

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G814	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 03/10/2021
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NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 8307 CASTLETON BLVD INDIANAPOLIS, IN 46256
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W 0000 Bldg. 00	<p>This visit was for the investigation of complaint #IN00345943.</p> <p>Complaint #IN00345943: Substantiated, Federal and state deficiencies related to the allegation(s) are cited at W149 and W154.</p> <p>Dates of Survey: March 4, 5, 8 and 10, 2021.</p> <p>Facility Number: 010453 Provider Number: 15G814 AIMS Number: 201408320</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 3/19/21.</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 3 of 3 sampled clients (A, B and C) plus 5 additional clients (D, E, F, G and H), the facility failed to implement its policy and procedures to prevent the financial exploitation of clients B and C, failed to prevent the staff neglect of clients A, B, C, D, E, F, G and H and failed to conduct thorough investigations regarding the financial exploitation of clients B and C.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations</p>	W 0149	<p>CORRECTION:</p> <p><i>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Specifically:</i></p> <p>All facility staff will be retrained on abuse, neglect, mistreatment and exploitation detection and prevention.</p> <p>All facility investigations will be completed by trained investigators. When incidents requiring investigation occur, the</p>	04/09/2021

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 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 disclosed 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>were reviewed on 3/4/21 at 9:57 AM.</p> <p>1. A BDDS report dated 1/15/21 indicated, "... On 1/14/21, [client B's] guardian reported to the area supervisor that she had given [client B] a \$100 gift card to use for purchasing cigarettes and that the card was missing... The card remains missing and ResCare has initiated an investigation...".</p> <p>-An IS (Investigative Summary) dated 1/15/21-1/20/21 indicated the following:</p> <p>- "Scope of Investigation:"</p> <p>- "1. Did anyone seen (sic) the card?"</p> <p>- "2. Where was the card last seen?"</p> <p>- "3. What location was the card's last purchase?"</p> <p>- "4. What is the date of the last purchase?"</p> <p>- "5. Did staff follow [client B's] Plan(s) accordingly?"</p> <p>- "6. Did staff follow ResCare's Policies and procedures accordingly..."</p> <p>- "Summary of Interviews..."</p> <p>- "[AS(Area Supervisor)] #1, Area Supervisor:"</p> <p>- "[AS #1] I got a call from [client B's] Mom saying that his card was missing."</p> <p>- "[AS #1] I went to the house and asked the guys about it and no one could tell me where the card was."</p> <p>- "[AS #1] I asked the mom to keep a look out for</p>		<p>QA manager or designee will assign the investigation to a specific investigator. The QIDP manager will conduct follow-up with the investigator to assure completion within required timeframes.</p> <p>Copies of all investigations will be maintained by the Quality Assurance Department to be available for review, as required. In addition to weekly face to face training and follow-up with the Quality Assurance Manager, the investigators will receive ongoing mentorship from the QIDP Manager, including but not limited to interview techniques, gathering and analysis of documentary evidence. The emphasis of this mentorship/training will include documentation of factual findings and development of conclusions, as well as time management skills to facilitate timely completion if investigations. The QIDP Manager will provide weekly follow-up to the QA Manager regarding progress and additional training needs.</p> <p>PREVENTION:</p> <p>The QIDP Manager will maintain a tracking spreadsheet for incidents requiring investigation, follow-up and corrective/protective measures will be maintained and distributed daily to facility supervisors and the Operations Team, comprised of the Executive Director, Operations Managers, Program Managers, Area Supervisors, Quality</p>	

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	<p>the spending history and she would let me know if and when some one makes a purchase."</p> <p>-"[Client B's Mother], Mother:"</p> <p>-"[Client B's Mother] I had purchased my son a [name of store] prepaid cards (sic)."</p> <p>-"[Client B's Mother] I got him (sic) so that I can reload it fo (sic) his cigarettes."</p> <p>-"[Client B] called and told me that his card was missing from his wallet."</p> <p>-"The staff had helped him (client B) look everywhere but he could not find it."</p> <p>-"[Client A], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client D], Individual:"</p> <p>-"Non-Verbal"</p> <p>-"[Client E], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client F], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client B], Individual:"</p> <p>-"I (client B) think someone stole my card."</p> <p>-"I (client B) went to the stor (sic) and my card is missing."</p>		<p>Assurance Manager, QIDP Manager, Quality Assurance Coordinators, Nurse Manager and Assistant Nurse Manager. The Quality Assurance Manager will meet with his/her QA Department investigators as needed but no less than weekly to review the progress made on all investigations, review incidents and assign responsibility for new incidents/issues requiring investigation. QA team members will be required to attend and sign an in-service documentation at these meetings stating that they are aware of which investigations with which they are required to conduct, as well as the specific components of the investigation for which they are responsible, within the five-business day timeframe. The QA Manager will review the results of these weekly meetings with the Executive Director to assure appropriate follow through occurs.</p> <p>The Quality Assurance Team will review each investigation to ensure that they are thorough –meeting regulatory and operational standards, and will not designate an investigation, as completed, if it does not meet these criteria. Failure to complete thorough investigations within the allowable five business day timeframe may result in progressive corrective action to all applicable team members.</p>	

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	<p>"I (client B) looked everywhere for it."</p> <p>"[Client C], Individual:"</p> <p>"I don't know."</p> <p>"[Client G], Individual:"</p> <p>"Non-Verbal"</p> <p>"Factual Findings:"</p> <p>"1. " (blank)</p> <p>"Conclusion:"</p> <p>"1. (blank)</p> <p>"Recommendations:"</p> <p>1..." (blank)</p> <p>A review of the IS dated 1/15/21-1/20/21 did not indicate documentation of an interview with client H. The review did not indicate documentation of an interview with any staff members who worked at the group home. The review did not indicate documentation of an interview with the Residential Manager who worked at the group home when client B's \$100 gift card was missing. The review did not indicate the IS came to a conclusion and made no recommendations regarding client B's missing gift card.</p> <p>2. A BDDS report dated 2/24/21 indicated, "... On 2/22/21, [client C] requested to go to [name of store] to get \$200 off his pay card to send to his mother as a gift and to purchase a card for her. Staff assisted him with obtaining the money and purchasing the card. [Client C] reported to staff on</p>		<p>Members of the Operations Team (comprised of the Executive Director, Operations Managers, Program Managers, Quality Assurance Manager, QIDP Manager, QIDP, Quality Assurance Coordinators, Area Supervisors, Nurse Manager and Assistant Nurse 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 competence. After this period of enhanced administrative monitoring and support, the Executive Director and Regional Director will determine the level of ongoing support needed at the facility.</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 	

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	<p>2/23/21, that he placed the money and card in an envelope, addressed the envelope, and put it in the mailbox outside. [Client C] reported that, prior to arrival of the mail truck, the money and card were no longer in the mailbox. The staff notified the supervisor and the nurse... [Client C] has been reimbursed and an investigation into the incident is underway...".</p> <p>-A review of the BDDS report dated 2/24/21 indicated staff assisted client C to withdraw \$200 dollars from his account. The review indicated client C reported the \$200 was missing from the group home's mail box. The review did not indicate documentation of an investigation regarding the missing \$200.</p> <p>3. A BDDS report dated 2/28/21 indicated, "... On the morning of 2/27/21, the Area Supervisor (#1) made unannounced visit to home and observed Direct support staff, [staff #1], [staff #2] and [staff #3] appearing to smoke marijuana in the garage. Additionally staff [staff #2], who was not on duty at the time of the alleged incident, was reportedly washing personal laundry at the time. [Staff #1], [staff #2] and [staff #3] were suspended pending investigation... None of the individuals in the home were injured or showed signs of distress...".</p> <p>-A review of the BDDS report dated 2/28/21 indicated staff #1, #2 and #3 were in the garage of the group home while clients A, B, C, D, E, F, G and H were left unattended in the group home.</p> <p>Client D's record was reviewed on 3/8/21 at 4:05 PM. Client D's FA (Functional Assessment) dated 2021 indicated the following:</p> <p>"-... Decision Making Skills:"</p>		<p>documented coaching and training as needed.</p> <p>Administrative support will include assuring the active treatment milieu is free from abuse, neglect, or mistreatment.</p> <p>RESPONSIBLE PARTIES: QIDP, Area Supervisor, Residential Manager, Direct Support Staff, Operations Team, BDDS Generalist, Regional Director</p>		

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	<p>- "... Identifies good vs. (versus) bad choices-Requires Physical Assistance."</p> <p>- "Identifies consequences to choices-Requires Physical Assistance."</p> <p>- "... Makes rational decisions-Requires Physical Assistance...".</p> <p>- "Hazardous Products Skills:"</p> <p>- "Can identify procedure if all purpose cleaner is in eyes, on skin or swallowed-Requires Physical Assistance...".</p> <p>- "can identify hazards of ingesting bleach-Requires Physical Assistance...".</p> <p>Client B was interviewed on 3/4/21 at 7:21 AM. Client B was asked if he had any property stolen or missing from the group home. Client B stated, "Just recently a mask I wore and one of my [video game] controllers has gone missing."</p> <p>Client C was interviewed on 3/4/21 at 7:55 AM. Client C was asked if he had any property stolen or missing from the group home. Client C stated, "Actually yes, I put \$200 dollars in the mail box and it was gone."</p> <p>Staff #4 was interviewed on 3/4/21 at 8:12 AM. Staff #4 was asked if there were reports of any clients' property/money stolen or missing from the group home. Staff #4 stated, "No, not in this house."</p> <p>AS (Area Supervisor) #1 was interviewed on 3/4/21 at 11:02 AM. AS #1 was asked what she had seen when she pulled up to the group home on 2/27/21. AS #1 stated, "When I got there the</p>			

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	<p>staff's car was parked in the garage. When I (AS #1) pulled up the garage door was all the way up. I could see people in the car." AS #1 was asked where the clients were at this time. AS #1 stated, "[Client E] was in the laundry room and [client B] was on the back patio smoking a cigarette. And the rest of the clients were in bed. It was 9:30 (am) when I got there. I saw three staff sitting inside the car. I knocked on the window. The girl (staff #2) rolled down the window. I smelled it and said are you smoking marijuana? They didn't respond. I (AS #1) asked who's in the house with the clients and [staff #1] said 'nobody'". AS #1 was asked what she did at that point. AS #1 stated, "Then I went in the house to check on everybody. [Client E] said that he and [client B] had already eaten breakfast but no one else had eaten." AS #1 was asked if the staff were suspended. AS #1 stated, "I'm in the house, then [staff #2] comes in and I said 'You can't be in here, you're suspended.' She (staff #2) went into the laundry room and she got stuff out of the washing machine and put it in the car. Then her and [staff #3] got into somebody else's car and left. In my mind if you're doing that you've been doing it before. You're too comfortable." AS #1 was asked if she was aware of client C's allegation regarding he had \$200 dollars missing from the group home. AS #1 stated, "[Staff #1] took him to the ATM to get cash, \$200 to send to his (client C's) Mom. He said he put it in the mailbox. He said staff had helped him (client C) do it." AS #1 was asked what staff had helped client C. AS #1 stated, "[Staff #1]. [Client C] went to the mailbox the next morning and the card was gone." AS #1 was asked if staff #1 should have assisted client C to withdraw \$200 in cash and place the money in a card in the group home's mailbox. AS #1 stated, "No, he (staff #1) should never have taken him without notifying somebody." AS #1 was asked if there were other</p>			

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	<p>reports of missing property. AS #1 stated, "Yes, [client B] said the RM (Residential Manager) had the card (\$100 gift card) and was purchasing him cigarettes." AS #1 was asked which RM. AS #1 stated, "[RM #1]. She is no longer at this house. We never found the card, no."</p> <p>QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 and QAM (Quality Assurance Manager) #1 were interviewed on 3/4/21 at 1:56 PM. QIDPM #1 indicated the investigation regarding client B's missing \$100 dollar gift card, dated 1/15/21-1/20/21 did not include documentation of interviews with any of the staff members working at the time of the incident, including RM #1. QIDPM #1 indicated the investigation did not make a conclusion as to what happened to client B's \$100 gift card and the investigation did not make any recommendations to ensure future incidents of missing property/money could be prevented. QIDPM #1 indicated the agency did not have documentation of an investigation regarding the incident on 2/23/21 regarding client C's missing \$200 dollars. QIDPM #1 indicated staff #1 did not report he had assisted client C in withdrawing \$200 dollars and placing the money in an envelope in the mailbox. QAM #1 was asked why staff #1, #2 and #3 left the clients alone in the group home on 2/27/21 and were sitting in a car in the group home's garage. QAM #1 stated, "They were smoking marijuana." QAM #1 was asked what level of supervision the clients in the group home required. QAM #1 stated, "They need 24 hour supervision. They need someone in the house attending to them and not outside smoking weed. 2 of the 3 (staff) took off. They were suspended and they will all be termed (terminated)." QAM #1 indicated the agency's policy on prevention of abuse, neglect, mistreatment and exploitation should be</p>				

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W 0154 Bldg. 00	<p>implemented as written. QAM #1 indicated all allegations of abuse, neglect, mistreatment and exploitation should be thoroughly investigated.</p> <p>The Facility's policy and procedures were reviewed on 3/8/21 at 10:30 AM. The facility's Abuse, Neglect, Exploitation policy revised on 7/10/19 indicated, "Policy: Adept staff actively advocate for the rights and safety of all individuals. All allegations or occurrences of abuse, neglect and exploitation shall be reported to the appropriate authorities through the appropriate supervisory channels and will be thoroughly investigated under the policies of ADEPT, ResCare and local, state and federal guidelines... "Emotional/physical neglect: failure to provide goods and/or services necessary for the individual to avoid physical harm. Failure to provide the support necessary to an individual's psychological and social well being. Failure to meet the basic need requirements such as food, shelter, clothing and to provide a safe environment."</p> <p>"Program intervention neglect: ...Failure to implement a support plan, inappropriate application of intervention with out (sic) a qualified person notification/review...".</p> <p>This federal tag relates to complaint #IN00345943.</p> <p>9-3-2(a)</p> <p>483.420(d)(3) STAFF TREATMENT OF CLIENTS The facility must have evidence that all alleged violations are thoroughly investigated. Based on record review and interview for 2 of 21 allegations of abuse, neglect, mistreatment and exploitation reviewed, the facility failed to conduct</p>	W 0154	<p>CORRECTION: <i>The facility must have evidence that all alleged violations are</i></p>	04/09/2021

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	<p>thorough investigations regarding the financial exploitation of clients B and C.</p> <p>Findings include:</p> <p>The facility's BDDS (Bureau of Developmental Disabilities Services) reports and investigations were reviewed on 3/4/21 at 9:57 AM.</p> <p>1. A BDDS report dated 1/15/21 indicated, "... On 1/14/21, [client B's] guardian reported to the area supervisor that she had given [client B] a \$100 gift card to use for purchasing cigarettes and that the card was missing... The card remains missing and ResCare has initiated an investigation...".</p> <p>-An IS (Investigative Summary) dated 1/15/21-1/20/21 indicated the following:</p> <p>-"Scope of Investigation:"</p> <p>-"1. Did anyone seen (sic) the card?"</p> <p>-"2. Where was the card last seen?"</p> <p>-"3. What location was the card's last purchase?"</p> <p>-"4. What is the date of the last purchase?"</p> <p>-"5. Did staff follow [client B's] Plan(s) accordingly?"</p> <p>-"6. Did staff follow ResCare's Polices and procedures accordingly..."</p> <p>-"Summary of Interviews..."</p> <p>-"[AS(Area Supervisor)] #1, Area Supervisor:"</p> <p>-"[AS #1] I got a call from [client B's] Mom saying</p>		<p><i>thoroughly investigated.</i></p> <p>Specifically: All facility investigations will be completed by trained investigators. <i>The facility must have evidence that all alleged violations are thoroughly investigated.</i> Specifically: All facility investigations will be completed by trained investigators. When incidents requiring investigation occur, the QA manager or designee will assign the investigation to a specific investigator. The QIDP manager will conduct follow-up with the investigator to assure completion within required timeframes.</p> <p>Copies of all investigations will be maintained by the Quality Assurance Department to be available for review, as required. In addition to weekly face to face training and follow-up with the Quality Assurance Manager, the investigators will receive ongoing mentorship from the QIDP Manager, including but not limited to interview techniques, gathering and analysis of documentary evidence. The emphasis of this mentorship/training will include documentation of factual findings and development of conclusions, as well as time management skills to facilitate timely completion if investigations. The QIDP Manager will provide weekly follow-up to the QA Manager regarding progress and additional training needs.</p>	

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	<p>that his card was missing."</p> <p>-"[AS #1] I went to the house and asked the guys about it and no one could tell me where the card was."</p> <p>-"[AS #1] I asked the mom to keep a look out for the spending history and she would let me know if and when some one makes a purchase."</p> <p>-"[Client B's Mother], Mother:"</p> <p>-"[Client B's Mother] I had purchased my son a [name of store] prepaid cards (sic)."</p> <p>-"[Client B's Mother] I got him (sic) so that I can reload it fo (sic) his cigarettes."</p> <p>-"[Client B] called and told me that his card was missing from his wallet."</p> <p>-"The staff had helped him (client B) look everywhere but he could not find it."</p> <p>-"[Client A], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client D], Individual:"</p> <p>-"Non-Verbal"</p> <p>-"[Client E], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client F], Individual:"</p> <p>-"I don't know."</p>		<p>PREVENTION:</p> <p>The QIDP Manager will maintain a tracking spreadsheet for incidents requiring investigation, follow-up and corrective/protective measures will be maintained and distributed daily to facility supervisors and the Operations Team, comprised of the Executive Director, Operations Managers, Program Managers, Area Supervisors, Quality Assurance Manager, QIDP Manager, Quality Assurance Coordinators, Nurse Manager and Assistant Nurse Manager. The Quality Assurance Manager will meet with his/her QA Department investigators as needed but no less than weekly to review the progress made on all investigations, review incidents and assign responsibility for new incidents/issues requiring investigation. QA team members will be required to attend and sign an in-service documentation at these meetings stating that they are aware of which investigations with which they are required to conduct, as well as the specific components of the investigation for which they are responsible, within the five-business day timeframe. The QA Manager will review the results of these weekly meetings with the Executive Director to assure appropriate follow through occurs.</p> <p>The Quality Assurance Team will review each investigation to ensure</p>	

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NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP COD 8307 CASTLETON BLVD INDIANAPOLIS, IN 46256
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	<p>-"[Client B], Individual:"</p> <p>-"I (client B) think someone stole my card."</p> <p>-"I (client B) went to the stor (sic) and my card is missing."</p> <p>-"I (client B) looked everywhere for it."</p> <p>-"[Client C], Individual:"</p> <p>-"I don't know."</p> <p>-"[Client G], Individual:"</p> <p>-"Non-Verbal"</p> <p>"Factual Findings:"</p> <p>-"1. " (blank)</p> <p>"Conclusion:"</p> <p>-"1. (blank)</p> <p>"Recommendations:"</p> <p>1..." (blank)</p> <p>A review of the IS dated 1/15/21-1/20/21 did not indicate documentation of an interview with client H. The review did not indicate documentation of an interview with any staff members who worked at the group home. The review did not indicate documentation of an interview with the Residential Manager who worked at the group home when client B's \$100 gift card was missing. The review did not indicate the IS came to a conclusion and made no recommendations regarding client B's missing gift card.</p>		<p>that they are thorough –meeting regulatory and operational standards, and will not designate an investigation, as completed, if it does not meet these criteria. Failure to complete thorough investigations within the allowable five business day timeframe may result in progressive corrective action to all applicable team members.</p> <p>RESPONSIBLE PARTIES: QIDP, Area Supervisor, Residential Manager, Direct Support Staff, Operations Team, Regional Director</p>	

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	<p>2. A BDDS report dated 2/24/21 indicated, "... On 2/22/21, [client C] requested to go to [name of store] to get \$200 off his pay card to send to his mother as a gift and to purchase a card for her. Staff assisted him with obtaining the money and purchasing the card. [Client C] reported to staff on 2/23/21, that he placed the money and card in an envelope, addressed the envelope, and put it in the mailbox outside. [Client C] reported that, prior to arrival of the mail truck, the money and card were no longer in the mailbox. The staff notified the supervisor and the nurse... [Client C] has been reimbursed and an investigation into the incident is underway..."</p> <p>-A review of the BDDS report dated 2/24/21 indicated staff assisted client C to withdraw \$200 dollars from his account. The review indicated client C reported the \$200 was missing from the group home's mail box. The review did not indicate documentation of an investigation regarding the missing \$200.</p> <p>Client B was interviewed on 3/4/21 at 7:21 AM. Client B was asked if he had any property stolen or missing from the group home. Client B stated, "Just recently a mask I wore and one of my [video game] controllers has gone missing."</p> <p>Client C was interviewed on 3/4/21 at 7:55 AM. Client C was asked if he had any property stolen or missing from the group home. Client C stated, "Actually yes, I put \$200 dollars in the mail box and it was gone."</p> <p>Staff #4 was interviewed on 3/4/21 at 8:12 AM. Staff #4 was asked if there were reports of any clients' property/money stolen or missing from the group home. Staff #4 stated, "No, not in this</p>			

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	<p>house."</p> <p>AS (Area Supervisor) #1 was interviewed on 3/4/21 at 11:02 AM. AS #1 was asked if she was aware of client C's allegation regarding he had \$200 dollars missing from the group home. AS #1 stated, "[Staff #1] took him to the ATM to get cash, \$200 to send to his (client C's) Mom. He said he put it in the mailbox. He said staff had helped him (client C) do it." AS #1 was asked what staff had helped client C. AS #1 stated, "[Staff #1]. [Client C] went to the mailbox the next morning and the card was gone." AS #1 was asked if staff #1 should have assisted client C to withdraw \$200 in cash and place the money in a card in the group home's mailbox. AS #1 stated, "No, he (staff #1) should never have taken him without notifying somebody." AS #1 was asked if there were other reports of missing property. AS #1 stated, "Yes, [client B] said the RM (Residential Manager) had the card (\$100 gift card) and was purchasing him cigarettes." AS #1 was asked which RM. AS #1 stated, "[RM #1]. She is no longer at this house. We never found the card, no."</p> <p>QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 and QAM (Quality Assurance Manager) #1 were interviewed on 3/4/21 at 1:56 PM. QIDPM #1 indicated the investigation regarding client B's missing \$100 dollar gift card, dated 1/15/21-1/20/21 did not include documentation of interviews with any of the staff members working at the time of the incident, including RM #1. QIDPM #1 indicated the investigation did not make a conclusion as to what happened to client B's \$100 gift card and the investigation did not make any recommendations to ensure future incidents of missing property/money could be prevented. QIDPM #1 indicated the agency did not have documentation</p>				

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

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	<p>of an investigation regarding the incident on 2/23/21 regarding client C's missing \$200 dollars. QIDPM #1 indicated staff #1 did not report he had assisted client C in withdrawing \$200 dollars and placing the money in an envelope in the mailbox. QAM #1 indicated all allegations of abuse, neglect, mistreatment and exploitation should be thoroughly investigated.</p> <p>This federal tag relates to complaint #IN00345943.</p> <p>9-3-2(a)</p>			