



Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.  
 Evaluator(s): Chris Kleinsasser  
 Date Covered by Review: March 2009 thru March 2010

<p>They have been going this bash for many years now.</p> <p>BOI work activities are primarily cleaning and recycling. Three consumers are employed part time in the community. Consumers are encouraged and engage in some form of exercise several days a week. This winter they were able to use a school gym to walk and play basketball. The staff and consumers decorate the day program around holidays and special occasions. Activities such as, games, arts and crafts, puzzles are available for those who choose not to work or don't have work available to them. Staff involvement is encouraged to motivate consumer participation in day program activities whenever possible.</p> <p>As was noted last year, BOI has had difficulties with the PSP process and its contents. In the past year they have been working with a different Case Manager (CM) who has been diligent and determined to better PSP plans. However, it has been a struggle getting BOI to submit the paperwork to the CM in the required time frames, if at all, therefore leaving plans unfinished and lacking the necessary documentation to adequately describe the person and what they do. Not only can this put consumers at risk, but it can also cause one to question the services one is receiving. ■■■'s PSP was not on site. However, it should be noted the agency has been open to any training available and has been working with the CM and DDP staff to improve in this area.</p> <p>Two out of five staff struggled when asked the question on who to report abuse to by hesitating and then showing me the APS flyer hanging in the GH. This indicates that maybe more consistent training needs to happen in this area as this has come up in the past. QIS did IM Policy training with staff in February 2010 and this was reviewed. The questions were asked since then. See QAOS.</p>	<p>QAOS PSP</p> <p>QAOS reporting</p>
<p>Policies and Administrative (DDP) Directives:</p> <p>One staff sampled had no training records available at the time of the on- site review on 3/11/2010. The training files were sent to QIS 3/29/2010.        BOI revised their 911 Policy and Procedure to coincide with DDP 911 policy.</p>	
<p>Agency Communication Systems:</p> <p>Staff at BOI communicate through emails, phone and face to face contacts.</p>	

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Incident Management Requirements**

Key (mark "+" or "X" if requirement is met or "no" if not )

Incident Management Policy followed	x	Staff continue to struggle in identifying and reporting incidents. When I was there for the QA review a consumer had a good size scratch on the bridge of her nose and an older large bruise on her hip area that had not been reported. It was stated that they had just noticed it. This serves as another reminder for staff review the IM policy periodically and be more diligent about reporting. An IM policy training was conducted at BOI in February 2010. Staff actively participated in the training. Most all of BOI staff are inputting data into Therap. It is encouraged that IM policy be reviewed periodically with all staff.	
Regular Incident Management Meetings	x	BOI staff will usually notify the team when and IM meeting needs to be changed or if there are no incidents and there is no need to meet. However, there have been several occasions that meetings have not occurred and there were no notifications made. BOI needs to be mindful to inform other team members as to changes.	
Agency Completes Monthly Trend Report	x	Reports have been generated and perfecting them is a work in progress. The agency needs to be better about reviewing these reports at IM meeting as required by IM policy.	
Agency Enters Data in Therap Regularly	x		
Agency Keeps Minutes of the IM Meetings	x		

Comments:

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Staff Related**

Key (mark "+" or "X" if completed or "-" or "no" if not)

QAOS #

<b>College of Direct Support</b>									
Staff Initials	EKW	DC	AMP	TH	SM				
Tier One-completion within 6 months	x	no	x	x	no				QAOS CDS
Tier Two – completion within 12 months	x	no	x	x	no				
Note where evidence was found:									
Staff Initials	EKW	DC	AMP	TH	SM				
Evidence of Criminal Background Check	x	x	x	x	no				QAOS bckgrchk
Note where evidence was found: Training file									
Performance Measures:									
Comments:									
<p>There was no background check on file for SM. Since the onsite visit Ex. Dir. has filed for a background check on this staff person. See QAOS.</p> <p>DC (employed almost 2 years) or SM (employed 7 months) is not registered in CDS and have not completed any of the required curriculums. See QAOS.</p>									

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.  
 Evaluator(s): Chris Kleinsasser  
 Date Covered by Review: March 2009 thru March 2010

**Staff Related**

Key (mark "+" or "X" if present or "-" or "no" if not)

QAOS #

Evidence Found of Staff Training									
Staff Initials	EKW	DC	AMP	TH	SM				
CPR	x	x	x	x	x				
1 <sup>st</sup> Aid	x	x	x	x	x				
Abuse Prevention	x	x	x	x	x				
Client Rights	x	x	x	x	x				
Incident Reporting	x	x	x	x	x				
Confidentiality	x	x	x	x	x				
PSP Training	x	x	x	x	x				
911 Medical Memo Training	x	x	x	x	x				
Medication Certification	4/3/11	12/23/10	expired	6/3/11	no				
Note where evidence was found: Staff training records.									
	Yes	No							
Licensure Requirements Met									
Note where evidence was found: Training records.									
Performance Measures:									
Comments: SM had no documented training records on file during the onsite visit. Training records for SM were submitted to DDP on 3/29/10. BOI has revised their policy to coincide with DDP 911 policy. It is suggested that BOI and state 911 policy be reviewed periodically to ensure policy compliance. There have been no noted incidents with BOI, in fact, they have been attentive and proactive when consumers have needed immediate medical attention in the past.									

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.  
Evaluator(s): Chris Kleinsasser  
Date Covered by Review: March 2009 thru March 2010

Plan of Care	Key (mark "+" or "X" if present or "-" or "no" if not)						QAOS #
	Note Site Reviewed				Add Sites as needed		
	GH	GH/D	GH/D	GH/D	GH/D	Day	
Consumers Initials	█	█	█	█	█	█	
<b>ON SITE</b>							
Consumer/Family Survey	no	no	no	no	no	no	
50/50 Rule	x	x	x	x	x	x	
PSP Actions Implemented	x	x	x	no	x	x	
Actions Support Outcomes	x	x	x	x	x	x	
Data Internally Monitored	x	x	x		x	x	
Pre-Voc Outcomes Written	na	na	x	x	x	x	
Consumer Informed of Grievance Procedure	x	x	x	x	x	x	
SL consumer has choice of SL Staff	na	na	na	na	na	na	
Rights Restriction	na	na	na	x	x	na	
PSP Completed Annually	x	x	x	x	x	x	
Individual Needs Addressed	no	no	no	no	no	no	
Assessment Based?	x	x	x	no	x	x	
Quarterly Reports?	x	x	x	x	x	x	
Incident Reports Addressed?	x	x	x	x	x	x	
Behavioral Supports Addressed?	x	x	x	x	x	x	
Functional Analysis, if needed?	na	na	na	na	na	na	
<b>Performance Measures:</b>							
<p>Comments: █'s training book was unavailable for review- not on site. PSP content is sparse which could have an impact on meeting consumer's needs and billing justification. Consumer needs are not all addressed in their PSP. BOI has had difficulties in getting PSP information to the CM. At times, required PSP information has been received the day before the meeting or not all. Requests have been made in advance by the CM for the information. Some of these issues were addressed in the 2009 QA review as well. BOI has been training and working with CM and state employees to rectify these issues. See QAOS page 2 of 16.</p>							

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Health and Safety**

Key (mark "+" or "X" if present and requirement met or "-" or "no" if not)

QAOS#

Note Site Reviewed	GH	Day	Recycle						
Bathing Procedures Posted	x	na	na						
Clean/Sanitary Environment	x	x	x						
Egress	x	x	x						
Hot Water Temps	100	na	na						
Emergency Assistance	x	x	x						
Fire Drill/Fire Extinguishers/Smoke Detectors	x	x	x						
1 <sup>st</sup> Aid/CPR Supplies Accessible/Available	x	x	x						
PRN Medications	no	no	na						QAOS meds
Medication Procedures	no	x	na						
Medication Locked /Storage	x	x	na						
Medication Administration Records	x	x	na						
Staffing levels meet ICP expectations	x	x	x						
Awake Overnight Staff	x	na	na						
Adequate Supplies	x	x	x						
Storage of Supplies	x	x	x						
Free From Aversive Procedures	x	x	x						

**Performance Measures:**

Comments: Some PRN medications were found in the First Aid Kit which is not locked. Staff stated they were there because they had no room for them in the locked medication cabinet. There were several bottles of cough medicines and they did not belong to anyone in particular. They were using it for all. There were PRN protocols in place, but some did not have clear instructions from the doctor on how to dispense. Ex. Dosages were not on all protocols and under what conditions the medication should be dispensed. See QAOS.

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Health and Safety**

Key (mark "+" or "X" if present and requirement met or "-" or "no" if not)

QAOS#

Weekly integrated Activities	x	x	na					
House or Site Rules	no	no	no					
Opportunities for Choice/Self Determination	x	x	x					
Meal Prep/Meals	x	na	na					
Engagement in Daily Life	x	x	x					
Participation in Daily Living Skills	x	x	na					
Daily Leisure Opportunities	x	x	na					
Staff Trained in Individual Specifics	x	x	x					
Performance Measures:								
Comments: A consumer expressed on more than one occasion to CK and JK that staff said she could not bring her purse to work and another consumer stated in his survey that he has to ask to get something out of the fridge. BOI staff need to be mindful of consumer rights and should review them periodically.								

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Transportation**

Key (mark "+" or "X" if present and requirement met or "-" or "no" if not)

QAOS #

Name of Site Reviewed	White	Gray							
Driver Orientation Program	x	x							
Wheelchair tie downs	na	na							
Wheelchair Lift	na	na							
Driver's Licenses	x	x							
Emergency Supplies	x	x							
Fire Extinguisher	x	x							
Transportation Log	x	x							
Scheduled Maintenance Program	x	x							
Staff Doing Maintenance Checks	x	x							
Montana Department of Transportation (MDT) Inspection On File (MDT vehicles only)	na	na							
Comments: The white vehicle is small passenger van and the gray is a large van. BOI also has a truck, but it was unavailable.									

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

Staff Survey	Key (mark "+" or "X" if answered correctly or "-" or "no" if not)							QAOS #
Staff Initials	TH	AB	SM	DC	EKW			
<b>ABUSE</b>								
Allegations Are Reported To? (APS)		x		x				
Do You Notify Supervisor First? (No)	x				x			
Steps To Take If Abuse is Discovered?		x	x					
Comments:								
<b>RIGHTS</b>								
Suspect Theft of Gloves, Steps To Take?			x	x				
PSP Requests Doctor's Appointment(s)?			x					
No Jacket, -25 Consumer Wants To Leave?	x				x			
Review Right's Restriction?		x						
Comments:								
<b>BEHAVIOR MANAGEMENT PLANS</b>								
Describe Consumer Behaviors		x		x				
Staff Response To Behaviors By Plan	x	x						
List Proactive of Environmental Strategies			x		x			
Comments:								
<b>ORIENTATION</b>								
Former Employee Wants Info		x			x			
What Is Consumer Information?	x			x				
Training To Meet Health and Safety Needs?			x					
Emergency Evacuation Procedures?			x					
Comments: Two staff out of five struggled to tell me who to report abuse to and had to show me the flyer hanging in the Group Home. See QAOS page 2 of 16.								

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

**Staff Survey**

Key (mark "+" or "X" if answered correctly or "-" or "no" if not)

QAOS #

Staff Initials	TH	AB	SM	DC	EKW				
<b>MEDICATIONS</b>									
Describe Procedures to Assist with Meds									
What if Med is Unavailable?					x				
What if Wrong Med is Given?				x					
If Moving to a New Place or Gets New Meds?									
Describe PRN and Over-the-counter is to be given?									
Requirement to Assist with Meds?	x								
What Constitutes a Med Error?	x								
Comments: AB and SM are not med certified at this time.									
<b>EMOTIONALLY RESPONSIBLE CAREGIVING</b>									
Steps to Avoid Power Struggles				x					
How to Respond to Someone Who Is Upset			x						
What If You Start to Lose Control?	x	x			x				
Comments:									
<b>INCIDENT REPORTING and MANAGEMENT</b>									
When Do You Fill Out an Incident Report?		x			x				
Notifications for Emergency Room Visits?	x								
Consumer to Consumer Incidents	x			x					
Who Writes the Incident Report?		x	x						
Comments: Staff, AB and SM were not med certified at the time of the interviews.									

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.  
 Evaluator(s): Chris Kleinsasser  
 Date Covered by Review: March 2009 thru March 2010

**Fiscal Accountability**

Representative random sample of each service agency provides.  
 Key (mark "+" or "X" if present or "-" or "no" if not)

QAOS #

Consumer Initials	[REDACTED]							
Sample Invoices Match Service Records	x	x	x	x	x			
Client Accounts Set Up According to Policy	unsure	unsure	unsure	unsure	unsure			
ICP's Developed According to Guidelines	x	x	x	x	x			
Comments: Ex. Dir. stated he had no client fund policy.								
<b>Audit Summary &amp; Findings:</b>  Unsure at this time. QIS is working with BOI and consulting with DPHHS auditor on client accounts. Some consumer account information has been reviewed through DPHHS auditors.  BOI is not required to have an A133 audit and does not have any other financial audit performed. The last DPHHS auditor's report on agreed upon procedures was issued 9/29/09. DPHHS auditors are preparing to issue and internal report of BOI in the near future.  A form is prepared annually by and Independent Contractor CPA who assists BOI in preparation of year end accounting entries.								
<b>Performance Measures:</b>								

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

Key ("A" for Acceptable and "U" for Unacceptable)

Consumer Questionnaire by QIS if individual can respond – All Questions Are Mandatory

QAOS#

Individual's Initials	■	■	■	■			
Do you have nice staff at home/work?	a	a	a	a			
Is anyone mean to you at home/work?	a	a	a	u*			
Do you like where you live work?	a	a	a	ua*			
Are you afraid of anyone?	a	a	a	brother			
If someone hits or hurts you, who can you tell?	a	a	a	a			
Does anyone talk to you about this?	a	a	a	a			
Can you get help when you need it?	a	a	a	a			
Can you get help from staff when you need it?	a	a	a	a			
Can you get help from your Case Manager when you need it?	a	a	a	a			
Can you get your own food or drink?	a	a	a	u*			
Do people come into your room/house without knocking or getting permission?	a	a	a	a			
Does staff ever take things from you?	a	a	a	a			
Can you get rides to places you need to go?	a	a	a	a			
Can you get rides to places you want to go?	a	a	a	a			
Who is your Case Manager?	dk	Jerry	dk	a			
Does he/she talk to you about waiver services?	a	a	a	a			
Does he/she help you get what you need?	a	a	a	a			
Consumer has/shows ID card? (if PSP documents this is not applicable mark NA)							
Comments: *■ stated that staff do not yell at him, but they tell him what to do and get into his business. He wants to live with his family, but his family thinks otherwise. ■ states that his older brother yells and bosses him around. He states that he has to ask for food or drink. ■'s concerns were discussed with Ex. Dir. and will be addressed with staff.							

Developmental Disabilities Adult Service and Children's Group Home  
Annual Quality Assurance Review

Agency Name: Blackfeet Opportunities, Inc.

Evaluator(s): Chris Kleinsasser

Date Covered by Review: March 2009 thru March 2010

Key ("A" for Acceptable and "U" for Unacceptable)

Consumer Questionnaire by QIS for Caregivers if Individual cannot respond – All Questions Are Mandatory

QAOS #

Consumer Initials	█	█					
<b>Caregiver</b>							
Who helps this person and how?	a	a					
Are there some staff/peers they like better?	a	a					
Are there some staff/peers they don't like? Why?	a	a					
Are there current needs not being met?	a	a					
Are there health and safety needs not being met?	a	a					
Who do you talk to about these concerns?	a	a					
Does the person have input to his/her life?	a	a					
If you have concerns, who do you talk to?	a	a					
Are concerns resolved?	a	a					
What are this person's wishes/dreams?	a	a					
Is their plan moving in that direction?	a	a					
What would make this better?	a	a					
Does this person ever seem afraid?	a	a					
Are you afraid for this person?	a	a					
Does this person know how or where to report abuse?	a	a					
Who provided that training?	a	a					
Who will the individual call or report abuse to?	a	a					
Who provided that information?	a	a					
Does the person have transportation to all services and places he/she would like to go?	a	a					
Who is the person's Case Manager?	Jerry	Jerry					
Does the Case Manager help the person access services?	a	a					
Does the Case Manager explain waiver services?	a	a					
Does the person understand this information?	a	a					
Comments: It is believed that neither consumer would know how to report abuse or understand. It would more than likely be displayed through consumer actions/interactions. Even though the CM explains services available it is believed they do not understand.							