

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G413	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  02/20/2012
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NAME OF PROVIDER OR SUPPLIER  VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 6525 MCFARLAND RD INDIANAPOLIS, IN 46227
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W0000	<p>This visit was for the investigation of complaint #IN00102177.</p> <p>Complaint #IN00102177: Substantiated, Federal and State deficiencies related to the allegation(s) are cited at: W159, W227, W240 and W259.</p> <p>Survey Dates: 2/13/12, 2/14/12, 2/20/12 and 2/27/12.</p> <p>Facility Number: 000927 Provider Number: 15G413 AIMS Number: 100244440</p> <p>Surveyor: Keith Briner, Medical Surveyor III</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed on 3/07/2012 by Dotty Walton, Medical Surveyor III.</p>	W0000		

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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W0159	<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 on record review and interview for 2 of 3 sampled clients (A and B), the QMRP (Qualified Mental Retardation Professional) failed to ensure the client's identified behavioral needs were addressed by the IDT (Interdisciplinary Team). The QMRP failed to ensure client A's ISP (Individual Support Plan) and/or BSP (Behavior Support Plan) addressed when facility staff are to contact outside non-agency assistance with regard to client A's physical aggression. The QMRP failed to ensure client B had a current CFA (Comprehensive Functional Assessment) completed annually.</p> <p>Findings include:</p> <ol style="list-style-type: none"> <li>The QMRP (Qualified Mental Retardation Professional) failed to ensure the clients' identified behavioral needs were addressed by the IDT (Interdisciplinary Team). Please see W227.</li> <li>The QMRP failed to ensure client A's ISP (Individual Support Plan) and/or BSP (Behavior Support Plan) addressed when facility staff are to contact outside</li> </ol>	W0159	<p>CORRECTION: <i>Each client's active treatment program must be integrated, coordinated and monitored by a qualified mental retardation professional.</i> Specifically, the Program Coordinator/QDDPD will receive training on the following: Timely review and revision of the comprehensive functional assessment, incorporating guidelines for contacting police into behavior support documents and assuring that each individual's programming addresses all behavioral needs. PREVENTION: Members of the Operations Team will perform periodic reviews of facility support documents to assure adequate supports remain in place for all clients and to identify training needs for facility professional staff. Additionally, the Operations Team will incorporate identified training needs into its ongoing supervisor training program. Responsible Parties: QDDPD, Operations Team</p>	03/21/2012	

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	<p>non-agency assistance with regard to client A's physical aggression. Please see W240.</p> <p>3. The QMRP failed to ensure client B had a current CFA (Comprehensive Functional Assessment) completed annually. Please see W259.</p> <p>This federal tag relates to complaint #IN00102177.</p> <p>9-3-4(a)</p>			

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W0227	<p>483.440(c)(4) INDIVIDUAL PROGRAM PLAN The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.</p> <p>Based on record review and interview for 2 of 3 sampled clients (A and B), the client's IDT (Interdisciplinary Team) failed to address the clients' identified behavioral needs.</p> <p>Findings include:</p> <p>1. The facility's BDDS (Bureau of Developmental Disabilities Services) reports and internal incident reports were reviewed on 2/14/12 at 1:45 PM. The review indicated the following:</p> <p>-BDDS report dated 1/6/12 indicated on 1/5/12, "While [client A] was preparing his lunch, staff reminded him of the portion size in his recommended diet. When staff attempted to check [client A's] lunchbox, [client A] became upset and gestured as if he was going to hit staff. [Client A] continued to threaten to hit staff and when [client B] came out of his room [client A] kicked [client B] from behind. Staff separated the two individuals immediately. [Client A] remained agitated and continued to make threats toward staff. Staff called 911 and</p>	W0227	<p>CORRECTION: <i>The individual program plan states the specific objectives necessary to meet the clients needs as identified by the comprehensive assessment.</i> Specifically, the team will make appropriate revisions to Client A's Behavior Support Plan and based on assessment, the team will develop a Behavior Support Plan for Client B. PREVENTION: The Program Coordinator/QDDPD will be trained on the agency's Standards for Behavior Support and the need to monitor and track incidents to assure that all behavioral needs are addressed promptly through interdisciplinary team consensus. Members of the operation steam will review incidents, facility investigations and IDT notes and make recommendations for programmatic revisions as appropriate. Responsible Parties: QDDPD, Support Associates, Operations Team</p>	03/21/2012	

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	<p>on orders from the [police department] [client A] was taken into custody and charged with battery against [client B].</p> <p>Client A's record was reviewed on 2/14/12 at 2:21 PM. Client A's BSP (Behavior Support Plan) dated 9/2/11 did not indicate sexual inappropriate behavior, instigation, and/or horseplay as targeted behaviors. Client A's ISP (Individual Support Plan) dated 9/2/11 did not indicate sexual inappropriate behavior, instigation, horseplay, verbal aggression or false accusations as being addressed formally or informally. Client A's Daily Progress Note(s) (DPN) indicated the following:</p> <p>-2/6/12, "[Client A] told me tonight that a staff person who worked with him over the weekend told him that she wanted to be his girlfriend. when I asked him if that was really true- (sic) he said (sic) 'I think she did.' [Client A] talks about girls all the time and wants to be the boyfriend of all the female staff that works here."</p> <p>-1/5/12 at 8:45 AM, "...[Client A] called his mother, (sic) and said staff was cussing him out, acting like [terminated staff], and he wants staff fired like [terminated staff]. [Client A] has a problem about lying on staff...."</p>			

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	<p>-1/5/12 at 11:30 PM, "[Client A] walked up on staff almost push (sic) me staff (sic) and kick [client B] in the leg...[Client A] to stop (sic) but it doesn't matter. Police did get called because of [client A] is threatening clients and staff."</p> <p>-12/20/11 AM shift, "[Client A] walks house all day and follows staff around."</p> <p>-12/22/11 AM shift, "[Client A] still had an attitude from yesterday, he walked up on staff and acted like he was going to hit staff so I called the police. Before the police came he was threatening staff, running his body into the closet door. calling and lying to his mother about staff."</p> <p>-12/22/11 PM shift, " [Client A] did not go to work again today- (sic) he refused to go because he messed his haircut up last night and got mad at me because I did not have time to fix it. He was loud and kept putting his hand in front of my face. When I asked him if he was going to work, he said- (sic) "No, I quit!" [Client A] stayed home while we did the van run again. [Client A] was still angry when we came back and told me that he would get me fired like he got [terminated staff]...."</p> <p>2. Client B's record was reviewed on 2/14/12 at 1:00 PM. Client B's record did</p>			

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	<p>not contain a BSP. Client B's ISP dated 1/17/11 did not indicate formal training objectives to address inappropriate sexual comments, instigation, horseplay, urinating in bottles or inappropriate locations in the home or community, hoarding or stealing. Client B's DPNs indicated the following:</p> <p>-2/8/12 PM shift, "[Client B] came home from work this evening extremely agitated and argumentative, he said he was going to run away and kill himself because that's what all the German's (sic) do. [Client B] said he isn't going to do what any of the white women tell him to do...[Client B] was hitting [client E] this afternoon and calling him names like 'fart head'. [Client E] kicked [client B] in the butt, then [client B] kicked [client E] back in the butt, then [client B] turned to [client A] and kicked him in the butt several times, then [client A] kicked [client B] back in the hand, then [client B] kicked [client A] in the private area."</p> <p>-2/6/12 PM shift, "I found a new stuffed animal on [client B's] bed today. I asked him where he got it from and he said, 'from South Bend.'"</p> <p>-2/2/12 PM shift, "[Client B] was sitting in the van when I got to work today because he loves the front seat and gets</p>			

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	<p>angry when he can't sit there. This evening his lunch bag was full of things he had taken from work such as: (sic) about 50 sheets of paper, paper clips, tags from shoes- (sic) price tags, stickers, two pens and three fruit cups from the kitchen."</p> <p>-1/27/12 PM shift, "[Client B] has his drawers full of junk again. He had four bottles next to his bed hidden under his curtain filled with urine. He said he can't make it to the bathroom some times and that [urinating] in bottles is how they did it at the state hospital in South Bend."</p> <p>-1/23/12 AM shift, "[Client B] continues to cuss using the big bad words."</p> <p>-1/23/12 PM shift, "[Client B] slap the guys on their [buttocks] and talks about cutting off their '[penis].'"</p> <p>-1/19/12 PM shift, "[Client B] was agitated and argumentative this evening when I picked him up from [Day Services]. [Client B] says that some of the other guys '[masturbate]' a lot and he talks about cutting off their '[penis]' with a knife. [Client B] has pockets full of baggies, alcohol preparation wipes from 'who knows where' in his lunch bag also- (sic) while he was unpacking his lunch bag I noticed he was trying to hide the</p>			



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	<p>batteries he had in there and when I asked to see them he got angry and started yelling at me. The batteries are stamped with the [Hospital] seal- (sic) I asked if he took them from the doctors office when the medication coach had taken him earlier this week and he got agitated and said he was going to run away and not take his meds (Medications)."</p> <p>-12/29/11 unspecified shift/time, "Today staff helped [client B] clean his room and hang his clothes he's been hoarding things pretty bad. We found a couple of items that he had that belong in the medication room. [Client B] also took [client F] mother (sic) necklace that he made for her."</p> <p>-12/29/11 unspecified shift/time, "Staff from first shift reported to second shift that [client B] is urinating out his bedroom window."</p> <p>-12/21/11 unspecified shift/time, "[Client B] got angry when staff asked him why he took so many Bibles from the church across the street."</p> <p>-12/12/11 unspecified shift/time, "[Client B] doesn't want to listen to staff. When we tell him to keep his hands to himself. [Client B] just wont stop talking about [sexual activity] and when staff tell him</p>			

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	<p>to stop, all he says is when I was in South Bend I did it."</p> <p>-12/11/11 unspecified shift/time, "[Client B] continues to say inappropriate things about anal sex and [masturbation] to his other house mates. Staff has asked him repeatedly to be respectful of the women in the house and keep the comments in private."</p> <p>Interview with DSS #1 (Day Service Staff) on 2/13/12 at 4:00 PM indicated client A and client B reside in the same group home and attend the same shift at the day services. DSS #1 stated, "[Client A] and [client B] are like brothers, like typical guys. They get along but they like to horseplay with each other then get mad and want to fight and kick or slap each other. These guys watch television and wrestling shows then come in here and want to kick each other and act tough like the people they see on television...." DSS #1 indicated client A and client B instigate each other. DSS #1 stated, "[Client A] likes to show off for the females. [Client A] try's to act like a bad [expletive] and causes problems for himself and [client B]. [Client B] will try to get [client A] going and say things like, 'you're a [expletive]... I'm going to cut off your penis.... [Client B] walks past people and grabs their [buttocks] or touches the</p>			

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	<p>guys just to get them mad...."</p> <p>Interview with DSA #1 (Direct Support Associate) on 2/13/12 at 5:20 PM stated, "[Client A] is very focused on female staff. He thinks we are all his girlfriends. [Client A] try's to show off and act like a tough guy to impress the female staff. [Client A] is always trying to look down the staff's shirts and stares at the staff's behinds when they are walking. When we go out in the community it gets uncomfortable the way he stares at girls and women. I mean he doesn't seem to understand that its not okay to look at young girls the way he does. I think a lot of the behaviors he has is because of the way he acts around females." When asked if client A had any training in his ISP (Individual Support Plan) or his BSP (Behavior Support Plan) to teach him appropriate boundaries with females, social skills relating to females, sexual awareness or horseplay, DSA #1 indicated client A did not but would benefit from this training. When asked if client A would benefit from sexual awareness training and supports to address his sexual interest and stresses, DSA #1 indicated client A was in need of these supports. DSA #1 indicated client A and client B instigate each other by kicking each other and calling each other names. DSA #1 indicated client B would attempt to touch</p>			

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	<p>client A's buttocks and make sexual remarks toward him. DSA #1 indicated client B's ISP and/or BSP addressed inappropriate sexual comments or gestures. DSA #1 indicated client B's ISP and/or BSP did not address his instigation or horseplay.</p> <p>Interview with DSA #2 on 2/13/12 at 6:00 PM indicated client A and client B engage in horseplay which leads to aggression between the clients. DSA #2 indicated client A was focused on female staff and made her, "...uncomfortable, the way [client A] looks you up and down. It's getting bad, [client A] looks at those little girls when we are out. It causes problems with the other guys in the home. [Client A] feels like he is the staff's boyfriend and doesn't understand boundaries...." DSA #2 indicated client A had made verbal threats toward her and stated he was 'going to get her fired' just like he did a former staff. [Client B] likes to instigate and say random things about penis and touch peoples' [buttocks]." When asked if client A's BSP or ISP addressed his sexual inappropriateness or instigation, DSA #2 stated,"no." When asked if client B's BSP or ISP addressed his sexual inappropriateness or instigation, DSA #2 stated,"no."</p> <p>Interview with AS #1 (Administrative</p>			

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	<p>Staff) on 2/14/12 at 2:40 PM indicated client A's BSP did not have sexual inappropriateness, instigation, horseplay, verbal aggression or threatening as targeted behaviors. AS #1 indicated client A had demonstrated sexual inappropriateness, instigation, horseplay, verbal aggression or threatening behaviors and should be assessed to determine appropriate supports were added to his BSP/ISP. AS #1 indicated client B had demonstrated inappropriate sexual comments, instigation, horseplay, urinating in bottles or inappropriate locations in the home or community, hoarding or stealing and should be assessed to ensure his BSP/ISP supports were appropriate.</p> <p>This federal tag relates to complaint #IN00102177.</p> <p>9-3-4(a)</p>			

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W0240	<p>483.440(c)(6)(i) INDIVIDUAL PROGRAM PLAN The individual program plan must describe relevant interventions to support the individual toward independence.</p> <p>Based on record review and interview for 1 of 3 sampled clients (A) the client's ISP (Individual Support Plan) and/or BSP (Behavior Support Plan) failed to indicate when facility staff are to contact outside non-agency assistance with regard to client A's physical aggression.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and Daily Progress Notes were reviewed on 2/14/12 at 1:45 PM. The review indicated the following:</p> <p>-BDDS report dated 1/6/12 indicated on 1/5/12, "While [client A] was preparing his lunch, staff reminded him of the portion size in his recommended diet. When staff attempted to check [client A's] lunchbox, [client A] became upset and gestured as if he was going to hit staff. [Client A] continued to threaten to hit staff and when [client B] came out of his room [client A] kicked [client B] from behind. Staff separated the two individuals immediately. [Client A] remained agitated and continued to make threats toward staff. Staff called 911 and</p>	W0240	<p>CORRECTION: <i>The individual program plan must include relevant interventions to support the individual toward independence. Specifically, Client A's Behavior Support Plan will be revised to provide staff with guidance regarding when and if to contact the police for assistance in during occurrences of aggressive behavior. Direct support staff will be trained on the revisions. PREVENTION: The QDDPD will be trained regarding the need to include parameters for calling 911 in all Behavior Support Plans that address elopement and/or aggressive behavior. Members of the Operations team will incorporate checking for 911 guidelines as part of their ongoing audit process. Responsible Parties: QDDPD, Support Associates, Operations Team</i></p>	03/21/2012			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G413	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  02/20/2012
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NAME OF PROVIDER OR SUPPLIER  VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 6525 MCFARLAND RD INDIANAPOLIS, IN 46227
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	<p>on orders from the [police department] [client A] was taken into custody and charged with battery against [client B].</p> <p>-Daily Progress Note dated 1/5/12, "[Client A] walked up on staff almost push (sic) me staff (sic) and kick [client B] in the leg...[Client A] to stop (sic) but it doesn't matter. Police did get called because of [client A] is threatening clients and staff."</p> <p>Client A's record was reviewed on 2/14/12 at 2:21 PM. Client A's BSP dated 9/2/11 did not indicate staff are to contact the police in regard to client A's physical aggression or verbal threats. Client A's Daily Progress Note(s) (DPN) indicated the following:</p> <p>-1/5/12 at 11:30 PM, "[Client A] walked up on staff almost push (sic) me staff (sic) and kick [client B] in the leg...[Client A] to stop (sic) but it doesn't matter. Police did get called because of [client A] is threatening clients and staff."</p> <p>Interview with DSA #1 (Direct Support Associate) on 2/13/12 at 5:20 PM indicated client A's BSP did not indicate staff were to contact police when client A is physically aggressive.</p> <p>Interview with DSA #2 on 2/13/12 at 6:00</p>			

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	<p>PM indicated client A's BSP did not indicate staff were to contact police when client A was physically aggressive.</p> <p>Interview with AS #1 (Administrative Staff) on 2/14/12 at 2:40 PM indicated client A's BSP did not indicate staff were to contact police when client A was physically aggressive. AS #1 indicated staff should not notify the police regarding client A's physical aggression unless specified in the BSP or in an emergency.</p> <p>This federal tag relates to complaint #IN00102177.</p> <p>9-3-4(a)</p>			



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W0259	<p>483.440(f)(2) PROGRAM MONITORING &amp; CHANGE At least annually, the comprehensive functional assessment of each client must be reviewed by the interdisciplinary team for relevancy and updated as needed.</p> <p>Based on record review and interview for 1 of 3 sampled clients (B), the facility failed to ensure client B had a current CFA (Comprehensive Functional Assessment) completed annually.</p> <p>Findings include:</p> <p>Client B's record was reviewed on 2/14/12 at 1:00 PM. Client B's CFA was dated 1/15/11.</p> <p>Interview with AS #1 (Administrative Staff) on 2/14/12 at 2:40 PM indicated client B did not have a more current CFA. AS #1 indicated client B should have a CFA completed annually.</p> <p>This federal tag relates to complaint #IN00102177.</p> <p>9-3-4(a)</p>	W0259	<p>CORRECTION: <i>At least annually, the comprehensive functional assessment of each client must be reviewed by the interdisciplinary team for relevancy and updated as needed.</i> Specifically, Client B's comprehensive functional assessment will be reviewed and updated to include current developmental and behavioral needs. PREVENTION: The QDDPD will be retrained regarding the need to update assessments for all clients as needed but no less than annually. Members of the Operations team will periodically review assessment documents on an ongoing basis to assure timely updates occur. Responsible Parties: QDDPD, Support Associates, Operations Team</p>	03/21/2012	