

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  15G499	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED  12/07/2012
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NAME OF PROVIDER OR SUPPLIER  DEVELOPMENTAL SERVICE ALTERNATIVES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 7603 E 10TH ST INDIANAPOLIS, IN 46219
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W0000	<p>This visit was for investigation of complaint #IN00118133.</p> <p>Complaint #IN00118133: Substantiated, Federal/state deficiencies related to the allegation are cited at W140 and W149.</p> <p>Dates of Survey: December 5, 6 and 7, 2012.</p> <p>Facility Number: 001013 Provider Number: 15G499 AIMS Number: 100245100</p> <p>Surveyor: Claudia Ramirez, RN, Public Nurse Surveyor III/QMRP</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality review completed December 13, 2012 by Dotty Walton, Medical Surveyor III.</p>	W0000		
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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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W0140	<p>483.420(b)(1)(i) CLIENT FINANCES</p> <p>The facility must establish and maintain a system that assures a full and complete accounting of clients' personal funds entrusted to the facility on behalf of clients. Based on record review and interview, for 3 of 3 sample clients (clients A, B and C), for whom the facility managed their personal funds accounts, the facility failed to maintain an accurate accounting system for each client's individual personal funds account.</p> <p>Findings include:</p> <p>On 12/05/12 at 10:55 AM the facility's BDDS (Bureau of Developmental Disabilities Services) Reports were reviewed from 09/01/12 through 12/04/12 and indicated the following:</p> <p>10/13/12: Separate BDDS reports for clients A, B and C all contained the following information: "On 10/13/12 it was reported that several items purchased on 10/08/12 for [client A], [client B], and [client C] were missing. The three individuals indicate that they never received the items in question. The police have been contracted in regard it (sic) this matter. The individual who was responsible for the purchases is no longer employed by [agency]."</p>	W0140	<p>The agency has created a system in which an accurate accounting consumer's accounts will be maintained. The consumer cash on hand audit form is used as a daily accounting of the monies held in the home. Additionally this form is reviewed routinely by the Residential Director. The cash on hand ledger and the checking account ledger has also been revised so as to provide a more detailed accounting of the purchases made using the consumers' funds. These are reviewed on a routine basis and no less than monthly.</p> <p>Persons Responsible: Area Director and Residential Director</p>	12/24/2012			

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	<p>11/02/12: Follow-up BDDS reports for clients A, B and C all contained the following information: "The staff member involved in this incident who was responsible for the consumer finances during the time of the incident is no longer employed by [agency]. [Agency] continues to work closely with [name] Police Department and the Detective assigned to the case to address this issue. [Agency] will continue to ensure that the consumers involved are fully reimbursed for the full amount of the missing items. [Agency] has implemented a more stringent and detailed inventory process for the consumers (sic) items and consumer funds. Routine audits of consumer finances will continue as well."</p> <p>10/13/12: Investigation Summary indicated: "...On Friday 10/12/12, at approximately 10:45 PM I was contacted by [AD #1] the AD (Area Director) on call and instructed to go to the [address] group home... I was also given receipts from [store #1] and [store #2] with clothing items purchased for [client C], [client A], and [client B]. I completed a search of each individual's belongings on 10/15/12 but was unable to locate any of the purchased clothing items.</p> <p>On 10/17/12 I spoke with [residential coordinator (RC)] on the phone to attempt</p>			

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	<p>to meet with her but she was unwilling to meet with me so I asked her about the missing clothing items. She indicated that she purchased new items for [client B] and was going to surprise her and left them in the bag under the desk. She said she left the other clothing items purchased for [client C] and [client A] in their room folded at the end of the bed.</p> <p>On 10/17/12 I went back to the home at 11:30 AM when there was no one in the home and searched the entire home, including other consumers (in case the belongings were misplaced) and under the staff desk. I was still unable to locate any of the items.</p> <p>After reviewing the items listed on the grocery list and the receipts of the clothing purchases and talking with both staff and consumers, I am unable to determine what happened to those specific items.</p> <p>However, after viewing the additional receipts that [AD #1] was investigating, I would be inclined to believe that [RC] may have purchased personal items for herself with consumer finances on previous purchases and receipts. It should also be noted that although [RC] indicated that [QMRP (Qualified Mental Retardation Professional)] was 'targeting her' and she knew that 'something was</p>			

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	<p>going to go down when she left.' I found positive entries in the communication log from both [QMRP] and [HM] regarding her leaving and the good job she did with the consumers."</p> <p>The investigation report contained the "Review of the receipts." The review indicated the following regarding clients A, B and C:</p> <p>"[Client A]: As of 6/1/12 [client A] had(\$) 698.57 in his cash on hand. On 6/2/12 a purchase was made at 9:00 AM at [store #3] for a Keurig Elite 40 coffee maker for (\$119.99 and a watch for (\$9.99. The coffee maker could not be located in the house. [Client A] has a number of watches in his possession. On 6/2/12 at 9:02 AM purchases on sheet sets, pillow cases, pillows and curtains. The amount for this was (\$225.15. These items appear to be in the home. [RC's] time sheet indicated that she worked from 7 a - 9:45 AM that day.</p> <p>On 6/3/12 a purchase was made at [store #3] at 3:25 PM of head phones for (\$29.99 and a boom box for (\$39.99 for a total of (\$74.88. The boom box could not be located nor could the head phones. Staff do report that [client A] has a history of breaking his head phones.</p>			

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	<p>On 6/3/12 at [store #3] at 3:27 PM 3 frames totaling (\$79.97, a table lamp, a lamp shade and harp totaling (\$49.97 and framed art for (\$14.99 were purchased for a total of (\$155.08. None of these items could be located in the home. Then at 3:29 PM on 6/3/12 also at [store #3] there were three men's t-shirts purchased for a total of (\$33.67. I was not able to locate these in the store as they had been placed on clearance. However, from the description they were a t-shirt that had a 'happy hour' quote on it, another t-shirt which had a picture of a 'licky mustache' and another t-shirt which had 'breakfast club' on it. I was not able to find t-shirts of this type in [client A's] clothing.</p> <p>On 10/8/12 at 10 AM at [store #1's] the following were purchased for [client A], an Arctic Fleece pull over large in dark red for (\$19.99, a pair of True American black dress pants were purchased in size 36 x 34. The total amount for these purchases was (\$53.48. Neither of these could be located in [client A's] clothing.</p> <p>Total of missing items: \$402.21."</p> <p>"[Client B]:</p> <p>On 7/26/12 purchases were made at [store #3] for (\$171.96. All of the clothing</p>						

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	<p>purchased in this transaction were children's clothing items, per the sales clerk at [store #3] who looked up each of the Skis listed on the receipt. The clothing totaled (\$)154.97. Other item listed on the receipt was a Minnie Mouse scooter or skate board totaling (\$16.99 per the sales clerk at [store #3]. [Client B] wears a ladies size large or x-large (extra) and her pants are a ladies size 12. She cannot fit into child size clothing. [Client B] does not own nor would she be able to ride a Minnie Mouse scooter or skateboard.</p> <p>On 10/8/12 purchases were made a [store #2] totaling (\$33.15. These were comfort soft hoodback slippers for (\$7.99 in size 8 and black suede lace up booties in a size 10 for (\$22.99. Neither of these could be located in the home.</p> <p>Total missing items: \$205.11."</p> <p>"[Client C]:</p> <p>On 7/30/12 purchases were made at [store #3] totaling (\$94.75. A Eureka Maxima vacuum cleaner was purchased for (\$49.99. The house has a Eureka vacuum cleaner; however the models do not match. Per the sales clerk at [store #3] the shoe, ruffly (sic) for (\$12.99 is a woman's sandal (client C is a male).</p>			

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	<p>There were also three additional items on this receipt all three of which were identified as children's clothing. The total price of the clothing on this receipt was for (\$25.57. [Client C] wears men's x-large (extra) in clothing and could not fit into any children's sized clothing.</p> <p>On 10.8/12 purchases were made at [store #1] at 9:58 AM totaling (\$85.57. These included a two pair of Chaps dress slacks size 36x32 in brown and black totaling (\$59.98. There was also an arctic fleece in dark red size large purchased for (\$19.99. None of these items could be located in [client C's] items. He does have a bright red fleece in his closet but it appears to be more worn than this date of purchase would have indicated.</p> <p>Total of missing items: \$180.32."</p> <p>Client A's records were reviewed on 12/05/12 at 11:17 AM. Client A's ISP (Individual Support Plan) dated 10/11/12 indicated client A was not able to independently handle his money and required assistance.</p> <p>Client B's records were reviewed on 12/05/12 at 11:25 AM. Client B's ISP dated 07/05/12 indicated client B was not able to independently handle her money and required assistance.</p>						

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	<p>Client C's records were reviewed on 12/05/12 at 11:30 AM. Client C's ISP dated 10/11/12 indicated client C was not able to independently handle his money and required assistance.</p> <p>On 12/05/12 at 12:05 PM an interview with the Area Director (AD #1) was conducted. She indicated the agency was responsible for assisting clients A, B and C with their funds as they were not independent with their money and required assistance. She indicated the investigation summary concluded client funds were used to make purchases the clients did not have in their possession; and due to the items not being among the clients' possessions, their accounts did not balance. AD #1 indicated the RC no longer worked for the agency, all information had been turned over to the police and clients A, B and C's accounts had been reimbursed.</p> <p>This federal tag relates to complaint #IN00118133.</p> <p>9-3-2(a)</p>				

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W0149	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on record review and interview for 1 of 8 BDDS (Bureau of Developmental Disabilities Services) reports regarding client protection, the facility neglected to implement the facility's policy and procedure and neglected to ensure proper use of client funds (clients A, B and C) and prevent financial exploitation.</p> <p>Findings include:</p> <p>On 12/05/12 at 10:55 AM the facility's BDDS Reports were reviewed dated from 09/01/12 through 12/04/12 and indicated the following:</p> <p>10/13/12: Separate BDDS reports for clients A, B and C all contained the following information: "On 10/13/12 it was reported that several items purchased on 10/08/12 for [client A], [client B], and [client C] were missing. The three individuals indicate that they never received the items in question. The police have been contracted in regard it (sic) this matter. The individual who was responsible for the purchases is no longer employed by [agency]."</p> <p>11/02/12: Follow-up BDDS reports for</p>	W0149	<p>In the event that an incident occurs in which there is an allegation of financial exploitation of a consumer, the Area Director will initiate an investigation into the incident which will provide a factual basis for management decisions. Investigations will be completed within five business days and will include administrator review. Reviews of consumer funds and finances are completed by the Residential Director as well as a member of the Corporate Finance Department routinely. Persons Responsible: Area Director and Residential Director</p>	12/24/2012			

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	<p>clients A, B and C all contained the following information: "The staff member involved in this incident who was responsible for the consumer finances during the time of the incident is no longer employed by [agency]. [Agency] continues to work closely with [name] Police Department and the Detective assigned to the case to address this issue. [Agency] will continue to ensure that the consumers involved are fully reimbursed for the full amount of the missing items. [Agency] has implemented a more stringent and detailed inventory process for the consumers items and consumer funds. Routine audits of consumer finances will continue as well."</p> <p>10/13/12: Investigation Summary indicated: "On 10/12/12 it was discovered that approximately (\$)65.00 worth of groceries were missing from [address]. It was the (sic) discovered on 10/13/12 that items which were purchased using the (agency) funds of [client A], [client B] and [client C] were not present in the home...Findings: On Friday 10/12/12, at approximately 10:45 PM I was contacted by [AD #1] the AD (Area Director) on call and instructed to go to the [address] group home and complete a food inventory form. I went to the home and completed a full food inventory in the home. I later was given grocery receipts</p>						

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	<p>to compare the food inventory list to. The items that were not located were: Chuck Pot Roast (\$15.86), Whole Fry Chicken (\$10.20), and 6 packages of burritos (\$3.28 each).</p> <p>I was also given receipts from [store #1] and [store #2] with clothing items purchased for [client C], [client A], and [client B]. I completed a search of each individual's belongings on 10/15/12 but was unable to locate any of the purchased clothing items.</p> <p>On 10/17/12 I spoke with [residential coordinator (RC)] on the phone to attempt to meet with her but she was unwilling to meet with me so I asked her about the missing clothing items. She indicated that she purchased new items for [client B] and was going to surprise her and left them in the bag under the desk. She said she left the other clothing items purchased for [client C] and [client A] in their room folded at the end of the bed.</p> <p>On 10/17/12 I went back to the home at 11:30 AM when there was no one in the home and searched the entire home, including other consumers (in case the belongings were misplaced) and under the staff desk. I was still unable to locate any of the items.</p> <p>After reviewing the items listed on the</p>			

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	<p>grocery list and the receipts of the clothing purchases and talking with both staff and consumers, I am unable to determine what happened to those specific items.</p> <p>However, after viewing the additional receipts that [AD #1] was investigating, I would be inclined to believe that [RC] may have purchased personal items for herself with consumer finances on previous purchases and receipts. It should also be noted that although [RC] indicated that [QMRP (Qualified Mental Retardation Professional)] was 'targeting her' and she knew that 'something was going to go down when she left.' I found positive entries in the communication log from both [QMRP] and [HM] regarding her leaving and the good job she did with the consumers."</p> <p>The investigation report contained the "Review of the receipts." The review indicated the following regarding clients A, B and C:</p> <p>"[Client A]: As of 6/1/12 [client A] had (\$)698.57 in his cash on hand. On 6/2/12 a purchase was made at 9:00 AM at [store #3] for a Keurig Elite 40 coffee maker for (\$)119.99 and a watch for (\$)9.99. The coffee maker could not be located in the house. [Client A] has a number of</p>				

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	<p>watches in his possession. On 6/2/12 at 9:02 AM purchases on sheet sets, pillow cases, pillows and curtains. The amount for this was (\$225.15. These items appear to be in the home. [RC's] time sheet indicated that she worked from 7 a - 9:45 am that day.</p> <p>On 6/3/12 a purchase was made at [store #3] at 3:25 PM of head phones for (\$29.99 and a boom box for (\$39.99 for a total of (\$74.88. The boom box could not be located nor could the head phones. Staff do report that [client A] has a history of breaking his head phones.</p> <p>On 6/3/12 at [store #3] at 3:27 PM 3 frames totaling (\$79.97, a table lamp, a lamp shade and harp totaling (\$49.97 and framed art for (\$14.99 were purchased for a total of (\$155.08. None of these items could be located in the home. Then at 3:29 PM on 6/3/12 also at [store #3] there were three men's t-shirts purchased for a total of (\$33.67. I was not able to locate these in the store as they had been placed on clearance. However, from the description they were a t-shirt that had a 'happy hour' quote on it, another t-shirt which had a picture of a 'licky mustache' and another t-shirt which had 'breakfast club' on it. I was not able to find t-shirts of this type in [client A's] clothing.</p>			

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NAME OF PROVIDER OR SUPPLIER  DEVELOPMENTAL SERVICE ALTERNATIVES INC	STREET ADDRESS, CITY, STATE, ZIP CODE 7603 E 10TH ST INDIANAPOLIS, IN 46219
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	<p>On 10/8/12 at 10 AM at [store #1's] the following were purchased for [client A], an Arctic Fleece pull over large in dark red for (\$19.99, a pair of True American black dress pants were purchased in size 36 x 34. The total amount for these purchases was (\$53.48. Neither of these could be located in [client A's] clothing.</p> <p>Total of missing items: \$402.21."</p> <p>"[Client B]:</p> <p>On 7/26/12 purchases were made at [store #3] for (\$171.96. All of the clothing purchased in this transaction were children's clothing items, per the sales clerk at [store #3] who looked up each of the Skis (bar codes) listed on the receipt. The clothing totaled 154.97. Other item listed on the receipt was a Minnie Mouse scooter or skate board totaling (\$16.99 per the sales clerk at [store #3]. [Client B] wears a ladies size large or x-large (extra) and her pants are a ladies size 12. She cannot fit into child size clothing. [Client B] does not own nor would she be able to ride a Minnie Mouse scooter or skateboard.</p> <p>On 10/8/12 purchases were made a [store #2] totaling (\$33.15. These were comfort soft hoodback slippers for (\$7.99 in size 8 and black suede lace up booties in a size</p>			

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	<p>10 for (\$22.99. Neither of these could be located in the home.</p> <p>Total missing items: \$205.11."</p> <p>"[Client C]:</p> <p>On 7/30/12 purchases were made at [store #3] totaling (\$94.75. A Eureka Maxima vacuum cleaner was purchased for (\$49.99. The house has a Eureka vacuum cleaner; however the models do not match. Per the sales clerk at [store #3] the shoe, ruffly (sic) for (\$12.99 is a woman's sandal (client C is a male).</p> <p>There were also three additional items on this receipt all three of which were identified as children's clothing. The total price of the clothing on this receipt was for (\$25.57. [Client C] wears men's x-large (extra) in clothing and could not fit into any children's sized clothing.</p> <p>On 10/8/12 purchases were made at [store #1] at 9:58 AM totaling (\$85.57. These included a two pair of Chaps dress slacks size 36x32 in brown and black totaling (\$59.98. There was also an arctic fleece in dark red size large purchased for (\$19.99. None of these items could be located in [client C's] items. He does have a bright red fleece in his closet but it appears to be more worn than this date of purchase would have indicated.</p>			

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	<p>Total of missing items: \$180.32."</p> <p>"[Store #4] 10/11/12 at 11:54 AM</p> <p>The following items were purchased per the receipt but were not found in the home (for the clients (sic) consumption with agency money):</p> <p>4 rolls of ground beef at (\$2.48 (per) roll for a total of (\$9.92</p> <p>1 chuck pot roast at (\$15.86</p> <p>1 chuck roll at (\$8.58</p> <p>1 twin pack of whole fryer chickens at (\$10.20</p> <p>2 Great Value chicken(s) at (\$4.47 for a total of (\$8.94</p> <p>2.5 lb (pound) package of smoked sausage at (\$4.68</p> <p>3 packages of burritos for (\$3.28 (each) for a total of (\$9.84</p> <p>1 package of chimichangas (sic) at (\$3.28</p> <p>30 eggs at (\$3.68</p>			

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	<p>Total for missing food: (\$)74.98</p> <p>Total value of missing items: (\$)862.62."</p> <p>On 12/05/12 at 11:06 AM, a review of the facility's 11/04/11 Policy on Preventing Abuse and Neglect indicated, "DSA, Inc. prohibits abuse, neglect, exploitation, mistreatment or violation of the rights of the consumers it serves...'Exploitation' means:</p> <ol style="list-style-type: none"> <li>1. unauthorized use of the personal services, the property, or the identity of an individual; or</li> <li>2. any other type of criminal exploitation, including exploitation under IC 35-46-1-1; for one's own profit or advantage or for the profit or advantage of another...." <p>On 12/05/12 at 12:05 PM, an interview with the Area Director (AD #1) was conducted. She indicated the agency was responsible for assisting clients A, B and C with their funds as they were not independent with their money and required assistance. She indicated the investigation summary concluded client funds were used to make purchases the clients did not have in their possession; and due to the items not being among the clients' possessions, their accounts did not balance. She further indicated food purchased by the agency and intended for</p> </li></ol>						

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	<p>the clients' consumption was found to be missing. AD #1 indicated the RC no longer worked for the agency, all information had been turned over to the police and clients A, B and C's accounts had been reimbursed.</p> <p>This federal tag relates to complaint #IN00118133.</p> <p>9-3-2(a)</p>			