



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Group Home Bulletin

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DIVISION OF DEVELOPMENTAL DISABILITIES

PROGRAM MONITORING

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance, if at all possible.

To request this document in alternative format, or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

Records Retention

Questions about the retention of client records continue to pop-up again and again, as providers struggle with issues of what documentation to keep, how long to keep it, and where the records have to be stored.

So, let's see if we can shed some light on this subject.

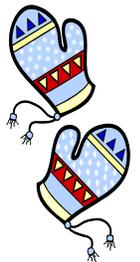
Provider agencies are bound by the terms of their contract with the client and with the Division.

All clients' files must be kept by the agency for a total of ten (10) years after the contract with each respective client ends. For at least two (2) of those years, the records must be kept on site. Following those two (2) years, records can be kept at a site designated by the agency for the additional eight (8) years.

The retained files are subject to inspection and audit by the State. It should be noted that this requirement also applies to records that are maintained electronically.

However, if litigation (lawsuit) is involved, then the files must be kept until the court process has run its course.

It should also be known that "live documents" (documents for clients currently being served by the agency) are to be kept on-site for a period of two (2) years and must correspond with the current and prior Individual Support Plans (ISP). Of course, these records are also subject to inspection.



Questions & Answers ? ? ?

Q: If during a quarterly medication review a resident is prescribed a medication to reduce anxiety prior to boarding an airplane, does PRC need to be notified?

A: Yes. Based on A.A.C. R6-6-902.C and R6-6-903.A, when a PRC approved behavior treatment plan is in place, prior to implementing additional or different interventions, the service provider forwards notification of the added or changed intervention to the PRC. Documentation of this notification needs to be maintained by the service provider.

Q: Does an unoccupied bedroom require a functioning smoke detector?

A: Yes. According to DHS rule R9-33-202 Fire Safety Requirements: A licensee shall ensure that smoke detectors are:

1. Working;
2. Capable of alerting all residents; including a resident with a mobility or sensory impairment;
3. Installed according to manufacturer's instructions; and
4. Located in at least the following areas:
 - A. Each Bedroom
 - B. Each room/hallway adjacent to a bedroom except a bathroom or laundry room
 - C. Each room/hallway adjacent to the kitchen except a bathroom, pantry, or laundry room.



Behavior Treatment Plans MONITORING REQUIREMENTS

In June 2009, the Division temporarily suspended the twice monthly monitoring of a resident's Behavior Plan. Here is a quick and simple explanation of what this means (at a minimum):

- Plans can be reviewed one (1) time per month, rather than two (2) times;
- A person that works in the home can complete the one (1) time per month review of the plan; and
- Quarterly, someone who does not work in the home will complete a review of the plan.

If a provider still wishes to monitor a Behavior Plan twice monthly, it is okay to do so. Until further notice, it is not required.

BED BUG EPIDEMIC

"Don't let the bed bugs bite!"

Steven Stencil • Central Office Quality Assurance

A bed bug epidemic? When we think of bed bugs we immediately remember the nursery rhyme meant to wish our children sweet dreams: "Good night. Sleep tight. Don't let the bed bugs bite!" 

It doesn't seem so bad in a cheerful bedtime rhyme, but bed bugs are becoming a serious concern as the nasty critters invade homes, apartments, hospitals, college dorms, shelters, motels, and even the best of hotels. 

Serious bed bug infestations are being reported throughout the United States, including Arizona. Group home and other residential settings hosting consumers of the Division are also being affected.

A bed bug is typically brownish in color, wingless, and between one-quarter (¼) and one-half (½) inch long. These parasites can survive up to one (1) year without feeding on a blood source.

Symptoms of bed bug bites vary. Some people may never know they were bitten; others may experience severe inflammation and possible infection. Most bites are so small they cannot be felt. Symptoms of bed bug bites for those more sensitive to them include small swollen areas on the skin with a white welt at the site of the bite. Many people who have been bitten experience extreme itching in the affected areas. 

Bed bugs are difficult to find and even harder to get rid of. Most often the evidence of bed bugs are easier to find than the bugs themselves. The first indication of infestation may be rusty spots on sheets, mattresses, and mattress covers caused by crushed bugs or bug fecal matter, along with eggshells and shed skin. Bed bugs can be found in mattress crevices and cracks, chairs, sofas, and between floors and walls. They prefer the more lived-in areas of a home, such as a bedroom or that old comfortable sofa in the family room. 

Should bed bug infestation be discovered or even suspected, a professional exterminator is recommended. For further information regarding this growing epidemic, considerable information is readily available on-line:

Bed Bug Epidemic
Bed Bug Epidemic - Arizona
GOOGLE.COM or BING.COM

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PLEASE SEND FEEDBACK/COMMENTS TO

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Three Minute Rule

According to A.A.C. R9-33-201.C, a licensee shall ensure the following:



An **EVACUATION DRILL** -- including all residents--is conducted at least once every six (6) months on each shift. The licensee shall make documentation of all evacuation drills available for review at the facility for at least two (2) years from the date of the evacuation drill. The documentation includes:

-  The date and time of the evacuation drill;
-  The length of time to evacuate all residents from the facility;
-  A description of the evacuation drill; and
-  A corrective action plan, if the length of time to evacuate all residents from the facility **exceeds the maximum of three (3) minutes.**

Please reference the following website for additional information on licensing requirements:

http://www.azsos.gov/public_services/Title_09/9-33.htm

Risk Assessments:

Provider Responsibilities

Laurie Lockyer • Central Office Quality Assurance Manager

The Risk Assessment was developed as a way for the Division and Providers to ensure the health and safety of the people we serve. There have been questions raised regarding a Provider's role in the development and implementation of the Risk Assessment. Below are the answers to commonly asked questions:

-  Is it the provider's responsibility to ensure (by documenting **due diligence**) that the Support Coordinator has completed the risk assessment checklist? **NO.**
-  Is it the provider's responsibility to ensure (by documenting **due diligence**) that a risk assessment is done for each box that is checked off on the list? **NO.**
-  Is it the provider's responsibility to complete a risk assessment checklist and corresponding form? **NO. It is the provider's responsibility to bring forth information regarding any observed or documented potential risks to ensure these risks are addressed.**
-  Is it the provider's responsibility (by documenting **due diligence**) that the risk assessment is complete and accurate? **YES. A provider does have a responsibility to review the risk assessment to ensure the information contained on the risk assessment is accurate and complete.**
-  Does the information contained in the risk assessment need to be documented on the consumer's individualized needs list? **Yes. The information from the risk assessment must be included with the consumer's individualized needs list.**

Reminder: Criminal History Self Disclosure Affidavit

The rule R6-6-1504.04 requires both the criminal record disclosure and fingerprints to be updated every three years. As you know, currently fingerprinting is every six years, even though the rule requires every three. The criminal record self-disclosure was implemented to cover the time between being fingerprinted and issued a clearance. At this time, the self-disclosure is only required when fingerprinted (every six years).