

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G243	X2) MULTIPLE CONSTRUCTION A. BUILDING <u>00</u> B. WING _____	X3) DATE SURVEY COMPLETED  12/15/2015
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NAME OF PROVIDER OR SUPPLIER  VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 408 N REED ST SOUTH WHITLEY, IN 46787
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W 0000  Bldg. 00	<p>This visit was for a full recertification and state licensure survey. This visit resulted in an IMMEDIATE JEOPARDY.</p> <p>Dates of Survey: December 2, 3, 4, 7, 8, 10, 11, 15, 2015.</p> <p>Facility number: 000766 Provider number: 15G243 AIM number: 100243280</p> <p>The following federal deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 12/23/15.</p>	W 0000		
W 0102  Bldg. 00	<p>483.410 GOVERNING BODY AND MANAGEMENT The facility must ensure that specific governing body and management requirements are met.</p> <p>Based on record review, observation and interview, the Governing Body failed to meet the Condition of Participation: Governing Body. The Governing Body</p>	W 0102	W102: Governing body and Management: The facility must ensure that specific governing body and management requirements are met. Client 1 has been provided	01/14/2016

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>failed to provide oversight and direction to implement its policy and procedures which prohibited abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The Governing Body failed to meet the Condition of Participation: Client Protections. The Governing Body failed to meet the Condition of Participation: Client Behavior and Facility Practices. The Governing Body failed to protect client #1 from AWOL (away without leave) and physically aggressive behavior. The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified.</p> <p>Findings include:</p> <p>1. The Governing Body failed to provide oversight and direction to implement its policy and procedures which prohibited abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address</p>		<p>with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been retrained on his BSP and on the use of personal funds. Client 1 has been reimbursed for the money he spent that was contingent upon behavior. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>				

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	<p>his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. The Governing Body failed to ensure client #1's personal funds were not used to implement a program contingent upon behavior. Please see W104.</p> <p>2. The Governing Body failed to meet the Condition of Participation: Client Protections. The Governing Body failed to implement its policy and procedures to prevent abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police to address his physically aggressive behavior. Please see W122.</p> <p>3. The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W266.</p> <p>9-3-1(a)</p>			

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W 0104 Bldg. 00	<p>483.410(a)(1) GOVERNING BODY The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on record review, observation and interview, the Governing Body failed to provide oversight and direction to implement its policy and procedures which prohibited abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. The Governing Body failed to ensure client #1's personal funds were not used to implement a program contingent upon behavior.</p> <p>Findings include:</p> <p>1. Client #1's records were reviewed on 12/3/15 at 9:28 AM. An Outing Support Plan (undated) indicated a "Pop Outing"</p>	W 0104	<p>W104: The governing body must exercise general policy, budget, and operating direction over the facility. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been retrained on his BSP and on the use of personal funds. Client 1 has been reimbursed for the money he spent that was contingent upon behavior. His program has been revised to state that he will be allotted \$10.00 toward an outing of his choice. A gift card has been purchased and is used by staff and Client 1 for his earned outing. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken</p>	01/14/2016

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	<p>in which client #1 was to receive a reward of a pop if he did not display a targeted behavior (frequency of the rewarded pop was not indicated). The plan indicated ResCare would supply the pop for client #1. Client #1's "earned pops will be recorded and when [client #1] earns 4 pops in a week he is able to go on a community outing on Friday with staff. This outing is of [client #1's] choice; however he usually likes to go out to eat...."</p> <p>Staff #8 was interviewed on 12/10/15 at 4:15 PM and indicated client #1 purchased his own meal when he earned the community outing with staff after earning at least 4 pops from Monday-Thursday. Staff #8 stated, "If he doesn't earn them (pops) he doesn't go. It's been like that as long as I've been here."</p> <p>Client #1's financial records from September, 2015-November, 2015 were reviewed on 12/11/15 at 12:10 PM and indicated client #1 purchased meals out on Friday, 9/25/15, Friday, 10/2/15, Friday, 10/9/15, Friday, 10/16/15 and on Friday, 11/13/15.</p> <p>The PMSG (Program Manager Supported Group Living) was interviewed on 12/11/15 at 12:10 PM and</p>		<p>place following the incident. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>				

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	<p>indicated client #1 had paid for his own meals as part of his behavior plan and indicated ResCare would reimburse client #1 for past expenditures of meals which were a part of his behavior plan.</p> <p>2. The Governing Body failed to implement its policy and procedures to prevent abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The Governing Body failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. The Governing Body failed to investigate 16 of 16 incidents involving the police being called to intervene in client #1's physically aggressive behavior. Please see W149.</p> <p>3. The Governing Body failed for 1 of 4 sampled clients (client #1) to document a complete investigation for 16 of 16 incidents of the use of police to address his physically aggressive behavior. Please see W154.</p> <p>4. The Governing Body failed for 1 of 4 sampled clients to develop and implement effective corrective action to</p>			

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W 0122 Bldg. 00	<p>protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W157.</p> <p>9-3-1(a)</p> <p>483.420 CLIENT PROTECTIONS The facility must ensure that specific client protections requirements are met. Based upon observation, record review, and interview, the facility failed to meet the Condition of Participation: Client Protections. The facility failed to implement its policy and procedures to prevent abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The facility failed to develop and implement</p>	W 0122	<p>W122: The facility must ensure that specific client protections requirements are met. Staff 8 will be trained on offering options instead of "directing" clients when instructing or training them. Staff 8 tends to have a louder speaking voice; however she will be trained to</p>	01/14/2016

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	<p>effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police to address his physically aggressive behavior.</p> <p>This noncompliance resulted in an IMMEDIATE JEOPARDY. The IMMEDIATE JEOPARDY began on 6/7/15. The Immediate Jeopardy was identified on 12/4/15 at 11:55 AM. The Executive Director, Program Manager Supported Group Living, and Regional Quality Assurance Director were notified of the Immediate Jeopardy on 12/4/15 at 12:45 PM.</p> <p>An undated plan of action from the facility to remove the immediate jeopardy was reviewed on 12/7/15 at 7:10 AM and indicated "The following actions have been or will be taken:</p> <p>Management oversight: Management will provide administrative oversight and observation in the home on a daily basis. Managers will complete the habilitation observation form, give immediate feedback and training to staff as needed and assure that BSPs (Behavior Support Plans) and ISPs (Individual Support Plans) are being followed. This is effective 12/5/15 and will continue until the immediate jeopardy is removed. Once</p>		<p>speak more softly when working with the clients. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. Client 1 has had a pedestrian safety goal added to his ISP where he will be trained in looking both ways prior to crossing the street. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Since many of Client 1's AWOL incidents involved going to a local store, an objective for client 1 to appropriately go to the store and purchase an item or items of choice has been implemented. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been retrained on his BSP and on the use of personal funds. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident.</p> <p>Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be</p>	

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	<p>removed, the observations will continue no less than 3 times weekly at various times during the waking hours the client is in the home. Additionally 1:1 (one to one) staffing will be implemented during waking hours for the client.</p> <p>Review and Revise the Client's BSP to include only calling the police as a last resort. To be completed by 12/6/15.</p> <p>Review and Revise the Client's ISP to include pedestrian safety and having the client go to the store appropriately. To be completed by 12/6/15.</p> <p>Staff will meet on 12/6/15 to review and revise the BSP and ISP. Staff training will include these revisions and staff will also be retrained on positive interaction with clients. To be completed at staff meeting on 12/6/15.</p> <p>After any behavioral episode the QIDP (Qualified Intellectual Disabilities Professional) will complete the IDT (interdisciplinary team) review of behavior form. This form will include: the antecedent to the behavior, behavior, consequences, how could the behavior have been prevented, staff response, review of BSP and future recommendations. Effective 12/5/15.</p>		<p>in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>		

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	<p>[City] Police will be contacted to schedule a meeting to discuss the client's BSP and their response to any emergency calls to the [city] home. Contact to be made week of 12/7/15.</p> <p>ResCare will seek the services of a new behavior consultant and end the services of the current behavior consultant. The week of 12/7/15."</p> <p>A clarification to the plan was received via email from the PMSGL on 12/7/15 at 1:23 PM which indicated "Management is defined as the QIDP, Program Manager, Executive Director, Nursing Manager and Quality Manager. Managerial oversight will be on a daily basis (7 days a week) with some combination of the managers listed above.</p> <p>We recognize that the facility looked like it was reliant on the police to manage the client's behavior. Training with staff was completed yesterday and it included NOT calling the police unless it was a last resort and ONLY after receiving approval from the Program Manager or QIDP."</p> <p>Observations were completed at the group home on 12/4/15 from 5:30 PM until 6:10 PM. Staff #8 used a loud directive tone at times to instruct clients</p>			

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	<p>#5, #7 and #4 during the evening meal. Client #1 was on an outing to eat as per his plan to earn an outing for good behavior.</p> <p>Staff #8 was interviewed on 12/4/15 at 5:55 PM. She indicated she had not received training on client #1's plan recently. When asked about client #1's behavior, she stated, "It's hit and miss when police are called." She indicated police are called immediately after client #1 exhibits physical aggression and stated, "It's usually over food or he starts obsessing. Last Friday he was in a horrible mood and it never got better...If he's on that pathway, if he's stealing food 95% of time he's going to be aggressive. It's like a roll of the dice." Staff #8 indicated client #1 changed his behavior rapidly at times during shift change and it was unpredictable. She stated, "It's not just me-it doesn't matter who it is. I've worked weekends and when I walk out and weekend staff will have the same issues with (client #1) going to the garage. I'm here a lot so am here a lot when the police are called. He can have a snack any time of day, but he wants to take it (the food) to his room and will eat it unsafely or he could get bugs (in the room)...We've tried to redirect, lets eat this at the table, but he wants to take (the food) to his room." Staff #8 indicated she</p>			

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	<p>had met the BC, but had not received training from him and indicated he was last here at the staff meeting in October, 2015. Staff #8 indicated if client #1 became physically aggressive, she would call the police if someone were in danger.</p> <p>A log of the BC's visits to the home was reviewed on 12/4/15 at 6:15 PM and indicated visits on 7/16/15, 8/7/15, 8/10/15, 8/20/15, 9/28/15 and 10/26/15.</p> <p>Observations were completed at the group home on 12/7/15 from 3:45 PM until 5:35 PM. Client #1 sat beside staff #9 and watched TV during the observation. Client #1 received his medications at 4:30 PM from staff #6. Staff #6 used a coaching mentoring tone when she gave client #1 his medication. Staff #8 spoke to clients #5, #4 and #2 in a loud tone, but was not directive in her instructions to the clients during the observation.</p> <p>Staff #5 was interviewed on 12/7/15 at 4:45 PM and indicated he had received training in regards to client #1 over the weekend. Staff #5 indicated client #1's plan now included a pedestrian safety goal and to go to the store to make appropriate purchases and now had 1:1 (one to one) staff and at this time it was staff #6.</p>			

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	<p>Staff #8 was interviewed on 12/7/15 at 4:46 PM and indicated she also had received training on client #1's plan as indicated in staff #5's interview. She indicated client #1's plan now required notification of the QIDP and/or the PMSGL prior to calling the police and the client had 1:1 staffing ratio. She indicated she felt comfortable in implementing client #1's revised plan as previously staff did not call police when he exhibited behaviors.</p> <p>Observations were completed at the group home on 12/8/15 from 4:45 PM until 5:30 PM. Client #1 remained on 1:1 staffing supervision.</p> <p>Observations were completed on 12/10/15 from 3:50 PM until 4:40 PM. Client #1 was resting in his room. Client #1 remained on 1:1 staffing supervision. Client #1 had a snack box located in the garage on a shelf.</p> <p>The PMSGL was interviewed on 12/10/15 at 4:15 PM and indicated she had contacted the police department and provided client #1's updated BSP. She stated client #1's plan had been revised to call the police only for AWOL behavior if client #1 was resistant and police were not to be called for "routine aggression."</p>			

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	<p>She indicated staff were to obtain approval from management staff (QIDP, PMSGGL) before calling the police. The PMSGGL had contacted a new behavior management company and had employed the services of a new behavior clinician to address client #1's behaviors.</p> <p>The facility's documentation to demonstrate implementation of the plan to remove the Immediate Jeopardy was reviewed on 12/11/15 at 9:30 AM and indicated the following:</p> <p>Active Habilitation Observations dated 12/5/15, 12/6/15, 12/7/15 and 12/8/15 indicated the facility's management staff had visited the home at least twice on each day to monitor for implementation of behavior plans, ISPs (Individual Support Plans) and to ensure staff were following facility policy and procedures.</p> <p>An Interdisciplinary Team Meeting dated 12/6/15 indicated all group home staff had attended the meeting. The agenda indicated objectives to increase pedestrian safety and going to the store were added to client #1's ISP. "Discussed BSP (Behavior Support Plan)-ways to approach [client #1], ways to keep him safe. Discussed reasons to call police-it is not routine, need approval to call police. Discussed offering [client #1] things to</p>			

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	<p>do-if he refuses need to document...Staff need to offer activities to him."</p> <p>An undated objective in the area of Community Safety "Given 3 verbal prompts [client #1] will look both ways for traffic 30% of the opportunities per month for 3 consecutive months by 6/1/16."</p> <p>An undated objective in the area of Community Awareness with the goal to "increase [client #1's] ability to access the community appropriately" and "Given 3 verbal prompts [client #1] will appropriately make a purchase at a store 50% of the opportunities per month for 3 consecutive months by 6/1/16."</p> <p>Staff training records indicated all group home staff and the QIDP (Qualified Intellectual Disabilities Professional) had been trained on client #1's revised BSP and ISP on 12/6/15.</p> <p>A blank IDT Review of Behavior form indicated a review of the antecedent, consequences and staff response/actions to behavior and how it could have been prevented in addition to the review of the BSP was included on the form for the IDT to complete.</p> <p>The IMMEDIATE JEOPARDY was</p>			

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	<p>removed on 12/11/15 at 12:15 PM based upon observations completed in the group home of implementation of the facility's plan and after review of client #1's revised BSP, ISP and staff training records to demonstrate implementation of the plan. The Executive Director and the PMSGGL were notified of the removal on 12/11/15 at 12:15 PM. Though the facility's corrective action removed the immediate jeopardy, the facility remained out of compliance at the Condition level to demonstrate ongoing implementation of the corrective actions to protect client #1.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>1. The facility failed to implement its policy and procedures to prevent abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The facility failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W149.</li> <li>2. The facility failed for 1 of 4 sampled clients (client #1) to document a</li> </ol>			

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	<p>complete investigation for 16 of 16 incidents of the use of police to address his physically aggressive behavior. Please see W154.</p> <p>3. The facility failed for 1 of 4 sampled clients to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W157.</p> <p>9-3-2(a)</p>			

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W 0125 Bldg. 00	<p>483.420(a)(3) PROTECTION OF CLIENTS RIGHTS</p> <p>The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process.</p> <p>Based upon record review and interview, the facility failed to obtain a legally sanctioned representative for 1 of 4 sampled clients (client #1) assessed as being in need of assistance to assure their protection of rights as a citizen of the United States. The facility failed for 3 of 3 sampled clients (clients #2, #3 and #4) to ensure unimpeded access to their personal items (snacks).</p> <p>Findings include:</p> <p>1. The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and indicated the police had been called to intervene in addressing client #1's AWOL or physically aggressive behavior 16 times since 4/9/15 requiring the use of handcuffs on multiple occasions and of physical restraint (takedown) during one incident.</p>	W 0125	<p>W125: The facility must ensure the rights of all clients. Therefore, the facility must allow and encourage individual clients to exercise their rights as clients of the facility, and as citizens of the United States, including the right to file complaints, and the right to due process. The facility will attempt to find a legally sanctioned representative for client 1. The Volunteer Lawyer program has been contacted regarding assistance in finding/obtaining a guardian. Paperwork will be completed to get approval for client 1 to qualify for the assistance program. The snack boxes for clients 1, 2, 3 and 4 have been placed in the garage where they have unimpeded access to them.</p> <p>Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential</p>	01/14/2016

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	Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint and 2 person restraint to possible transition to supine position floor restraint. The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight. The plan included the use of Thorazine (anti-psychotic), Topamax (seizures/bi-polar), Lamictal (seizures and mood stabilizer) and Haldol (schizophrenia). Physician's orders dated 11/24/15 indicated client #1 was prescribed Clozaril (anti-psychotic) 200		Manager will be in the home at least 5 days a week.	

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	<p>mg three times daily.</p> <p>Client #1's records were reviewed at the facility office on 12/4/15 at 10:55 AM. A Comprehensive Functional Assessment updated 2/15 indicated client #1 required assistance to make decisions in the area of financial affairs, behavior management and medical care. Client #1's ISP (Individual Support Plan) dated 2/12/15 indicated client #1 had previously had a Health Care Representative (HCR) to assist him in making decisions, but there was no evidence of a HCR's approval for client #1's BSP.</p> <p>The Program Manager of Supported Group Living (PMSGL) was interviewed on 12/15/15 at 3:35 PM and indicated client #1 was in need of assistance in making informed decisions, and his previous HCR had not responded to correspondence.</p> <p>2. Observations were completed at the group home on 12/8/15 from 4:45 PM until 5:30 PM. There were 3 locked boxes in the locked medication room.</p> <p>Staff #1 was interviewed on 12/8/15 at 4:55 PM and indicated the snack boxes were for clients #2, #3 and #4, and that each client possessed his own key to the box. Staff #1 indicated the medication</p>			

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W 0149 Bldg. 00	<p>room where the snack boxes was located was locked and clients would need to gain access via staff to obtain access to their snack box.</p> <p>Staff #8 was interviewed on 12/8/15 at 5:00 PM and indicated the snacks were locked in the medication room to keep other clients out of clients #2, #3 and #4's personal snacks.</p> <p>The Program Manager of Supported Group Living (PMSGL) was interviewed on 12/15/15 at 3:35 PM and indicated clients should have free access to their snacks.</p> <p>9-3-2(a)</p> <p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement</p>			

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	<p>written policies and procedures that prohibit mistreatment, neglect or abuse of the client.</p> <p>Based upon observation, record review and interview, the facility failed to implement its policy and procedures to prevent abuse, neglect and mistreatment for 1 of 4 sampled clients (client #1). The facility failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. The facility failed to investigate 16 of 16 incidents involving the police being called to intervene in client #1's physically aggressive behavior.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <p>1. A report dated 11/17/15 indicated at 6:45 PM, client #1 was transported to the ER (emergency room) after falling from his roommate's bed and complained of knee pain. Client #1 was discharged from the ER with the diagnosis of knee pain</p>	W 0149	<p>W149: The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been trained on the revised BSP. Staff have been trained on documenting proactive measures that are implemented prior to a more restrictive measure that is used. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. Client 1 has had a pedestrian safety goal added to his ISP where he will be trained in looking both ways prior to crossing the street. Since many of</p>	01/14/2016

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	<p>and given a knee immobilizer and pain medication.</p> <p>The Manager of Supported Group Living was interviewed on 12/3/15 at 12:00 PM and indicated client #1 was seeking items (unspecified) on top of his roommate's furniture.</p> <p>2. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>3. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed."</p>				<p>Client 1's AWOL incidents involved going to a local store, an objective for client 1 to appropriately go to the store and purchase an item or items of choice has been implemented. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>		

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	<p>4. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>5. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1] and the cabinets he was trying to get into.</p>			

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	<p>He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>6. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>7. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1] and he calmed down. He went to his</p>			

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	<p>room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>8. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan. An IDT (interdisciplinary team) meeting with ResCare and [day services] will be held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on 12/3/15 at 10:55 AM and indicated client</p>			

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	<p>#1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client #1's behavior had not required the police to be called while at day services.</p> <p>9. A report dated 9/1/15 at 2:00 PM indicated client #1 left the group home "even as staff directed him to stay. Staff could not follow as there was only one staff and the other clients in the home at the time. The police were called to bring him home." Corrective action indicated the police returned him to the group home "about 10 minutes after he left. The police reported that [client #1] willingly got into the police car and returned to the home. [Client #1] has AWOL in his BSP. [Client #1] has recently been placed on the ESN (Extensive Support Needs) waiting list due to the increase in his behaviors." A follow up report dated 9/8/15 indicated client #1 "requires 24 hour, 7 days a week supervision. [Client #1] does not get alone time as he requires supervision at all times to keep himself and others safe."</p> <p>The Quality Manager was interviewed on 12/2/15 at 2:45 PM and indicated there were usually at least two staff on duty in the group home at all times with the exception of overnight hours and there</p>			

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	<p>was one staff on duty during the overnight shift. When asked about corrective action to address client #1's behaviors of AWOL and physical aggression requiring the use of police intervention, she indicated the services of a behavior clinician had been engaged, there had been IDT meetings and client #1's plan was revised and a new medication was being tried to address his behaviors.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect him.</p> <p>During observation at the group home on 12/3/15 from 6:32 AM until 9:30 AM, client #1 periodically hugged staff and was redirected to remain at arm's length.</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15</p>			

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	<p>and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they</p>			

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	<p>can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the</p>			

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	interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently			

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	<p>guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>The (Program Manager Supported Group Living) PMSGGL was interviewed on 12/3/15 at 12:00 PM and stated "Clozaril has helped, but he still has episodes," and indicated client #1's agitation was increasing. When asked if the IDT met after the incidents of physical aggression to determine corrective action, she stated, "They should be." The PMSGGL indicated the BC contracted to develop a plan to address client #1's behaviors had developed a plan, but it had not been implemented.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the</p>			

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	<p>following:</p> <p>10. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>11. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>12. A report dated 8/27/15 at 2:00 PM indicated client #1 attempted to leave the group home on 2 occasions and at 3:00 PM, the police were called to assist with getting him to return to the home. Corrective action indicated client #1 was within eyesight on both occasions and police were able to redirect him to the home. Corrective action indicated client #1 had AWOL addressed in a plan and has been placed on a waiting list for an ESN home due to the increase in his</p>			

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	<p>behaviors.</p> <p>13. A report dated 8/27/15 at 9:45 AM indicated client #1 "stomped" on day services staff #3's foot trying to get to a craft he thought was candy. Corrective action indicated client #1 was able to implement "reactive strategies in order to stop the physical aggression and return [client #1] to programming."</p> <p>14. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been</p>			

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	<p>placed on the ESN waiting list due to his increase in behaviors."</p> <p>15. A report dated 8/22/15 at 12:00 PM indicated client #1 "left his group home approximately 9 times. He was within eyesight of staff and did not leave the property line at any time. Staff were able to redirect him to come back to the home." Corrective action indicated it was unknown why client #1 tried to leave the home and he had a psychiatrist's appointment on 8/25/15. A follow up report dated 8/26/15 indicated at the appointment it was decided client #1 would start taking Clozaril and would return to the psychiatrist's office in one month.</p> <p>16. A report dated 8/9/15 at 4:00 PM indicated client #1 left the house and starting running. Police were called and client #1 got into their car and returned to the group home. The report indicated client #1's plan to address AWOL was being implemented.</p> <p>17. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in</p>			

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	<p>bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>18. A report dated 8/1/15 at 3:00 PM indicated at 3:00 PM and at 4:15 PM client #1 "left the group home to go to the [store]. Staff attempted to redirect him from leaving, but he went anyway. The police were called both times by staff." Corrective action indicated the police returned client #1 in handcuffs both times. "The second time, he was dirty and had a 1 inch scrape on his left knee consistent with a fall." Client #1 was given first aid and neurological checks were completed since client #1 may have fallen. The report indicated client #1's plan for AWOL was being followed.</p> <p>19. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks.</p>			

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	<p>When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>20. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>21. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home</p>			

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	without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report			

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	<p>indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>22. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p>			

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	<p>23. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>24. A report dated 6/7/15 at 7:00 PM indicated client #1 left the group home "with the intention of walking to the [store]. He was within eyesight of staff and [client #1] returned to the group home. There were no injuries to [client #1]." Corrective action indicated "This is the first time that [client #1] has left the home without staff. AWOL is not currently in his BSP, the team will review the BSP to determine if it needs to be added." A follow up report dated 6/12/15 indicated client #1 required 24 hour supervision and it was the first time client #1 left the group home. The IDT determined that if another incident of AWOL occurs it will be added to the BSP.</p> <p>25. A report dated 4/11/15 at 5:20 PM</p>			

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	<p>indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>26. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does</p>			

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	<p>not belong to him."</p> <p>A BSP dated 9/21/15 developed by the BC was reviewed on 12/3/15 at 2:45 PM. The plan indicated the same targeted behaviors as the 6/19/15 BSP located in the group home, but did not include intervention strategies, the use of calling the police or of physical interventions. The plan indicated staff were to collect ABC (antecedent, behavior, and consequence) data for client #1. The plan indicated the functional assessment completed of client #1's behavior indicated a hypothesis that client #1 engaged in the behavior "due to past reinforcement of the behaviors resulting in obtaining desired results. It is also hypothesized that [client #1] engages in the behaviors of stealing and AWOL/elopement, which leads to physical aggression, SIB and property destruction due to the accessibility of items within his environment." The recommendation indicated client #1 receive "behavior management services and should not have access to unlocked refrigerator/freezer or the ability to just leave the home." There was no evidence of informed consent, HRC approval for the plan or that staff were trained on the implementation of the plan.</p> <p>Client #1's records were further reviewed</p>			

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	<p>at the facility's office on 12/3/15 at 12:55 PM. Client #1's behavior data collection did not include ABC data. An ISP (Individual Support Plan) dated 2/12/15 indicated client #1 "requires total supervision" and "24 hour supervision." Client #1's ISP "recommends that he has supervision while participating in community activities and requires supervision while in the group home." Client #1's ISP indicated an objective to take teaspoon sized bites during meals due to client #1 "stuffing his mouth" during meals. Client #1's comprehensive functional assessment reviewed 2/15 indicated client #1 was unable to cross the street safely by himself. An IDT meeting dated 4/14/15 indicated changes were made to client #1's BSP to include throwing himself into objects in the targeted behavior of SIB and added 2 person supine restraint to his plan. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called." There were no other formal IDT meetings included in the record.</p> <p>Investigations were reviewed on 12/3/15 at 3:45 PM and indicated client #1's AWOL incidents from 6/4/15-7/24/15 were investigated and included the corrective actions to employ the services</p>			

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	<p>of a BC to address client #1's behavior.</p> <p>The Manager of Supported Group Living (PMSGGL) was interviewed on 12/3/15 at 3:40 PM and indicated the focus of the investigations was on client #1's AWOL incidents and client #1's physically aggressive behavior involving the use of police had not been investigated.</p> <p>The PMSGGL was interviewed on 12/3/15 at 4:15 PM and indicated the BC employed by the facility had developed a new BSP for client #1, but it had not been implemented and the BC had not returned to provide additional services to implement the plan. She indicated meetings had been held in regards to client #1 and she would look for evidence.</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45 AM. The topic indicated client #1 was discussed and "starting new meds (HRC (human rights committee) approval)" but did not include details of the discussion or other revisions to client #1's plan or how staff were to address his behavior. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was</p>			

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	<p>reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things <i>to</i> someone is controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage in a power struggle, everyone loses.</b>" The document indicated restraint was a last resort.</p> <p>The PMSG L was interviewed on 12/4/15 at 10:50 AM and indicated staff had been trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>The facility's Reporting and Investigating Abuse/Neglect/Exploitation/Mistreatment dated 9/14 was reviewed on 12/2/15 at 4:30 PM and indicated "ResCare Fort Wayne-Auburn staff actively advocate for the rights and safety of all individuals. All allegations or occurrences of abuse/neglect/exploitation/mistreatment shall be reported to the appropriate authorities thorough the appropriate supervisory channels and will be thoroughly investigated under the</p>			

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	<p>policies of ResCare Fort Wayne-Auburn, local, state and federal guidelines." The policy indicated incidents were investigated thoroughly and corrective action developed.</p> <p>9-3-2(a)</p>			
W 0154 Bldg. 00	<p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated.</p> <p>Based upon record review and interview, the facility failed for 1 of 4 sampled clients (client #1) to document a complete investigation for 16 of 16</p>	W 0154	W154: The facility must have evidence that all alleged violations are thoroughly investigated. The QIDP has been trained on	01/14/2016

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	<p>incidents of the use of police to address his physically aggressive behavior.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <p>1. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>2. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP</p>		<p>investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. The Program manager will also review all internal incidents to assure that a thorough investigation has been completed as needed.</p>	

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	<p>and it was being followed."</p> <p>3. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>4. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1]</p>			

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	<p>and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>5. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>6. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1]</p>			

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	<p>and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee</p>			

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	<p>pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing</p>			

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	<p>hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not</p>			

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	<p>return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>The (Program Manager Supported Group Living) PMSGL was interviewed on</p>			

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	<p>12/3/15 at 12:00 PM and stated "Clozaril has helped, but he still has episodes," and indicated client #1's agitation was increasing. When asked if the IDT met after the incidents of physical aggression to determine corrective action, she stated, "They should be."</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>7. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>8. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>9. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff</p>			

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	<p>member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>10. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the</p>			

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	<p>staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>11. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>12. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him</p>			

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	<p>home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>13. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police</p>			

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	<p>officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for</p>			

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	<p>an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>14. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>15. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>16. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing</p>			

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	<p>her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>Investigations were reviewed on 12/3/15 at 3:45 PM and indicated client #1's AWOL incidents from 6/4/15-7/24/15 were investigated and included the corrective actions to employ the services of a BC to address client #1's behavior.</p> <p>The Manager of Supported Group Living (PMSGSL) was interviewed on 12/3/15 at 3:40 PM and indicated the focus of the investigations was on client #1's AWOL incidents and client #1's physically aggressive behavior involving the use of</p>			

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W 0157 Bldg. 00	<p>police had not been investigated.</p> <p>9-3-2(a)</p> <p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken.</p> <p>Based upon observation, record review and interview, the facility failed for 1 of 4 sampled clients to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p>	W 0157	<p>W157: If the allegation is verified, appropriate corrective action must be taken. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. The QIDP has been trained on investigating behavioral incidents using the IDT review of</p>	01/14/2016

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	<p>1. A report dated 11/17/15 indicated at 6:45 PM, client #1 was transported to the ER (emergency room) after falling from his roommate's bed and complained of knee pain. Client #1 was discharged from the ER with the diagnosis of knee pain and given a knee immobilizer and pain medication.</p> <p>The Manager of Supported Group Living was interviewed on 12/3/15 at 12:00 PM and indicated client #1 was seeking items (unspecified) on top of his roommate's furniture.</p> <p>2. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>3. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He</p>		<p>incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>	

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	<p>was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>4. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>5. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm</p>			

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	<p>down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1] and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>6. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>7. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He</p>			

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	<p>returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1] and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>8. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan. An IDT (interdisciplinary team) meeting with ResCare and [day services] will be</p>			

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	<p>held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on 12/3/15 at 10:55 AM and indicated client #1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client #1's behavior had not required the police to be called while at day services.</p> <p>9. A report dated 9/1/15 at 2:00 PM indicated client #1 left the group home "even as staff directed him to stay. Staff could not follow as there was only one staff and the other clients in the home at the time. The police were called to bring him home." Corrective action indicated the police returned him to the group home "about 10 minutes after he left. The police reported that [client #1] willingly got into the police car and returned to the home. [Client #1] has AWOL in his BSP. [Client #1] has recently been placed on the ESN (Extensive Support Needs) waiting list due to the increase in his behaviors." A follow up report dated 9/8/15 indicated client #1 "requires 24 hour, 7 days a week supervision. [Client #1] does not get alone time as he requires supervision at all times to keep himself</p>			

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	<p>and others safe."</p> <p>The Quality Manager was interviewed on 12/2/15 at 2:45 PM and indicated there were usually at least two staff on duty in the group home at all times with the exception of overnight hours and there was one staff on duty during the overnight shift. When asked about corrective action to address client #1's behaviors of AWOL and physical aggression requiring the use of police intervention, she indicated the services of a behavior clinician had been engaged, there had been IDT meetings and client #1's plan was revised and a new medication was being tried to address his behaviors.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect him.</p> <p>During observation at the group home on 12/3/15 from 6:32 AM until 9:30 AM, client #1 periodically hugged staff and was redirected to remain at arm's length.</p>			

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	<p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in</p>			

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	<p>regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3.</p>			

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	<p>Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about</p>			

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	<p>stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>The (Program Manager Supported Group Living) PMSGGL was interviewed on 12/3/15 at 12:00 PM and stated "Clozaril has helped, but he still has episodes," and indicated client #1's agitation was increasing. When asked if the IDT met after the incidents of physical aggression to determine corrective action, she stated, "They should be." The PMSGGL indicated</p>			

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	<p>the BC contracted to develop a plan to address client #1's behaviors had developed a plan, but it had not been implemented.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>10. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>11. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>12. A report dated 8/27/15 at 2:00 PM indicated client #1 attempted to leave the group home on 2 occasions and at 3:00 PM, the police were called to assist with getting him to return to the home.</p>			

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	<p>Corrective action indicated client #1 was within eyesight on both occasions and police were able to redirect him to the home. Corrective action indicated client #1 had AWOL addressed in a plan and has been placed on a waiting list for an ESN home due to the increase in his behaviors.</p> <p>13. A report dated 8/27/15 at 9:45 AM indicated client #1 "stomped" on day services staff #3's foot trying to get to a craft he thought was candy. Corrective action indicated client #1 was able to implement "reactive strategies in order to stop the physical aggression and return [client #1] to programming."</p> <p>14. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of</p>			

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	<p>the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>15. A report dated 8/22/15 at 12:00 PM indicated client #1 "left his group home approximately 9 times. He was within eyesight of staff and did not leave the property line at any time. Staff were able to redirect him to come back to the home." Corrective action indicated it was unknown why client #1 tried to leave the home and he had a psychiatrist's appointment on 8/25/15. A follow up report dated 8/26/15 indicated at the appointment it was decided client #1 would start taking Clozaril and would return to the psychiatrist's office in one month.</p> <p>16. A report dated 8/9/15 at 4:00 PM indicated client #1 left the house and starting running. Police were called and client #1 got into their car and returned to the group home. The report indicated client #1's plan to address AWOL was being implemented.</p>			

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	<p>17. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>18. A report dated 8/1/15 at 3:00 PM indicated at 3:00 PM and at 4:15 PM client #1 "left the group home to go to the [store]. Staff attempted to redirect him from leaving, but he went anyway. The police were called both times by staff." Corrective action indicated the police returned client #1 in handcuffs both times. "The second time, he was dirty and had a 1 inch scrape on his left knee consistent with a fall." Client #1 was given first aid and neurological checks were completed since client #1 may have fallen. The report indicated client #1's</p>			

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	<p>plan for AWOL was being followed.</p> <p>19. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>20. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again."</p>			

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	<p>Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>21. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the</p>			

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	<p>hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>22. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective</p>			

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	<p>action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p> <p>23. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>24. A report dated 6/7/15 at 7:00 PM indicated client #1 left the group home "with the intention of walking to the [store]. He was within eyesight of staff and [client #1] returned to the group home. There were no injuries to [client #1]." Corrective action indicated "This is the first time that [client #1] has left the home without staff. AWOL is not currently in his BSP, the team will review the BSP to determine if it needs to be added." A follow up report dated 6/12/15 indicated client #1 required 24 hour</p>			

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	<p>supervision and it was the first time client #1 left the group home. The IDT determined that if another incident of AWOL occurs it will be added to the BSP.</p> <p>25. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>26. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT</p>			

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	<p>"will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>A BSP dated 9/21/15 developed by the BC was reviewed on 12/3/15 at 2:45 PM. The plan indicated the same targeted behaviors as the 6/19/15 BSP located in the group home, but did not include intervention strategies, the use of calling the police or of physical interventions. The plan indicated staff were to collect ABC (antecedent, behavior, and consequence) data for client #1. The plan indicated the functional assessment completed of client #1's behavior indicated a hypothesis that client #1 engaged in the behavior "due to past reinforcement of the behaviors resulting in obtaining desired results. It is also hypothesized that [client #1] engages in the behaviors of stealing and AWOL/elopement, which leads to physical aggression, SIB and property destruction due to the accessibility of items within his environment." The recommendation indicated client #1 receive "behavior management services and should not have access to unlocked</p>			
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	<p>refrigerator/freezer or the ability to just leave the home." There was no evidence of informed consent, HRC approval for the plan or that staff were trained on the implementation of the plan.</p> <p>Client #1's records were further reviewed at the facility's office on 12/3/15 at 12:55 PM. Client #1's behavior data collection did not include ABC data. An ISP (Individual Support Plan) dated 2/12/15 indicated client #1 "requires total supervision" and "24 hour supervision." Client #1's ISP "recommends that he has supervision while participating in community activities and requires supervision while in the group home." Client #1's ISP indicated an objective to take teaspoon sized bites during meals due to client #1 "stuffing his mouth" during meals. Client #1's comprehensive functional assessment reviewed 2/15 indicated client #1 was unable to cross the street safely by himself. An IDT meeting dated 4/14/15 indicated changes were made to client #1's BSP to include throwing himself into objects in the targeted behavior of SIB and added 2 person supine restraint to his plan. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called." There were no other formal IDT meetings included in</p>			

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	<p>the record.</p> <p>Investigations were reviewed on 12/3/15 at 3:45 PM and indicated client #1's AWOL incidents from 6/4/15-7/24/15 were investigated and included the corrective actions to employ the services of a BC to address client #1's behavior.</p> <p>The Manager of Supported Group Living (PMSGL) was interviewed on 12/3/15 at 3:40 PM and indicated the focus of the investigations was on client #1's AWOL incidents and client #1's physically aggressive behavior involving the use of police had not been investigated.</p> <p>The PMSGL was interviewed on 12/3/15 at 4:15 PM and indicated the BC employed by the facility had developed a new BSP for client #1, but it had not been implemented and the BC had not returned to provide additional services to implement the plan. She indicated meetings had been held in regards to client #1 and she would look for evidence.</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45 AM. The topic indicated client #1 was discussed and "starting new meds (HRC (human rights committee) approval)" but did not include details of the discussion</p>			

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	<p>or other revisions to client #1's plan or how staff were to address his behavior. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things <i>to</i> someone is controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage in a power struggle, everyone loses.</b>" The document indicated restraint was a last resort.</p> <p>The PMSGL was interviewed on 12/4/15 at 10:50 AM and indicated staff had been trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>9-3-2(a)</p>			

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W 0159 Bldg. 00	<p>483.430(a) QUALIFIED MENTAL RETARDATION PROFESSIONAL Each client's active treatment program must be integrated, coordinated and monitored by a qualified mental retardation professional.</p> <p>Based upon record review and interview for 4 of 4 sampled clients (clients #1, #2, #3 and #4), the QIDP (Qualified Intellectual Disabilities Professional) failed to develop and implement effective corrective action to address the use of police on multiple occasions to respond to client #1's physically aggressive behavior. The QIDP failed to investigate the use of police to respond to client #1's physically aggressive and AWOL behavior. The QIDP failed to ensure the rights as citizen of the United States of America were protected by failing to obtain a legally sanctioned representative to assist client #1 in making decisions. The QIDP failed to ensure unimpeded access was available for clients #2, #3 and #4's personal property (snacks).</p> <p>Findings include:</p>	W 0159	<p>W159: Each client's active treatment program must be integrated, coordinated and monitored by a qualified intellectual disability professional. The QIDP will be trained in developing and implementing effective corrective action as necessary based on the needs/behavior of her clients. The QIDP will also be trained on ensuring the rights of all her clients to include but not limited to attempting to obtain legally sanctioned representatives for clients who need this representation and the right for clients to have unimpeded access to their personal property. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. The Program</p>	01/14/2016

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	<p>1. The QIDP failed to obtain a legally sanctioned representative for 1 of 4 sampled clients (client #1) assessed as being in need of assistance to assure their protection of rights as a citizen of the United States. The QIDP failed for 3 of 3 sampled clients (clients #2, #3 and #4) to ensure unimpeded access to their personal items (snacks). Please see W125.</p> <p>2. The QIDP failed to ensure the facility's policy and procedures to protect client #1 from neglect and mistreatment were implemented. The QIDP failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. The QIDP failed to investigate 16 of 16 incidents involving the police being called to intervene in client #1's physically aggressive behavior. Please see W149.</p> <p>3. The QIDP failed for 1 of 4 sampled clients (client #1) to document a complete investigation for 16 of 16 incidents of the use of police to address his physically aggressive behavior. Please</p>		<p>manager will also review all internal incidents to assure that a thorough investigation has been completed as needed. The QIDP and Program Manager will meet twice monthly to assure that the QIDP is monitoring her caseload per regulations.</p>	

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W 0191 Bldg. 00	<p>see W154.</p> <p>4. The QIDP failed for 1 of 4 sampled clients to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W157.</p> <p>9-3-3(a)</p> <p>483.430(e)(2) STAFF TRAINING PROGRAM For employees who work with clients, training must focus on skills and competencies directed toward clients' behavioral needs. Based upon observation, record review and interview for 1 of 4 sampled clients (client #1), the facility failed to ensure staff were trained to competency to effectively implement his behavior support plan (BSP) and to implement the facility's behavior management system.</p>	W 0191	<p>W191: For Employees who work with clients, training must focus on skills and competencies directed toward clients' behavioral needs. The staff have been trained on Client 1's revised BSP and how to implement it. Staff have been trained on documenting proactive</p>	01/14/2016

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	<p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <p>1. A report dated 11/17/15 indicated at 6:45 PM, client #1 was transported to the ER (emergency room) after falling from his roommate's bed and complained of knee pain. Client #1 was discharged from the ER with the diagnosis of knee pain and given a knee immobilizer and pain medication.</p> <p>The Manager of Supported Group Living was interviewed on 12/3/15 at 12:00 PM and indicated client #1 was seeking items (unspecified) on top of his roommate's furniture.</p> <p>2. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p>		<p>measures that are implemented prior to a more restrictive measure that is used. When the new BC has completed Client 1's BSP, training will be held and documentation regarding the training will be completed. Initially the BC will be in the home weekly to observe and train staff as needed. Monthly Staff meetings provide an opportunity to discuss any client behavior and or concerns with programming. The discussions will be documented to include details and/or any changes recommendations made during the meeting. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>	

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	<p>3. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>4. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>5. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client</p>			

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	<p>#1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1] and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>6. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being</p>			

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	<p>followed."</p> <p>7. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1] and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>8. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated</p>			

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	<p>client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan. An IDT (interdisciplinary team) meeting with ResCare and [day services] will be held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on 12/3/15 at 10:55 AM and indicated client #1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client #1's behavior had not required the police to be called while at day services.</p> <p>9. A report dated 9/1/15 at 2:00 PM indicated client #1 left the group home "even as staff directed him to stay. Staff could not follow as there was only one staff and the other clients in the home at the time. The police were called to bring him home." Corrective action indicated the police returned him to the group home "about 10 minutes after he left. The police reported that [client #1] willingly got into the police car and returned to the home. [Client #1] has AWOL in his BSP. [Client #1] has recently been placed on the ESN (Extensive Support Needs)</p>			

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	<p>waiting list due to the increase in his behaviors." A follow up report dated 9/8/15 indicated client #1 "requires 24 hour, 7 days a week supervision. [Client #1] does not get alone time as he requires supervision at all times to keep himself and others safe."</p> <p>The Quality Manager was interviewed on 12/2/15 at 2:45 PM and indicated there were usually at least two staff on duty in the group home at all times with the exception of overnight hours and there was one staff on duty during the overnight shift. When asked about corrective action to address client #1's behaviors of AWOL and physical aggression requiring the use of police intervention, she indicated the services of a behavior clinician had been engaged, there had been IDT meetings and client #1's plan was revised and a new medication was being tried to address his behaviors.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect</p>			

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	<p>him.</p> <p>During observation at the group home on 12/3/15 from 6:32 AM until 9:30 AM, client #1 periodically hugged staff and was redirected to remain at arm's length.</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated,</p>			

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	<p>"They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person</p>			

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	<p>restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep</p>			

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	<p>him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>The (Program Manager Supported Group Living) PMSGGL was interviewed on 12/3/15 at 12:00 PM and stated "Clozaril</p>			

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	<p>has helped, but he still has episodes," and indicated client #1's agitation was increasing. When asked if the IDT met after the incidents of physical aggression to determine corrective action, she stated, "They should be." The PMSGSL indicated the BC contracted to develop a plan to address client #1's behaviors had developed a plan, but it had not been implemented.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>10. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>11. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p>			

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	<p>12. A report dated 8/27/15 at 2:00 PM indicated client #1 attempted to leave the group home on 2 occasions and at 3:00 PM, the police were called to assist with getting him to return to the home. Corrective action indicated client #1 was within eyesight on both occasions and police were able to redirect him to the home. Corrective action indicated client #1 had AWOL addressed in a plan and has been placed on a waiting list for an ESN home due to the increase in his behaviors.</p> <p>13. A report dated 8/27/15 at 9:45 AM indicated client #1 "stomped" on day services staff #3's foot trying to get to a craft he thought was candy. Corrective action indicated client #1 was able to implement "reactive strategies in order to stop the physical aggression and return [client #1] to programming."</p> <p>14. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective</p>			

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	<p>action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>15. A report dated 8/22/15 at 12:00 PM indicated client #1 "left his group home approximately 9 times. He was within eyesight of staff and did not leave the property line at any time. Staff were able to redirect him to come back to the home." Corrective action indicated it was unknown why client #1 tried to leave the home and he had a psychiatrist's appointment on 8/25/15. A follow up report dated 8/26/15 indicated at the appointment it was decided client #1 would start taking Clozaril and would return to the psychiatrist's office in one month.</p> <p>16. A report dated 8/9/15 at 4:00 PM indicated client #1 left the house and</p>			

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	<p>starting running. Police were called and client #1 got into their car and returned to the group home. The report indicated client #1's plan to address AWOL was being implemented.</p> <p>17. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>18. A report dated 8/1/15 at 3:00 PM indicated at 3:00 PM and at 4:15 PM client #1 "left the group home to go to the [store]. Staff attempted to redirect him from leaving, but he went anyway. The police were called both times by staff." Corrective action indicated the police returned client #1 in handcuffs both</p>						

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	<p>times. "The second time, he was dirty and had a 1 inch scrape on his left knee consistent with a fall." Client #1 was given first aid and neurological checks were completed since client #1 may have fallen. The report indicated client #1's plan for AWOL was being followed.</p> <p>19. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>20. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left,</p>			

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	<p>[client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>21. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer</p>			

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	<p>indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was</p>			

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	<p>notified and staff were advised to conduct neurological checks.</p> <p>22. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p> <p>23. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>24. A report dated 6/7/15 at 7:00 PM indicated client #1 left the group home "with the intention of walking to the [store]. He was within eyesight of staff and [client #1] returned to the group home. There were no injuries to [client #1]." Corrective action indicated "This is</p>			

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	<p>the first time that [client #1] has left the home without staff. AWOL is not currently in his BSP, the team will review the BSP to determine if it needs to be added." A follow up report dated 6/12/15 indicated client #1 required 24 hour supervision and it was the first time client #1 left the group home. The IDT determined that if another incident of AWOL occurs it will be added to the BSP.</p> <p>25. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>26. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client</p>			

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	<p>#1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>A BSP dated 9/21/15 developed by the BC was reviewed on 12/3/15 at 2:45 PM. The plan indicated the same targeted behaviors as the 6/19/15 BSP located in the group home, but did not include intervention strategies, the use of calling the police or of physical interventions. The plan indicated staff were to collect ABC (antecedent, behavior, and consequence) data for client #1. The plan indicated the functional assessment completed of client #1's behavior indicated a hypothesis that client #1 engaged in the behavior "due to past reinforcement of the behaviors resulting in obtaining desired results. It is also hypothesized that [client #1] engages in the behaviors of stealing and AWOL/elopement, which leads to</p>			

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	<p>physical aggression, SIB and property destruction due to the accessibility of items within his environment." The recommendation indicated client #1 receive "behavior management services and should not have access to unlocked refrigerator/freezer or the ability to just leave the home." There was no evidence of informed consent, HRC approval for the plan or that staff were trained on the implementation of the plan.</p> <p>Client #1's records were further reviewed at the facility's office on 12/3/15 at 12:55 PM. Client #1's behavior data collection did not include ABC data. An ISP (Individual Support Plan) dated 2/12/15 indicated client #1 "requires total supervision" and "24 hour supervision." Client #1's ISP "recommends that he has supervision while participating in community activities and requires supervision while in the group home." Client #1's ISP indicated an objective to take teaspoon sized bites during meals due to client #1 "stuffing his mouth" during meals. Client #1's comprehensive functional assessment reviewed 2/15 indicated client #1 was unable to cross the street safely by himself. An IDT meeting dated 4/14/15 indicated changes were made to client #1's BSP to include throwing himself into objects in the targeted behavior of SIB and added 2</p>			

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	<p>person supine restraint to his plan. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called."</p> <p>Investigations were reviewed on 12/3/15 at 3:45 PM and indicated client #1's AWOL incidents from 6/4/15-7/24/15 were investigated and included the corrective actions to employ the services of a BC to address client #1's behavior.</p> <p>The Manager of Supported Group Living (PMSGGL) was interviewed on 12/3/15 at 3:40 PM and indicated the focus of the investigations was on client #1's AWOL incidents and client #1's physically aggressive behavior involving the use of police had not been investigated.</p> <p>The PMSGGL was interviewed on 12/3/15 at 4:15 PM and indicated the BC employed by the facility had developed a new BSP for client #1, but it had not been implemented and the BC had not returned to provide additional services to implement the plan. She indicated meetings had been held in regards to client #1 and she would look for evidence.</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45</p>			

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	<p>AM. The topic indicated client #1 was discussed and "starting new meds (HRC (human rights committee) approval)" but did not include details of the discussion or other revisions to client #1's plan or how staff were to address his behavior. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things <i>to</i> someone is controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage in a power struggle, everyone loses.</b>" The document indicated restraint was a last resort.</p> <p>The PMSGL was interviewed on 12/4/15 at 10:50 AM and indicated staff had been trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>9-3-3(a)</p>						

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W 0249 Bldg. 00	<p>483.440(d)(1) PROGRAM IMPLEMENTATION As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of needed interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan.</p> <p>Based upon record review and interview, the facility failed for 1 of 4 sampled clients (client #1) to ensure his plan was implemented as written.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <p>1. A report dated 11/17/15 indicated at 6:45 PM, client #1 was transported to the ER (emergency room) after falling from his roommate's bed and complained of knee pain. Client #1 was discharged from</p>	W 0249	<p>W249: As soon as the interdisciplinary team has formulated a client's individual program plan, each client must receive a continuous active treatment program consisting of need interventions and services in sufficient number and frequency to support the achievement of the objectives identified in the individual program plan. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been trained on the revised BSP.</p>	01/14/2016

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	<p>the ER with the diagnosis of knee pain and given a knee immobilizer and pain medication.</p> <p>The Manager of Supported Group Living was interviewed on 12/3/15 at 12:00 PM and indicated client #1 was seeking items (unspecified) on top of his roommate's furniture.</p> <p>2. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>3. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP</p>		<p>Staff have been trained on documenting proactive measures that are implemented prior to a more restrictive measure that is used. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. Client 1 has had a pedestrian safety goal added to his ISP where he will be trained in looking both ways prior to crossing the street. Since many of Client 1's AWOL incidents involved going to a local store, an objective for client 1 to appropriately go to the store and purchase an item or items of choice has been implemented. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>	

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	<p>and it was being followed."</p> <p>4. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>5. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1]</p>			

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	<p>and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>6. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>7. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1]</p>			

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	<p>and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>8. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan. An IDT (interdisciplinary team) meeting with ResCare and [day services] will be held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on</p>			

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	<p>12/3/15 at 10:55 AM and indicated client #1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client #1's behavior had not required the police to be called while at day services.</p> <p>9. A report dated 9/1/15 at 2:00 PM indicated client #1 left the group home "even as staff directed him to stay. Staff could not follow as there was only one staff and the other clients in the home at the time. The police were called to bring him home." Corrective action indicated the police returned him to the group home "about 10 minutes after he left. The police reported that [client #1] willingly got into the police car and returned to the home. [Client #1] has AWOL in his BSP. [Client #1] has recently been placed on the ESN (Extensive Support Needs) waiting list due to the increase in his behaviors." A follow up report dated 9/8/15 indicated client #1 "requires 24 hour, 7 days a week supervision. [Client #1] does not get alone time as he requires supervision at all times to keep himself and others safe."</p> <p>The Quality Manager was interviewed on 12/2/15 at 2:45 PM and indicated there were usually at least two staff on duty in the group home at all times with the</p>			

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	<p>exception of overnight hours and there was one staff on duty during the overnight shift. When asked about corrective action to address client #1's behaviors of AWOL and physical aggression requiring the use of police intervention, she indicated the services of a behavior clinician had been engaged, there had been IDT meetings and client #1's plan was revised and a new medication was being tried to address his behaviors.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect him.</p> <p>During observation at the group home on 12/3/15 from 6:32 AM until 9:30 AM, client #1 periodically hugged staff and was redirected to remain at arm's length.</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15,</p>			

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	<p>11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if</p>			

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	<p>he gets physically aggressive and they can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies</p>			

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	<p>indicated "Note that all members of the interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client</p>			
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	<p>#1 on the risks to his health and "gently guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>10. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>11. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically</p>			

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	<p>aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>12. A report dated 8/27/15 at 2:00 PM indicated client #1 attempted to leave the group home on 2 occasions and at 3:00 PM, the police were called to assist with getting him to return to the home. Corrective action indicated client #1 was within eyesight on both occasions and police were able to redirect him to the home. Corrective action indicated client #1 had AWOL addressed in a plan and has been placed on a waiting list for an ESN home due to the increase in his behaviors.</p> <p>13. A report dated 8/27/15 at 9:45 AM indicated client #1 "stomped" on day services staff #3's foot trying to get to a craft he thought was candy. Corrective action indicated client #1 was able to implement "reactive strategies in order to stop the physical aggression and return [client #1] to programming."</p> <p>14. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff</p>			

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	<p>member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>15. A report dated 8/22/15 at 12:00 PM indicated client #1 "left his group home approximately 9 times. He was within eyesight of staff and did not leave the property line at any time. Staff were able to redirect him to come back to the home." Corrective action indicated it was unknown why client #1 tried to leave the home and he had a psychiatrist's appointment on 8/25/15. A follow up</p>						

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	<p>report dated 8/26/15 indicated at the appointment it was decided client #1 would start taking Clozaril and would return to the psychiatrist's office in one month.</p> <p>16. A report dated 8/9/15 at 4:00 PM indicated client #1 left the house and starting running. Police were called and client #1 got into their car and returned to the group home. The report indicated client #1's plan to address AWOL was being implemented.</p> <p>17. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p>			

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	<p>18. A report dated 8/1/15 at 3:00 PM indicated at 3:00 PM and at 4:15 PM client #1 "left the group home to go to the [store]. Staff attempted to redirect him from leaving, but he went anyway. The police were called both times by staff." Corrective action indicated the police returned client #1 in handcuffs both times. "The second time, he was dirty and had a 1 inch scrape on his left knee consistent with a fall." Client #1 was given first aid and neurological checks were completed since client #1 may have fallen. The report indicated client #1's plan for AWOL was being followed.</p> <p>19. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>20. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return.</p>			

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	<p>Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>21. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action</p>			

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	<p>indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client</p>			

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	<p>#1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>22. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p> <p>23. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p>			

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	<p>24. A report dated 6/7/15 at 7:00 PM indicated client #1 left the group home "with the intention of walking to the [store]. He was within eyesight of staff and [client #1] returned to the group home. There were no injuries to [client #1]." Corrective action indicated "This is the first time that [client #1] has left the home without staff. AWOL is not currently in his BSP, the team will review the BSP to determine if it needs to be added." A follow up report dated 6/12/15 indicated client #1 required 24 hour supervision and it was the first time client #1 left the group home. The IDT determined that if another incident of AWOL occurs it will be added to the BSP.</p> <p>25. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p>			

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	<p>26. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>Client #1's records were further reviewed at the facility's office on 12/3/15 at 12:55 PM. Client #1's behavior data collection did not include ABC data. An ISP (Individual Support Plan) dated 2/12/15 indicated client #1 "requires total supervision" and "24 hour supervision." Client #1's ISP "recommends that he has supervision while participating in community activities and requires supervision while in the group home."</p>			

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	<p>Client #1's ISP indicated an objective to take teaspoon sized bites during meals due to client #1 "stuffing his mouth" during meals. An IDT meeting dated 4/14/15 indicated changes were made to client #1's BSP to include throwing himself into objects in the targeted behavior of SIB and added 2 person supine restraint to his plan. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called."</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45 AM. The topic indicated client #1 was discussed and "starting new meds (HRC (human rights committee) approval)" but did not include details of the discussion or other revisions to client #1's plan or how staff were to address his behavior. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things <i>to</i> someone is controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage</b></p>			

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W 0266 Bldg. 00	<p><b>in a power struggle, everyone loses."</b> The document indicated restraint was a last resort.</p> <p>The PMSGGL was interviewed on 12/4/15 at 10:50 AM and indicated staff had been trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>9-3-4(a)</p> <p>483.450 CLIENT BEHAVIOR &amp; FACILITY PRACTICES The facility must ensure that specific client behavior and facility practices requirements are met.</p> <p>Based on record review and interview for 1 of 4 sampled clients (client #1), the facility failed to meet the Condition of Participation: Client Behavior and Facility Practices. The facility failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple</p>	W 0266	<p>W266: The facility must ensure that specific client behavior and facility practices requirements are met. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call.</p>	01/14/2016

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	<p>occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified.</p> <p>Findings include:</p> <p>1. The facility failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified. Please see W274.</p> <p>2. The facility failed for 1 of 4 sampled clients (client #1) to ensure least restrictive measures were employed before contacting the police to address physically aggressive behavior. Please see W278.</p> <p>9-3-5(a)</p>		<p>Staff have been trained on the revised BSP. Staff have been trained on documenting proactive measures that are implemented prior to a more restrictive measure that is used. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. Client 1 has had a pedestrian safety goal added to his ISP where he will be trained in looking both ways prior to crossing the street. Since many of Client 1's AWOL incidents involved going to a local store, an objective for client 1 to appropriately go to the store and purchase an item or items of choice has been implemented. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week.</p>	

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W 0274 Bldg. 00	<p>483.450(b)(1) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR The facility must develop and implement written policies and procedures that govern the management of inappropriate client behavior.</p> <p>Based upon record review and interview, the facility failed to develop and implement effective corrective action to protect client #1 from AWOL (away without leave) behavior and the use of police on multiple occasions to address his physically aggressive behavior after a pattern of the AWOL and physically aggressive behavior was identified.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <p>1. A report dated 11/17/15 indicated at 6:45 PM, client #1 was transported to the ER (emergency room) after falling from his roommate's bed and complained of knee pain. Client #1 was discharged from the ER with the diagnosis of knee pain and given a knee immobilizer and pain medication.</p> <p>The Manager of Supported Group Living</p>	W 0274	<p>W274: The facility must develop and implement written policies and procedures that govern the management of inappropriate client behavior. Client 1 has been provided with 1:1 staff during waking hours to protect him from AWOL behavior. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been trained on the revised BSP. Staff have been trained on documenting proactive measures that are implemented prior to a more restrictive measure that is used. A new BC has been contacted to serve Client 1 and he has met with Client 1. He currently plans to be in the home weekly and is assessing Client 1 and having staff complete assessments so he can develop a plan for his behaviors. When the new BC has completed Client 1's BSP, training will be held and documentation regarding the training will be completed. Initially the BC will be in the home weekly to observe and train staff as needed.</p>	01/14/2016
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	<p>was interviewed on 12/3/15 at 12:00 PM and indicated client #1 was seeking items (unspecified) on top of his roommate's furniture.</p> <p>2. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>3. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>4. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to</p>		<p>Monthly Staff meetings provide an opportunity to discuss any client behavior and or concerns with programming. The discussions will be documented to include details and/or any changes recommendations made during the meeting. The QIDP has been trained on investigating behavioral incidents using the IDT review of incident form. The IDT review of incident form will be forwarded to the program manager to assure that a complete investigation has taken place following the incident. Client 1 has had a pedestrian safety goal added to his ISP where he will be trained in looking both ways prior to crossing the street. Since many of Client 1's AWOL incidents involved going to a local store, an objective for client 1 to appropriately go to the store and purchase an item or items of choice has been implemented. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week</p>				

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	<p>his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>5. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client #1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1] and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour</p>			

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	<p>out, hide in his room or gorge on."</p> <p>6. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>7. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1] and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if</p>			

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	<p>they feel they are in danger when [client #1] is physically aggressive."</p> <p>8. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan. An IDT (interdisciplinary team) meeting with ResCare and [day services] will be held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on 12/3/15 at 10:55 AM and indicated client #1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client</p>			

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	<p>#1's behavior had not required the police to be called while at day services.</p> <p>9. A report dated 9/1/15 at 2:00 PM indicated client #1 left the group home "even as staff directed him to stay. Staff could not follow as there was only one staff and the other clients in the home at the time. The police were called to bring him home." Corrective action indicated the police returned him to the group home "about 10 minutes after he left. The police reported that [client #1] willingly got into the police car and returned to the home. [Client #1] has AWOL in his BSP. [Client #1] has recently been placed on the ESN (Extensive Support Needs) waiting list due to the increase in his behaviors." A follow up report dated 9/8/15 indicated client #1 "requires 24 hour, 7 days a week supervision. [Client #1] does not get alone time as he requires supervision at all times to keep himself and others safe."</p> <p>The Quality Manager was interviewed on 12/2/15 at 2:45 PM and indicated there were usually at least two staff on duty in the group home at all times with the exception of overnight hours and there was one staff on duty during the overnight shift. When asked about corrective action to address client #1's behaviors of AWOL and physical</p>				

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	<p>aggression requiring the use of police intervention, she indicated the services of a behavior clinician had been engaged, there had been IDT meetings and client #1's plan was revised and a new medication was being tried to address his behaviors.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect him.</p> <p>During observation at the group home on 12/3/15 from 6:32 AM until 9:30 AM, client #1 periodically hugged staff and was redirected to remain at arm's length.</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive</p>			

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	<p>measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they can't control it to...call the cops." She indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt</p>			

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	<p>to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the interdisciplinary team are expected to maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise</p>			
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	<p>specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently guide [client #1] away from the kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with</p>			

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	<p>him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>The (Program Manager Supported Group Living) PMSGGL was interviewed on 12/3/15 at 12:00 PM and stated "Clozaril has helped, but he still has episodes," and indicated client #1's agitation was increasing. When asked if the IDT met after the incidents of physical aggression to determine corrective action, she stated, "They should be." The PMSGGL indicated the BC contracted to develop a plan to address client #1's behaviors had developed a plan, but it had not been implemented.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>10. A report dated 11/5/15 indicated the police were called when client #1</p>			

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	<p>attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>11. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>12. A report dated 8/27/15 at 2:00 PM indicated client #1 attempted to leave the group home on 2 occasions and at 3:00 PM, the police were called to assist with getting him to return to the home. Corrective action indicated client #1 was within eyesight on both occasions and police were able to redirect him to the home. Corrective action indicated client #1 had AWOL addressed in a plan and has been placed on a waiting list for an ESN home due to the increase in his behaviors.</p> <p>13. A report dated 8/27/15 at 9:45 AM indicated client #1 "stomped" on day</p>			

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	<p>services staff #3's foot trying to get to a craft he thought was candy. Corrective action indicated client #1 was able to implement "reactive strategies in order to stop the physical aggression and return [client #1] to programming."</p> <p>14. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>15. A report dated 8/22/15 at 12:00 PM</p>			

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	<p>indicated client #1 "left his group home approximately 9 times. He was within eyesight of staff and did not leave the property line at any time. Staff were able to redirect him to come back to the home." Corrective action indicated it was unknown why client #1 tried to leave the home and he had a psychiatrist's appointment on 8/25/15. A follow up report dated 8/26/15 indicated at the appointment it was decided client #1 would start taking Clozaril and would return to the psychiatrist's office in one month.</p> <p>16. A report dated 8/9/15 at 4:00 PM indicated client #1 left the house and starting running. Police were called and client #1 got into their car and returned to the group home. The report indicated client #1's plan to address AWOL was being implemented.</p> <p>17. A report dated 8/4/15 at 10:00 PM indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were</p>			

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	<p>contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>18. A report dated 8/1/15 at 3:00 PM indicated at 3:00 PM and at 4:15 PM client #1 "left the group home to go to the [store]. Staff attempted to redirect him from leaving, but he went anyway. The police were called both times by staff." Corrective action indicated the police returned client #1 in handcuffs both times. "The second time, he was dirty and had a 1 inch scrape on his left knee consistent with a fall." Client #1 was given first aid and neurological checks were completed since client #1 may have fallen. The report indicated client #1's plan for AWOL was being followed.</p> <p>19. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police</p>			

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	<p>talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>20. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>21. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag</p>			

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	and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was			

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	<p>unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1] on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>22. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p> <p>23. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to</p>						

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	<p>hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>24. A report dated 6/7/15 at 7:00 PM indicated client #1 left the group home "with the intention of walking to the [store]. He was within eyesight of staff and [client #1] returned to the group home. There were no injuries to [client #1]." Corrective action indicated "This is the first time that [client #1] has left the home without staff. AWOL is not currently in his BSP, the team will review the BSP to determine if it needs to be added." A follow up report dated 6/12/15 indicated client #1 required 24 hour supervision and it was the first time client #1 left the group home. The IDT determined that if another incident of AWOL occurs it will be added to the BSP.</p> <p>25. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he</p>			

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	<p>became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>26. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>A BSP dated 9/21/15 developed by the BC was reviewed on 12/3/15 at 2:45 PM.</p>			

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	<p>The plan indicated the same targeted behaviors as the 6/19/15 BSP located in the group home, but did not include intervention strategies, the use of calling the police or of physical interventions. The plan indicated staff were to collect ABC (antecedent, behavior, and consequence) data for client #1. The plan indicated the functional assessment completed of client #1's behavior indicated a hypothesis that client #1 engaged in the behavior "due to past reinforcement of the behaviors resulting in obtaining desired results. It is also hypothesized that [client #1] engages in the behaviors of stealing and AWOL/elopement, which leads to physical aggression, SIB and property destruction due to the accessibility of items within his environment." The recommendation indicated client #1 receive "behavior management services and should not have access to unlocked refrigerator/freezer or the ability to just leave the home." There was no evidence of informed consent, HRC approval for the plan or that staff were trained on the implementation of the plan.</p> <p>Client #1's records were further reviewed at the facility's office on 12/3/15 at 12:55 PM. Client #1's behavior data collection did not include ABC data. An ISP (Individual Support Plan) dated 2/12/15</p>			
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	<p>indicated client #1 "requires total supervision" and "24 hour supervision." Client #1's ISP "recommends that he has supervision while participating in community activities and requires supervision while in the group home." Client #1's ISP indicated an objective to take teaspoon sized bites during meals due to client #1 "stuffing his mouth" during meals. Client #1's comprehensive functional assessment reviewed 2/15 indicated client #1 was unable to cross the street safely by himself. An IDT meeting dated 4/14/15 indicated changes were made to client #1's BSP to include throwing himself into objects in the targeted behavior of SIB and added 2 person supine restraint to his plan. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called." There were no other formal IDT meetings included in the record.</p> <p>Investigations were reviewed on 12/3/15 at 3:45 PM and indicated client #1's AWOL incidents from 6/4/15-7/24/15 were investigated and included the corrective actions to employ the services of a BC to address client #1's behavior.</p> <p>The Manager of Supported Group Living (PMSGL) was interviewed on 12/3/15 at</p>			

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	<p>3:40 PM and indicated the focus of the investigations was on client #1's AWOL incidents and client #1's physically aggressive behavior involving the use of police had not been investigated.</p> <p>The PMSG L was interviewed on 12/3/15 at 4:15 PM and indicated the BC employed by the facility had developed a new BSP for client #1, but it had not been implemented and the BC had not returned to provide additional services to implement the plan. She indicated meetings had been held in regards to client #1 and she would look for evidence.</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45 AM. The topic indicated client #1 was discussed and "starting new meds (HRC (human rights committee) approval)" but did not include details of the discussion or other revisions to client #1's plan or how staff were to address his behavior. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things to someone is</p>			

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	<p>controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage in a power struggle, everyone loses.</b>"</p> <p>The document indicated restraint was a last resort.</p> <p>The PMSGL was interviewed on 12/4/15 at 10:50 AM and indicated staff had been trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>The facility's Operation Standard Behavior Support dated 6/2013 was reviewed on 12/15/15 at 4:03 PM and indicated, "Behavior supports will include a focus on ecological factors, assuring that the individual's environments minimize conditions that promote or maintain challenging behavior...The individual, guardian or healthcare representative must give written informed consent for all behavior support plans prior to implementation...Behavior programs utilizing strategies that include the use of physically restrictive procedures shall be</p>			

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W 0278  Bldg. 00	<p>used only in crisis situations. If these strategies are necessary more than 2 times in a 3 month period, the interdisciplinary team must meet to decide how this issue will be addressed. If physical restraint is considered a necessary intervention, it must be written into the person's formal behavior support program as a 1st response following a series of less intrusive interventions...Agency programs will not employ the use of ...mechanical restraints...."</p> <p>The PMSGGL was interviewed on 12/15/15 at 3:35 PM and indicated the facility was not in control of actions police took when addressing client #1's behaviors after being called by facility staff to address client #1's behavior.</p> <p>9-3-5(a)</p> <p>483.450(b)(1)(iii) MGMT OF INAPPROPRIATE CLIENT BEHAVIOR Procedures that govern the management of inappropriate client behavior must insure, prior to the use of more restrictive</p>			
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	<p>techniques, that the client's record documents that programs incorporating the use of less intrusive or more positive techniques have been tried systematically and demonstrated to be ineffective.</p> <p>Based upon record review and interview, the facility failed for 1 of 4 sampled clients (client #1) to ensure least restrictive measures were employed before contacting the police to address physically aggressive behavior.</p> <p>Findings include:</p> <p>The facility's reports to the Bureau of Developmental Disabilities Services were reviewed on 12/2/15 at 1:30 PM and included the following for client #1:</p> <ol style="list-style-type: none"> <li>1. A report dated 11/16/15 at 1:45 PM indicated "The police were called to the [city] home due to [client #1's] physical aggression to staff. He was being prompted to slow his rate of eating and kicked staff repeatedly and attempted to hit them." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents of aggression the rest of the evening. [Client #1] has a BSP and it was being followed."</li> <li>2. A report dated 11/11/15 at 8:00 PM indicated "On 11/11/15 the police were called to the [city] home due to [client</li> </ol>	W 0278	<p>W278: Procedures that govern the management of inappropriate client behavior must insure, prior to the use of more restrictive techniques, that the client's record documents that programs incorporating the use of less intrusive or more positive techniques have been tried systematically and demonstrated to be ineffective. Client 1's BSP has been revised and states that staff are to call police only as a last resort and the approval of the QIDP or Program Manager must be obtained prior to making the call. Staff have been trained on the revised BSP. Staff have been trained on documenting proactive measures that are implemented prior to a more restrictive measure that is used. When the new BC has completed Client 1's BSP, training will be held and documentation regarding the training will be completed. Initially the BC will be in the home weekly to observe and train staff as needed. Monthly Staff meetings provide an opportunity to discuss any client behavior and or concerns with programming. The discussions will be documented to include details and/or any changes recommendations made during the</p>	01/14/2016

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	<p>#1's] physical aggression to staff. He was obsessing about a pop he had stolen. He was grabbing staff's shoulders and wrist with force and would not stop." Corrective action indicated client #1 "calmed down after talking with the police. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed."</p> <p>3. A report dated 10/29/15 at 6:08 PM indicated client #1 "became upset because he couldn't go to a party due to his behavior. He became aggressive to staff, was destructive to property and attempted to hit staff with a clock. He also scratched himself in the face. Police were contacted to assist with his behavior." Corrective action indicated "Once police arrived they talked with [client #1] and he went to his room to calm down. Apparently while in his room his scratched himself on his face. First aid was applied. [Client #1] has a BSP for aggression and SIB (self injurious behavior) and it was being followed."</p> <p>4. A report dated 10/26/15 at 2:30 PM indicated "On 10/26/15 the police were called to the [city] home due to [client #1's] physical aggression to staff. He was attempting to take food and when blocked by staff he punched the staff 3-4 times." Corrective action indicated client</p>		<p>meeting. Management oversight (Executive Director, Program Manager, Quality Manager, or Nurse Manager) will be in the home at least 3 times per week for observation. QIDP will be in the home at least 3 days a week for observation and Residential Manager will be in the home at least 5 days a week</p>	

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	<p>#1 "was not cooperative with police when they first arrived, however did calm down after they talked to him. He did not have any incidents the rest of the evening. [Client #1] has a BSP and it was being followed." A follow up report dated 10/27/15 indicated "The staff person placed herself between [client #1] and the cabinets he was trying to get into. He has a BSP for stealing/taking food from the kitchen and it was being followed. He was not hungry, but trying to take food items that he will either pour out, hide in his room or gorge on."</p> <p>5. A report dated 10/23/15 indicated "on 10/23/15 at approximately 2 pm [client #1] attempted to take food from the kitchen. He was blocked by staff, he then became physically aggressive with staff, punching her 3 times in the head and kicking her. Police were called to assist." Corrective action indicated "Once the police arrived, [client #1] calmed down, took a nap and had no further incidents the rest of the evening. The police only needed to talk with [client #1], no handcuffs, etc (sic) were used. [Client #1] has a BSP for taking/stealing food for physical aggression, it was being followed."</p> <p>6. A report dated 10/19/15 indicated "On 10/19/15 at approximately 9:30 pm staff</p>			

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	<p>discovered that [client #1] had taken bananas from the kitchen to his room. He returned the bananas to the staff, however then became physically aggressive to the staff, hitting and kicking the staff. The staff called police for assistance." Corrective action indicated "When the police arrived they talked with [client #1] and he calmed down. He went to his room and did not have any other outbursts. [Client #1] has a BSP for physical aggression and it was being followed. Staff are to contact police if they feel they are in danger when [client #1] is physically aggressive."</p> <p>7. A report dated 9/14/15 at 9:15 AM indicated client #1 was bitten on the hand when he attempted to take candy from a client at day services and client #1 scratched the client across her chest causing a scratch 5 and 1/2 inches in length. After day services staff #2 removed the candy from the room, client #1 "chased her (day service staff #2) out of the room, down the hallway, and then grabbed her arm and twisted it trying to get the bag." Day services staff #1 was able to redirect client #1 back to the classroom. Corrective action indicated client #1 and the day services client were taken to a medical facility for lab testing. Client #1 "currently has physical aggression in his Behavior Support Plan.</p>			

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	<p>An IDT (interdisciplinary team) meeting with ResCare and [day services] will be held within 5 days to discuss the incident according to [day service's] policy on physical aggression at the day program...."</p> <p>Day services staff #1 was interviewed on 12/3/15 at 10:55 AM and indicated client #1 was now scheduled to leave day services at 11:00 AM because he was taking other clients' food as it was being prepared for lunch. He indicated client #1's behavior had not required the police to be called while at day services.</p> <p>Staff #1 was interviewed on 12/3/15 at 6:45 AM and indicated client #1's behavior had improved recently, but had escalated in the past to the point of calling the police. Staff #1 indicated he had not been on duty when the police were called. Staff #1 indicated client #1's behavior is usually redirected, but sometimes staff are unable to redirect him.</p> <p>Client #1's progress notes in the group home from 9/1/15 to 12/3/15 were reviewed on 12/3/15 at 8:25 AM. A review of the notes indicated staff #8 had made entries dated 11/17/15, 11/15/15, 11/11/15, 10/29/15, 10/26/15, 10/19/15 and 9/1/15 indicating the police had been</p>			

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	<p>called to address client #1's physically aggressive or AWOL behavior. The entries failed to indicate proactive measures had been employed prior to calling the police for assistance.</p> <p>The QIDP (Qualified Intellectual Disabilities Professional) was interviewed on 12/3/15 at 8:35 AM. When asked if she had noticed a pattern of the same staff being involved with calling the police to address client #1's behaviors, she indicated a pattern had been noticed. When asked how the pattern had been addressed, she stated, "It's the way she talks to him. It's loud... We've (management staff) talked to her." The QIDP indicated client #1's AWOL behavior had reduced due to knee pain he was experiencing, and stated, "They (staff) are so fed up with dealing with him. I know I would have an attitude after being beat up all the time. I've noticed a change in her (staff #8) recently." The QIDP indicated they had conducted training and had meetings in regards to client #1's behavior. Client #1's medication had been changed to include the use of Clozaril 2 months ago, and client #1 had been referred to another living setting to provide more support. The QIDP stated, "We're telling staff if he gets physically aggressive and they can't control it to...call the cops." She</p>			

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	<p>indicated staff were not able to physically manage client #1's behavior using the physical holds in his plan as the attempt to use physical holds was more dangerous than to call the police. The QIDP indicated client #1's behavior had improved for 2 months, but was starting to escalate again.</p> <p>Client #1's Behavior Support Plan revised 6/19/15 located in the group home program book used by staff was reviewed on 12/3/15 at 9:28 AM. The plan included the target behaviors of stealing, physical aggression, food theft/gorging, self injurious behavior (SIB), inappropriate touch, lying, teasing, isolation and AWOL. The plan included the use of blocking, 2 person standing hold, 2 person seated restraint, 2 person restraint to possible transition to supine position floor restraint. Positive strategies indicated staff were to: "1. Provide praise for appropriate behavior. 2. Provide opportunity and encouragement to communicate how he is feeling. 3. Provide opportunities for [client #1] to participate in preferred activities. 4. Encourage keeping to his schedule. 5. Implement behavior intervention token plan, which is summarized on the last page of this BSP." Reactive strategies indicated "Note that all members of the interdisciplinary team are expected to</p>			

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	maintain a positive training environment at all times. In other words, 'arranging the environment' is a given unless otherwise specified in a specific intervention strategy. Lastly, remember that interventions are a way to get [client #1] back to learning." The plan indicated for physical aggression to take client #1 to a quiet space, attempt to talk to him about something else he likes to do or ask if he would like to go for a walk. If client #1 became physically aggressive, client #1 was to be blocked, restrained with the use of YSIS (You're Safe, I'm Safe) techniques (with QIDP approval) and to call 911 if the use of physical techniques could not be completed safely. Interventions for taking others' property/stealing indicated if he did not return the item and it was food to keep him within eyesight and let him know when he is ready to eat the item and they would assist him. "Staff can offer an exchange for the item he has with another item that he likes or choose an alternative activity...Often when confronted about stealing, [client #1] will get physically aggressive and target others..." Staff were to use YSIS techniques if other interventions failed. Interventions to address food theft including offering an alternative item, counsel and train client #1 on the risks to his health and "gently guide [client #1] away from the			

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	<p>kitchen/dining area or wherever food is present. This can be done by placing your hand on his back or simply walking with him. Return to programming toward replacement behavior learning by teaching [client #1] to communicate his wants/need/frustrations." Interventions for gorging indicated client #1 had health risks of obesity and renal failure and if he exhibits the behavior, staff were to redirect him to another topic, and train with him on eating healthy snack choices. Intervention for AWOL indicated staff were to call the police to assist if he left the home while keeping client #1 within eyesight.</p> <p>Additional BDDS reports were reviewed on 12/3/15 at 3:25 PM and indicated the following:</p> <p>8. A report dated 11/5/15 indicated the police were called when client #1 attempted to kick and hit staff. Corrective action indicated staff were to follow the BSP.</p> <p>9. A report dated 11/27/15 indicated on 11/27/15 at 5:50 PM, client #1 was asked to make his bed. He tried to break his roommate's radio and staff intervened. Client #1 then became physically aggressive towards staff and would not calm down. The police were called and</p>			

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	<p>corrective action indicated the police came and talked to client #1, "calming him down. [Client #1's] BSP (behavior support plan) includes calling the police for continued aggression, and staff are trained and were following the BSP."</p> <p>10. A report dated 8/27/15 at 11:30 AM indicated client #1 "began to hit the staff member in the back of the head and began digging and looking for items to steal in the car" while being transported from day program to his home. "He began swinging his hands at staff and then squeezing staff's hands. He would not calm down so staff drove to the local police station for assistance." Corrective action indicated "While police were attempting to talk with [client #1] he was not cooperative. The police followed the staff's car to the home to assist in getting [client #1] out of the car and into the home. [Client #1] would not get out of the vehicle and when the police attempted to get him out he began hitting at the police officer and was aggressive with him. He was placed in handcuffs and walked into the home where the cuffs were removed. [Client #1] has a BSP for physical aggression. He has recently been placed on the ESN waiting list due to his increase in behaviors."</p> <p>11. A report dated 8/4/15 at 10:00 PM</p>			

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	<p>indicated the police were called to the group home due to client #1's physically aggressive behavior. "Staff found a bag of carrots that [client #1] had by his bed and were training with him on the hazards of eating carrots while lying in bed. Although staff did not try to take the bag of carrots from him, he became physically aggressive and smacked the staff in the face. At that time police were contacted for assistance." Corrective action indicated the police talked to client #1 and returned to the home, and client #1's plan for physically aggressive behavior was followed. A follow up report dated 8/7/15 indicated a behavior consultant has been added to client #1's team to assist with his behaviors.</p> <p>12. A report dated 7/15/15 at 9:40 PM indicated the police were called to the group home due to client #1's behaviors. Client #1 had attempted to break into the medication room to obtain peers' snacks. When staff intervened, he became aggressive, kicking the staff in the head and scratching the same staff. Corrective action indicated the police talked to client #1 and he "calmed down." The BC was contacted and "was to come to the home on 7/16/15."</p> <p>13. A report dated 6/28/15 at 4:00 PM indicated client #1" attempted to leave</p>			

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	<p>the home, but was redirected by staff at the back door. At 4:40 PM, he left and staff were unable to get him to return. Staff followed him (and kept him within eyesight) to the [store], where he took some gummie fruit snacks. Police were called to assist in getting [client #1] back to the home. The police officer escorted [client #1] to his car and brought him home and talked with him about leaving the home and stealing. After police left, [client #1] began to smile and said he was going to the store again and at 5:20 PM attempted to leave, he was redirected and came back into the home, as he was coming into the home he slapped a peer on the face. Staff called 911 again." Corrective action indicated "When the police arrived a second time, they talked with [client #1], he calmed down and the rest of the evening was uneventful."</p> <p>14. A report dated 6/20/15 at 4:30 PM indicated client #1 left the group home without supervision and went to the store. Prior to leaving the home, client #1 had "attempted to steal a staff member's bag off of a chair. The staff retrieved her bag and redirected him out of the med (medication) room. He punched the staff member in the arm and took off out the back door. The staff member followed, however he was quite a bit ahead of her, so she called the [city] police and asked</p>			

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	<p>them to find him and return him to the home. The police officer found [client #1] behind the store." Corrective action indicated client #1 "had stolen fruit snacks from the [store] and he resisted the police when they arrived. The Police did take him to the ground and applied handcuffs. He was returned to the group home, cuffs removed and the police officer prompted him to stay in his room while he talked with staff. The officer indicated that [client #1] would be charged with Criminal Mischief and resisting law enforcement, this information would be turned over to the prosecutor. [Client #1] was assessed and had red marks on his wrists from the hand cuffs and grass stains on his knees due to being taken to the ground. The IDT will meet to discuss his AWOL behaviors and AWOL will be added to his BSP. [Client #1] does not have time alone or away from the home without supervision in his plan." The report indicated a behavior consultant was planned to meet with client #1 the following week. A follow up report dated 6/25/15 indicated client #1 was unsupervised for "approximately 20 minutes. He was not arrested. The charges were turned over to the prosecutor, however all charges have been dropped. The Behavior Specialist met with team members and [client #1]</p>			

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	<p>on 6/25/15 and he will be working with [client #1] and the team to assist in developing a plan that will help [client #1] with his behaviors." An attached handwritten narrative dated 6/20/15 indicated the information in the report and indicated client #1 hit himself in the face after returning to the group home as he was upset when other clients left for an ice cream social at the fire department and "he couldn't go." The nurse was notified and staff were advised to conduct neurological checks.</p> <p>15. A report dated 6/19/15 at 2:20 PM indicated client #1 left home without supervision to go to the store. Corrective action indicated client #1 was within eyesight the entire time he was out of the home. Staff blocked him from going into the store by standing at the door of the store. Client #1 returned to the group home. The report indicated AWOL would be added to his BSP.</p> <p>16. A report dated 6/12/15 indicated at 3:00 AM client #1 "got out of bed and was attempting to take food to hoard/gorge on it. The staff member was attempting to redirect him and [client #1] was getting physical with her. One of [client #1's] housemates became concerned and dialed 911." Corrective action indicated staff had been able to</p>			

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	<p>redirect client #1 and he was back in bed when police arrived. The police officer spoke briefly with client #1 and left.</p> <p>17. A report dated 4/11/15 at 5:20 PM indicated client #1 attempted to put "dropped stolen items from a peer in his pocket. Staff blocked him and attempted to redirect him from the items and he became physically aggressive towards staff. An approved, two-person YSIS (You're Safe I'm Safe) supine restraint was done." Corrective action indicated the restraint lasted 2 minutes and client #1 was not injured. Client #1's plan included the use of the physical restraint used.</p> <p>18. A report dated 4/9/15 at 7:20 PM indicated client #1 kicked staff causing her to fall and he ran into a store and "apparently took some items, however a person in the store paid for them. After leaving the store, he continued to be aggressive with staff so she contacted the local police to assist with calming [client #1]." Corrective action indicated client #1 was attempting to be aggressive with police so they handcuffed him and took him back to the group home. The police stayed until client #1 calmed down. Client #1 was not injured and the IDT "will review this incident and make recommendations as needed." A follow</p>			

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	<p>up report indicated client #1 would not be taken past stores while on a walk, "as it is a trigger for him...[Client #1] has a history of being aggressive with staff after he has taken something that does not belong to him."</p> <p>Client #1's records were further reviewed at the facility's office on 12/3/15 at 12:55 PM. An IDT dated 6/25/15 indicated AWOL was added to client #1's plan and "when [client #1] becomes physically aggressive police can be called."</p> <p>Monthly mandatory inservice sign in sheets were reviewed on 12/4/15 at 10:45 AM. A monthly mandatory inservice sign in sheet dated 10/14/15 indicated staff were trained on YSIS.</p> <p>YSIS Annual review (undated) was reviewed on 12/4/15 at 10:50 AM and indicated staff were to build positive relationships by communicating, listening and respect. "Doing things <i>to</i> someone is controlling and can lead to a <b>power struggle...</b>" The document indicated staff were to offer choices and "<b>If you engage in a power struggle, everyone loses.</b>" The document indicated restraint was a last resort.</p> <p>The PMSGL was interviewed on 12/4/15 at 10:50 AM and indicated staff had been</p>			

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	<p>trained on YSIS techniques and were to use positive approaches first.</p> <p>Client #1's medical records at the facility office were reviewed on 12/4/15 at 10:55 AM. A psychiatric review dated 7/28/15 indicated "encouraged staff to talk in softer/gentler voice."</p> <p>9-3-5(a)</p>			