

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G811	(X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING	(X3) DATE SURVEY COMPLETED 06/09/2021
NAME OF PROVIDER OR SUPPLIER RES-CARE INC		STREET ADDRESS, CITY, STATE, ZIP CODE 1306 S BLOOMINGTON STREET GREENCASTLE, IN 46135		
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W 0000 Bldg. 00	<p>This visit was for a PCR (post certification revisit) to the pre-determined full recertification and state licensure survey completed on 4/21/2021.</p> <p>Dates of Survey: 6/7/21, 6/8/21 and 6/9/21.</p> <p>Facility Number: 013405 Provider Number: 15G811 AIMS Number: 201267570</p> <p>This deficiency also reflects state findings in accordance with 410 IAC 16.2-5. Quality Review of this report completed by #15068 on 6/28/21.</p>	W 0000		
W 0249 Bldg. 00	<p>483.440(d)(1) PROGRAM IMPLEMENTATION</p> <p>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 on observation, record review and interview for 4 of 4 sampled clients (#1, #2, #3 and #4), plus 3 additional clients (#9, #16 and #18), the facility failed to ensure clients #1, #2, #3, #4, #9, #16 and #18 received continuous active treatment services when formal and informal opportunities existed.</p> <p>Findings include:</p> <p>A. Observations were conducted at the facility on</p>	W 0249	<p>CORRECTION: <i>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</i></p>	07/09/2021

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>6/7/21 from 5:36 PM through 7:00 PM. The facility campus had two separate buildings. One building was a residential building with a DR (dayroom), kitchen, dining area and bedrooms. The second building was referred to as the administration building and had administration offices and programming rooms. The programming rooms in the administration building included a gym, movie room, art room, library and life skills room. The DR was an open area connected to the dining area. There were 5 staff, 1 nurse and 20 clients moving throughout the area throughout the observation period. The area's noise level was high and distracting.</p> <p>From 5:36 PM through 6:05 PM, clients #4, #9 and #16 were seated in the DR (day room) area with no activity. Client #4 did not wear leg braces throughout the observation period. Client #16 did not have a tablet throughout the observation period. Client #9 had his shirt pulled over his head while he was seated on the couch. Client #2 was seated in the DR area and periodically paced through the DR, dining and kitchen areas with no activity. Client #18 had drool in his facial hair and lip/mouth area. Client #18 was not encouraged to wipe his mouth. Client #18 paced from the dining area, DR and hallway with his i-Pad. At 5:37 PM, client #2 sat at the dining room table with no activity. At 5:51 PM, client #2 was standing in the DR area without activity.</p> <p>At 6:05 PM, RM (Residential Manager) #1 prompted and assisted client #16 to go to his room and change his shirt. Client #16 changed his shirt and returned to the DR at 6:09 PM and then sat down at the dining room table. Clients #2, #4, #16 and #18 were seated in the dining area at the tables with no activity. Client #9 was</p>		<p><i>individual program plan.</i> Through observation, the team determined this deficient practice may have affected all clients. Specifically, all facility direct support and supervisory staff will be retrained regarding proper implementation of clients' prioritized learning meal preparation goals, when applicable and the need to provide informal meal preparation training to all clients.</p> <p>PREVENTION: The facility's QIDP will be trained regarding the need to assure aggressive and consistent implementation of active treatment for all clients.</p> <p>A management staff will be present, supervising active treatment during no less than five active treatment sessions per week, on varied shifts to assist with and monitor implementation of prioritized goals and informal training, as well as proper intervention with target behaviors. Members of the Operations Team (comprised of the Program Managers, QIDP, Behavior Clinician, Nurse Manager and dietary manager) will conduct administrative monitoring during varied shifts/times, to assure interaction with multiple staff, involved in a full range of active treatment scenarios, no less than weekly until all staff demonstrate</p>	

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	<p>seated on a couch in the DR with his shirt over his head. At 6:11 PM, staff prompted clients #2, #4, #16 and #18 to wash their hands in preparation for the evening meal.</p> <p>At 6:17 PM, RM (Residential Manger) #1 placed the evening meal (pork chops, grilled cheese sandwich, cooked carrots, ham and beans, cornbread muffin and sherbet) on serving trays. No clients assisted RM #1 with placing the meal on the serving tray/cart. Clients #2, #4, #16 and #18 were seated at the dining room tables waiting for the evening meal from 6:09 PM until 6:18 PM with no activity. Client #9 was seated on the couch with his shirt pulled over his head with periodic pacing throughout the DR, dining and hallway area. At 6:28 PM, staff prompted clients #2, #4, #9, #16 and #18 to wash their hands a second time. At 6:30 PM, staff #3 and staff #8 indicated client #1 was entering the DR and dining area and the noise level should be lowered. No other redirection or attempts to manage the noise or movement distractions in the DR, dining or hallways were encouraged or offered during the observation period.</p> <p>At 6:34 PM, staff #1 placed portions of clients #3, #4 and #16's food on their plates, drinks in their cups and cut up their pork chop. Clients #3, #4 and #16 were not encouraged to serve themselves or cut up their pork chop. At 6:46 PM, client #18 finished his evening meal and then went to his bedroom and laid on his bed with a blanket over him. Client #18 was not encouraged to clean up his dining area or take his utensils, plate or cup to the kitchen. At 6:47 PM, client #4 finished eating his meal, took his dishes to the kitchen and then returned to the DR and sat down. At 6:51 PM, client #18 finished his evening meal, took his dishes to the kitchen</p>	<p>competence. After this period of enhanced administrative monitoring and support, Regional Director will determine the level of ongoing support needed at the facility.</p> <p>Administrative Monitoring is defined as follows:</p> <ul style="list-style-type: none"> · The role of the administrative monitor is not simply to observe & Report. · When opportunities for training are observed, the monitor must step in and provide the training and document it. · If gaps in active treatment are observed the monitor is expected to step in, and model the appropriate provision of supports. · Assuring the health and safety of individuals receiving supports at the time of the observation is the top priority. · Review all relevant documentation, providing documented coaching and training as needed <p>RESPONSIBLE PARTIES: QIDP, Residential Manager, Direct Support Staff, Behavior Clinician, Nurse Manager, Program Manager</p> <p>CORRECTIONS COMPLETED BY: 7/9/21</p>		

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	<p>and resumed pacing in the hallway. At 6:52 PM, staff cleaned up the kitchen. No clients assisted. At 7:00 PM, client #4 was seated in a chair in the DR without activity, client #16 was lying in his bed with his blankets covering him and client #18 was pacing the DR and hallway area.</p> <p>Observations were conducted at the facility on 6/7/21 from 3:43 PM through 4:43 PM. There were 5 staff, 1 nurse and 20 clients moving throughout the area throughout the observation period. The area's noise level was high and distracting. Client #4 did not wear leg braces throughout the observation period. Client #16 did not have a tablet throughout the observation period. From 3:20 PM through 4:00 PM, clients #4 and #9 were in the movie room with staff #3. Client #4 sat in a recliner, looked around the room, periodically made random vocalizations and was not watching the movie. Client #9 sat on a couch in the movie room with his shirt pulled over his head and was not watching the movie.</p> <p>At 4:00 PM, clients #4 and #9 returned to the main residential building DR. Client #4 sat down in a recliner in the DR area until prompted for medication at 4:05 PM and then returned to the chair at 4:07 PM. Client #4 remained in the chair without activity through the end of the observation period at 4:20 PM. At 4:00 PM, client #16 was seated on a couch in the DR and periodically stood up, jumping and pacing the DR and hallway areas. Client #16 was encouraged to sit down and was not offered an activity. Client #18 had drool in his facial hair and lip/mouth area. Client #18 was not encouraged to wipe his mouth. Client #18 was pacing the hallway, DR and dining room area from 4:00 PM through 4:20 PM without encouragement to engage in an activity. At 4:10 PM, staff approached client</p>			

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	<p>#16, touched client #16's hands/arm and did not offer an activity.</p> <p>Observations were conducted at the facility on 6/7/21 from 2:20 PM through 3:20 PM. There were 5 staff, 1 nurse and 20 clients moving throughout the area throughout the observation period. The area's noise level was high and distracting. Client #4 did not wear leg braces throughout the observation period. Client #16 did not have a tablet throughout the observation period. From 2:20 PM through 3:13 PM, client #4 was seated in the DR area in a chair and periodically paced in the DR and dining area. Client #4 did not wear leg braces. Client #18 had drool in his facial hair and lip/mouth area. Client #18 was not encouraged to wipe his mouth. Clients #9, #16 and #18 sat in the DR area, paced throughout the hallway and dining area and were not offered activity. At 3:13 PM, staff #3 took clients #4, #8 and #9 to the administration building for movie time. Client #2 saw his peers going to the exit door and walked down the hallway at a rapid pace, making verbalizations, and gesturing to go with them to the movie room. Client #2 was redirected by staff #1 from the DR to return to DR and was not permitted to join the movie activity. Client #2 returned to the DR and sat down with no activity offered.</p> <p>1. Client #4's record was reviewed on 6/7/21 at 1:50 PM. Client #4's ISP (Individual Support Plan) dated 12/18/20 indicated the following:</p> <ul style="list-style-type: none"> -"We continue to see [Client #4] make efforts with coping skills and his participation in programming is above many others." -"Needs to improve money skills. Needs to initiate own activities. 			

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	<p>Needs assistance to schedule and keep appointments.</p> <p>Needs supervision.</p> <p>Needs to use appropriate tone of voice when speaking.</p> <p>Needs to improve leisure skills.</p> <p>Needs to improve cooking skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve kitchen safety skills.</p> <p>Needs to learn shopping skills.</p> <p>Needs to improve communication skills.</p> <p>Needs to improve socialization skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn to use postal services.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly."</p> <p>-"Objective: [Client #4] will name two of his medications of his choice with the nurse independently 100% of the opportunities across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will help staff prepare his sippy cup independently 100% of the</p>			

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	<p>opportunities per month across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will do his laundry on his scheduled day independently 100% of opportunities per month across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will make change up to \$20 with staff weekly independently 100% of the opportunities per month across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will identify important community locations independently 100% of the opportunities per month across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will bathe daily independently 100% of opportunities per month for 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will demonstrate with staff appropriate ways to cope with anxiety and/or stress, 100% of opportunities per month for 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will discuss with staff his safety protocol to prevent falls twice daily independently 100% of the opportunities across 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will wear his leg braces daily for a minimum of 12 hours 100% of opportunities per month for 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will use his sippy cup during meals (tracking breakfast and dinner) 100% of opportunities per month for 12</p>			

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	<p>consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will wear his glasses daily 100% of opportunities per month for 12 consecutive months by 12/18/2021."</p> <p>-"Objective: [Client #4] will independently request the laundry room key when he needs to do laundry 100% of opportunities across 6 consecutive months 12/18/2021."</p> <p>Client #4's ISP dated 12/18/20 indicated client #4 had formal training objectives and informal areas identified as needs for skill development and reinforcement.</p> <p>Client #4's BSP dated 5/6/21 indicated the following:</p> <p>-"Preference assessment: Based on information gathered from [Client #4], staff observation, or direct observation, [Client #4] enjoys books, basketball, eating out, Special Olympics, and going on van rides. He will often carry a thick book around with him. He is also known to be quite drawn to thick magazines and collecting newer magazines on a constant basis. The items listed are only a small group of preferred items."</p> <p>-"Anytime he is engaging in appropriate behaviors, provide abundant specific praise (e.g., Hey, that is great how you INSERT ACTIVITY so nicely)."</p> <p>-"One step at a time or one task at a time (e.g., get your silverware from the drawer)."</p> <p>-"Try to give [Client #4] options whenever possible so that he feels that he has some control in his day."</p>			

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	<p>- "[Client #4] is provided with a brief to wear and he should be prompted for toileting about every 2 hours due to occasional incontinence of bowel and bladder."</p> <p>2. Client #9's record was reviewed on 6/7/21 at 3:26 PM. Client #9's ISP dated 7/1/20 indicated the following:</p> <ul style="list-style-type: none"> -"He utilizes a weighted blanket and is hypersensitive to light and noises and does not do well in overly crowded situations. [Client #9] needs staff to help him deescalate because he does not have the skills to do so on his own." -"Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills. Needs to learn responsibility. Needs to improve social skills. Needs to learn to use postal services. Needs to learn about welfare facilities. Needs to learn to use banking facilities. Needs to learn to budget money. Needs to improve social interaction. Needs to learn appropriate interaction with women. Needs to learn to fill out main items on an 			

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	<p>application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly."</p> <p>-"Objective: [Client #9] will take his med's independently 100% of the opportunities across 12 consecutive months by 07/01/2021."</p> <p>-"Objective: [Client #9] will brush in an up and down motion independently 100% of the opportunities per month across 12 consecutive months by 07/01/2021."</p> <p>-"Objective: [Client #9] will place his dirty clothes in his laundry basket independently 100% of opportunities per month across 12 consecutive months by 07/01/2021."</p> <p>-"Objective: [Client #9] will bathe daily independently 100% of opportunities per month for 12 months by 07/01/2021."</p> <p>-"Objective: [Client #9] will use a bathroom to urinate as necessary independently 100% of opportunities per month for 12 months by 07/01/2021."</p> <p>-"Objective: [Client #9] will participate with staff in training session learning about appropriate ways to cope with anxiety and/or stress, 100% of opportunities per month for 12 consecutive months starting 07/01/2021."</p>			

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	<p>-"Objective: [Client #9] will set the table independently 100% of the opportunities per month across 12 consecutive months by 07/01/2021."</p> <p>-"Objective: [Client #9] will identify personal space independently 100% of the opportunities across 12 consecutive months by 07/01/2021."</p> <p>-"Objective: [Client #9] will independently request the Laundry Room Key when he needs to do laundry 100% of opportunities across 6 consecutive months 07/07/2021."</p> <p>Client #9's ISP dated 7/1/20 indicated client #9 had formal training objectives and informal areas identified as needs for skill development and reinforcement.</p> <p>Client #9's 4/29/21 BSP indicated the following:</p> <p>-"Many behaviors serve the function of escape from an undesirable situation/environment/person. [Client #9] can become frustrated when the environment is loud or chaotic or when he doesn't know what is expected from him. He takes a very long time to process requests and can also become overwhelmed if staff repeatedly prompt him and do not give him time to process the requests. [Client #9] can also exhibit behaviors as if he is responding to internal stimuli such as voices or other hallucination. Due to this, staff should be aware that he may engage in verbal or physical aggression 'out of the blue'."</p> <p>-"Recommendations:</p> <p>1) Staff should deliver prompts in a non-confrontational - but rather educational manner to [Client #9]. Keep it light.</p>			

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	<p>2) Loud/crowded/chaotic environments should be avoided whenever possible and [Client #9] should be able to ask staff if he can leave areas that are overly stimulating. He may prefer to sit with his shirt over his head in these types of environments."</p> <p>-"Preference Assessment: Likes: community meals/fast food, being in the sun and swinging. Dislikes: loud noises, others talking about him negatively and bright lights."</p> <p>-"[Client #9] needs an environment with low noise and low stimulation."</p> <p>-"He loves to relax in the sunshine and efforts should be made to let him go outside when the weather cooperates."</p> <p>-"[Client #9] doesn't do well when he is in close contact with others, such as standing with his peers in a line, and this could lead to aggression."</p> <p>-"[Client #9] can be overwhelmed when there are too many people crowded around him."</p> <p>-"He is sensitive to noises and lights and may need staff to prompt him to leave noisy or over stimulating environments. He may prefer to put his shirt over his head when in the dayroom."</p> <p>-"Anytime he is engaging in appropriate behaviors provide specific praise (e.g., Hey, that is great how you INSERT ACTIVITY so nicely)."</p> <p>-"Frequently bring up positive aspects about his behavior."</p> <p>- "Staff should offer to take [Client #9] to the gym/outside frequently to exercise and to try to</p>				

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	<p>minimize the act of running the halls."</p> <p>-"[Client #9] has been known to sit under a blanket with the blanket over his head in order to deescalate."</p> <p>3. Client #16's record was reviewed on 6/8/21 at 11:40 AM. Client #16's ISP dated 11/13/2020 indicated the following:</p> <p>-"[Client #16] is non-verbal and is unable to communicate his wants and needs to others. Previous attempts at using a communication board and picture communication have not been helpful for [Client #16]. That said, previous providers indicate that [Client #16] can be tech savvy and he enjoys looking at YouTube videos. He is high energy and likes to be on the go and he can get bored easily which often leads to behaviors. In his previous placement, [Client #16] had 2:1 staffing due to requiring support during most activities. [Client #16] engages in purposeful regurgitation and he is incontinent of the bowel and bladder."</p> <p>-"Needs to improve money skills. Needs to initiate own activities. Needs assistance while toileting. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills. Needs to learn responsibility. Needs to improve kitchen safety skills. Needs to learn shopping skills. Needs to improve communication skills. Needs to improve socialization skills.</p>			

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	<p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn to use postal services.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly."</p> <p>-"Objective: [Client #16] will take his med's independently 100% of the opportunities across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will brush in an up and down motion independently 100% of the opportunities per month across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will use eating utensils independently 100% of the opportunities per month across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will do his laundry on his scheduled day independently 100% of opportunities per month across 12 consecutive months by 11/13/2021."</p>			

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	<p>-"Objective: [Client #16] will bathe daily independently 100% of opportunities per month for 12 months by 11/13/2021."</p> <p>-"Objective: [Client #16] will participate in a motor skills activity with staff to cope with anxiety and/or stress, 100% of opportunities per month for 12 consecutive months starting 11/13/2021."</p> <p>-"Objective: [Client #16] will identify personal space (arms held wide open) independently 100% of the opportunities across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will use sign language independently 100% of opportunities across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will report issues and concerns to staff through signing, including Abuse/Neglect/Exploitation/Mistreatment, independently 100% of the opportunities across 12 consecutive months by 11/13/2021."</p> <p>-"Objective: [Client #16] will independently request the laundry room key when he needs to do laundry 100% of opportunities across 6 consecutive months 11/13/2021."</p> <p>Client #16's ISP dated 11/13/20 indicated client #16 had formal training objectives and informal areas identified as needs for skill development and reinforcement.</p> <p>Client #16's BSP 5/27/21 indicated the following:</p> <p>-"That said, previous providers indicate that [client #16] can be tech savvy and he enjoys</p>			

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	<p>looking at YouTube videos. Due to this, a tablet has been provided for him. He is high energy and likes to be on the go and he can get bored easily which often leads to behaviors including bolting. [Client #16's] high energy can sometimes be observed as he 'bounces' up and down the hallways."</p> <p>-"[Client #16] requires an assigned staff due to high behavioral needs and due to needing assistance with communication, toileting, and with most tasks. He will grab food and gorge himself if given the opportunity and has used just his bare hands to feed himself in the past. He would likely take food off of other's plates or may even eat from serving bowls if he sees an opportunity."</p> <p>-"[Client #16] has a history of purposeful regurgitation and we have seen this on one occasion where he ate bacon and then regurgitated it back into his mouth and ate it again."</p> <p>-"Keeping a calm environment will help [Client #16]."</p> <p>-"[Client #16] responds best with hand over hand prompts and not just verbal prompting. He has exhibited behavioral issues when his tablet battery has died, and this can cause him to bite himself or hit himself in the head."</p> <p>-"Likes: Watching YouTube videos Being in the water Car rides Having his hair played with."</p> <p>-"If possible, keep [Client #16] busy with</p>			

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	<p>activity/walks around campus, YouTube videos in the computer lab, coloring, or other activities of interest to avoid boredom and avoid behaviors that occur for social stimulation purposes. It may take a little while to learn what he likes."</p> <p>4. Client #18's record was reviewed on 6/8/21 at 12:20 PM. Client #18's 5/17/21 ISP (Individual Support Plan) indicated the following:</p> <p>-"[Client #18] is independent in his daily hygiene tasks of toileting, bathing, oral care, grooming and dressing but he does require prompts to initiate these tasks at times. He is able to feed himself with no issues. [Client #18] requires help with making and keeping appointments, staying on task and sticking to a schedule. For household cleaning tasks, [client #18] requires verbal prompts on steps to accomplish the tasks as well as for safety. When preparing meals, [client #18] requires verbal and physical prompts to properly and safely prepare the food items. Additionally, he requires verbal prompts for making a list of needed items and physical assistance to find and purchase those items in the stores. He requires physical assistance with budgeting his money and ensuring he has enough for a purchase. [Client #18] requires physical assistance for all medication administration and refills."</p> <p>-"Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when speaking. Needs to improve leisure skills. Needs to improve cooking skills.</p>			

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	<p>Needs to learn responsibility.</p> <p>Needs to improve kitchen safety skills.</p> <p>Needs to learn shopping skills.</p> <p>Needs to improve communication skills.</p> <p>Needs to improve socialization skills.</p> <p>Needs to learn responsibility.</p> <p>Needs to improve social skills.</p> <p>Needs to learn to use postal services.</p> <p>Needs to learn about welfare facilities.</p> <p>Needs to learn to use banking facilities.</p> <p>Needs to learn to budget money.</p> <p>Needs to improve social interaction.</p> <p>Needs to learn appropriate interaction with women.</p> <p>Needs to learn to fill out main items on an application.</p> <p>Needs to learn to initiate tasks.</p> <p>Needs to learn to perform a job requiring use of tools or machinery.</p> <p>Needs to learn to have active interest in a hobby.</p> <p>Needs to learn to initiate group activities.</p> <p>Needs to learn multiplication and division.</p> <p>Needs to improve adding and subtracting skills.</p> <p>Needs to improve how to use table ware correctly."</p> <p>-"Objective: [Client #18] will state the side effects of his medications independently 100% of the opportunities across 12 consecutive months by 06/01/2022."</p> <p>-"Objective: [Client #18] will brush in an up and down motion independently 100% of the opportunities per month across 12 consecutive months by 06/01/2022."</p> <p>-"Objective: [Client #18] will measure the correct amount of laundry detergent independently 100% of opportunities per month across 12 consecutive months by 06/01/2022."</p>			

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	<p>- "Objective: [Client #18] will discuss the importance of participating in fire drills and follow staff directions for his own safety 100% of opportunities per month for 12 months by 06/01/2022.</p> <p>- "Objective: [Client #18] will bathe daily independently 100% of opportunities per month for 12 months by 06/01/2022."</p> <p>- "Objective: [Client #18] will discuss with staff appropriate ways to cope with anxiety and/or stress, 100% of opportunities per month for 12 consecutive months starting 06/01/2022."</p> <p>- "Objective: [Client #18] will identify personal space independently 100% of the opportunities across 12 consecutive months by 06/01/2022."</p> <p>- "Objective: [Client #18] will report issues and concerns to staff when he needs to report an issue including Abuse/Neglect/Exploitation/Mistreatment to staff independently 100% of the opportunities across 12 consecutive months by 06/01/2022."</p> <p>- "Objective: [Client #18] will independently request the Laundry Room Key when he needs to do laundry 100% of opportunities across 6 consecutive months 06/01/2022."</p> <p>- "Objective: [Client #18] will state at least 2 foods to avoid on a diabetic diet independently 100% of the opportunities across 12 consecutive months by 06/01/2022."</p> <p>- "Objective: [Client #18] will carry his handkerchief and use it to wipe his mouth as needed independently for 3 consecutive months</p>			

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	<p>by 06/01/2022."</p> <p>Client #18's ISP dated 5/17/21 indicated client #18 had formal training objectives and informal areas identified as needs for skill development and reinforcement.</p> <p>Client #18's BSP (Behavior Support Plan) dated 4/29/21 indicated the following:</p> <ul style="list-style-type: none"> -"Preference Assessment: Likes: Video games, Internet/electronics and skateboarding Dislikes: being told 'no', feeling like staff are not on his side and having to wait." -"[Client #18] has a hard time sitting still when he is over stimulated. Use activities such as walks or skateboard time to help him calm down." -"[Client #18] does well with visual cues rather than verbal ones only. For example, if you want [Client #18] to sit on the couch and talk to you, sit down on the couch and then point to a seat on the couch as you ask him to sit with you." -"Give [Client #18] choices whenever possible. Just stating 'what do you want?' is too broad for him and he will be overwhelmed. Give two options so he can choose one." "Anytime he is engaging in appropriate behaviors provide abundant specific praise (e.g., Hey, that is great how you INSERT ACTIVITY so nicely)." <p>Staff #4 was interviewed on 6/8/21 at 11:03 AM. Staff #4 indicated his normal scheduled shift was</p>			

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	<p>from 8 AM through 4 PM daily with additional hours and shifts being worked. Staff #4 indicated he worked with clients #4, #9, #16 and #18 on a daily basis. Staff #4 indicated he had been trained on clients #4, #9, #16 and #18's ISP's and BSP's. Staff #4 indicated clients #4, #9, #16 and #18's ISP's included formal training objectives and informal ADL (activities of daily living) skill needs. Staff #4 indicated clients #4, #9, #16 and #18's BSP's included preferred activities to offer clients #4, #9, #16 and #18. Staff #4 indicated clients #4, #9, #16 and #18's BSP's included preventative measures and strategies to engage them in positive behavioral programming.</p> <p>Staff #4 indicated clients #4, #9, #16 and #18 should be encouraged or offered skills training or activities every 10-15 minutes. Staff #4 stated client #18 engaged in covering his head with his shirt "All of the time. Think he enjoys it. He will come in the dayroom and sit on the couch. Prompt him for life skills (structured group). Won't go but will go outside." Staff #4 indicated client #9 should be prompted to engage in an activity when he is sitting with his head covered with his shirt. Staff #4 stated, "Can't take one client on the porch. The RM's frown on that. That would put a staff in a one-to-one ratio with just one client. We try to get 3 or more clients when we go outside." Staff #4 indicated the unit's activity schedule should be followed. Staff #4 stated, "If there's down time if I see the day room is stagnant. I offer movie room, the library or go to the front porch. We have some active clients that want to throw the football or getting out of the building." Staff #4 indicated clients #4, #9, #16 and #18's meals were served family style.</p> <p>Staff #4 indicated staff should supervise clients #4, #9, #16 and #18's meal and encourage them to serve themselves to the extent of their abilities. Staff #4 indicated client #18's</p>			

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	<p>preferred activities included skateboarding. Staff #4 indicated client #18 did not have a skateboard to utilize. Staff #4 indicated client #4 should wear leg braces 12 hours daily.</p> <p>Staff #2 was interviewed on 6/8/21 at 12:38 PM. Staff #2 indicated his normal scheduled shift was from 8 AM through 4 PM daily with additional hours and shifts being worked. Staff #2 indicated he worked with clients #4, #9, #16 and #18 on a daily basis. Staff #2 indicated he had been trained on clients #4, #9, #16 and #18's ISP's and BSP's. Staff #2 indicated clients #4, #9, #16 and #18's ISP's included formal training objectives and informal ADL (activities of daily living) skill needs. Staff #2 indicated clients #4, #9, #16 and #18's BSP's included preferred activities to offer clients #4, #9, #16 and #18. Staff #2 indicated clients #4, #9, #16 and #18's BSP's included preventative measures and strategies to engage them in positive behavioral programming.</p> <p>Staff #2 indicated clients #4, #9, #16 and #18 should be encouraged or offered skills training or activities every 10-15 minutes. Staff #2 indicated client #9's ISP formal objective included specific methodologies (step-by-step) instructions regarding the implementation of client #9's goals. Staff #2 stated, "I have looked through them (methodologies) but I don't interact every day with [client #9]. He's usually asleep on the couch." When asked if client #9 was prompted or encouraged to participate in informal training or activities, staff #2 stated, "Only prompt for life skill, snacks and meals." Staff #2 indicated client #9 had preferred activities he could be encouraged to participate in. Staff #2 indicated client #9's preferred activities included going for walks, sitting on the porch, or going to the movie room. Staff #2</p>			

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	<p>indicated client #9's preferred activities included swinging on a swing. Staff #2 indicated a swing was not available for use on the facility's campus. When asked if the DR noise level was loud, staff #2 stated, "Oh, yes! Always." Staff #2 stated client #9 "Doesn't like loud noises. The DR is always bright with lights. Sometimes he sits and turtles up (places head inside of shirt). Basically, the DR, that's where all of the behaviors happen or begin. During meal times or shift changes." Staff #2 indicated going to the gym was not a preferred activity for client #9. Staff #2 stated, "[Client #9] just sits in the gym. Turtles up." Staff #2 indicated the noise of the basketballs bouncing on the gym floor and peers being loud while playing were environmental triggers for client #9 in the gym. Staff #2 indicated clients should be encouraged to help with the meal and serving themselves. Staff #2 indicated client #18 had drooling. Staff #2 indicated client #18 should be encouraged to get a napkin and wipe his mouth when drooling. Staff #2 stated client #18 was "Always walking around and listening to music. He will ask to take him on a walk. He will ask to go to the movie room or play games." Staff #2 indicated he was not familiar with client #18's BSP strategy of offering choices of activities versus asking what he wanted to do. Staff #2 indicated client #4's preferred activities included going to the movie room and sitting on the front porch. Staff #2 indicated client #4 should wear leg braces. Staff #2 stated regarding client #4's leg braces "Doesn't have them on now. He broke them yesterday (6/7/21)</p>			

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	morning. He was trying to tie it himself and broke the plastic piece off." Staff #2 stated regarding client #16 "He's a wild one. He enjoys being in the dayroom but at the same time, wants a tablet to watch and jump around with. He's broken 4 when he falls asleep, (he) will urinate on himself or defecate over himself from using his finger for rectal digging. Gets on tablets. Urination (gets) on his tablet when in bed." Staff #2 indicated client #16 should be checked on 10-15 minutes while in his bedroom. Staff #2 indicated client #16 was on line of sight supervision while in the DR or outside of his bedroom. Staff #2 indicated client #16's behaviors included regurgitation of his meals and food. When asked how frequent client #16 engaged in regurgitation behaviors, staff #2 stated, "Yes a lot. Minute by minute. We let him know he can't do that and swallow. Does it so much he will puke on himself from doing it so much." Staff #3 was interviewed on 6/8/21 at 1:22 PM. Staff #3 indicated he had been trained on clients #4, #9, #16 and #18's ISP's and BSP's. Staff #3 indicated clients #4, #9, #16 and #18's ISP's included formal training objectives and informal ADL (activities of daily living) skill needs. Staff #3 indicated clients #4, #9, #16 and #18's BSP's included preferred activities to offer clients #4, #9, #16 and #18. Staff #3 indicated clients #4, #9, #16 and #18's BSP's included preventative measures and			

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	<p>strategies to engage them in positive behavioral programming. Staff #3 indicated clients #4, #9, #16 and #18 should be encouraged or offered skills training or activities every 10-15 minutes. Staff #3 stated regarding client #9 "We try to keep him awake and not turtle away." Staff #3 indicated he had not worked with client #9 on cooking or meal preparation training. Staff #3 indicated client #9 had drooling behaviors which prevented him from participating in aspects of meal preparation for sanitation. Staff #3 indicated client #9 could scoop his own food and pour his own drinks if asked. Staff #3 indicated the noise level in the day room was loud. Staff #3 indicated client #18 liked to pace the hallway while listening to music on his i-Pad. When asked if client #18 had an active treatment schedule, staff #3 stated, "Don't know what it is? Think I've skimmed past it. I know what we gotta do." Staff #3 stated, "I've only been here one time when they were doing life skills (structured activity). Never seen life skills. Don't know the scheduled time. I wish they'd do life skills on 2nd shift. We can access the (movie, art, computer, library, life skills room, gym) rooms (located in the administration building) on 2nd shift but we've not talked about doing life skills groups for 2nd shift." Staff #3 indicated 2nd shift's active treatment programming included outings and parties but not specific goal training</p>			

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	<p>or structure life skills training. Staff #3 stated, "When I try to do individual (skills training), everyone will gather around. Will get 3 or 4 people around me. Gets a little hard (to do individual skills training). Hectic. Gets busy. Loud and busy and some days people are not in good moods and have behaviors. Sets clients off over there (residential building). It's not good for training. We can come to the administration building and do group but haven't. They usually want to go to the movie room." Staff #3 indicated client #4 could feed himself his food. Staff #3 indicated staff cut up client #4's food for him and did not pour his own liquids or scoop his food onto his plate from the serving bowl. Staff #3 stated, "I think he could do that but staff do it for him." Staff #3 indicated client #16 had a tablet he utilized to watch TV but it had broken. Staff #3 indicated client #16 was line of sight supervision in the DR and should be checked on 10-15 minutes while in his bedroom. Staff #3 indicated client #16 did not exit the residential building to come to the administration/programming building due to bolting (running away from staff) behavior. Staff #3 stated, "I think he would love to go to the gym to be able to run and bounce." Staff #3 indicated client #16 was brought to the programming areas for family visits. RM #2 was interviewed on 6/8/21 at 2:22 PM. RM #2 indicated she had been trained on</p>			

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	<p>clients #4, #9, #16 and #18's ISP's and BSP's. RM #2 indicated clients #4, #9, #16 and #18's ISP's included formal training objectives and informal ADL (activities of daily living) skill needs. RM #2 indicated clients #4, #9, #16 and #18's BSP's included preferred activities to offer clients #4, #9, #16 and #18. RM #2 indicated clients #4, #9, #16 and #18's BSP's included preventative measures and strategies to engage them in positive behavioral programming. RM #2 indicated clients #4, #9, #16 and #18 should be encouraged or offered skills training or activities every 10-15 minutes. RM #2 indicated client #9 liked to come to the administration building for the movie room. RM #2 stated, "Falls asleep and turtles up inside of his shirt." RM #2 indicated she had not utilized client #9's BSP strategy to offer client #9 a quieter place when he was placing his head inside of his shirt. RM #2 stated, "He just says he's cold." RM #2 stated, "Never heard about the noise." RM #2 indicated staff offer client #9 movies, library, computer lab, gym activities 3 times daily. RM #2 indicated staff should encourage client #9 to participate in activities or skills training every 10-15 minutes. RM #2 indicated clients should be encouraged to participate in serving themselves during meal times with supervision. RM #2 stated, "On 2nd shift they come over and use the gym and movie room and library.</p>			

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	During the day they do life skills (but) not every day. If there's enough staff available to bring them (clients) over (to administration building)." RM #2 indicated client #16 had a tablet and liked to watch shows. RM #2 indicated client #16 had a functioning tablet and was not aware his tablet was broken and being replaced. RD (Regional Director) and PM (Program Manager) were interviewed on 6/8/21 at 3:20 PM. PM indicated administrative active treatment observations have been implemented on a daily basis. PM indicated oversight was done to ensure staff kept clients engaged, move with the clients, ongoing interaction and activities. PM indicated staff are trained to encourage clients to serve themselves first then assist while providing supervision during meal times. PM indicated meal time was a challenging time for programming. PM indicated clients are focused on the meal and congregate in the day room awaiting the meal. PM indicated attempts and discussion have been made to do meals in separate sittings or offering activities prior to the meal. PM indicated the facility would continue to review and discuss programming measures to address client active treatment needs. RD indicated staff should offer individual client's activities and programming. RD indicated staff did not need to have 3 or more clients to participate in activities or programming.			

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	<p>PM indicated staff should offer activities every 15 minutes. PM indicated the facility had implemented an activities box in the DR for staff to utilize. B. On 6/7/21 from 2:18 PM to 4:08 PM, an observation was conducted at the facility and the following issues were noted: During the observation, client #2 sat in the living room, paced the living room and was prompted to sit down. Client #2 was not prompted to engage in meaningful activities or offered an activity to engage in. During the observation, client #3 sat in the living room, stood and spoke with the surveyors and went to his bedroom to show the surveyors his room. Client #3 was not prompted to engage in meaningful activities or offered an activity to engage in. 5. On 6/8/21 at 10:08 AM, a focused review of client #3's record was conducted. Client #3's 7/1/20 Individual Support Plan indicated he had the following goals and training objectives:</p> <ul style="list-style-type: none"> -He will brush his teeth twice daily with an electric toothbrush (with staff assistance). -He will help prepare a complete meal using safe cooking techniques twice weekly at a minimum. -He will measure the amount of detergent to do his laundry on his scheduled day (scheduled day was not indicated). -He will learn to check the balance on his gift cards by calling the number on the gift card and entering the card number. -He will give examples of appropriate 			

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	information to share with peers and strangers.-He will track his activity daily with a goal of hitting 10,000 steps per day.-He will discuss with staff his safety protocol to prevent falls twice daily.-He will practice his speech therapy home exercises 20 minutes daily with a staff member.-He will shower and dry himself off thoroughly, especially in the groin area.During the observation, client #4 sat in the living room and went to his bedroom a couple of times. Client #4 was not prompted to engage in meaningful activities or offered an activity to engage in.During the observation, client #9 sat in the living room on the couch, walked around the living room and spoke to the surveyors.During the observation, client #18 paced the hallway and living room listening to music on his tablet. Client #18 was not prompted to engage in meaningful activities or offered an activity to engage in. On 6/8/21 from 7:30 AM to 9:15 AM, an observation was conducted at the facility and the following issues were noted:Client #2 was in bed upon arrival to the facility. At 7:45 AM, client #2 entered the living room and sat on the couch. Client #2 sat on the couch with no meaningful activity to engage in. He was not prompted to engage in an activity or provided an activity to engage in. Client #2 went to his bedroom at 8:40 AM and came back out wearing a different shirt. Client #2 sat down on the couch and			

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	<p>remained there for the remainder of the observation with no activity. Client #4 was sitting in a chair in the living room throughout the observation. He did not engage in an activity. Client #4 was not prompted to engage in a meaningful activity. Client #4 was not offered an activity to engage in. Client #16 was not out of his bedroom during the observation. Client #16 was not prompted to come out of his room during the observation. Client #18 was pacing throughout the observation listening to music on his tablet. At 8:11 AM, client #18 engaged in a verbal altercation with client #8. Clients #18 and #8 yelled and threatened each other numerous times until 8:24 AM when client #18 went to his bedroom. At 8:26 AM, client #18 exited his bedroom and informed staff he was calm. Client #18 sat on the couch and paced the hallway. Client #18 was not engaged in meaningful activities. Client #18 was not provided an activity to engage in. On 6/8/21 at 12:24 PM, staff #5 indicated the clients should be prompted and provided active treatment activities every 15 minutes. Staff #5 stated the clients' goals and training objectives should be "implemented as much and as frequently as possible." Staff #5 indicated client #2's goals included increasing his laundry skills, oral hygiene, daily bathing, safety protocol for falls, and increasing his communication skills. Staff #5 indicated</p>			

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	<p>the staff should attempt to get client #2 engaged in activities every 15 minutes. Staff #5 indicated client #3's goals included increasing his hygiene skills, wearing compression stockings, speech therapy exercises daily and decreasing his rate of food consumption. Staff #5 indicated the staff should attempt to get client #3 engaged in activities every 15 minutes. Staff #5 indicated client #4's goals included cutting his food into 1/2 inch pieces, get a sippy cup and fill it up, slowing his rate of consumption, wearing leg braces, laundry and naming two of his medications with the nurse. Staff #5 indicated client #4's goals were to be implemented daily at 15 minute intervals. Staff #5 indicated client #9 had a weekly goal to do his laundry, waking up during the night to use the restroom. Staff #5 was not sure of client #9's other goals. Staff #5 stated the staff should "implement as much and as frequently as possible." On 6/8/21 at 1:55 PM, staff #1 indicated the clients' goals and objectives should be implemented as written. Staff #1 indicated the clients should be engaged in active treatment every 15 minutes. Staff #1 indicated client #2 had a goal to do his laundry, increase his oral hygiene skills, bathe daily, safety protocol for falls and increase his communication skills. Staff #1 indicated client #4 had a goal to make his bed, brush his teeth, dress himself, put on his leg braces at 8:00 AM, and follow</p>			

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	his fluid restriction. Staff #1 indicated client #9 had a goal to brush his teeth daily, shower daily, make his bed, sit to eat and ensure he did not encroach on others' personal space. Staff #1 indicated client #16 had a goal to do his laundry, increase his oral hygiene skills, increase his communication through sign language, using his utensils and identifying personal space. Staff #1 indicated client #18 had a goal to increase his oral hygiene skills, personal hygiene skills, social interactions and laundry skills.C. Observations were conducted on 6/7/21 from 2:18 PM to 4:04 PM and on 6/8/21 from 7:30 AM to 9:00 AM. The observations indicated the following:At 2:21 PM, upon entry to the facility, client #1 was in his bedroom with his door closed. At 2:55 PM, staff #1 was asked about client #1's participation with eating his afternoon snack. Staff #1 stated, "We try to give his to him when it's not so noisy". Staff #1 indicated client #1 followed his own schedule to avoid periods of time where the day room and dining areas were loud. Staff #1 stated, "They talked about noise canceling headphones. They've not got them yet. I think he would wear them". Client #1 did not participate in the afternoon snack and stayed in his room. No staff prompted client #1 to join to participate in the afternoon snack. At 3:50 PM, staff #4 was asked about client #1's participation in activities. Staff #4 stated, "Noise still gets			

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	<p>to him". Staff #4 was asked what was being done to assist client #1 with managing the level of noise to increase his participation and interactions with others. Staff #4 stated, "He comes out a little bit more. He does come out to say hi and then goes back to his room. We wait until everyone eats. He eats more by himself. We try to calm the day room down". Client #1 remained in his bedroom with his door closed throughout the duration of the observation from 2:18 PM through 4:04 PM. Client #1 was not prompted to or offered activities to do by staff. At 2:21 PM, client #2 was in the living room seated on a sofa. At 2:44 PM, client #2 was seated at a table waiting for his afternoon snack. At 3:09 PM, client #2 paced through the day room. Client #2 had his shirt lifted and his stomach exposed. At 3:12 PM, client #2 continued to pace through the day room. No staff prompted client #2 to or offered an activity to do. At 3:14 PM, staff #3 was leaving with a group of clients from the residential building. Staff #5 stated to staff #3, "[Client #2] is behind you". Client #2 rushed down the hallway following the group as they left the residential building, but the door shut. At 3:15 PM, staff #5 used physical prompting and held client #2's hand to assist him back to the living room. At 3:18 PM, client #2 stood in the living room. Staff #5 indicated to client #2 he could call his brother. Staff #5</p>			

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	<p>searched for a phone to use but was unable to locate a phone. At 3:20 PM, staff #5 verbally prompted client #2 to sit down in the living room. Client #2 stood and paced through the living room throughout the duration of the observation from 2:18 PM through 4:04 PM. Client #2 was not prompted to or offered activities to do by staff. At 2:21 PM, client #3 approached the surveyors and began conversations. At 3:32 PM, client #3 showed the surveyors his room. Client #3 had been standing in the day room speaking with surveyors throughout the duration of the observation from 2:18 PM through 4:04 PM. Client #3 was not prompted to or offered any activities to do. At 2:21 PM, client #4 was seated in a chair in the living room. Client #4 went from the living room to his bedroom and back to the day room. Client #4 was not prompted to or offered activities to do by staff. Morning observation: At 7:30 AM, client #1 was in his bedroom. At 7:42 AM, staff #6 was asked about client #1's participation in activities and the morning meal. Staff #6 stated, "I prompted him for breakfast, and he said no ... He likes it quiet. When he's out he will say 'be quiet'. He talks to me more". Staff #6 was asked if client #1 used noise canceling headphones to assist with being in a loud or noisy environment. Staff #6 stated, "I'm not sure he would wear them. I've not seen them". At 8:02 AM, client #1 stood in his</p>			

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	room looking at his closet. At 8:03 AM, staff 6 verbally prompted client #1 to take his shower and that his clothes were in the bathroom. Client #1 went to the bathroom to take his shower. Client #1 did not have noise canceling headphones with him as he left his bedroom to go to the bathroom for his shower. At 8:22 AM, client #1 was seated at the dining room table for his morning breakfast. Client #1 did not have his noise canceling headphones while in the common living area. Client #1 did not wear his noise canceling headphones while eating his morning meal. At 8:29 AM, staff #4 sat down across from client #1 while he ate his morning meal. Client #1 did not have his noise canceling headphones with him while eating his morning meal. At 8:46 AM, client #1 entered the kitchen area to return his dishes. Client #1 did not have his noise canceling headphones while return his dishes to the kitchen. Client #1 then went to the entryway door to the medication room and stood in the living room waiting his turn for his morning medicines until 8:53 AM. Client #1 did not have his noise canceling headphones with him while standing and waiting for his morning medicines in the living room. Client #1 was not prompted to have or use his noise canceling headphones during the observation from 7:30 AM to 9:00 AM. At 7:30 AM, client #2 was in his bedroom lying on his bed. At 7:48 AM, client #2			

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	was seated in the living room. At 7:56 AM, client #2 continued to be seated in the living room. At 8:10 AM, client #2 continued to be seated in the living room. At 8:41 AM, client #2 paced through the living room. Staff #4 verbally prompted client #2 to pull down his shirt. At 8:43 AM, client #2 continued to pace through the living room. At 8:49 AM, staff #4 verbally prompted client #2 to sit down in the living room. Client #2 was not prompted to or offered activities to do by staff. At 7:30 AM, client #4 was seated in the living room. At 7:48 AM, client #4 continued to be seated in the living room. At 7:56 AM, client #4 continued to be seated in the living room. At 7:59 AM, staff #5 verbally prompted client #4 to stand and pull the legs of his shorts back down to his knees. Client #4 stood and rearranged the legs of his shorts and sat back down in his chair in the living room. At 8:10 AM, client #4 continued to be seated in living room. At 8:55 AM, the Residential Manager (RM #2) asked client #4 if he had showered. RM #2 indicated to client #4 he needed to shower. Client #4 was not prompted to or offered activities to do until RM #2 prompted him about showering at 8:55 AM. Client #16 did not come out of his bedroom during the observation from 7:30 AM to 9:00 AM. Client #16 was not prompted to come out of his room during the observation. Client #18 paced the			

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	<p>hallway and living room throughout the observation from 7:30 AM to 9:00 AM listening to music on his tablet. At 8:11 AM, client #18 engaged in a verbal altercation with client #8. Clients #18 and #8 yelled and threatened each other numerous times until 8:24 AM when client #18 went to his bedroom. Client #18 paced the hallway and living room and was not prompted to or offered activities to do by staff. On 6/4/21 at 1:25 PM, the facility's approved plan of correction with an implementation date of 5/21/21 was reviewed. The approved plan of correction indicated, "All staff will be in-serviced on the policy for active treatment. This will include, but is not limited to, ensuring that all individuals are prompted at least every 15 minutes during waking hours to participate in active treatment, to be encouraged to participate in all formal and informal opportunities for active treatment. ... the IDT (Interdisciplinary Team) will meet to discuss proactive ways in which to acclimate him (client #1) to his environment and encourage him to spend less time in his room. Since the survey some additions have been made to better support client number (client #1) including adding noise canceling headphones, allowing him alternative times for med (medication) pass and dining ...". 6. On 6/7/21 at 1:45 PM, a focused review of client #1's record was</p>			

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	<p>conducted. The record indicated the following:-Individual Support Plan (ISP) dated 2/25/21 indicated the following goals and objectives, "[Client #1] will take his meds 2 verbal prompt or less 75% of the opportunities across 6 consecutive months... [Client #1] will brush in an up and down motion with 3 verbal prompts 60% of the opportunities per month across 6 consecutive months ... [Client #1] will place his clothes in his laundry basket on scheduled day with 2 verbal prompts 60% of opportunities per month across 6 consecutive months ... [Client #1] will bathe daily with 3 or less verbal prompt 75% opportunities per month for 6 months ... [Client #1] will demonstrate with staff appropriate ways to use coping skills when anxious and/or stressed with 3 verbal prompts 50% of opportunities across 3 consecutive months ... [Client #1] will identify personal space with 2 verbal prompt or less 75% of the opportunities across 6 consecutive months ... [Client #1] will sign 'help' when he needs to report an issue including Abuse/Neglect/Exploitation/Mistreatment to staff with 1 verbal prompt or less 70% of the opportunities across 1 consecutive month ... [Client #1] will request the Laundry Room Key when he needs to do laundry, returning the key with 2 VP (verbal prompts) or fewer at 65% of opportunities across 6 consecutive months ...". On 6/8/21 at 11:13 AM, staff #4 was</p>			

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	<p>interviewed. Staff #4 was asked about clients #1, #2, #3, #4, #16 and #18's goals and objectives and both formal and informal teaching and training opportunities. Staff #4 reviewed clients #1, #2, #3, #4, #16 and #18's goals and objectives with methodology and indicated clients should be engaged in activity at least every 15 minutes. Staff #4 stated, "The RM's (Residential Managers) went over the active treatment with us. Making sure no one is eating alone and if we don't know the activity they like us to ask them (RM) or go to the green book (ISP's objectives)". Staff #4 was asked about client #1's use of noise canceling headphones. Staff #4 stated, "[RM #2] has them now". Staff #1 was asked if client #1 has used them. Staff #4 stated, "Maybe". Staff #4 was asked if this was the first day client #1 had his noise canceling headphones. Staff #4 stated, "Yes". On 6/8/21 at 12:37 PM, staff #2 was interviewed. Staff #2 was asked about clients #1, #2, #3, #4, #16 and #18's goals and objectives and both formal and informal teaching and training opportunities. Staff #2 reviewed clients #1, #2, #3, #4, #16 and #18's goals and objectives with methodology and indicated clients should be engaged in activity at least every 15 minutes. Staff #2 was asked if client #1 used his noise canceling headphones. Staff #2 stated, "He doesn't like loud noises". Staff #1 was</p>			

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	<p>asked if any activity could be offered to assist client #1 with managing his anxiety for loud noises. Staff #2 stated, "I would say yes, but when it gets loud he will blow off some steam. I would talk with him about his movies ...". Staff #2 was asked about client #1's use of his noise canceling headphones. Staff #2 stated, "He does have them. I've not seen him wear them". Staff #2 was asked if client #1 would wear his noise canceling headphones. Staff #2 stated, "I've not seen him wear them". On 6/8/21 at 1:22 PM, staff #3 was interviewed. Staff #3 was asked about clients #1, #2, #3, #4, #16 and #18's goals and objectives and both formal and informal teaching and training opportunities. Staff #2 reviewed clients #1, #2, #3, #4, #16 and #18's goals and objectives with methodology and indicated clients should be engaged in activity at least every 15 minutes. Staff #3 indicated client #1 had a behavior the previous shift, hitting his head and hand on a wall. Staff #1 stated, "[Client #1] had a behavior it took two of us to hold him. He doesn't like loud sounds. We try to get the clients (in the common living / dining area) to calm down". Staff #3 was asked if client #1 was offered noise canceling headphones to assist him with the anxiety from loud sounds. Staff #3 stated, "No, I've not. I've not seen him wear them. I honestly feel that would help him". D. Observations were conducted at the</p>			

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	facility on 6/7/21 from 2:19 PM until 4:04 PM. Upon entrance to the facility, the unit was loud with a lot of staff and client movement. At 2:29 PM client #2 was sitting on the couch in the day room (DR), not engaged in activity. At 2:40 PM client #2 walked from the couch to the dining area and stood in one area. At 2:45 PM, staff #1 encouraged client #2 to sit, then offered him his afternoon snack of applesauce with a small spoon and thickened tea. Client #2 ate the applesauce at a fast rate with no prompts from staff to slow down. At 2:50 PM client #2 stood up from the dining room chair and walked at a rapid pace to his room. He then sat on his bed, removed his shoes and lay down until 3:17 PM when he then got back up and walked down the hallway with staff #5 and then back to the DR and sat on the couch. At 3:20 PM, client #2 stood up and stated, "[Client #2's brother]." Staff #5 indicated she would have to find the phone so a call could be made to the client's brother. Client #2 then followed staff #5 down the Pacer hall and back and then to the Colts hallway and back, stating, "[Client #2's brother]," loudly, while staff #5 looked for the phone. At one point, client #2's pace was at a jog behind staff #5. Client #2 was not prompted or encouraged by staff to slow down or take his time. Staff #5 found the phone and assisted client #2 with the phone call while he was sitting on the couch in the			

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	DR. Client #2 continued to sit on the couch in the DR until this observation period ended at 4:04 pm. During this observation period, client #2 was not offered or prompted to engage in active treatment activities. Observations were conducted at the facility from 5:50 PM to 7:00 PM. During this observation period, the milieu remained loud and disorganized with no structured activities going on. Client #2 was sitting at the dining table at 5:50 pm not engaged in an activity or prompted to engage in an activity, while Staff #1 was placing butter knives and cups out on tables and Residential Manager (RM) #1 was wiping the dining tables off. Client #2 continued to sit at the table with no prompting from staff to engage in activities. Client #2 stood up from his chair at 6:29 PM. Client #2 was told by staff #1 to "sit", while staff #1 was pointing at client #2's chair. Client #2 was not assisted or prompted to wash or sanitize his hands after staff #1 called out for all clients to wash their hands for supper at 6:30 pm. Client #2 was served his divided plate of pureed food with a small spoon by RM #2 at 6:31 pm at the dining room table. Client #2 finished feeding himself at 6:36 pm. During the meal, client #2 was not prompted by facility staff to slow down. Client #2 then stood up after completing his food, approached surveyor and stated, "(inarticulate vocalizations) "Potty" while			

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	<p>physically gesturing, touching and holding his genital area. Client #2 was redirected to staff and RM #2 and staff #1 instructed client #2 to sit down and drink his tea several times. Client #2 refused his tea after RM #2 and staff #1 both offered it to him. Client #2 grew increasingly agitated, marching in place while his hand gestured toward the genital area of his pants and again at his waistband. Client #2 continued to stand in the dining area without prompting or encouragement to engage in active treatment, redirection to calm down or prompting to use the restroom. During this observation period, Client #2 was not offered or prompted to engage in formal or informal active treatment activities. 7. Client #2's record was reviewed on 6/8/21 at 9:58 am. Client #2's Individual Support Plan (ISP) dated 8/31/2020 indicated client #2 "lacked the ability to clearly verbalize his needs and wants. He can express his wants by yelling, 'tea', 'coffee', 'coke', 'snack', and by grabbing staff to direct them to his desired location/item. [Client #2] can become loud and difficult to redirect at times. He can feed himself but requires prompts to slow down." Client #2's ISP indicated he had the following needs: "Needs to improve money skills. Needs to initiate own activities. Needs assistance to schedule and keep appointments. Needs supervision. Needs to use appropriate tone of voice when</p>			

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	speaking.Needs to improve leisure skills.Needs to improve cooking skills.Needs to learn responsibility.Needs to improve kitchen safety skills.Needs to learn shopping skills.Needs to improve communication skills.Needs to improve socialization skills.Needs to learn responsibility.Needs to improve social skills.Needs to learn to use postal services.Needs to learn about welfare facilities.Needs to learn to use banking facilities.Needs to learn to budget money.Needs to improve social interaction.Needs to learn appropriate interaction with women.Needs to learn to fill out main items on an application.Needs to learn to initiate tasks.Needs to learn to perform a job requiring use of tools or machinery.Needs to learn to have active interest in a hobby.Needs to learn to initiate group activities.Needs to learn multiplication and division.Needs to improve adding and subtracting skills.Needs to improve how to use table ware correctly."Client #2's ISP indicated his formal goals included taking his meds independently, brushing his teeth in an up and down motion, doing his laundry on his scheduled day independently, sleeping back from the edge or using the handrails with staff to understand his safety protocol to prevent falls twice daily independently, listening to staff educate him on the importance of following directions during a fire drill and			

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	<p>show staff the designated "safe" area, bathing daily independently, demonstrating with staff appropriate ways to cope with anxiety and/or stress, identifying personal space, reporting issues and concerns to staff when he needs to report an issue including Abuse/Neglect/Exploitation/Mistreatment to staff independently, following staff prompts for safe ambulation or train him where to cross the street safely while in the community independently, using his small spoon during meals, and independently requesting the laundry room key when he needs to do laundry. During the observations at the facility, client #2's goal and training objectives were not implemented. Client #2's Behavioral Support Plan (BSP) dated 5/29/21 indicated "[Client #2] is mostly non-verbal and needs assistance throughout his day to complete his activities of daily living. Historical documents indicate that obtaining drinks is [Client #2] only interest in his day-to-day activities and it may be difficult to engage [Client #2] in daily activity. [Client #2] has no teeth and is on a pureed diet. He often needs reminders to wipe his face after meals and snacks. [Client #2] can be unsteady on his feet and has experienced falls. He has also shown that he can fall more frequently when he is ill. "Client #2's B</p>			