD  
Program Manager



## MISSION

To promote and protect the health and safety of Idahoans receiving services in certified family homes.

## VISION

Adults who are unable to reside on their own living with their primary care providers in safe, family-styled homes where they receive high quality services, their rights are honored, and they are included in the community.