

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 10/10/2023  
FORM APPROVED  
OMB NO. 0938-039

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER  15G513		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 09/11/2023	
NAME OF PROVIDER OR SUPPLIER  RESIDENTIAL CRF INC				STREET ADDRESS, CITY, STATE, ZIP COD 2375 W US HWY 36 DANVILLE, IN 46122			
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W 0000  Bldg. 00	<p>This visit was for the investigation of complaint IN#00415237.</p> <p>Complaint IN#00415237: Federal and state deficiencies related to the allegations are cited at W149, W154 and W155.</p> <p>Dates of Survey: September 6, 7, 8 and 11, 2023.</p> <p>Facility Number: 001027 Provider Number: 15G513 AIMS Number: 100245180</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9.</p> <p>Quality Review of this report completed by #27547 on 9/27/23.</p>			W 0000			
W 0149  Bldg. 00	<p>483.420(d)(1) STAFF TREATMENT OF CLIENTS</p> <p>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 3 sampled clients (A), the facility failed to implement its policy and procedures to ensure an investigation regarding allegations of physical and verbal abuse to client A was completed and immediate protective measures were implemented.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 9/6/23 at 8:42 AM.</p>			W 0149	<p>Residential CRF will ensure that all allegations of abuse will be reported immediately and action taken to prevent further abuse, neglect, exploitation of resident's rights or mistreatment of alleged victim. If there is an abuse allegation against staff , that individual will be removed from the home and suspended for a determined amount of time. All alleged incidents of abuse will be thoroughly investigated.</p>		09/18/2023

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

TITLE

(X6) DATE

Darla Henley

QIDP

10/04/2023

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 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 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>-1. A BDDS report dated 8/25/23 indicated on 8/24/23, "...[Client A] became upset at the dinner table yesterday. He threw his food at the staff and started having an outburst. He threw some silverware at the staff and threatened her. House Manager [HM #1] told [client A] to put the silverware down and go with her into the staff room and he complied."</p> <p>-"The staff (staff #1) called the police and they came to the home. They (police) spoke to [client A] about appropriate behavior and expressing his anger without throwing food or intimidating staff member."</p> <p>-"The staff (staff #1) went home for the evening to lessen the stress and prevent flare up and [client A] went home with his mother for a few days."</p> <p>-"[Client A] is on a behavior plan and it was followed. We have to put a call in to the psychiatrist to see if she would like to see him or adjust his medication, but did not hear back today..."</p> <p>-A review of the BDDS report dated 8/25/23 indicated Client A became upset and threw some silverware at staff #1. The review indicated staff #1 called the police. The review indicated staff #1 went home that night and that client A went to his Mother's home. The review did not indicate staff #1 was suspended pending an investigation into the incident.</p> <p>-An II (Incident Investigation) form dated 8/25/23 indicated the following:</p> <p>-"Supervisor, [QIDP (Qualified Intellectual Disabilities Professional) #1], reported an incident occurred at [Name] group home. The incident was</p>				<p>Investigations will include, witness statements from all involved persons, including alleged victim and perpetrator. Results of the investigation will be reported to the administrator within 5 working days and necessary action taken to prevent further occurrences. If abuse allegation is substantiated against a staff person it will constitute grounds for immediate dismissal. Residential CRF will review the abuse policy with the supervisor on a regular basis to ensure that our policy is being followed.</p> <p>Staff Responsible: Administrator, QIDP</p>		

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	<p>between [client A], consumer, and [staff #1], staff. The incident started with [client A] throwing stuff in staff's hair, he told her she (staff #1) was a [expletive] cook, called her a s---, and told her that her mother is a s---. [Client A] threw his plate of food and broke his plasticware. He got up and went to the kitchen sink and got a fork and threw it at [staff #1]. [Staff #1] picked it (fork) up and threw it back in [client A's] vicinity, according to the incident report. [Client A] then picked up a butter knife and threatened to stab staff. Police were called. [Staff #2], staff, called the supervisor to report what was happening, she (staff #2) asked [client A] to put down the knife, which he did. Police arrived and talked to staff and consumer. They said it was an argument and everyone needed to calm down. [Staff #1] was visibly shaken and the police told her to go home. [Client A's] mother came and picked him up."</p> <p>- "Phone interview with [staff #1] about what happened: [staff #1] stated that [client A] was having a behavior and the other staff, [staff #2], got up and ran out of the room when [client A] threw his food and the fork. [Staff #1] stated that she picked up the fork but did not throw it back. Supervisor was called and police came to talk to staff and consumer. [Staff #1] stated that police told her to go home."</p> <p>- A review of the II form dated 8/25/23 indicated the facility interviewed staff #1 for the investigation. The review did not indicate client A or any other of the clients were interviewed for the investigation. The review did not indicate staff #2 was interviewed for the investigation. The review did not indicate staff #1 was suspended pending an investigation.</p> <p>-2. A BDDS report dated 9/6/23 indicated the</p>						

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	<p>following:</p> <p>"... Due to additional information regarding the incident 8-24-2023, which was investigated as behavioral, Residential CRF (Community Residential Facility), Inc. (Incorporated) corporate is re-opening the case for review."</p> <p>"The staff person, [staff #1], has been suspended, pending the investigation."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"Residential CRF, Inc. will follow protocol for investigation..."</p> <p>-A BDDS report dated 9/6/23 indicated the facility was re-opening the investigation regarding the incident between client A and staff #1 on 8/24/23. The review indicated staff #1 was now suspended pending the investigation.</p> <p>-Client A's record was reviewed on 9/7/23 at 8:45 AM. Client A's BSP (Behavior Support Plan) dated 4/17/23 indicated the following:</p> <p>"... Target Behaviors:</p> <p>"1. Defiance- Lying, arguing and refusing to complete task."</p> <p>"2. Disrupt- Yelling, screaming, use of profanity, and verbal abuse."</p> <p>"3. Aggressive Behaviors- Punch the wall, throwing things or striking out at others."</p> <p>"4. Bossy- Telling others what to do..."</p> <p>Client A was interviewed on 9/6/23 at 7:37 AM.</p>						

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	<p>Client A was asked about the incident on 8/24/23 regarding himself and staff #1. Client A stated, "Yes, she was being rude to me. She threw a fork at me." Client A was asked if the fork had hit him. Client A stated, "Yeah in my chest. She was trying to throw a chair at me but she stopped. I think she called the cops on me. [Staff #1] wanted to press charges on me. The policeman was a nice guy."</p> <p>Client B was interviewed on 9/6/23 at 7:26 AM. Client B was asked if any of his housemates had aggressive behaviors. Client B stated, "Yes [client A], we were shopping at [Name of Store] and he was trying to rush everybody. We get home and [staff #1] tries to calm him down by showing him consequences by taking his games. He (client A) threw a rake at [staff #1]." Client B was asked about the incident on 8/24/23 regarding client A and staff #1. Client B stated, "We were in the kitchen, he (client A) was trying to bait [staff #1] and said the meal sucks. He (client A) said '[Staff #1's] the devil.' [Client A] grabbed a knife but they both threw metal forks at each other. [Staff #1] was about to throw a chair at [client A]. [Staff #1] and I were raised right, so I reminded [staff #1] of that and she did not throw the chair."</p> <p>Staff #2 was interviewed on 9/6/23 at 7:56 AM. Staff #2 was asked if client A had aggressive behaviors. Staff #2 stated, "Yes he does, when he doesn't get his way." Staff #2 was asked if she was present during the incident regarding client A and staff #1 on 8/24/23. Staff #2 stated, "Yes what started it was [staff #1] thought he was getting into her purse. And [staff #1] said don't get into her purse. She didn't say it in a mean way but he took it that way. She doesn't yell it's just her tone. He didn't want to eat, he actually started calling her names. He (client A) called her the n-word. She (staff #1) said at least she's a pretty one. He</p>						

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	<p>threw a fork at her. I'm not sure that it hit her. And she (staff #1) picked it up and threw it back." Staff #2 was asked if the fork hit client A. Staff #2 stated, "Yes, in the chest."</p> <p>Staff #1 was interviewed on 9/6/23 at 8:08 AM. Staff #1 was asked about the incident on 8/24/23 regarding herself and client A. Staff #1 stated, "Yes, in the kitchen. He was mad because he would touch my purse and that's my property. He (client A) started yelling. When I get done cooking I put the plates out, I get my purse and then I saw macaroni flying at me. I said, 'Don't throw food at me or we will have a problem.'" Staff #1 was asked if client A was cursing at her. Staff #1 stated, "He called me the n-word, B's, s---. I just walked away. First he picked up a knife, then he got the fork and just threw it." Staff #1 was asked if she threw the fork back at client A. Staff #1 stated, "No, I called the police. I just walked out because I know how I am, I called my mom. It was the second time. I'm not going to let him do it a third time." Staff #1 was asked what the police officer said regarding the situation. Staff #1 stated, "He (police officer) told me I could leave so the situation could die down." Staff #1 was asked if the facility had completed an investigation regarding the incident. Staff #1 stated, "Not that I know of."</p> <p>Mother #1 was interviewed on 9/7/23 at 11:45 AM. Mother #1 was asked why she took client A home on 8/24/23. Mother #1 stated, "He (client A) said dinner was nasty so he threw it away. He said some things to her and she said some things back to him. She (staff #1) called me a name. He's (client A) at my house and he can't go back there until he has his psychiatric evaluation on 9/15/23. After every 14 days, he has to go back there and stay a night so he won't be kicked out. That girl should</p>						

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	<p>not be working there. She's young, she's like his age."</p> <p>QIDP #1 was interviewed on 9/6/23 at 9:13 AM. QIDP #1 was asked if the investigation regarding an incident between client A and staff #1 on 8/24/23 had substantiated staff #1 threw a fork at client A. QIDP #1 stated, "I don't believe so. I wasn't involved. They told me there wasn't sufficient evidence." QIDP #1 was asked if staff #1 had been suspended pending the completion of the investigation. QIDP #1 stated, "She was sent home. She (staff #1) came back the next day, but [client A] was gone. He went home with his mother."</p> <p>AS (Area Supervisor) #1 was interviewed on 9/7/23 at 11:13 AM. AS #1 was asked if staff #1 had been suspended pending the completion of the investigation. AS #1 stated, "She was not suspended." AS #1 was asked if the facility had interviewed [client A], [client B] or [staff #2] during their initial investigation. AS #1 stated, "I did not do that. Now I will be interviewing absolutely everybody." AS #1 was asked if the police had asked staff #1 to leave the group home on 8/24/23. AS #1 stated, "Yes, according to her the police asked her to leave because she was so upset." AS #1 was asked if the facility had a copy of the police report. AS #1 stated, "We don't have one, we will today." AS #1 indicated the facility's policy on the prevention of abuse, neglect and mistreatment should be implemented as written. AS #1 indicated all allegations of abuse, neglect and mistreatment should be thoroughly investigated and immediate protective measures should be implemented.</p> <p>The Facility's policy and procedures were reviewed on 9/7/23 at 2:17 PM. The facility's</p>						

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W 0154  Bldg. 00	<p>Individual Abuse Policy and Incident Reporting policy, not dated, indicated the following:</p> <p>- "Abuse, neglect, exploitation and mistreatment of an individual are unacceptable and will not be tolerated at Residential CRF. Staff of the facility must not use physical, verbal, sexual or psychological abuse or punishment..."</p> <p>- "Residential CRF will have evidence that all alleged violations are thoroughly investigated and must prevent further potential abuse while the investigation is in process..."</p> <p>- "Suspected Abuse:"</p> <p>- "Hitting another individual, staff or community person. Staff not available as in plan, staff taking money, individual missing meals. Knowingly, intentionally or negligently and without justifiable cause inflicting physical pain, injury or mental anguish; or the intentional deprivation by a caretaker or other person or services necessary to maintain the mental and physical health of the individual..."</p> <p>This federal tag relates to complaint #IN00415237.</p> <p>9-3-2(a)</p> <p>483.420(d)(3)</p> <p>STAFF TREATMENT OF CLIENTS</p> <p>The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 1 of 6 allegations of abuse, neglect or mistreatment reviewed, the facility failed to complete a thorough investigation regarding allegations of physical and verbal abuse to client A.</p>			W 0154	Residential CRF will ensure that all allegations of abuse will be reported immediately and action taken to prevent further abuse, neglect, exploitation of resident's rights or mistreatment of alleged		09/18/2023



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	<p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 9/6/23 at 8:42 AM.</p> <p>-1. A BDDS report dated 8/25/23 indicated on 8/24/23, "...[Client A] became upset at the dinner table yesterday. He threw his food at the staff and started having an outburst. He threw some silverware at the staff and threatened her. House Manager [HM #1] told [client A] to put the silverware down and go with her into the staff room and he complied.</p> <p>"The staff (staff #1) called the police and they came to the home. They (police) spoke to [client A] about appropriate behavior and expressing his anger without throwing food or intimidating staff member."</p> <p>"The staff (staff #1) went home for the evening to lessen the stress and prevent flare up and [client A] went home with his mother for a few days."</p> <p>"[Client A] is on a behavior plan and it was followed. We have to put a call in to the psychiatrist to see if she would like to see him or adjust his medication, but did not hear back today..."</p> <p>-A review of the BDDS report dated 8/25/23 indicated Client A became upset and threw some silverware at staff #1. The review indicated staff #1 called the police. The review indicated staff #1 went home that night and that client A went to his Mother's home.</p> <p>-An II (Incident Investigation) form dated 8/25/23 indicated the following:</p>				<p>victim. If there is an abuse allegation against staff , that individual will be removed from the home and suspended for a determined amount of time. All alleged incidents of abuse will be thoroughly investigated. Investigations will include, witness statements from all involved persons, including alleged victim and perpetrator. Results of the investigation will be reported to the administrator within 5 working days and necessary action taken to prevent further occurrences. If abuse allegation is substantiated against a staff person it will constitute grounds for immediate dismissal. Residential CRF will review the abuse policy with the supervisor on a regular basis to ensure that our policy is being followed.</p> <p>Staff Responsible: Administrator, QIDP</p>		

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	<p>-Supervisor, [QIDP (Qualified Intellectual Disabilities Professional) #1], reported an incident occurred at [Name] group home. The incident was between [client A], consumer, and [staff #1], staff. The incident started with [client A] throwing stuff in staff's hair, he told her she (staff #1) was a [expletive] cook, called her a s---, and told her that her mother is a s---. [Client A] threw his plate of food and broke his plasticware. He got up and went to the kitchen sink and got a fork and threw it at [staff #1]. [Staff #1] picked it (fork) up and threw it back in [client A's] vicinity, according to the incident report. [Client A] then picked up a butter knife and threatened to stab staff. Police were called. [Staff #2], staff, called the supervisor to report what was happening, she (staff #2) asked [client A] to put down the knife, which he did. Police arrived and talked to staff and consumer. They said it was an argument and everyone needed to calm down. [Staff #1] was visibly shaken and the police told her to go home. [client A's] mother came and picked him up."</p> <p>-Phone interview with [staff #1] about what happened: [staff #1] stated that [client A] was having a behavior and the other staff, [staff #2], got up and ran out of the room when [client A] threw his food and the fork. [Staff #1] stated that she picked up the fork but did not throw it back. Supervisor was called and police came to talk to staff and consumer. [Staff #1] stated that police told her to go home."</p> <p>-A review of the II form dated 8/25/23 indicated the facility interviewed staff #1 for the investigation. The review did not indicate client A or any other of the clients were interviewed for the investigation. The review did not indicate staff #2 was interviewed for the investigation.</p>						

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	<p>-2. A BDDS report dated 9/6/23 indicated the following:</p> <p>"... Due to additional information regarding the incident 8-24-2023, which was investigated as behavioral, Residential CRF (Community Residential Facility), Inc. (Incorporated) corporate is re-opening the case for review."</p> <p>"The staff person, [staff #1], has been suspended, pending the investigation."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"Residential CRF, Inc. will follow protocol for investigation..."</p> <p>-A BDDS report dated 9/6/23 indicated the facility was re-opening the investigation regarding the incident between client A and staff #1 on 8/24/23. The review indicated staff #1 was now suspended pending the investigation.</p> <p>Client A was interviewed on 9/6/23 at 7:37 AM. Client A was asked about the incident on 8/24/23 regarding himself and staff #1. Client A stated, "Yes, she was being rude to me. She threw a fork at me." Client A was asked if the fork had hit him. Client A stated, "Yeah in my chest. She was trying to throw a chair at me but she stopped. I think she called the cops on me. [Staff #1] wanted to press charges on me. The policeman was a nice guy."</p> <p>Client B was interviewed on 9/6/23 at 7:26 AM. Client B was asked if any of his housemates had aggressive behaviors. Client B stated, "Yes [client A], we were shopping at [Name of Store] and he was trying to rush everybody. We get home and [staff #1] tries to calm him down by showing him</p>						

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	<p>consequences by taking his games. He (client A) threw a rake at [staff #1]." Client B was asked about the incident on 8/24/23 regarding client A and staff #1. Client B stated, "We were in the kitchen, he (client A) was trying to bait [staff #1] and said the meal sucks. He (client A) said '[Staff #1's] the devil.' [Client A] grabbed a knife but they both threw metal forks at each other. [Staff #1] was about to throw a chair at [client A]. [Staff #1] and I were raised right, so I reminded [staff #1] of that and she did not throw the chair."</p> <p>Staff #2 was interviewed on 9/6/23 at 7:56 AM. Staff #2 was asked if client A had aggressive behaviors. Staff #2 stated, "Yes he does, when he doesn't get his way." Staff #2 was asked if she was present during the incident regarding client A and staff #1 on 8/24/23. Staff #2 stated, "Yes what started it was [staff #1] thought he was getting into her purse. And [staff #1] said don't get into her purse. She didn't say it in a mean way but he took it that way. She doesn't yell it's just her tone. He didn't want to eat, he actually started calling her names. He (client A) called her the n-word. She (staff #1) said at least she's a pretty one. He threw a fork at her. I'm not sure that it hit her. And she (staff #1) picked it up and threw it back." Staff #2 was asked if the fork hit client A. Staff #2 stated, "Yes, in the chest."</p> <p>Staff #1 was interviewed on 9/6/23 at 8:08 AM. Staff #1 was asked about the incident on 8/24/23 regarding herself and client A. Staff #1 stated, "Yes, in the kitchen. He was mad because he would touch my purse and that's my property. He (client A) started yelling. When I get done cooking I put the plates out, I get my purse and then I saw macaroni flying at me. I said, 'Don't throw food at me or we will have a problem.'" Staff #1 was asked if client A was cursing at her. Staff</p>						

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	<p>#1 stated, "He called me the n-word, B's, s---. I just walked away. First he picked up a knife, then he got the fork and just threw it." Staff #1 was asked if she threw the fork back at client A. Staff #1 stated, "No, I called the police. I just walked out because I know how I am, I called my mom. It was the second time I'm not going to let him do it a third time." Staff #1 was asked what the police officer said regarding the situation. Staff #1 stated, "He (police officer) told me I could leave so the situation could die down." Staff #1 was asked if the facility had completed an investigation regarding the incident. Staff #1 stated, "Not that I know of."</p> <p>Mother #1 was interviewed on 9/7/23 at 11:45 AM. Mother #1 was asked why she took client A home on 8/24/23. Mother #1 stated, "He (client A) said dinner was nasty so he threw it away. He said some things to her and she said some things back to him. She (staff #1) called me a name. He's (client A) at my house and he can't go back there until he has his psychiatric evaluation on 9/15/23. After every 14 days, he has to go back there and stay a night so he won't be kicked out. That girl should not be working there. She's young, she's like his age."</p> <p>QIDP #1 was interviewed on 9/6/23 at 9:13 AM. QIDP #1 was asked if the investigation regarding an incident between client A and staff #1 on 8/24/23 had substantiated staff #1 threw a fork at client A. QIDP #1 stated, "I don't believe so. I wasn't involved, they told me there wasn't sufficient evidence."</p> <p>AS (Area Supervisor) #1 was interviewed on 9/7/23 at 11:13 AM. AS #1 was asked if the facility had interviewed [client A], [client B] or [staff #2] during their initial investigation. AS #1 stated, "I</p>						

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W 0155  Bldg. 00	<p>did not do that. Now I will be interviewing absolutely everybody." AS #1 was asked if the police had asked staff #1 to leave the group home on 8/24/23. AS #1 stated, "Yes, according to her the police asked her to leave because she was so upset." AS #1 was asked if the facility had a copy of the police report. AS #1 stated, "We don't have one, we will today." AS #1 indicated all allegations of abuse, neglect and mistreatment should be thoroughly investigated.</p> <p>This federal tag relates to complaint #IN00415237.</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must prevent further potential abuse while the investigation is in progress. Based on record review and interview for 1 of 6 allegations of abuse, neglect or mistreatment reviewed, the facility failed to implement immediate protective measures regarding allegations of physical and verbal abuse to client A.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 9/6/23 at 8:42 AM.</p> <p>-1. A BDDS report dated 8/25/23 indicated on 8/24/23, "...[Client A] became upset at the dinner table yesterday. He threw his food at the staff and started having an outburst. He threw some silverware at the staff and threatened her. House Manager [HM #1] told [client A] to put the silverware down and go with her into the staff room and he complied.</p>			W 0155	<p>Residential CRF will ensure that all allegations of abuse will be reported immediately and action taken to prevent further abuse, neglect, exploitation of resident's rights or mistreatment of alleged victim. If there is an abuse allegation against staff, that individual will be removed from the home and suspended for a determined amount of time. All alleged incidents of abuse will be thoroughly investigated. Investigations will include, witness statements from all involved persons, including alleged victim and perpetrator. Results of the investigation will be reported to the administrator within 5 working days and necessary action taken to prevent further occurrences. If</p>		09/18/2023

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	<p>- "The staff (staff #1) called the police and they came to the home. They (police) spoke to [client A] about appropriate behavior and expressing his anger without throwing food or intimidating staff member."</p> <p>- "The staff (staff #1) went home for the evening to lessen the stress and prevent flare up and [client A] went home with his mother for a few days."</p> <p>- "[Client A] is on a behavior plan and it was followed. We have to put a call in to the psychiatrist to see if she would like to see him or adjust his medication, but did not hear back today..."</p> <p>- A review of the BDDS report dated 8/25/23 indicated Client A became upset and threw some silverware at staff #1. The review indicated staff #1 called the police. The review indicated staff #1 went home that night and that client A went to his Mother's home. The review did not indicate staff #1 was suspended pending an investigation into the incident.</p> <p>- An II (Incident Investigation) form dated 8/25/23 indicated the following:</p> <p>- "Supervisor, [QIDP (Qualified Intellectual Disabilities Professional) #1], reported an incident occurred at [Name] group home. The incident was between [client A], consumer, and [staff #1], staff. The incident started with [client A] throwing stuff in staff's hair, he told her she (staff #1) was a [expletive] cook, called her a s---, and told her that her mother is a s---. [Client A] threw his plate of food and broke his plasticware. He got up and went to the kitchen sink and got a fork and threw it at [staff #1]. [Staff #1] picked it (fork) up and</p>				<p>abuse allegation is substantiated against a staff person it will constitute grounds for immediate dismissal. Residential CRF will review the abuse policy with the supervisor on a regular basis to ensure that our policy is being followed.</p> <p>Staff Responsible: Administrator, QIDP</p>		

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	<p>threw it back in [client A's] vicinity, according to the incident report. [Client A] then picked up a butter knife and threatened to stab staff. Police were called. [Staff #2], staff, called the supervisor to report what was happening, she (staff #2) asked [client A] to put down the knife, which he did. Police arrived and talked to staff and consumer. They said it was an argument and everyone needed to calm down. [Staff #1] was visibly shaken and the police told her to go home. [client A's] mother came and picked him up."</p> <p>-"Phone interview with [staff #1] about what happened: [staff #1] stated that [client A] was having a behavior and the other staff, [staff #2], got up and ran out of the room when [client A] threw his food and the fork. [Staff #1] stated that she picked up the fork but did not throw it back. Supervisor was called and police came to talk to staff and consumer. [Staff #1] stated that police told her to go home."</p> <p>-A review of the II form dated 8/25/23 indicated the facility interviewed staff #1 for the investigation. The review did not indicate client A or any other of the clients were interviewed for the investigation. The review did not indicate staff #2 was interviewed for the investigation. The review did not indicate staff #1 was suspended pending an investigation.</p> <p>-2. A BDDS report dated 9/6/23 indicated the following:</p> <p>"... Due to additional information regarding the incident 8-24-2023, which was investigated as behavioral, Residential CRF (Community Residential Facility), Inc. (Incorporated) corporate is re-opening the case for review."</p>						



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	<p>- "The staff person, [staff #1], has been suspended, pending the investigation."</p> <p>- "Plan to Resolve (Immediate and Long Term)."</p> <p>- "Residential CRF, Inc. will follow protocol for investigation..."</p> <p>- A BDDS report dated 9/6/23 indicated the facility was re-opening the investigation regarding the incident between client A and staff #1 on 8/24/23. The review indicated staff #1 was now suspended pending the investigation.</p> <p>Client A was interviewed on 9/6/23 at 7:37 AM. Client A was asked about the incident on 8/24/23 regarding himself and staff #1. Client A stated, "Yes, she was being rude to me. She threw a fork at me." Client A was asked if the fork had hit him. Client A stated, "Yeah in my chest. She was trying to throw a chair at me but she stopped. I think she called the cops on me. [Staff #1] wanted to press charges on me. The policeman was a nice guy."</p> <p>Client B was interviewed on 9/6/23 at 7:26 AM. Client B was asked if any of his housemates had aggressive behaviors. Client B stated, "Yes [client A], we were shopping at [Name of Store] and he was trying to rush everybody. We get home and [staff #1] tries to calm him down by showing him consequences by taking his games. He (client A) threw a rake at [staff #1]." Client B was asked about the incident on 8/24/23 regarding client A and staff #1. Client B stated, "We were in the kitchen, he (client A) was trying to bait [staff #1] and said the meal sucks. He (client A) said '[Staff #1's] the devil.' [Client A] grabbed a knife, but they both threw metal forks at each other. [Staff #1] was about to throw a chair at [client A]. [Staff #1] and I were raised right, so I reminded [staff #1]</p>						

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	<p>of that and she did not throw the chair."</p> <p>Staff #2 was interviewed on 9/6/23 at 7:56 AM. Staff #2 was asked if client A had aggressive behaviors. Staff #2 stated, "Yes he does, when he doesn't get his way." Staff #2 was asked if she was present during the incident regarding client A and staff #1 on 8/24/23. Staff #2 stated, "Yes what started it was [staff #1] thought he was getting into her purse. And [staff #1] said don't get into her purse. She didn't say it in a mean way but he took it that way. She doesn't yell, it's just her tone. He didn't want to eat, he actually started calling her names. He (client A) called her the n-word. She (staff #1) said at least she's a pretty one. He threw a fork at her. I'm not sure that it hit her. And she (staff #1) picked it up and threw it back." Staff #2 was asked if the fork hit client A. Staff #2 stated, "Yes, in the chest."</p> <p>Staff #1 was interviewed on 9/6/23 at 8:08 AM. Staff #1 was asked about the incident on 8/24/23 regarding herself and client A. Staff #1 stated, "Yes, in the kitchen. He was mad because he would touch my purse and that's my property. He (client A) started yelling. When I get done cooking, I put the plates out. I get my purse and then I saw macaroni flying at me. I said, 'Don't throw food at me or we will have a problem.'" Staff #1 was asked if client A was cursing at her. Staff #1 stated, "He called me the n-word, B's, s---. I just walked away. First he picked up a knife, then he got the fork and just threw it." Staff #1 was asked if she threw the fork back at client A. Staff #1 stated, "No, I called the police. I just walked out because I know how I am, I called my mom. It was the second time. I'm not going to let him do it a third time." Staff #1 was asked what the police officer said regarding the situation. Staff #1 stated, "He (police officer) told me I could leave</p>						

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	<p>so the situation could die down."</p> <p>Mother #1 was interviewed on 9/7/23 at 11:45 AM. Mother #1 was asked why she took client A home on 8/24/23. Mother #1 stated, "He (client A) said dinner was nasty so he threw it away. He said some things to her and she said some things back to him. She (staff #1) called me a name. He's (client A) at my house and he can't go back there until he has his psychiatric evaluation on 9/15/23. After every 14 days, he has to go back there and stay a night so he won't be kicked out. That girl should not be working there. She's young, she's like his age."</p> <p>QIDP #1 was interviewed on 9/6/23 at 9:13 AM. QIDP #1 was asked if staff #1 had been suspended pending the completion of the investigation. QIDP #1 stated, "She was sent home. She (staff #1) came back the next day, but [client A] was gone, he went home with his mother."</p> <p>AS (Area Supervisor) #1 was interviewed on 9/7/23 at 11:13 AM. AS #1 was asked if staff #1 had been suspended pending the completion of the investigation. AS #1 stated, "She was not suspended." AS #1 was asked if the police had asked staff #1 to leave the group home on 8/24/23. AS #1 stated, "Yes, according to her the police asked her to leave because she was so upset." AS #1 indicated immediate protective measures should be implemented.</p> <p>This federal tag relates to complaint #IN00415237.</p> <p>9-3-2(a)</p>						