



LCBDD News & Updates!

Good afternoon to our Provider Partners! Hope the first day of spring finds you well. Sending along some helpful info. and updates. Please let me know if you have any questions or comments.

Thanks,

David



## ProviderGuide Plus to Roll Out Statewide in 2018

Since 2014, OPRA, the **Ohio Association of County Boards of Developmental Disabilities (OACB)**, and the **Ohio Department of Developmental Disabilities (DODD)** have been working together to develop a new provider information and selection tool, called **ProviderGuide Plus**, for individuals with intellectual and developmental disabilities and their families to research agency providers. Individuals and their families can read reviews of the service provider and anonymously submit their own feedback to the agency. As individuals and families provide feedback on ProviderGuide Plus, service providers can respond to the feedback privately in an anonymous message thread. Currently ProviderGuide Plus is functional for service providers in Knox, Coshocton, and Cuyahoga County, but will go live for rest of the state later this year. (If you provider services In any of those 4 counties, you're listed on there.) OPRA, OACB, and DODD will be working together to provide training to stakeholders on how to best use the tool throughout the first half of the year. To learn more about ProviderGuide Plus you can visit the website [here](#).

## Training Matrix for Day Array Services

Our friends at OPRA have created a training matrix in excel that outlines DODD's training requirements for waiver day services. The first tab on the bottom left of the spreadsheet can be used to compare training requirements across services. If you prefer hard copies, beginning on the second tab on the bottom left there are printable versions of the requirements for each service. The last four color-coded tabs on the bottom are rules that are included in the training requirements.



LCBDD News & Updates!

## **DODD Compliance Review Tool Revisions- effective 4/1/18**

DODD recently released changes to the Review Tools used in Compliance Reviews, as well as a Quick View of the changes. (Both attached.) The changes to the tool are highlighted in yellow. The Quick View gives you an overview of which sections of the compliance tool has changed. DODD plans for an April 1, 2018 effective date.

## **Best Practices in Promoting Quality Care through Quality Jobs**

This briefing from PHI (Paraprofessional Healthcare Institute) looks at a successful approach to stabilizing and strengthening the direct care workforce. It has become a nationally recognized model of sectoral workforce development. It highlights six interventions which have demonstrated the success of this approach in recruiting, training, and retaining direct care workers and improving care outcomes. The full briefing is attached.

### **IN A NUTSHELL...**

PHI's proven strategies for strengthening the direct care workforce include:

1. Recruitment and Retention
  - Attract and select applicants suited for the job
  - Assess workers' clinical and relational competencies
2. Training
  - Develop entry-level training with a direct pathway to employment
  - Provide high-quality specialty training to hone skills among incumbent aides
3. Advanced Roles and Career Paths
  - Create an advanced aide role to stabilize and improve care
  - Explore an internal career ladder that supports organizational goals
4. Organizational Development
  - Create a foundation of communications and problem-solving skills among staff
  - Improve supervisory and team-building skills



LCBDD News & Updates!

## 2018 Transformation Summit

The 2018 Transformation Summit is a single-day highly interactive and participatory event where agency providers work directly with transformation subject matter experts (SMEs) and connect with agency peers to develop, refine, and assess current practices and offerings and move forward with the systems change process.

**Hurry! Registration Closes Thursday, April 5!**

**What:** 2018 Transformation Summit: Building Innovative Service Models

**When:** 10:00 am - 3:00 pm | Friday, April 20, 2018

*Registration and breakfast: 9:00 - 10:00 am*

**Where:** Embassy Suites – Dublin, OH

**Cost:** Free (*includes continental breakfast and lunch*)

*Note: Summit registration is completed through OCALI Pass.*

[Register for 2018 Transformation Summit](#)

## LCBDD Administration moving, effective 4/2/18!

The County Board's Administrative offices (currently located at 116 N. 22<sup>nd</sup> St.) will be moving to **195 Union St, Newark**, effective Monday, 4/2/18. We plan to be there for approx. a year. Service Coordination will continue to be at 565 Industrial Parkway. We'll be on the 2<sup>nd</sup> floor to the right.

## Electronic Visit Verification Webinar-3/22/18

The Ohio Department of Medicaid (ODM) will be hosting online informational webinars for people who would like to learn more about Electronic Visit Verification (EVV) in Ohio. The webinar is an opportunity to:

- Review information on Electronic Visit Verification (EVV) methods
- Learn what a provider's role is in EVV



### LCBDD News & Updates!

- Get a glimpse at what a provider sees in EVV

There will be an opportunity to ask questions at the end of the webinar.

[Thursday, March 22nd, 2018, at 7pm](#)

Participants must register in advance.

In addition, a recording of the webinar will be posted on the [ODM EVV webpage](#) for people who were unable to participate.

You can also read the [DODD EVV Fact Sheet](#) for more information.



AUGUST 21, 2017

ISSUE BRIEF

# Success Across Settings: Six Best Practices in Promoting Quality Care through Quality Jobs

BY KEZIA SCALES

PHI partners with long-term care providers, managed care organizations, training programs, policymakers, and advocates to improve the quality of direct care jobs and leverage the value these workers bring to long-term care. Our approach to stabilizing and strengthening the direct care workforce—summarized as *quality care through quality jobs*—has become a nationally recognized model of sectoral workforce development. This research brief highlights six PHI interventions, undertaken with diverse partners across different settings over the past decade, which have demonstrated the success of this approach in recruiting, training, and retaining direct care workers and improving care outcomes.



Across all occupations in the United States, the largest job growth in the coming years will be seen among direct care workers—the personal care aides, home health aides, and nursing assistants who provide long-term services and supports to older people and individuals with disabilities across settings. From 2014 to 2024, the economy will add over one million new direct care jobs, bringing the total workforce to more than five million.<sup>1</sup>

Due to low wages, limited benefits, inadequate training and support, and few advancement opportunities, many workers bypass direct care occupations. This means that long-term care providers face a growing workforce shortage, while operating in an increasingly competitive market where they must demonstrate higher quality outcomes with fewer resources. Addressing these twin challenges requires evidence-based, cost-effective strategies for recruiting and retaining a workforce prepared to provide the best possible standard of care.

For 25 years, PHI has worked locally and nationally to develop such strategies using a *quality care through quality jobs* approach. In this report, we highlight six diverse examples, including: an entry-level training program embedded in a college system; a large workforce development demonstration project across six states; an advanced aide pilot project within one managed care organization; a recruitment and training program for a small group of home care agencies; a comprehensive organizational development initiative in individual nursing homes; and a broad-based supervision and leadership training initiative.<sup>2</sup> For each example, we draw from evaluation data on training, cost, and care outcomes to illustrate our “success across settings.”

## IN A NUTSHELL...

PHI's proven strategies for strengthening the direct care workforce include:

1. Recruitment and Retention
  - Attract and select applicants suited for the job
  - Assess workers' clinical and relational competencies
2. Training
  - Develop entry-level training with a direct pathway to employment
  - Provide high-quality specialty training to hone skills among incumbent aides
3. Advanced Roles and Career Paths
  - Create an advanced aide role to stabilize and improve care
  - Explore an internal career ladder that supports organizational goals
4. Organizational Development
  - Create a foundation of communications and problem-solving skills among staff
  - Improve supervisory and team-building skills

# SUCCESS IN PARTNERSHIP WITH A COLLEGE SYSTEM

## A community-based training approach that raised completion rates

**The Opportunity:** By leveraging training and employment resources already embedded in low-income communities—such as local colleges—we can close the gap between the demand for home care services and the supply of well-trained and well-supported home care workers.

**Our Partners:** PHI worked with the New York Alliance for Careers in Healthcare, the New York City Department of Small Business Services (SBS), and four home care providers (Progressive Home Health Services, now Premier Home Health Care Services; Neighbors Home Care; Best Choice Home Health Care; and People Care) to promote our best practices in recruiting, training, and retaining direct care workers through the City University of New York (CUNY) system.

**What We Did:** We adapted our entry-level home health aide training for CUNY’s certificate program, providing train-the-trainer workshops and technical assistance to instructors at Lehman College, Queensborough Community College, and NYC College of Technology. We also trained Workforce1 Career Center staff in screening candidates and assisted SBS in securing partnerships with the four employers to guarantee job offers for every student who successfully completed the program.

**Who Was Involved:** 149 trainees enrolled in the pilot program in 2014. After the program was fully implemented, enrollment increased to 394 trainees in 2015 and 408 trainees in 2016.

**The Results:** Completion rates increased from 61% during the pilot phase to 80% in 2015 and 88% in 2016—an impressive outcome among home care training programs and workforce training programs overall. Furthermore, employer data from the first year of full implementation indicate that 76% of trainees secured a job and 75% of those workers retained their jobs after three months.

**Lessons Learned:** This project demonstrated that connecting local colleges, municipal agencies, and private employers is a viable way to develop and strengthen the direct care workforce in a specific city or region. Through the project, we learned that investment in a mobile training team—comprised of Registered Nurse instructors and Assistant Trainers with home care experience—may enhance effectiveness and sustainability, compared to relying on adjunct instructors with variable experience and high turnover. Leveraging these findings, PHI is currently expanding the model with additional community colleges and employer partners in New York City, with a view to refining the model for replication in other regions nationwide.

### IN THEIR WORDS

“The teachers are wonderful. I have learned a lot since I’ve been in this program. It’s a great and fantastic experience and it’s very hands-on in most lessons which I absolutely enjoy and it prepares me for when I do go out in the field.” – CUNY program trainee

# SUCCESS IN PARTNERSHIP WITH MULTIPLE STATES

## A demonstration project that addressed training needs at the state level

**The Opportunity:** By establishing core competencies and associated training standards for personal and home care aides across states, we can develop national training standards for this workforce and improve home care quality nationwide.

**Our Partners:** Six states participated in the Personal and Home Care Aide State Training Demonstration Program (PHCAST), an initiative funded through the Affordable Care Act: California, Iowa, Maine, Massachusetts, Michigan, and North Carolina.

**What We Did:** PHI worked primarily with four of the PHCAST grantees to develop and/or augment their personal and home care aide training programs based on the 10 core competencies addressed by PHI's *Providing Personal Care Services to Elders and People with Disabilities* curriculum.<sup>3</sup> The training programs were designed for both new and incumbent workers and varied across all six states from 50 to 120 hours.

**Who Was Involved:** 4,579 personal and home care aides were trained across the six states from 2010 through 2012.

**The Results:** Trainee satisfaction with the core competencies training was high (ranging from 92–100%) and attrition was remarkably low (at 12% to less than 1%, versus a norm of 40–60%). Four states that collected pre- and post-training data reported an average increase of 11–28% in knowledge scores. In follow-up measures, employment among trainees was 50–60% and job satisfaction was higher than average; in Michigan, for example, a significantly higher percentage of trainees reported being satisfied or very satisfied with their jobs (93%) than control group members (79%). Although consumer satisfaction was not consistently measured, consumers surveyed in Iowa reported high satisfaction levels across a range of items, such as feeling treated with respect (100%) and feeling that their personal or home care aide was trained to meet their needs (94%).

**Lessons Learned:** The PHCAST evaluation concluded that competency-based training and certification programs for personal and home care aides can enhance their job satisfaction and career stability. Critical to the success and sustainability of the training programs were the implementation of complementary workforce supports (such as case management and mentoring); the development of a cadre of trainers who were prepared to deliver the curricula using effective, adult learner-centered methods; and strong partnerships among state agencies, educational institutions, workforce training organizations, professional associations, and community organizations.

### IN THEIR WORDS

“Training programs and certification ... appear to enhance workers' job satisfaction and career stability. Having a documented and demonstrable skill set can position personal and home care aides as trusted and valued team members.” – PHCAST evaluation<sup>2</sup>

# SUCCESS IN PARTNERSHIP WITH ONE MANAGED CARE ORGANIZATION

## A career development project that improved clinical outcomes

**The Opportunity:** By maximizing the role of the home care worker, we can increase the value of home care services in improving care transitions, reducing emergency department usage, and preventing rehospitalizations.

**Our Partners:** PHI worked with the Independence Care System (ICS)—a nonprofit organization offering managed long-term care plans for more than 6,500 older adults and people with disabilities in New York City—to develop the Care Connections project. The first Care Connections cohort was recruited by three licensed home care service agencies within the ICS provider network: Cooperative Home Care Associates (CHCA), Jewish Association Serving the Aging (JASA), and Sunnyside Community Services.

**What We Did:** We developed an advanced role—Care Connections Senior Aide (CCSA)—to provide coaching and support for home care workers and family caregivers, and to serve on the Interdisciplinary Care Team.<sup>4</sup> We also developed a telehealth program using customized software on mobile devices to facilitate communication about changes in a client’s condition between home care workers and clinical supervisors (as well as a timely response).

**Who Was Involved:** 14 home care workers were trained and eight were deployed as full-time CCSAs (with six “back-ups”) across three agencies, and three RNs were trained to oversee the senior aides. More than 1,400 ICS clients benefitted in the first 18 months of the Care Connections project.

**The Results:** CCSAs received an annual salary with benefits, which increased their earnings by 60% compared to entry-level home care positions, and reported improvements in their job satisfaction, inclusion in the care team, relationships with clients and families, and communication with clinical managers. Furthermore, the project was associated with an 8% drop in emergency department visits in 2015 compared to the previous year, and caregiver strain appeared to improve for at least half the family caregivers involved.

**Lessons Learned:** Findings from the pilot Care Connections project demonstrate that creating an advanced role for home care workers can improve care quality and outcomes, while also benefitting the senior aides and the family members and home care workers they support.

### IN THEIR WORDS

“The real value of the job came to me when I was doing a home visit. I could see that the home care worker needed to know more about diabetes, and I was right there to connect her with the information she needed. I'm elated.” – Beverly Harriott, Care Connections Senior Aide

# SUCCESS IN PARTNERSHIP WITH HOME CARE AGENCIES

## A workforce initiative that increased recruitment and retention across agencies

**The Opportunity:** By working directly with home care agencies, we can improve the recruitment, training, and retention of a skilled home care workforce.

**Our Partners:** PHI worked with three licensed home care agencies affiliated with the UJA-Federation of New York: Best Choice Home Health Care, Home Assistance Personnel Inc., and Selfhelp Home Care Services.

**What We Did:** PHI assisted partner agencies in implementing the Homecare Aide Workforce Initiative (HAWI), which included five core components: targeted recruitment and screening procedures; a minimum 120 hours of PHI’s customized training using a train-the-trainer model; peer mentoring for home health aides and coaching for supervisors; and supportive services and case management for trainees and new hires.<sup>5</sup>

**Who Was Involved:** From 2013 to 2014, 599 trainees enrolled in the program and 502 graduated.<sup>6</sup>

**The Results:** 100% of graduates reported that the training was excellent (75%), very good, or good. Graduates also responded positively about their classroom experiences and their confidence in providing client care. After three months, the average retention rate of HAWI graduates was 88%, and more than 90% reported they were very satisfied (62%) or satisfied in their new jobs. Controlling for age and weekly hours, HAWI graduates were more than twice as likely to remain in their jobs at three months and 64% more likely to remain at six months, compared to home care aides hired before the training was offered.

**Lessons Learned:** The evaluation concluded that the HAWI training model—including the customized curriculum, teaching methods, and technical assistance with implementation—is suitable for broad replication. Creating a centralized training delivery system with options for customization by individual employers may help reduce costs in the future, thereby enhancing the feasibility and sustainability of the HAWI model.

### IN THEIR WORDS

“We believe that a logical chain of association can be traced from the HAWI model ... to the satisfaction, confidence and expectations of the training graduates [and] the superior three- and six-month retention rates of HAWI new hires.” – HAWI evaluation<sup>4</sup>

# SUCCESS IN PARTNERSHIP WITH INDIVIDUAL NURSING HOMES

## An institute that helped align caregiving values with business strategy

**The Opportunity:** By investing in a positive work environment, as well as workforce supports to attract and retain staff who will provide consistently high-quality care, nursing homes can improve their advantage in an increasingly competitive market.

**Our Partners:** PHI partnered with Edgewood Centre, a skilled nursing facility in New Hampshire, and 11 other long-term care organizations as part of the PHI Northern New England Leadership, Education, and Advocacy for Direct Care and Support (LEADS) Institute, a three-year initiative to improve direct care jobs and establish person-centered care.

**What We Did:** We provided training and technical assistance for a range of efforts at Edgewood Centre, including: implementing the PHI Coaching Approach® with all staff through a train-the-trainer approach; implementing a peer mentoring program among Licensed Nursing Assistants (LNAs), with mentors earning an additional dollar per hour; creating other enhanced roles for LNAs, including Medication Nursing Assistant (MNA) and LNA team leader; implementing additional workforce supports such as on-site childcare; and restructuring the nursing home into resident “communities” with consistent staff assignment.<sup>7</sup>

**Who Was Involved:** 230 staff, about half of whom were LNAs, including 19 LNAs trained as peer mentors, eight LNAs trained as MNAs, and three supervisory staff trained as PHI Coaching Approach trainers.

**The Results:** Edgewood’s participation in the PHI LEADS Institute was associated with a range of improved employee outcomes. Turnover rates among LNAs dropped from 52% to 37% (2006-8), and “call-outs” (staff absences with less than 24 hours’ notice) dropped from 9.5 to 4.9 per LNA annually. Lost work days due to work-related injuries fell from 73 to 4 in one year, and workers’ compensation claims dropped by 85% (2006-8). Together, these improvements generated an estimated \$400,000 or more in cost savings. Additionally, annual surveys showed a statistically significant increase in employee satisfaction in general and satisfaction with organizational support.

**Lessons Learned:** Success at Edgewood Centre was attributed to the creation of a strong staff team, natural leadership opportunities within the team, and organizational structures to sustain improvements—including an ongoing coaching and communication training program for all staff; new job descriptions, roles, and responsibilities; and a new performance evaluation system to support these changes.

### IN THEIR WORDS

“If there’s an issue on the floor... some of the staff we have [who] didn’t talk a lot are now actually speaking up because they feel more equal on the floor.” – Licensed Nursing Assistant (LNA) team leader

# SUCCESS IN PARTNERSHIP WITH A BROAD RANGE OF ORGANIZATIONS

## A leadership training center that achieved widespread impact across care settings

**The Opportunity:** By training supervisors to adopt a non-punitive, problem-solving approach to supervising direct care staff, we can enhance working relationships, reduce turnover, and improve care outcomes.

**Our Partners:** Through the Center for Coaching Supervision and Leadership (CCSL), PHI worked with 31 organizations in 14 states, including nursing homes, continuing care retirement communities, and home- and community-based service providers.

**What We Did:** We introduced the PHI Coaching Supervision® model to all participating organizations through train-the-trainer workshops, as well as providing education and coaching for executive leaders, establishing cross-functional teams to guide implementation, and hosting on-site PHI Coaching Supervision trainings and “boosters” at select sites.<sup>8</sup> We also held peer gatherings and educational seminars for trainers, an executive leader summit, and a closing conference.

**Who Was Involved:** More than 2,000 supervisors and 3,000 direct care staff were trained by 98 PHI-trained Coaching Supervision trainers across the participating sites from 2006 through 2010.

**The Results:** In the follow-up evaluation, 77% of trained supervisors reported that they often or always practiced PHI Coaching Supervision at work, and 18% reported that they sometimes employed this approach. Thirty percent of supervisors and managers also reported that “time [spent] solving other employees’ problems” had decreased, and qualitative data confirmed staff’s increased capacity to solve problems on their own. The cost savings associated with these organizational efficiencies were estimated at an average of \$6,000 per supervisor. One provider independently documented improved care outcomes across a range of indicators, including: falls and urinary tract infection rates, residents using nine or more different medications, residents with an increased need for help with daily activities, and high-risk residents with pressure ulcers.

**Lessons Learned:** The success of the CCSL project in improving supervision, problem-solving, and communications skills among thousands of staff exceeded expectations. Elements of success included “champions” at the leadership level; a competent, enthusiastic, and stable group of trainers; and a “critical mass” of trained staff sharing a common approach. To sustain the project benefits, six sites changed their policies and procedures to align with the PHI Coaching Approach and seven sites invested their own resources in further implementation.

### IN THEIR WORDS

“Coaching Supervision has transformed the culture of this organization. Relationships between our office-based supervisors and home health aides are much more positive... even the office is quieter.” - Marki Flannery, then-President of Partners in Care

## CONCLUSION

In highlighting six examples from among PHI's numerous programs, projects, and partnerships, this research brief has demonstrated the range and diversity of interventions that can help achieve *quality care through quality jobs*. Across these examples, we have briefly summarized the evidence that supports our successful strategies for recruiting, training, and retaining direct care workers; developing career pathways to maximize their role and value; and sustaining improvements through organizational development. Building the evidence base for workforce investment interventions across long-term care is a slow and incremental process but one that is critically important to achieving our common goal, which is improved outcomes for *all* who provide and receive care.

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*Kezia Scales is PHI's Director of Policy Research.*

*The author would like to thank Allison Cook, PHI's New York Policy Manager, for her assistance in preparing this report.*

## NOTES

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<sup>1</sup> U.S. Bureau of Labor Statistics (BLS), Employment Projections Program. 2015. *Employment Projections: 2014-24, National Employment Matrix - Occupation*. <https://www.bls.gov/emp/>; analysis by PHI (April 28, 2017).

<sup>2</sup> PHI warmly acknowledges the funding organizations and agencies which supported the projects described in this brief, including: The Atlantic Philanthropies; The John A. Hartford Foundation; Health Resources and Services Administration; Jane's Trust; The Jacob & Valeria Langeloth Foundation; New York Alliance for Careers in Healthcare; New York Community Trust; New York State Department of Health; The Carroll and Milton Petrie Foundation; Surdna Foundation; Tiger Foundation; UJA-Federation of NY; and The Harry and Jeanette Weinberg Foundation.

<sup>3</sup> Department of Health and Human Services, Health Resources and Services Administration. 2016. *Report to Congress: Personal and Home Care Aide State Training (PHCAST) Demonstration Program Evaluation*. <https://phinational.org/sites/default/files/research-report/phcast-rtc-report-20160421.pdf>.

<sup>4</sup> Working Nation. 2017. "One Company's Solution for Filling the Coming Demand for Home Care Providers." Los Angeles, CA: Working Nation. <https://workingnation.com/one-companys-solution-filling-coming-demand-home-care-providers/>.

<sup>5</sup> Visiting Nurse Service of New York, Center for Home Care Policy and Research. 2015. *Homecare Aide Workforce Initiative (HAWI) Evaluation: Executive Summary*. [http://phinational.org/sites/phinational.org/files/weinberg\\_exec\\_summary\\_022015.pdf](http://phinational.org/sites/phinational.org/files/weinberg_exec_summary_022015.pdf).

<sup>6</sup> The HAWI project has also rolled out specialty trainings in dementia care, culture competence, falls prevention, and palliative care. To date, 456 home health aides have been trained in these specialty areas across the original sites and three additional agencies (Gurwin Jewish Nursing & Rehabilitation Center, Jewish Association Serving the Aging, and Federation Employment and Guidance Service). Results from the specialty trainings are not included in the evaluation data summarized here.

<sup>7</sup> PHI. 2010. *The Business of Caregiving: The Edgewood Centre Case Study*. Bronx, NY: PHI. <https://phinational.org/sites/default/files/training/wp-content/uploads/PHI-Edgewood-CaseStudy.pdf>.

<sup>8</sup> PHI. 2010. "Center for Coaching Supervision and Leadership Program Deemed a Success." *PHI Blog*, November 4, 2010. <https://phinational.org/blogs/center-coaching-supervision-and-leadership-program-deemed-success>.

## About PHI

PHI works to transform eldercare and disability services. We foster dignity, respect, and independence for all who receive care, and all who provide it. As the nation's leading authority on the direct care workforce, PHI promotes quality direct care jobs as the foundation for quality care.

Drawing on 25 years of experience working side-by-side with direct care workers and their clients in cities, suburbs, and small towns across America, PHI offers all the tools necessary to create quality jobs and provide quality care. PHI's trainers, researchers, and policy experts work together to:

- Learn what works and what doesn't in meeting the needs of direct care workers and their clients, in a variety of long-term care settings;
- Implement best practices through hands-on coaching, training, and consulting, to help long-term care providers deliver high-quality care;
- Support policymakers and advocates in crafting evidence-based policies to advance quality care

For more information, visit our websites at [www.PHInational.org](http://www.PHInational.org) and [www.60CaregiverIssues.org](http://www.60CaregiverIssues.org).

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**Compliance Review Tool**  
**Effective April 2018 Quick Look Changes**

**Agency Review Tool - Effective Date April 2018**

Question #	Changes/Revision
<b>2.008 Page 2 Employment</b>	Question revised (clarification on who is responsible for writing employment progress reports) and guidance added (amendments to ISP if there is no progress toward achieving ISP outcomes)
<b>2.009 Page 3 Employment</b>	Rule citation added and guidance revised
<b>2.012 Page 3 Employment</b>	Rule citation added
<b>2.013 Page 4 Employment</b>	Guidance for this question revised (additional clarification on group employment, updates Voc. Hab. Effective date for community employment written outcomes in ISP, updates expected outcome for individual employment support, updates expected outcome of career planning, defines competitive, integrated employment)
<b>2.014 Page 5 ISP Planning</b>	Question added (During the service planning process, did the team explore the least restrictive services and settings? Offers guidance on the questions)
<b>3.006 Page 6 Nursing and Delegation</b>	Rule citation added and guidance revised (Added reference to nursing delegation grid, includes changes to references to locations serving 17 or more individuals, locations with 6 or fewer beds, and delegation for G/J tubes)
<b>7.010 Page 16 Nursing and Delegation</b>	Question and guidance revised (add references to 13 health related activities DSPs can do without delegation, and rules for nursing delegation for activities not included in Cat. 1 Cert)
<b>7.015 Page 17 Employment</b>	Question and guidance revised (lists out prevocational services, outlines what should be included in written progress report)
<b>7.016 Page 18 Employment</b>	Question revised (lists out prevocational services)
<b>7.020 Page 18 Service Delivery</b>	Question revised (rewords question on service delivery to include person-centered language)
<b>7.022 Page 19 Day Services</b>	Question added (new question regarding meeting the requirement to bill the community integration add-on, provides guidance on needed training and parameters for when the add-on can be billed)
<b>7.023 Page 19 Day Services</b>	Question added (new question for career planning documentation showing outcomes, question is specifically: assistive technology assessment, benefits education and analysis, career discovery, employment/self-employment plan, and situational observation and assessment)

<b>9.013 Page 34 Health Related Activities</b>	Question and guidance added (asks about proper certification for category 1 health related activities, outlines health related activities under category 1 certification, including the addition of 5 new health related activities)
<b>9.027 Page 38 Day Services</b>	Question revised (removes language around number of training hours needed for the specific waiver day service for first year staff)
<b>9.028 Page 38 Day Services</b>	Question revised (removes language around number of training hours needed for second year staff)
<b>9.039 Page 41 Compliance</b>	Guidance for this question added (language added around the agency's compliance protocol including the employment of a compliance officer or committee, compliance policies, and review of said policies and committees)
<b>9.045 Page 42 Nursing</b>	Question added (question added about three health related activities that can be completed with training but do not require med admin certification)
<b>9.046 Page 42 Day Services</b>	Question added as technical assistance only (no citations issued until 7/1/18) (question about if adult day support or Vac Hab provider notified DODD within 14 calendar days of moving or closing facilities)
<b>12.002 Page 47- 48 Title XX</b>	Guidance for this question revised (revising guidance for service documentation for Title XX services)

#### Independent Review Tool - Effective Date April 2018

Question #	Changes/Revision
2.008	Question revised and guidance added
2.009	Rule citation added and guidance revised
2.012	Rule citation added
2.013	Guidance for this question revised
2.014	Question added
3.006	Guidance for this question revised
7.010	Question and guidance revised
7.021	Question added
9.001	Question and guidance revised
9.007	Guidance for this question revised
9.016	Question added
9.017	Question added

#### ICFIID Review Tool - Effective Date April 2018

Question #	Changes/Revision
1.008	Question revised and guidance added

<b>2.014</b>	Question and guidance revised
<b>2.020</b>	Question and guidance revised
<b>2.025</b>	Question revised
<b>2.030</b>	Question added
<b>3.010</b>	Guidance for this question revised
<b>4.012</b>	Question added
<b>4.013</b>	Question added
<b>5.001</b>	Question and guidance revised
<b>6.006</b>	Rule citation added and guidance revised
<b>8.007</b>	Question removed; subsequent questions renumbered

**All Individual Interview Tools – HCBS questions removed**

**Ancillary Review tool – No change to compliance tool**

*SECTION 2 – SERVICE PLANNING*

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
2.002	<p>Using person centered planning, has the plan been developed based on the results of the assessment as it relates to:</p> <ul style="list-style-type: none"> <li>• Ensure health and welfare,</li> <li>• Assist the individual to engage in meaningful activities</li> <li>• Support community connections</li> <li>• Assist in improving self-advocacy skills</li> <li>• Ensure achievement of outcomes</li> <li>• Identify risks include supports to prevent or minimize risks</li> <li>• Are employment services consistent with the individual’s identified employment outcome?</li> </ul> <p>5123:2-1-11; 5123:2-2-05</p>	<p>ISP promotes:</p> <ul style="list-style-type: none"> <li>• Rights</li> <li>• Self-determination/Individual Choice</li> <li>• Physical well-being</li> <li>• Emotional well-being</li> <li>• Material well-being</li> <li>• Personal development</li> <li>• Interpersonal relationships</li> <li>• Community inclusion</li> <li>• Provider has communicated unmet/change in wants/needs</li> <li>• Identified risks related to a noted trend of unusual incidents and/or major unusual incidents</li> </ul> <p>Assessment considers:</p> <ul style="list-style-type: none"> <li>• The individual’s skills</li> <li>• Important to promote satisfaction</li> <li>• Important for promotes health and welfare</li> <li>• Trends of unusual incidents</li> <li>• Major unusual incident review</li> <li>• Serious chronic medical conditions</li> </ul> <p>There are four places on the path to community employment:</p> <ul style="list-style-type: none"> <li>• Place One: has a job; needs support to maintain or move up</li> <li>• Place Two: would like a job; needs support to find one</li> <li>• Place Three: not sure about employment; needs support to identify career options</li> <li>• Place Four: Does not express a desire to work; needs support to make an informed</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
		choice		
2.003	Was the service plan reviewed annually? 5123:2-1-11			
2.004	Was the service plan revised based on the changes in the individuals needs/wants? 5123:2-1-11	<ul style="list-style-type: none"> <li>• Consider life changes such as changing jobs, moving, changing providers, a new medical condition or deleting services the individual doesn't want</li> <li>• Provider has communicated unmet/change in needs</li> <li>• County Board has revised plan once aware of new needs</li> </ul>		
2.005	Did the individual decide who would participate in the service planning process? 5123:2-1-11; 5123:2-9-40	<ul style="list-style-type: none"> <li>• No written documentation required.</li> <li>• SELF WAIVER –with the assistance of the Support Broker, if needed</li> </ul>		
2.006	Did the provider receive a copy of the individual service plan at least fifteen calendar days in advance of implementation? 5123:2-1-11	<ul style="list-style-type: none"> <li>• This is required unless extenuating circumstances make fifteen-day advance copy impractical and with agreement by the individual and his or her providers.</li> <li>• Assessment information is part of the planning package.</li> </ul>		
2.007	Does the <b>ISP</b> specify the provider type, frequency, and funding source for each service and activity? 5123:2-1-11			
2.008	For individuals receiving employment services, (vocational habilitation, group employment supports, career planning, and individual employment supports), did the team review the written progress report submitted by the provider to determine if services provided are consistent with the individuals identified employment outcome and the individual has obtained employment	If no progress reported, was the individual service plan amended to identify the barriers toward achieving the desired outcome and the action steps to be taken to overcome the identified barriers?		

## OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
	or is advancing on the path to <b>community employment?</b> 5123:2-2-05			
2.009	Does the ISP include supports to access the full community? <b>5123:2-1-11; 5123:2-9-02</b>	<ul style="list-style-type: none"> <li>• Are opportunities to access the community being offered?</li> <li>• Are the activities similar to those without disabilities?</li> <li>• On-going access to the community</li> <li>• Individualized vs group opportunities</li> <li>• Achieving desired outcomes <b>in the area of community integration</b></li> </ul>		
2.010	Does the ISP specify which provider will deliver each service or support across all settings? 5123:2-1-11			
2.011	Did the SSA establish and maintain contact with providers as frequently as necessary to ensure that each provider is trained on the individual service plan and has a clear understanding of the expectations and desired outcomes of the supports being provided? 5123:2-1-11	<ul style="list-style-type: none"> <li>• Secure commitments from providers to support the individual in achievement of his or her desired outcomes.</li> <li>• This may be found in provider documentation, SSA case notes and through interviews.</li> </ul>		
2.012	Did the SSA establish and maintain contact with natural supports as frequently as necessary to ensure that natural supports are available and meeting desired outcomes as indicated in the individual service plan? 5123:2-1-11; <b>5123:2-9-02</b>	<ul style="list-style-type: none"> <li>• Secure commitments from providers to support the individual in achievement of his or her desired outcomes.</li> <li>• This may be found in provider documentation, SSA case notes and through interviews.</li> </ul>		
2.013	Does the service plan identify services and/or supports for day waiver services that are consistent with working toward the expected result of the specific day waiver service? 5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16; 5123:2-9-17	<p><b>See the rule for the day service being reviewed.</b></p> <ul style="list-style-type: none"> <li>• <b>Adult Day Support-</b> development of skills that lead to greater independence, community membership, relationship building, self-direction and self-advocacy</li> <li>• <b>Group Employment-</b> paid employment and work experience leading to career</li> </ul>		

OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
		<p>development and competitive integrated employment. Occurs in either dispersed enclave or mobile work crew.</p> <ul style="list-style-type: none"> <li>• <b>Vocational Habilitation</b>- advancement on the path to community employment and achievement of competitive integrated employment. Effective June 1, 2018 - individuals need to have a community employment outcome in their service plan to receive this service.</li> <li>• <b>Individual Employment Support</b>- <del>competitive integrated employment</del> The expected outcome of this service is to support someone in competitive, integrated employment. See definition of competitive, integrated employment below</li> <li>• <b>Career Planning</b>- The expected outcome is the individual's achievement of competitive integrated employment and/or career advancement in competitive integrated employment</li> </ul> <p>Competitive, integrated employment is defined as the following:</p> <ul style="list-style-type: none"> <li>• Employment is full time, part time, or self-employment.</li> <li>• Compensation- individual is compensated at min. wage or higher.</li> <li>• Benefits- individual is eligible for similar benefits of employees in similar positions</li> <li>• Integrated- work location allows person to interact with persons without disabilities to the same extent as employee who are not receiving home and community based waiver services.</li> </ul>		
2.014	During the service planning process, did the team explore the least restrictive services and	<ul style="list-style-type: none"> <li>• Was the individual provided with a description of all services and service</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
	settings? 5123:2-1-11; 5123:2-9-02	setting options available through the waiver in which the individual is enrolled? <ul style="list-style-type: none"> <li>• Was the individual given the opportunity to choose a service or a combination of services and settings that address their assessed needs in the least restrictive manner, promote autonomy, and minimize their dependency on paid support staff?</li> <li>• Were service and setting options such as technology-based supports, intermittent or drop-in staffing, shared living, or integrated employment services explored based on the individual's assessed needs, prior to congregate settings?</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

*SECTION 3 – MEDICATION ADMINISTRATION*

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction
3.001	If it is believed that the individual is unable to self-administer their medications, was a self-medication administration assessment completed? 5123:2-6-02; 5123:2-3-04	<ul style="list-style-type: none"> <li>The presumption is that everyone is able to self-administer their medications. Therefore, individuals identified as self-administering may not have an assessment.</li> </ul>		
3.002	If the individual is unable to self-administer medications has the assessment been reviewed annually, and revised as-needed? 5123:2-6-05; 5123:2-3-04	<ul style="list-style-type: none"> <li>A new assessment must be done at least every 3 years or if there has been a change</li> </ul>		
3.003	If the individual's assessment indicates that they are unable to self-medicate, does the Individual service plan address their medication administration needs? 5123:2-1-11; 5123:2-3-04	<ul style="list-style-type: none"> <li>An individual is presumed to be able to self-medicate. Assessment should be completed only if the team believes the individual is unable to safely self-medicate.</li> </ul>		
3.004	If the individual is unable to self-administer their medications, is the medication stored in a secure location based on the needs of the individual and their living environment? 5123:2-6-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>Secured doesn't have to mean locked. It means secured based on the individual's needs</li> </ul>		
3.005	If the individual is unable to self-administer their medications, is the medication in a pharmacy labeled container? 5123:2-6-06; 5123:2-3-04			
3.006	If delegated nursing is identified in the plan, is there a statement of delegation, evidence of on-going assessment, and annual staff skills checklist? 5123:2-6-01; 5123:2-6-03; 5123:2-3-04	<ul style="list-style-type: none"> <li>REFERENCE DELEGATED NURSING GRID</li> <li>Day service locations serving 17 or more individuals must have delegated nursing.</li> <li>Residential facilities with 6 or more beds must have delegated nursing</li> <li>Delegation is required for G/J tube medication administration, insulin injection or pump and administration of nutrition by G/J tube.</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

*SECTION 4 – BEHAVIOR SUPPORT*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
4.001	If the service plan includes restrictive measures, did the Human Rights Committee review and approve the plan prior to implementation? 5123:2-2-06; 5123:2-3-04	<b>COUNTY BOARD RESPONSIBILITY</b>		
4.002	If the service plan includes time out or restraint, are the interventions being implemented only when risk of harm is evidenced? 5123:2-2-06; 5123:2-3-04	<b>COUNTY BOARD RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>There must be a direct and serious risk of physical harm to the individual or another person. The individual must be capable of causing physical harm to self or others and the individual must be causing physical harm or very likely to begin causing physical harm.</li> </ul>		
4.003	If the service plan includes rights restrictions, are the interventions being implemented only when risk of harm or likelihood of legal sanction are evidenced? 5123:2-2-06; 5123:2-3-04	<b>COUNTY BOARD RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>There must be a direct and serious risk of physical harm to the individual or another person. The individual must be capable of causing physical harm to self or others and the individual must be causing physical harm or very likely to begin causing physical harm. Legal sanction is met when the person's actions are very likely to result in eviction, arrest, or incarceration.</li> </ul>		
4.004	If the service plan includes a restrictive measure, are behavioral supports employed with sufficient safeguards? 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>Has staff been trained?</li> <li>Was supervision available that ensured health, welfare, and rights of the individual?</li> </ul>		
4.005	If the plan includes a restrictive measure, is there evidence that the Restrictive Measure Notification was submitted prior to implementation? 5123:2-2-06; 5123:2-3-04	<b>COUNTY BOARD RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>Could be evidenced by copy of email submission, support staff verification, or viewing on the RMN system</li> </ul>		
4.006	If the plan has behavioral strategies that include restrictive measures, is there evidence that the strategy was reviewed by the individual and the team at least every 90 days to determine the	<b>COUNTY BOARD RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>If decision was made to continue did the up to date information indicate risk or harm or likelihood of legal sanction is still present.</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	effectiveness of the strategy? 5123:2-2-06; 5123:2-3-04			
4.007	If the plan includes restrictive measures, is there evidence of an assessment within the past twelve months that clearly describes risk of harm or likelihood of legal sanction? 5123:2-2-06; 5123:2-3-04	For behavior support strategies to be development, assessment must clearly describe: <ul style="list-style-type: none"> <li>• Behavior that poses risk of harm or likelihood of legal sanction</li> <li>• Level of harm or type of legal sanction that could occur with behavior</li> <li>• When is behavior likely to occur</li> <li>• Individual factors (medical, environment etc.) that may be contributing</li> </ul>		
4.008	Were all restrictive measures addressed in the plan and approved by the Human Rights Committee? 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>• Examples: house rules, dietary restrictions, imposed bedtimes, locked cabinets, visitor limitations, etc. It is not permissible for these restrictions to be outside of the restrictive measure requirements.</li> <li>• Criminal court orders are not required to be approved by the HRC.</li> <li>• Restrictive measures include rights restrictions.</li> </ul>		
4.009	Is there evidence that the person conducting assessments and developing behavioral strategies that include restrictive measures have required credentials? 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>• Hold a professional license or certification issued by Ohio board of psychology: the state medical board of Ohio: or the Ohio counselor, social worker, and marriage and therapist OR</li> <li>• Hold a certificate to practice as a certified Ohio behavior analyst pursuant to section 4783.04 of Revised code OR</li> <li>• Hold minimum of bachelor’s degree and 3 years paid full time experience developing and/or implementing behavior support strategies</li> </ul>		
4.010	Are restrictive strategies person-centered and interwoven into a single plan? 5123:2-2-06; 5123:2-3-04	<p><b>COUNTY BOARD RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• <b>There should be no separate behavior support plans. Restrictive strategies should be included in a manner similar to all other support strategies.</b></li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
4.011	Is there evidence that informed consent was received from the individual or guardian prior to the restrictive strategies being submitted to the HRC for approval? 5123:2-2-06; 5123:2-3-04	<b>COUNTY BOARD RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>Informed consent must be written. A scanned signature submitted electronically is acceptable</li> </ul>		
4.012	Does the provider/county board have a human rights committee that includes the following? <ul style="list-style-type: none"> <li>At least 4 people</li> <li>At least 1 individual who receives or is eligible to receive specialized services</li> <li>Qualified persons with training or experience in contemporary practices of Behavior Support</li> </ul> Reflect a balance of: <ul style="list-style-type: none"> <li>Individuals who receive or are eligible to receive specialized services or family members or guardians of individuals who receive or are eligible to receive services</li> <li>County boards or providers</li> </ul> 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li><b>N/A if the provider does not have their own committee. A committee can serve more than one county board or provider.</b></li> <li>Community representatives do not account on either side of the balance.</li> <li>Ensure that authors of restrictive measures who sit on the HRC do not “vote” on the measures they wrote.</li> </ul>		
4.013	Does the provider/county board have a policy which reflects requirements of the rule? 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>The Policy and Procedure should not contain any standards not permissible per the rule</li> <li>The Policy and Procedure may additionally address: HRC quorums, age appropriateness, crisis program usage, etc</li> </ul>		
4.014	Is the behavior support strategy directed at: <ol style="list-style-type: none"> <li>Mitigating risk of harm or legal sanction</li> <li>Reducing and eliminating need for restrictive measures</li> <li>Ensuring the environment includes preferred activities so individuals are less likely to engage in unsafe actions due to behavior</li> </ol> 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>Are the person's preferences considered? Are there achievable success criteria in the strategies? Is there a plan to reduce or eliminate the restrictive measures?</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
4.015	Is there a provider record of the date, time, duration, and antecedent factors regarding each use of a restrictive measure other than a restrictive measure that is not based on antecedent factors (e.g. Bed alarm or locked cabinet)? 5123:2-2-06; 5123:2-3-04			
4.016	Did all members of the provider/county board Human Rights Committee receive department approved training within three months of appointment to the committee in: rights of individuals with disabilities, person-centered planning, informed consent, confidentiality, and the requirements of 5123:2-2-06? 5123:2-2-06; 5123:2-3-04	<ul style="list-style-type: none"> <li>• <b>N/A for agency providers unless operating on behalf of the county board</b></li> <li>• County boards are responsible for all committees operating on their behalf</li> <li>• County boards/ICFs can share committees with other entities</li> <li>• The county board or provider can have received approval of their own trainings or utilized the department trainings.</li> <li>• Department online trainings that meet the 5 required areas are:               <ul style="list-style-type: none"> <li>○ Behavioral Support Strategies that Include Restrictive Measures,</li> <li>○ Human Rights Committee, and</li> <li>○ Rights of People with Developmental Disabilities</li> </ul> </li> </ul>		
4.017	Did all members of the provider/county board Human Rights Committee receive department approved annual training in relative topics which may include but are not limited to: self-advocacy and self-determination; role of guardians and section 5126.043 of the Revised Code; effect of traumatic experiences on behavior; and court-ordered community controls and the role of the court, the county board, and the human rights committee. 5123:2-2-06	<ul style="list-style-type: none"> <li>• <b>N/A for agency providers unless operating on behalf of the county board</b></li> <li>• County boards are responsible for all committees operating on their behalf</li> <li>• County boards/ICFs can share committees with other entities</li> <li>• The county board or provider can have received approval of their own trainings or utilized the department trainings.</li> <li>• Annual trainings are once during the calendar year beginning the second calendar year of committee appointment.</li> </ul>		
4.018	Did each county board complete an analysis of behavioral support strategies that include	<ul style="list-style-type: none"> <li>• <b>N/A for agency providers unless operating on behalf of the county board</b></li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	restrictive measures? 5123:2-2-06	<ul style="list-style-type: none"> <li>• County boards are responsible for all committees operating on their behalf</li> <li>• Should be completed at least annually</li> <li>• Must be shared with their HRC</li> <li>• Must include but is not limited to:               <ul style="list-style-type: none"> <li>○ Nature and frequency of risk of harm or likelihood of legal sanction that triggered development of strategies that include restrictive measures;</li> <li>○ Nature and number of strategies reviewed, approved, rejected, and reauthorized by the HRC;</li> <li>○ Nature and number of restrictive measures implemented;</li> <li>○ Duration of strategies that include restrictive measures implemented;</li> <li>○ Effectiveness of strategies that include restrictive measures in terms of increasing or decreasing behaviors as intended.</li> </ul> </li> </ul>		

*SECTION 5 – MONEY MANAGEMENT*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
5.001	Does the provider ensure that individuals have access to their funds? 5123:2-2-07	<ul style="list-style-type: none"> <li>• This applies to any provider listed in the service plan as responsible for individual funds.</li> <li>• Deposits must be made within 5 days of receipt of funds.</li> <li>• Monies must be made available within 3 days of request of the individual.</li> <li>• Individuals are able to control personal funds based on their abilities</li> </ul>		
5.002	Did someone other than the staff who handle personal funds, complete reconciliations at the frequencies required? 5123:2-2-07	<ul style="list-style-type: none"> <li>• Bank accounts should be reconciled using the most recent bank statement.</li> <li>• Cash accounts maintained by the provider should be reconciled every 30 days.</li> </ul>		
5.003	If the service plan includes assistance with money management, are the individual’s monies being managed as indicated in the plan? 5123:2-2-07	<ul style="list-style-type: none"> <li>• Bill Paying</li> <li>• Banking</li> <li>• Shopping</li> <li>• Inventories</li> </ul>		
5.004	If the provider is responsible with assisting the individual with managing their personal funds, does the service plan include parameters for management based on the areas of focus? 5123:2-2-07	<p>As appropriate/needed based on the service need:</p> <ul style="list-style-type: none"> <li>• The dollar amount anticipated to be available to the individual up request for personal spending.</li> <li>• The specific type of supports to be provided</li> <li>• The maximum dollar amount that the individual may independently manage at one time.</li> <li>• The maximum dollar amount that the provider may spend on behalf of the individual for any one expenditure without guardian, payee, and/or team approval</li> <li>• The name of the person or entity responsible for providing payee services.</li> <li>• Receipts</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
5.005	Does the provider ensure that the account transaction records/ledgers include the required elements? 5123:2-2-07	Each type of account includes: <ul style="list-style-type: none"> <li>• The individual’s name</li> <li>• The source, amount, and date of all funds received</li> <li>• The signature of the person depositing funds to the account, unless electronically deposited</li> <li>• The signature of the person withdrawing funds to the account unless electronically deposited.</li> </ul>		
5.006	If the individual lives in a licensed facility does the provider, ensure the individual receives \$75.00 in personal allowance? 5123:2-3-18	<b>LICENSED FACILITY ONLY</b>		
5.007	If the individual lives in a licensed facility does the provider, ensure that the individual is paying his/her room and board costs or receiving excess funds as required by the room and board contract? 5123:2-3-18	<b>LICENSED FACILITY ONLY</b> <b>SEE ROOM &amp; BOARD CALCULATION SHEET</b> <ul style="list-style-type: none"> <li>• If the individual has earned income, the provider shall ensure they receive the first \$100 and 1/2 of any income over \$100</li> </ul>		
5.008	Is there evidence that the individual is able to purchase items, goods, and services of his/her preference? 5123:2-2-07	<ul style="list-style-type: none"> <li>• Based on the individual’s available resources</li> <li>• Licensed waiver facilities are NOT required to purchase individual items unless included in the Room &amp; Board agreement, or covered by the waiver reimbursement</li> </ul>		
5.009	If the individual lives in a setting that is provider owned or controlled, does the individual have a lease or other legally enforceable agreement? 5123:2-9-02	Provider owned setting means a licensed residential facility Provider controlled setting means a residence where the landlord is: <ul style="list-style-type: none"> <li>• An entity that is owned in whole or part by the individual’s provider or an immediate family member of the provider or the owner or a management employee of the agency provider</li> <li>• Affiliated with the individual’s agency provider</li> <li>• A member of the board of the provider, or has a member of the provider agency serving</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
		on the landlord's board		
5.010 Licensed Facility Only	Did the provider add any item with a purchase price of \$50 or more to the individual's record of personal belongings at the time of acquisition? 5123:2-3-04	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>Licensed facilities must maintain a record of individuals' belongings</li> </ul>		
5.011	Did the provider develop and implement a written policy regarding management of individual funds? 5213:2-2-07	<ul style="list-style-type: none"> <li>Includes a system to account for and safeguard funds</li> <li>Prohibits co-mingling of funds</li> <li>Prohibits the provider from using one person's money to supplement another person's money.</li> <li>Describes how the provider will ensure access to funds and make available financial summaries upon request.</li> <li>Has to outline the system for reporting MUIs.</li> </ul>		
5.012	Did the provider ensure that all staff responsible for managing personal funds are trained on the rule and the policy 5213:2-2-07	<ul style="list-style-type: none"> <li>Training must occur prior to providing assistance with personal funds.</li> </ul>		

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SECTION 6- Moved to Section 18 (page intentionally left blank)

*SECTION 7- SERVICE DELIVERY & DOCUMENTATION*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
7.001	Does service delivery documentation include the following elements below? <ul style="list-style-type: none"> <li>• Date of service;</li> <li>• Individual's name;</li> <li>• Individual's Medicaid #;</li> <li>• Provider name;</li> <li>• Provider #</li> <li>• Signature or initials of person delivering the service</li> </ul> 5123:2-9-06; 5123:2-9-40; 5123:2-9-39; 5123:2-9-20	<ul style="list-style-type: none"> <li>• May be maintained on multiple documents/forms</li> <li>• Review service specific rule for documentation requirements</li> </ul>		
7.002	Does the waiver service delivery documentation for all waiver billing codes include the place of service? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39; 5123:2-9-20	<ul style="list-style-type: none"> <li>• Place of service in NMT is the vehicle license plate number</li> <li>• For Transportation (HPC), this is origination/destination points</li> </ul>		
7.003	Does the waiver service delivery documentation for all waiver codes include the type of service? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39; 5123:2-9-20	<ul style="list-style-type: none"> <li>• Review service specific rule for documentation requirements</li> <li>• NMT: requires type of NMT service – per-trip or per-mile</li> </ul>		
7.004	Does the waiver service delivery documentation for all waiver billing codes include the number of units (amount) provided? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39; 5123:2-9-20	<ul style="list-style-type: none"> <li>• Not required for services billed using a daily rate except adult day services</li> <li>• Documentation may be maintained on multiple documents/forms</li> <li>• Review service specific rule for documentation requirements</li> <li>• For Transportation (HPC, NMT, and SELF), this is total number of miles as indicated by the odometer readings</li> </ul>		
7.005	Does the waiver service delivery documentation for all waiver billing codes include scope? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39	<ul style="list-style-type: none"> <li>• Scope- the definition of each waiver service must describe in concrete terms the goods and services that will be provided to waiver participants, including any conditions that apply to the provision of the</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
		<ul style="list-style-type: none"> <li>service</li> <li>N/A for NMT, Transportation</li> <li>N/A for money management provider</li> </ul>		
7.006	Does the waiver service delivery documentation for all waiver billing codes include frequency? 5123:2-9-06; 5123:2-9-40	<ul style="list-style-type: none"> <li>How often a service will be furnished. The number of times the service is offered</li> <li>N/A for NMT, Transportation</li> <li>N/A for money management provider</li> </ul>		
7.007	Does the waiver service delivery documentation for all waiver billing codes include duration? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39	<ul style="list-style-type: none"> <li>The length of time that a service will be provided</li> <li>A limit on the duration of services means that the service will no longer be provided after a specified period of time or, after a specified period of time, the necessity for the service is subject to review and reauthorization</li> <li>N/A for NMT, Transportation</li> <li>N/A for money management provider</li> </ul>		
7.008	Does the waiver service delivery documentation include group size? 5123:2-9-06	<ul style="list-style-type: none"> <li>Check applicable rules to determine if group size is required.</li> </ul>		
7.009	Does the waiver service delivery documentation for non-medical transportation include the names of all other passengers/riders including paid staff and volunteers who were in the vehicle during any portion of the trip and/or commute? 5123:2-9-18	<b>NMT ONLY</b>		
7.010	Are medication, treatments, health related activities and dietary orders being followed? 5123:2-2-01; 5123:2-1-11, 5123:2-6-03; 5123:2-9-39	<ul style="list-style-type: none"> <li>Info may come from the medication administration record (MAR), doctor's orders, OT/PT and speech plans and unusual incidents</li> <li>There are 13 health related activities</li> <li>Nursing tasks not authorized by DODD Category 1 Certifications require nurse delegation (ex. Catheterization, trach suctioning, etc.)</li> </ul>		
7.011	Is the service plan and/or plan of care being	<ul style="list-style-type: none"> <li>Info may come from service documentation</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	implemented as written? 5123:2-2-01; 5123:2-9-39	and review of the frequency/duration of services delivered and/or observation. Documentation should match services in the plan. <ul style="list-style-type: none"> <li>Includes access to adaptive equipment/modifications important to/for the individual</li> </ul>		
7.012	Is the provider/facility following all applicable local, state and federal rules and regulations?	<ul style="list-style-type: none"> <li>Must include rule cite</li> </ul>		
7.013	Does the individual’s plan of care (485) include: <ul style="list-style-type: none"> <li>The current certification period</li> <li>Provider’s name including all RNs and LPNs providing service.</li> <li>All sections of Plan of Care are completed</li> <li>Medication list and MAR</li> </ul> 5123:2-9-39	<ul style="list-style-type: none"> <li>Required for agency nursing services</li> <li>Must be signed and dated by the treating physician every 60 days</li> <li>Verbal orders on the plan of care can be worked under for two weeks</li> <li>Referred to as the 485</li> </ul>		
7.014	Does the nursing documentation include clinical notes or progress notes and documentation of the face to face visits? 5123:2-9-39			
7.015	For providers of employment services <del>(including prevocational services)</del> , (vocational habilitation, group employment supports, career planning and individual employment supports) was a written progress report submitted to the individual’s team at least once every twelve months to show progress towards desired employment outcome? 5123:2-2-05	<ul style="list-style-type: none"> <li><del>Prevocational services include vocational habilitation</del></li> <li><del>Ensure the employment outcome is outlined in progress report.</del></li> <li>The written progress report shall outline the following:                             <ul style="list-style-type: none"> <li>Desired employment outcome</li> <li>Place to path on community employment</li> <li>Anticipated time-frame and progress towards reaching desired outcome</li> </ul> </li> <li>If Employment outcome was not met, does it explain barriers identified and steps to address barriers or revise employment outcome?</li> </ul>		
7.016	Did the provider submit employment outcome data for individuals who receive employment	<ul style="list-style-type: none"> <li>Was employment outcome data submitted at least once per year or more frequently as</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	services (vocational habilitation, group employment supports, career planning, and individual employment supports) through the web-based data collection system maintained by the Department? 5123:2-2-05; 5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16	status changes occur? <ul style="list-style-type: none"> <li>Provider should have the data they submitted disseminated in a confidential manner based on services provided, how individuals obtained employment, hours worked, wages earned, and occupations. This is information you could request to see.</li> <li>Does not apply to Adult Day Support service</li> </ul>		
7.017	Were records maintained in a confidential manner and available upon request? 5123:2-2-01; 5123:2-9-06 and 5123:2-3-13; 5123:2-9-39			
7.018	Does the waiver provider ensure that records related to the provision of services are maintained by the provider for a minimum of six years? 5123:2-9-06	<ul style="list-style-type: none"> <li>These records can be stored electronically.</li> </ul>		
7.019	Does the waiver service documentation for applicable waiver services include the times the delivered service started and stopped? 5123:2-9-06; 5123:2-9-40; 5123:2-9-39; 5123:2-9-20	<ul style="list-style-type: none"> <li>Check the rule for the service under review; this may not apply for services billed at a daily rate.</li> </ul>		
7.020	Are waiver services being provided in this setting being delivered in a manner which supports individual choice, preferences, and needs in a manner to supports each individual's full participation in his/her access to the greater community? 5123:2-9-02 42 CFR 441.301 (c) (4-6); 441.701 (a) (1-2)	<ul style="list-style-type: none"> <li>Are opportunities to access the community being offered</li> <li>Engagement in meaningful activities (work and non-work activities)</li> <li>Age appropriate activities</li> <li>Are the activities similar to those without disabilities?</li> </ul>		
7.021	Is staff available based on the assessed needs of the individual? 5123:2-3-01	<ul style="list-style-type: none"> <li>Are supervision levels being met?</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
7.022 DAY SERVICES	<p><b>For providers of Adult Day Support and Vocational Habilitation only:</b> If the provider is billing the community integration rate modification, are the following conditions met?</p> <ol style="list-style-type: none"> <li>1. Staff providing the service have successfully completed a department approved program of instruction in community integration.</li> <li>2. The service is provided in integrated settings in groups of four or fewer individuals.</li> </ol> <p>5123:2-9-14; 5123:2-9-17</p>	<ul style="list-style-type: none"> <li>• Community Integration rate modification only applies when the ADS/Voc Hab service is billed in 15 minute units.</li> <li>• Community integration training is found within the DSP 8 hour training on DODD MyLearning. It can be watched individually or as the entire 8 hour DSP training.</li> </ul>		
7.023 DAY SERVICES	<p><b>Providers of Career Planning only:</b> When the provider is billing the Career Planning service for any of the components listed below, does the documentation include a description and details sufficient to demonstrate achievement of the desired outcomes?</p> <ul style="list-style-type: none"> <li>• Assistive technology assessment</li> <li>• Benefits education and analysis</li> <li>• Career discovery</li> <li>• Employment/self-employment plan</li> <li>• Situational observation and assessment</li> </ul> <p>5123:2-9-13</p>	<ul style="list-style-type: none"> <li>• This question only applies to the Career Planning components listed in the question. This does <b>NOT</b> apply to: <ul style="list-style-type: none"> <li>• Career exploration</li> <li>• Job development</li> <li>• Self-employment launch</li> <li>• Worksite accessibility</li> </ul> </li> <li>• Please review the Career Planning rule for information on each of the service components.</li> </ul>		

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*SECTION 8 – MUI/UI*

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
8.001	<p>Upon identification of a MUI, is there evidence that the provider took the following immediate actions as appropriate:</p> <ul style="list-style-type: none"> <li>• Immediate and on-going medical attention</li> <li>• Removal of an employee from direct contact with any at-risk individual when the employee is alleged to have been involved in abuse or neglect until such time as the provider has reasonably determined that such removal is no longer necessary</li> <li>• Other necessary measures to protect the health and welfare of at-risk individuals</li> </ul> <p>5123:2-17-02</p>	<ul style="list-style-type: none"> <li>• Providers are not required to remove staff from all direct contact with individuals</li> <li>• Providers are responsible for making sure that immediate actions are appropriate and adequately protect any “at risk” individuals.</li> <li>• The provider is responsible for notifying the county board or department when there are changes in protective actions (i.e. returning employee to duty, change in supervision levels, etc.)</li> </ul>		
8.002	<p>Is there evidence that the provider notified the County Board about the below listed incidents within 4 hours of discovery?</p> <ul style="list-style-type: none"> <li>• Abuse (Physical, Sexual and Verbal)</li> <li>• Exploitation</li> <li>• Misappropriation</li> <li>• Neglect</li> <li>• Suspicious/Accidental Death</li> <li>• Media Inquiry</li> <li>• Peer to peer acts</li> </ul> <p>5123:2-17-02</p>			
8.003	<p>Is there evidence that the provider has submitted a written incident report to the county board contact or designee no later than three p.m. the next working day following initial knowledge of a potential or determined major unusual incident?</p> <p>5123:2-17-02</p>			
8.004	<p>Is there evidence that notifications were made on the same day of the incident to the following as applicable:</p> <ul style="list-style-type: none"> <li>• Guardian or other person whom the individual</li> </ul>	<ul style="list-style-type: none"> <li>• Applies to notifications for MUIs only, not UIs</li> <li>• Notification to the Residential Provider only applies when the incident happens at</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	has identified <ul style="list-style-type: none"> <li>• Residential provider (licensed or certified)</li> <li>• SSA</li> <li>• Staff or family living at the individual’s residence who have responsibility for individual’s care</li> <li>• Support broker</li> </ul> 5123:2-17-02	a location operated by an agency provider that is not the residential provider <ul style="list-style-type: none"> <li>• Notifications or efforts to notify those listed above were documented</li> <li>• Notifications were made to the individuals’ guardians and other person whom the individuals have identified in a peer to peer act unless such notifications could jeopardize the health and welfare of an involved individual.</li> </ul>		
8.005	If applicable, were appropriate notifications made to other agencies? <ul style="list-style-type: none"> <li>• Children’s Services for allegations of abuse and neglect)</li> <li>• Law Enforcement (for allegations of a crime)</li> </ul> 5123:2-17-02	<ul style="list-style-type: none"> <li>• Any allegation of abuse or neglect under 2151.03 and 2151.031 for children under 21 years</li> <li>• Any allegation of exploitation, failure to report, misappropriation, neglect, peer to peer acts, physical abuse, sexual abuse, verbal abuse which may constitute a crime must be immediately reported to LE</li> <li>• Notifications or efforts to notify those listed above were documented</li> </ul>		
8.006	Is there evidence the provider cooperated with the investigation of MUIs? Timely submission of requested information? 5123:2-17-02	<ul style="list-style-type: none"> <li>• For County Boards: Timely submission also Includes replies past due (Replies past due will only be reviewed by DODD MUI STAFF)</li> </ul>		
8.007	Is there evidence that the individual’s team including the provider, collaborated on the development of a prevention plan to address the causes and contributing factors identified in the investigation? 5123:2-17-02			
8.008	<b>This begins UI Section</b> Is there evidence that the unusual incident was investigated by the Provider? 5123:2-17-02	UI INVESTIGATIONS should include what happened including immediate actions, identify cause and contributing Factors and what was done (prevention plan). <ul style="list-style-type: none"> <li>• Examples of Immediate Actions: assessing for injuries, First Aid, separating</li> </ul>		

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		individual, calling 911, Notifying Law Enforcement. <ul style="list-style-type: none"> <li>• The cause and contributing factors should try to identify why or what caused the incident</li> <li>• Prevention Plan addresses the cause of the incident and be specific</li> </ul>		
8.009	Is there evidence that the Incident Report contains the following required elements? <ul style="list-style-type: none"> <li>• Individual's name;</li> <li>• Individual's address;</li> <li>• Date of incident;</li> <li>• Location of incident;</li> <li>• Description of incident;</li> <li>• Type and location of injuries;</li> <li>• Immediate actions taken to ensure health and welfare of individual involved and any at-risk individuals;</li> <li>• Name of primary person involved and his or her relationship to the individual;</li> <li>• Names of witnesses;</li> <li>• Statements completed by persons who witnessed or have personal knowledge of the incident;</li> <li>• Notifications with name, title, and time and date of notice;</li> <li>• Further medical follow-up; and</li> <li>• Name of signature of person completing the incident report.</li> </ul> 5123:2-17-02	<ul style="list-style-type: none"> <li>• Sample Incident Report in Health and Safety Tool Kit</li> </ul>		
8.010	Is there evidence that the provider reviewed all unusual incidents as necessary but no less than monthly to ensure appropriate preventative measure have been implemented and trends and patterns identified and addressed?                     5123:2-17-02			
8.011	Did the provider make the unusual incident			

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	report, documentation of patterns and trends and corrective actions available to the CB and Department upon request? 5123:2-17-02			
8.012	Did the provider/County Board maintain a log of unusual incidents which includes: <ul style="list-style-type: none"> <li>• Name of Individual</li> <li>• Description of Incident</li> <li>• Identification of Injuries</li> <li>• Time/Date of Incident</li> <li>• Location of Incident</li> <li>• Preventative Measures</li> </ul> 5123:2-17-02	<ul style="list-style-type: none"> <li>• Sample UI Log Available on Health and Safety Toolkit</li> <li>• Best practice would include Immediate Actions, Cause and Contributing Factors</li> </ul>		
8.013	Upon identification of an unusual incident, is there evidence that the provider took the following immediate actions as appropriate: <ul style="list-style-type: none"> <li>• Report was made to the designated person</li> <li>• The UI report was made within 24 hours of the incident</li> <li>• Investigate unusual incidents, identify the cause and contributing factors when applicable, and develop preventive measures to protect the health and welfare of any at-risk individuals.</li> </ul> 5123:2-17-02	<ul style="list-style-type: none"> <li>• If the provider is non-compliant with this question, ask to see their procedures.</li> </ul>		
8.014	During the review, was there evidence of any unreported incidents that should have been reported as either an Unusual Incident or a Major Unusual Incident? 5123:2-17-02	<ul style="list-style-type: none"> <li>• Ensure that the incident meets the definition of a UI or MUI in the rule before issuing citation</li> </ul>		
8.015	Did the CB immediately upon notification or receipt of a report an allegation. <ul style="list-style-type: none"> <li>• Ensured that all reasonable measures necessary to protect the health and welfare of at-risk individuals have been taken;</li> <li>• Determined if additional measures are needed;</li> <li>• Notified the department if the circumstances</li> </ul>	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<p>in paragraph (I) (1) of this rule that require a department-directed administrative investigation are present. Such notification shall take place on the first working day the county board becomes aware of the incident. 5123:2-17-02</p>			
8.016	<p>Is there evidence that the county board entered preliminary information regarding the incident in ITS and in the manner prescribed by the department by three p.m. on the working day following notification by the provider or of becoming aware of the major unusual incident. 5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.017	<p>Is there evidence that the agency provider developed and implemented a written unusual incident policy and procedure that:</p> <ul style="list-style-type: none"> <li>• Identifies what is to be reported as an unusual incident which shall include unusual incidents as defined in this rule;</li> <li>• Requires an employee who becomes aware of an unusual incident to report it to the person designated by the agency provider who can</li> <li>• Initiate proper action;</li> <li>• Requires the report to be made no later than twenty-four hours after the occurrence of the unusual incident; and</li> <li>• Requires the agency provider to investigate unusual incidents, identify the cause and contributing factors when applicable, and develop preventive measures to protect the health and welfare of any at-risk individuals. 5123:2-17-02</li> </ul>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.018	<p>Is there evidence that investigative agent completed a report of the administrative investigation and submitted it for closure in the incident tracking system within thirty working days unless the county board requested and the</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		

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	department granted an extension for good cause. 5123:2-17-02			
8.019	<p>Does the investigation report follow the format prescribed by the Department and include:</p> <ul style="list-style-type: none"> <li>• Initial Allegation</li> <li>• A list of persons interviewed and documents reviewed</li> <li>• A summary of each interview and documents reviewed</li> <li>• A Findings and Conclusion section which includes the causes and contributing factors to the incident that support the findings and conclusions</li> </ul> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.020	<p>Is there evidence that no later than five working days following the county boards, developmental centers, or department's recommendation via the incident tracking system that the report be closed, the county board, developmental center, or department shall provide a written summary of the administrative investigation of each category A or category B major unusual incident, including the allegations, the facts and findings, including as applicable, whether the case was substantiated or unsubstantiated, and preventive measures implemented in response to the major unusual incident to the following unless the information in the written summary has already been communicated:</p> <ul style="list-style-type: none"> <li>• The individual, individual's guardian, or other person whom the individual has identified, as applicable; in the case of a peer-to-peer act, both individuals, individuals' guardians, or other persons whom the individuals have identified, as applicable, shall receive the written summary;</li> </ul>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p> <ul style="list-style-type: none"> <li>• In the case of an individual's death, the written summary shall be provided to the individual's family only upon request by the individual's family.</li> <li>• The county board shall provide a copy of its full report of the administrative investigation to the intermediate care facility. The department shall resolve any conflicts that arise.</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<ul style="list-style-type: none"> <li>The licensed or certified provider and provider at the time of the major unusual incident; and</li> <li>The individual's SSA and Support Broker</li> </ul> 5123:2-17-02			
8.021	Was there evidence that the County Board made a reasonable attempt to notify the primary person involved as to whether the major unusual incident has been substantiated, unsubstantiated/insufficient evidence, or unsubstantiated/unfounded no later than five working days following the closure of a case. 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b> <ul style="list-style-type: none"> <li>The written summary shall not be provided to the primary person involved, the spouse of the primary person involved, or the significant other of the primary person involved.</li> </ul>		
8.022	Is there evidence that the County Board: <ul style="list-style-type: none"> <li>Conducted the analysis and implemented follow up actions for all programs operated by county board such as workshops, and transportation.</li> <li>Sent their analysis and follow up to the Department by 8/31 (semi-annual) and 2/28 (annual)</li> </ul> 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		
8.023	Is there evidence that the county board reviewed provider analysis and ensured that all issues have been reasonably addressed to prevent recurrence? 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b> <ul style="list-style-type: none"> <li>Does the County Board have a system for collecting independent and agency providers' analyses?</li> </ul>		
8.024	Is there evidence that the agency provider and the county board ensured that trends and patterns of unusual incidents are included and addressed in the individual service plan of each individual affected?	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		
8.025	Is there evidence that each county board or as applicable, each council of governments to which county boards belong, has a committee that reviews trends and patterns of major unusual incidents. The committee is made up of a reasonable representation of the	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	county board(s), providers, individuals who receive services and their families, and other stakeholders deemed appropriate by the committee. 5123:2-17-02			
8.026	Is there evidence that: <ul style="list-style-type: none"> <li>• The role of the committee shall be to review and share the county or council of government’s aggregate data prepared by the county board or council of governments to identify trends, patterns, or areas for improving the quality of life for individuals served in the county or counties.</li> <li>• The committee met each September to review and analyze data for the first six months of the calendar year and each March to review and analyze data for the preceding calendar year.</li> <li>• The county board or council of governments shall send the aggregate data prepared for the meeting to all participants at least ten calendar days in advance of the meeting.</li> <li>• The county board or council of governments maintained minutes of each meeting, distribute the minutes to members of the committee, and make the minutes available to any person upon request.</li> <li>• The CB implemented follow-up actions identified by the committee</li> </ul> 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		
8.027	Is there evidence the County Board developed a policy and procedure relative to unusual incidents? 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		
8.028	Is there evidence that the county board reviewed, on at least a quarterly basis, a representative sample of provider logs, including logs where the	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	county board is a provider, to ensure that: <ul style="list-style-type: none"> <li>• major unusual incidents have been reported,</li> <li>• preventive measures have been implemented, and</li> <li>• trends and patterns have been identified and addressed in accordance with this rule. The sample shall be made available to the department for review upon request.</li> </ul> 5123:2-17-02			
8.029	<b>INVESTIGATION INTAKE:</b> <ol style="list-style-type: none"> <li>1. Is there evidence that the MUI was incorrectly coded?</li> <li>2. Does the MUI contain adequate information for appropriately categorizing it under Appendix A, B, or C?</li> <li>3. Is there evidence that a separate investigation should have occurred?</li> <li>4. Is there evidence of law enforcement notification and follow up?</li> <li>5. Is there documentation of a scene assessment?</li> <li>6. Is there evidence of timely initiation of investigation?</li> </ol> 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		
8.030	<b>INTERVIEWS:</b> <ol style="list-style-type: none"> <li>1. Is there evidence of the individual being interviewed no later than 3 working days for Appendix A MUIs?</li> <li>2. Is there evidence of the PPI being interviewed?</li> <li>3. Did the IA identify and interview the reporter, witnesses, and all relevant others based upon information collected from incident reports, documentation, and investigation interviews?</li> <li>4. Is there evidence of written statements?</li> <li>5. Was there any other documentation of interviews?</li> <li>6. Were follow-up interviews conducted?</li> </ol> 5123:2-17-02	<b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
8.031	<p><b>DOCUMENTATION:</b></p> <ol style="list-style-type: none"> <li>1. Is there evidence that the incident report and all other documentation from the reporter of the incident was gathered?</li> <li>2. Is there evidence that information regarding the individual (e.g. ISP, bank statements, inventory, medical conditions) was gathered and reviewed?</li> <li>3. Is there evidence that documentation was gathered and reviewed of injuries, medical attention, and the possible cause of injury from a medical professional?</li> <li>4. Were relevant photos taken, audio and/or video recordings gathered, and documented?</li> <li>5. Is there evidence that all relevant documentation (e.g. training records, nursing notes, schedules) was gathered and reviewed?</li> </ol> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.032	<p><b>DOCUMENTATION REVIEW AND INCIDENT SPECIFIC QUESTIONS:</b></p> <ol style="list-style-type: none"> <li>1. Does the investigation report provide all documentary evidence in a clear, complete, and non-ambiguous manner?</li> <li>2. Does the investigation report address the incident specific questions of all MUIs: Appendix A, B, or C.</li> </ol> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.033	<p><b>RELEVANT HISTORY / RELATIVE CREDIBILITY:</b></p> <ol style="list-style-type: none"> <li>1. Was the relevant history of the individual, PPI, reporter, witnesses, and others evaluated?</li> <li>2. Did the investigation report provide evidence that the relative credibility of the individual, PPI, witnesses, and all other relevant parties was evaluated?</li> </ol> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.034	<p><b>ANALYSIS AND CAUSE AND CONTRIBUTING FACTORS:</b></p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<p>1. Does the investigation report include a succinct and well-reasoned analysis of the evidence that clearly indicates the rationale for substantiation or un-substantiation of the allegation(s)?</p> <p>2. Does the investigation report include evidence that the IA collected sufficient information to include a well-reasoned determination of the cause and contributing factors of the incident?</p> <p>5123:2-17-02</p>			
8.035	<p>Is there evidence that the provider or CB employing a primary person involved notified the department when they are aware that the primary person involved worked for another provider?</p> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.036	<p>Is there evidence that when an agency provider (excluding an intermediate care facility) that conducted an internal review of an incident for which a major unusual incident has been filed, has submitted the results of its internal review of the incident, including statements and documents, to the county board within fourteen calendar days of the agency provider becoming aware of the incident.</p> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		
8.037	<p>Is there evidence that the Provider:</p> <ul style="list-style-type: none"> <li>• Conducted a semi-annual and annual analysis and implemented follow up actions</li> <li>• Sent the analysis and follow up to the County Board for all programs operated in the County by 8/31 (semi-annual) and by 2/28 (annual)</li> </ul> <p>5123:2-17-02</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p> <ul style="list-style-type: none"> <li>• Pattern and Trends Analyses are due: August thirty-first of each year for the semi-annual review and by February twenty-eighth of each year for the annual review</li> <li>• All reviews and analysis shall be completed within 30 calendar days following the end of the review period.</li> </ul>		
8.038	<p>Is there evidence that the Pattern and Trends Analysis report contains the following required</p>	<p><b>THIS QUESTION WILL ONLY BE ASKED BY DODD MUI STAFF</b></p>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<p>elements:</p> <ul style="list-style-type: none"> <li>• Date of review;</li> <li>• Name of person completing review;</li> <li>• Time period of review;</li> <li>• Comparison of data for previous three years;</li> <li>• Explanation of data;</li> <li>• Data for review by major unusual incident category type;</li> <li>• Specific individuals involved in established trends and patterns (i.e., five major unusual incidents of any kind within six months, ten major unusual incidents of any kind within a year, or other pattern identified by the individual's team);</li> <li>• Specific trends by residence, region, or program;</li> <li>• Previously identified trends and patterns; and</li> <li>• Action plans and preventive measures to address noted trends and patterns</li> </ul> <p>5123:2-17-02</p>	<ul style="list-style-type: none"> <li>• Sample Analysis Tips are available on the Health and Safety Tool kit</li> <li>• 5 MUI of any kind within 6 months, 10 MUI of any kind within a year, or other pattern identified by the individual's team); specific trends by residence, region, or program; previously identified trends and patterns; action plans and preventive measures to address noted trends and patterns</li> <li>• The CB shall ensure that trends &amp; patterns of MUIs are included and addressed in the ISP of each individual affected</li> </ul>		

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*SECTION 9 – PERSONNEL*

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
9.001	Is the CEO listed in PCW and approved by DODD Certification? 5123:2-2-01	<ul style="list-style-type: none"> <li>• Have the name of the CEO listed in PCW before going onsite</li> <li>• Refer the provider to the 1-800 call center</li> <li>• Notify DODD Review Manager</li> </ul>		
9.002	Did the provider complete the following <u>initial</u> database checks for employees? <ul style="list-style-type: none"> <li>• Inspector General’s Exclusion List</li> <li>• Sex Offender and Child Victim Offenders Database</li> <li>• U.S. General Services Administration System for Award Management Database</li> <li>• Database of Incarcerated and Supervised Offenders</li> <li>• Abuser Registry</li> <li>• Nurse Aide Registry</li> </ul> 5123:2-2-02; 5123:2-3-01	<ul style="list-style-type: none"> <li>• Mark as non-compliant if checks were <b>not completed at all</b></li> <li>• Applies to employees hired after 1/1/13</li> <li>• Persons on the data base may not be employed to provide services to individuals</li> </ul>		
9.003	Did the provider complete the following database checks every five years for employees? <ul style="list-style-type: none"> <li>• Inspector General’s Exclusion List</li> <li>• Sex Offender and Child Victim Offenders Database</li> <li>• U.S. General Services Administration System for Award Management Database</li> <li>• Database of Incarcerated and Supervised Offenders</li> <li>• Abuser Registry</li> <li>• Nurse Aide Registry</li> </ul> 5123:2-2-02; 5123:2-3-01	<ul style="list-style-type: none"> <li>• Mark as non-compliant if checks were <b>not completed at all</b></li> <li>• If employees are verified as enrolled in ARCS, the 5 year recheck is not required.</li> </ul>		
9.004	Did the provider complete the initial and 5-year database checks in a timely manner?	<ul style="list-style-type: none"> <li>• Mark as non-compliant if either the initial or 5 year checks were completed late</li> <li>• <b>DO NOT mark non-compliant to this question if the checks</b></li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<ul style="list-style-type: none"> <li>Inspector General’s Exclusion List</li> <li>Sex Offender and Child Victim Offenders Database</li> <li>U.S. General Services Administration System for Award Management Database</li> <li>Database of Incarcerated and Supervised Offenders</li> <li>Abuser Registry</li> <li>Nurse Aide Registry</li> </ul> 5123:2-2-02; 5123:2-3-01	<b>were not done at all.</b>		
9.005	Did the provider complete a valid initial BCII/FBI check for direct service employees? 5123:2-2-02; 5160-45-07; 5123:2-3-01; ORC109.572	<ul style="list-style-type: none"> <li>Mark as non-compliant if the initial checks were not completed at all or were completed using the incorrect reason code/reason title</li> <li>FBI check required if employee hasn't been an Ohio resident for 5 yrs. previous to hire</li> </ul>		
9.006	Did the provider complete a valid BCII/FBI check every 5 years for direct service employees? 5123:2-2-02; 5160-45-07; 5123:2-3-01; ORC109.572	<ul style="list-style-type: none"> <li>Mark as non-compliant if the 5 year checks were not completed at all or the incorrect reason code was used</li> <li>BCII recheck not required if employee is enrolled in Rapback; Rapback does NOT include the FBI recheck FBI check required if employee hasn't been an Ohio resident for 5 yrs.</li> </ul>		
9.007	Did the provider complete the initial and 5 year BCII/FBI checks in a timely manner? 5123:2-2-02; 5160-45-07; 5123:2-3-01; ORC109.572	<ul style="list-style-type: none"> <li>Mark as non-compliant if either the initial or 5 year checks were completed late</li> <li><b>DO NOT mark non-compliant to this question if the checks were not done at all.</b></li> </ul>		
9.008	Did the provider ensure that direct services are only provided by employees who do not have a disqualifying offense and who are not included on any of the databases identified in rule? 5123:2-2-02; 5160-45-07; 5123:2-3-01	<ul style="list-style-type: none"> <li>Refer to Section G of the background check rule for employees with Tier 4 offenses who were hired prior to 1/1/13</li> </ul>		
9.009	Did the provider staff, while under final consideration for employment, sign a statement attesting that the staff			

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	<p>person would notify the provider within 14 days if they are ever charged with, plead guilty to, or are convicted of a disqualifying offense? 5123:2-2-02; 5160-45-07; 5123:2-3-01</p>			
9.010	<p>Did the provider staff, while under final consideration for employment, sign a statement attesting that the staff person has never plead guilty to or been convicted of a disqualifying offense? 5123:2-2-02; 5160-45-07; 5123:2-3-01</p>	<ul style="list-style-type: none"> <li>•</li> </ul>		
9.011	<p>Did the provider staff have annual notification explaining conduct for which a DD employee may be included on the Abuser Registry? 5123:2-2-01</p>	<ul style="list-style-type: none"> <li>• A staff signature is not required.</li> <li>• Agency must have a process to implement.</li> </ul>		
9.012	<p>Did the agency provider verify that the staff person has a high school diploma, GED or a rule waiver from the department? 5123:2-2-01; 5123:2-3-01</p>	<ul style="list-style-type: none"> <li>• Review with provider their system to verify a high school diploma or GED.</li> <li>• Staff enrolled in college are considered to meet this requirement.</li> </ul>		
9.013	<p>If the provider/staff person is responsible for the following, do they have the appropriate certification for:</p> <ul style="list-style-type: none"> <li>• Oral or topical medications (Category 1)</li> <li>• Health related activities (Category 1)</li> <li>• G-tube/J-tube (Category 2)</li> <li>• Insulin injections (Category 3)</li> </ul> <p>5123:2-6-03; 5123:2-3-01</p>	<ul style="list-style-type: none"> <li>• Family delegation is not permitted for agency providers.</li> <li>• Family delegation is permitted for agency staff when they are the paid provider and they live with the individual.</li> <li>• Category 1 certification                             <ul style="list-style-type: none"> <li>• Authorizes Oxygen administration without delegation (in settings that do not require delegation of Cat 1 activities)</li> <li>• Authorizes use of OTC topical products for musculoskeletal comfort without a prescription</li> <li>• Authorizes 5 new health related activities:                                     <ol style="list-style-type: none"> <li>1. Pulse Oximetry (for O2 saturation reading)</li> <li>2. Bi/CPAP</li> <li>3. Application of Prescription Compression Hose</li> </ol> </li> </ul> </li> </ul>		

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		<p>4. Application of a Percussion Vest 5. Use of Cough Assist Insufflator</p>		
9.014	<p>Does the professional staff have required licenses/certifications? 5123:2-6-04; 5123:2-6-06; 5123:2-9-25; 5123:2-9-28; 5123:2-9-29; 5123:2-9-36; 5123:2-9-38; 5123:2-9-41; 5123:2-9-43; 5123:2-9-46; 5123:2-9-39; 5123:2-3-01; 5123:2-9-13</p>	<ul style="list-style-type: none"> <li>Includes nursing licenses, social work licenses, OT/PT licenses, etc.                             <ul style="list-style-type: none"> <li>Nursing: an expired nursing license will be an immediate citation, the CB and Nursing Board should be advised</li> <li>Career Planning: Licensing/certification requirements only for Assistive Technology Assessment, Benefits Education and Analysis, and Worksite Accessibility. <b>See Career Planning rule for specifics.</b></li> </ul> </li> </ul>		
9.015	<p>Did the provider staff have current CPR certification? 5123:2-2-01; 5123:2-3-01; 5123:2-9-20</p>	<ul style="list-style-type: none"> <li>N/A for money management provider</li> <li><b>For licensed facilities:</b> Must be obtained within 60 days</li> <li>N/A SELF Support Brokers or SELF community inclusion-transportation</li> <li>N/A Remote Monitoring or Emergency Response providers who don't provide backup (direct support) services</li> </ul>		
9.016	<p>Did the provider staff have current first aid certification? 5123:2-2-01; 5123:2-3-01; 5123:2-9-20</p>	<ul style="list-style-type: none"> <li>N/A for money management provider</li> <li><b>For licensed facilities:</b> Must be obtained within 60 days</li> <li>N/A SELF Support brokers or SELF community inclusion-transportation</li> <li>N/A Remote Monitoring providers who don't provide backup services</li> </ul>		
9.017	<p>Did the staff person receive initial training prior to providing services that included: (i) Overview of serving individuals with developmental disabilities including implementation of ISP (ii) The role and responsibilities of direct services staff with regard to services including person-centered planning, community integration, self-determination, and self-advocacy; (iii) Universal precautions</p>	<ul style="list-style-type: none"> <li>Effective 10/1/15 for new hires</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	(iv) Initial rights training (v) Initial MUI training including the health and welfare alerts issued by the department. 5123:2-2-01; 5123:2-3-01; 5123:2-9-20			
9.018	Did the staff person receive training prior to providing services that included person specific training? (i) on what is important to and important for the individual (ii) as it applies to behavioral supports (iii) as it applies to money management (iv) as it applies to medication administration/delegated nursing 5123:2-2-01; 5123:2-3-01	<ul style="list-style-type: none"> <li>The requirement for person specific training begins with the new certification rule on 10/1/2015. Look for this requirement to be met when there is a new staff person and for staff persons that are serving different individuals.</li> <li>Refers to the ISP training prior to implementation</li> </ul>		
9.019	Did the supervisory staff for direct services positions complete the following training within 90 days of becoming a supervisor? Service documentation; billing for services, management of individuals' funds 5123:2-2-01; 5123:2-3-01	<ul style="list-style-type: none"> <li>New supervisory staff hired after 10/1/16</li> </ul>		
9.020	Did all direct service staff have initial training on actions to take in the event of a fire or other emergencies? 5123:2-3-01	<p><b>LICENSED FACILITY ONLY</b></p> <ul style="list-style-type: none"> <li>Must be completed within 30 days</li> </ul>		
9.021	Did the provider staff have annual training on the MUI/UI requirements and health and welfare alerts from the previous year? 5123:2-17-02; 5123:2-3-01; 5123:2-9-20	<ul style="list-style-type: none"> <li>Once during each calendar year</li> <li>Not required to be within 365 days</li> <li>Required for CEO and/or Administrators annually</li> </ul>		
9.022	Did the provider staff have annual training on the Rights of Individuals with DD? ORC 5123.63; 5123:2-2-01; 5123:2-	<ul style="list-style-type: none"> <li>Once during each calendar year</li> <li>Not required to be within 365 days</li> <li>Required for CEO and/or Administrators annually</li> </ul>		

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Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	3-01; 5123:2-9-20			
9.023	Beginning in the second year of employment and annually did direct services staff receive training related to person-centered planning, community integration, self-determination, and self-advocacy? 5123:2-2-01; 5123:2-3-01	<ul style="list-style-type: none"> <li>Once during each calendar year</li> <li>Not required to be within 365 days</li> </ul>		
9.024	Did the provider/staff person providing HPC waiver services receive annual training in their role in providing behavior supports? 5123:2-9-30;	<ul style="list-style-type: none"> <li>Once during each calendar year</li> <li>Not required to be within 365 days</li> <li>Could be included as a component of principles of positive intervention culture</li> <li>Required regardless of whether there is a behavior support plan</li> </ul>		
9.025	Did the Support Broker successfully complete the Support Broker training established by DODD? 5123:2-9-47	<b>SELF SUPPORT BROKER ONLY</b>		
9.026	For day waiver services, did the provider ensure that within the <b>first 90 days of employment</b> , direct services staff completed an orientation program that addresses: <ul style="list-style-type: none"> <li>Agency organizational background</li> <li>Components of quality care for individuals served</li> <li>Health and safety</li> <li>Positive behavior support</li> <li>Services that comprise the specific waiver service</li> </ul> 5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16; 5123:2-9-17	<b>Career Planning Service:</b> <ul style="list-style-type: none"> <li><b>Excludes</b> Career Planning components of assistive technology assessment, benefits education and analysis, and worksite accessibility</li> </ul>		
9.027	For day waiver services, did the provider ensure that <b>during the first year of employment</b> direct service staff were provided with:	<ul style="list-style-type: none"> <li><b>Excludes</b> staff who at the time of hire, had one year of experience providing the specific waiver service.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• A mentor</li> <li>• 8 hours of training specific to the day waiver service</li> </ul> 5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16; 5123:2-9-17			
9.028	For day waiver services, did the provider ensure that all direct service staff, <b>starting in the second year of employment</b> , annually completed <b>at least 8 hours of</b> training that includes: <ul style="list-style-type: none"> <li>• Roles and responsibilities regarding services, including person centered planning, community integration, self-determination, and self-advocacy</li> <li>• Rights</li> <li>• MUI/UI</li> <li>• Role in providing behavioral supports to individuals served</li> <li>• Best practices related to the provision of the specific waiver service</li> </ul> 5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16; 5123:2-9-17			

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9.029	Has the provider of waiver funded money management services either: (a) Achieved a score of at least eighty per cent on the department-administered money management competency test; OR (b) Holds a degree from an accredited college or university in accounting, business administration, finance, or public administration; OR (c) Be authorized by Chapter 4701. of the Revised Code to use the designation of certified public accountant. 5123:2-9-20	<b>MONEY MANAGEMENT WAIVER SERVICE ONLY</b>		
9.030	For provider staff members who are responsible for transporting individuals, did the provider ensure that a driver’s abstract was completed prior to transporting individuals? 5123:2-2-02;	<ul style="list-style-type: none"> <li>• Unofficial abstract from BMV is acceptable</li> <li>• Driver is ineligible to drive if they have six points or more on their abstract</li> <li>• Abstract should come from the state where the employee lives</li> </ul>		
9.031	For provider staff members who are responsible for transporting individuals, does the staff person have a valid driver's license? 5123:2-9-18; 5123:2-9-24; 5123:2-9-42			
9.032	Did the provider ensure that only staff with fewer than 6 points on their driver's abstract provided transportation services? 5123:2-2-02			
9.033	Did staff providing transportation obtain a new driver's abstract every 3			

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	years? 5123:2-9-18; 5123:2-9-24; 5123:2-9-42			
9.034	Are all vehicles used to transport individuals covered by a current insurance policy that meets the requirements of the service provided? 5123:2-9-18; 5123:2-9-24; 5123:2-9-42			
9.035	If the provider is responsible for providing Per Trip Non-Medical Transportation, does the staff person have a signed form establishing the driver's physical qualification to provide non-medical transportation? 5123:2-9-18	<ul style="list-style-type: none"> <li>This form must be completed and signed by a person who is licensed, certified, and/or registered in accordance with Ohio law to perform physical examinations.</li> </ul>		
9.036	If the provider is responsible for providing Non-Medical Transportation, did the staff person receive testing for controlled substances and was the staff person found to be drug free prior to providing transportation services? 5123:2-9-18	<ul style="list-style-type: none"> <li>Per trip and per mile Non-Medical Transportation</li> <li>Drug testing must be from a lab, cannot be self-administered. Reviewer must see the results of the testing, not just receipts</li> </ul>		
9.037	Has the agency obtained and maintained general liability insurance for at least \$500,000? 5123:2-2-01	<ul style="list-style-type: none"> <li>Effective 1/1/16</li> </ul>		
9.038	Are all staff in a direct services position enrolled in Rapback? <ul style="list-style-type: none"> <li>Staff hired prior to October 1, 2016 must be enrolled in Rapback at the point of their next five year BCII.</li> <li>Staff hired on or after October 1, 2016 must be enrolled into Rapback at the point of their</li> </ul>	<ul style="list-style-type: none"> <li>If an employee is not able to get a BCII via fingerprints they cannot be enrolled in Rapback. The provider agency must continue to complete the 5 year BCII/FBI.</li> </ul>		

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	initial BCII. 5123:2-2-01, 5123:2-3-01			
9.039	Has the provider agency established an internal compliance program that ensures compliance with (1) provider certification, (2) background checks, (3) service delivery, service documentation and billing? 5123:2-2-01; 5123:2-3-01	Does the provider have an assigned internal compliance manager or committee? Does the provider have policies as required in rule and for certification requirements, background checks and service delivery, documentation and billing? Do the outcomes of this review indicate that the provider's internal compliance program is working?		
9.040 Licensed Facility Only	Was there evidence the Administrator completed the new Administrator Orientation? 5123:2-3-01	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>For administrators hired after 10/1/16</li> <li>Training found on DODD website</li> </ul>		
9.041 Licensed Facility Only	Did the Administrator have annual training in facility roles and responsibilities, including <ul style="list-style-type: none"> <li>Person Centered Planning</li> <li>Community Participation and Integration</li> <li>Self-determination</li> <li>Self-advocacy</li> <li>Individual Rights</li> <li>MUI, including review of health and welfare alerts</li> </ul> 5123:2-3-01	<b>LICENSED FACILITY ONLY</b>		
9.042 Licensed Facility Only	Does the facility have an Administrator directly involved in the day to day operations and the oversight of service provision? 5123:2-3-01	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>Verify through interview the frequency of administrator presence in the facility.</li> <li>Verify through interview and documentation the process by which the administrator is overseeing provision of services.</li> </ul>		
9.043	Did the <b>Money Management</b> provider complete 8 hours of training annually on topics that enhance his or her skills and competencies relevant to providing money management. 5123:2-9-20	<ul style="list-style-type: none"> <li>MUI/UI and Rights is included in the 8 hours.</li> </ul>		

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9.044	<p>Did the Service and Support Administrator successfully complete DODD provided web-based training in:</p> <ul style="list-style-type: none"> <li>• Developing person-centered individual service plans</li> <li>• Coordinating services</li> <li>• Enhancing team effectiveness</li> <li>• Understanding Medicaid</li> <li>• Targeted case management</li> <li>• Employment navigation</li> </ul> <p>5123:2-5-02</p>	<ul style="list-style-type: none"> <li>• New SSAs must have within one year of hire date. Existing SSAs must complete prior to recertification process.</li> </ul>		
NEW 9.045	<p>Does the provider/direct care staff <u>without med admin certification</u> have training to perform the following tasks/use the following devices:</p> <ul style="list-style-type: none"> <li>• Vagus nerve stimulator</li> <li>• Epinephrine auto-injector</li> <li>• Administration of topical over-the counter medication for the purpose of cleaning, protecting, or comforting the skin, hair, nails, teeth, or oral surfaces.</li> </ul> <p>5123:2-6-05</p>	<ul style="list-style-type: none"> <li>• The tasks can be performed by trained staff that do not have medication administration certification.</li> <li>• Staff must complete training prior to using the device or administering the topical OTC medication</li> <li>• Training must be provided by the licensed nurse or DD personnel with health-related activities and prescribed medication administration certification</li> <li>• Training must be the department approved curriculum</li> <li>• Training must include individual specific information</li> </ul>		
TA Only Until 7-1-18	<p>Did the provider of adult day support or vocational habilitation notify the department within fourteen calendar days when there was a change in the physical address (i.e., adding a new location or closing an existing location) of any facility where adult day or vocational habilitation support takes place.</p> <p>5123:2-9-14; 5123:2-9-17</p>	<ul style="list-style-type: none"> <li>• TA Only Until 7/1/18</li> <li>• Check PSM for a listing of all locations</li> </ul>		

**SECTION 10 – TRANSPORTATION**

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
10.001	If the provider is responsible for providing any type of transportation do all vehicles used to transport individuals appear safe? 5123:2-2-01			
10.002	If the provider is responsible for providing Non-Medical Transportation, does the vehicle have a fire extinguisher? 5123:2-9-18			
10.003	If the provider is responsible for providing Non-Medical Transportation, does the vehicle have a first aid kit? 5123:2-9-18			
10.004	If the provider is responsible for providing non-medical transportation, do all vehicles used to transport individuals have all required inspections? <ul style="list-style-type: none"> <li>• Daily vehicle inspections</li> <li>• Annual vehicle inspection by the state highway patrol or certified mechanic.</li> </ul> 5123:2-9-18	<ul style="list-style-type: none"> <li>• Wheelchair ramp/ties; windshield wipers/washer; mirrors; horns; brakes; emergency equipment; and tires</li> </ul>		
10.005	If the provider is responsible for providing non-medical transportation, are they using the correct type of vehicle for the service they are billing? 5123:2-9-18	<ul style="list-style-type: none"> <li>• Per-Trip Billing: Type of Vehicle</li> <li>1) A non-medical vehicle with a capacity of 9 passengers or more, excluding the driver</li> <li>OR</li> <li>2) A modified vehicle designed to transport individuals using wheelchairs (with safety restraints for wheelchairs, stable ramp or lift and daily inspection of lift, ramp and restraints)</li> </ul>		
10.006 Licensed Facility Only	Does the facility have policies and procedures regarding vehicle accessibility, vehicle maintenance, and requirements for vehicle drivers? 5123:2-3-04	<p><b>LICENSED FACILITY ONLY</b></p> <ul style="list-style-type: none"> <li>• No set format for policies and procedures</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

SECTION 11 – PHYSICAL ENVIRONMENT

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
11.001	Has the provider completed emergency drills (tornado and fire), and completed a written record of each drill which address individual specific needs based on the outcome of these drills? 5123:2-3-02	<ul style="list-style-type: none"> <li>• Fire drills:                             <ul style="list-style-type: none"> <li>• Licensed Facility=3w/in 12 mos.(@ least 1 in a.m., 1 in p.m., 1 sleep drill)</li> <li>• CB=12 per year (1 each mo)</li> </ul> </li> <li>• Tornado:                             <ul style="list-style-type: none"> <li>• Licensed Facility=1 w/I 12 mo</li> <li>• CB=4 per year (during April-July)</li> <li>• PC=fire and emergency response based on needs in IP</li> </ul> </li> </ul>		
11.002	Does the provider have an emergency response/fire plan? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b>		
11.003 Licensed Facility Only	When there is a swimming pool on the grounds, is the pool only used in the presence of staff with a; <ul style="list-style-type: none"> <li>• American Red Cross or equivalent lifeguarding certificate</li> <li>• Shallow water lifeguarding certificate for pools less than 5 feet deep</li> </ul> 5123:2-3-01	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>• <b>Check for rule waivers</b></li> </ul>		
11.004 Licensed Facility Only	Are the interior, exterior and grounds of the building maintained in good repair and in a clean and sanitary manner? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b>		
11.005 Licensed Facility Only	Are there appropriate and comfortable equipment, furniture and appliances in good condition except for normal wear and tear adequate to meet the needs and preferences of the individual? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>• Furniture and equipment should be safe.</li> <li>• Equipment also includes working smoke detectors and fire extinguishers on each floor and at least one carbon monoxide detector for homes with gas heat, dryers or stoves.</li> <li>• The home should have equipment necessary based on the needs of the individuals served (i.e.: grab bars, ramps, visual fire alarms, etc.)</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
11.006 Licensed/ CB only	Are the entrances, hallways, corridors and ramps clear and unobstructed? 5123:2-3-02	<b>LICENSED FACILITY AND CB ONLY</b>		
11.007 Licensed/ CB only	Does the program/facility have suitable first aid facilities, equipment and supplies and is there access to emergency services? 5123:2-3-02	<b>LICENSED FACILITY AND CB ONLY</b>		
11.008 County board only	Where power equipment is used, does the equipment have appropriate safeguards? <ul style="list-style-type: none"> <li>• Safety Guards</li> <li>• Kill Button</li> </ul> 5123:2-1-02	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Required where power equipment is in use</li> </ul>		
11.009	If a time out room is used: <ul style="list-style-type: none"> <li>• The door does not have a key lock, but may be held shut by a staff person or mechanism that requires constant physical pressure to keep the mechanism engaged</li> <li>• The room has adequate lighting and ventilation</li> <li>• The room is safe from hazardous conditions including, but not limited to, the presence of sharp corners or objects, uncovered light fixtures or uncovered electrical outlets</li> <li>• The individual is under constant visual supervision</li> </ul> 5123:2-2-06			
11.010	Are waiver services being provided in a setting that is <b>NOT</b> in a publicly-operated or privately operated facility that also provides inpatient institutional <b>OR</b> in a building on the grounds of or adjacent to publicly operated facility that provides inpatient institutional treatment. 5123:2-9-02;			
11.011	Are day waiver services provided in a non-residential setting?			

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
	5123:2-9-13; 5123:2-9-14; 5123:2-9-15; 5123:2-9-16; 5123:2-9-17; 5123:2-9-19			
11.012	Each individual shall participate in documented training of the residential facility’s fire safety plan and emergency response plan within thirty calendar days of residency and at least once during every twelve-month period thereafter. 5123:2-3-02	<b>LICENSED FACILITY ONLY</b>		
11.013 Licensed Facility Only	Did the facility ensure that no bedroom was shared by individuals of the opposite sex unless consenting adults? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b> If you find members of the opposite sex sharing a bedroom		
11.014 Licensed Facility Only	Did the facility ensure that no more than two individuals share a bedroom? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b>		
11.015 Licensed Facility Only	Did the facility ensure that individuals under the age of 18 do not share a bedroom with individuals over the age of 18? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b>		
11.016 Licensed Facility Only	Does the facility have bathing facilities at a ratio of 1:4? 5123:2-3-02	<b>LICENSED FACILITY ONLY</b> <ul style="list-style-type: none"> <li>For every four beds the facility is licensed for, there must be one toilet and one tub or shower. Ex. 12-bed facility must have 3 toilets and 3 tubs or showers per facility.</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

*SECTION 12 – TITLE XX*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
12.001	Does the ISP identify individual services, supports, goals, and/or objectives related to Title XX services? Title XX Contract	<ul style="list-style-type: none"> <li>Some individuals may be children with an IFSP</li> </ul>		
12.002	Does the unit of service log (1017) contain the following items? <ul style="list-style-type: none"> <li>Client name</li> <li>Service code/service type</li> <li>Duration (amount of time service provided)</li> <li>Date and time of service</li> <li>Initials of staff providing service</li> </ul> Title XX Contract	<p>Providers are not required to use the 1017 form however content must be the same.</p> <ul style="list-style-type: none"> <li>3.1 <u>Units of Service</u>. Grantee agrees to prepare and maintain documentation that supports the units of service billed to Title XX. The Grantee may develop a different form or report but documentation must include all of the following required elements <b>and two levels of review, signed and dated to indicate the data is accurate:</b></li> <li>Individual Identifying Information:               <ol style="list-style-type: none"> <li>Individual name; +</li> <li>Individual Social Security Number (or <b>Identification Number if the service is provided to a child receiving Early Intervention Services and the Social Security Number is temporarily not available Unique Identification Number so long as Grantee maintains a cross walk matching the Unique Identifier to the Social Security Number</b>); *</li> <li>Individual date of birth; *                   <ul style="list-style-type: none"> <li>Service Information:</li> </ul> </li> <li>Provider Name and Location; +</li> <li>Service date; +</li> <li>Service start and end times (excluding Transportation); +                   <ul style="list-style-type: none"> <li>Billing Preparation*</li> </ul> </li> </ol> </li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
		<p>(7) Calculated service duration (per individual, per service, per day); *</p> <p>(8) Number of units invoiced; *</p> <p>(9) 5-digit Title XX Service Billing Code; *</p> <p><del>† Signatures must be provided by the service provider and the supervisor or program coordinator.</del></p> <p><del>*These items may be recognized as reviewed and accurate through the Title XX Application user and signoff roles if this method is in alignment with business policies and procedures.</del></p> <p><del>*For units billed to Special Services for Persons with Developmental Disabilities: Early Intervention, a unique ID is required, but it does not have to be a Social Security Number.</del></p>		
12.003	<p>Does the 1014-2 form (Certification of Proper Billing Form) contain the following elements?</p> <ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Date of CB eligibility determination</li> <li>• Title XX service name</li> <li>• Title XX billing code</li> <li>• Title XX national goals that correspond to the services billed</li> <li>• Response to the following questions:               <ol style="list-style-type: none"> <li>1. Are services provided without regard to income?</li> <li>2. Are the services provided included in the Grant Agreement?</li> </ol> </li> <li>• Assurance that services billed are not available via a DODD waiver, funded by another federal funding source or included in the list of limitations on the use of grants</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying information/contact information must match ISP (does not have to be the Social Security Number, but there must be a crosswalk matching the unique identifying number to the Social Security Number)</li> <li>• The board determines the appropriate representative or group of representatives to sign the 1014-2</li> <li>• The 1014-2 does not need to be updated if there are no changes to an ISP/IFSP redetermination</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	<ul style="list-style-type: none"><li>Signature of appropriate representative</li></ul>			

*SECTION 13 – EARLY INTERVENTION*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
13.001	Does the CB provide evidence based EI services to EI system? 5123:2-1-02	<ul style="list-style-type: none"> <li>• EI services may include service coordination, special instruction, physical, and speech and occupational therapy services.</li> <li>• Reference federal regulations (303.302) or HMG Rule 3701-8-01 (U) to see a list of other EI services.</li> </ul>		
13.002	Does the CB participate in the Evaluation/Assessment for children referred to the local EI system? 5123:2-1-04	<ul style="list-style-type: none"> <li>• If so, must be completed within the 45-day timeline from the date of program referral (DOR) to the HMG system to the signing of the initial IFSP.</li> <li>• This includes a functional child assessment and the *family directed assessment.</li> <li>• *Families may decline to participate in the Family Directed Assessment.</li> </ul>		
13.003	Does the CB use more than one method to conduct functional assessments? 5123:2-1-02	<ul style="list-style-type: none"> <li>• Assessed in all 5 developmental domains (Required)</li> <li>• Multiple methods (i.e. could include: parent interview/report, observation, record review, criterion reference tools and working through multiple strategies.</li> <li>• Multidisciplinary</li> <li>• Refer to attachment A, Child Assessment section to verify assessment methods/disciplines.</li> </ul>		
13.004	Does the CB use one of the DODD approved tools to evaluate children? 5123:2-1-02	<ul style="list-style-type: none"> <li>• Approved tools for evaluation: Bayley or Battelle</li> </ul>		
13.005	Does the CB funded evaluator/assessor make recommendations that focus on the child’s active participation within family preferred routines and activities? 5123:2-1-02	<ul style="list-style-type: none"> <li>• Look at IFSP, Section V to see recommendations that focus on the child’s active participation (i.e. eating meals with the family, going to church) rather than focusing on a developmental skill or deficit.</li> <li>• Look at Section VI to see if outcomes are</li> </ul>		

## OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
		functional and follow the six step criteria.		
13.006	Does the CB complete the initial evaluation and/or assessment within the 45-day timeline? 5123:2-1-02	<ul style="list-style-type: none"> <li>• Initial evaluations are done for children referred with a suspected delay (not children referred due to diagnosed condition).</li> <li>• Initial assessments are done for all eligible children with a diagnosed medical or physical condition</li> <li>• If the timeline has not been met: Look at team meeting notes, case notes or other forms of documentation that may identify family reasons as to why timelines were not met. Family reasons are acceptable non-compliance reasons.</li> </ul>		
13.007	Does the county board staff/contractors participating in evaluations/assessments have the appropriate license/ certification per ODH policy? 5123:2-1-02	<ul style="list-style-type: none"> <li>• Bottom of Attachment A Name and Discipline</li> <li>• This includes redetermination of eligibility DS, PT, OT, ST, RN, Teaching, SW, Counseling, Psychologist (and others)</li> <li>• On the new IFSP form section IV and attachment A is eligibility and section V and attachment A is where assessment is recorded.</li> <li>• This includes determination of need for services</li> </ul>		
13.008	Do the county board staff/contractors participating in assessments have the appropriate license/certification per ODH policy? 5123:2-1-02	<ul style="list-style-type: none"> <li>• This includes determination of need for services</li> <li>• EIS/DS, PT, OT, ST, RN, Teaching, SW, Counseling, Psychologist (and others)</li> </ul>		
13.009	Does the county board ensure that there are 2 different disciplines for the evaluation and assessment? 5123:2-1-02	<ul style="list-style-type: none"> <li>• This includes redetermination of eligibility and need for services</li> <li>• Evaluation and assessment information has been included in the IFSP starting 1.15.15, required use at annual meeting.</li> </ul>		
13.010	Did the CB staff/contractors participate in the development of the IFSP? 5123:2-1-02	<ul style="list-style-type: none"> <li>• IFSP reflects a team process; including participation of the E and A team and service providers, facilitated and</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
		coordinated by the SC.		
13.011	Did the County Board assure that the provision of CB specialized services (e.g. Special Instruction, therapies, nursing, transportation) were provided as documented on the IFSP? 5123:2-1-02	<ul style="list-style-type: none"> <li>Check documentation that services are delivered according to frequency, intensity and duration as stated on Section VI of IFSP.</li> </ul>		
13.012	Did the county board service providers ensure that “Prior Written Notice” is given to parents when services specified in the IFSP are changed? 5123:2-1-02	<ul style="list-style-type: none"> <li>If changes were made to any EI service on an existing IFSP the provider proposing the change is required to provide the family and SC with PWN. (HEA 8022).</li> </ul>		
13.013	Did the County Board ensure that the parent(s) provided consent on the IFSP before any services started that are listed on the IFSP? 5123:2-1-02	<ul style="list-style-type: none"> <li>Was the signature obtained before the delivery of services started?</li> <li>Consent is parent signature on the IFSP.</li> </ul>		
13.014	Did the specialized services begin within 30 days of the date the IFSP was signed by the parents? 5123:2-1-02	<ul style="list-style-type: none"> <li>First case note verifying that the family had access to the EI service is used for verification, and if requested by the SC, the note is provided to the SC.</li> <li>Case note must verify the actual EI service provided (i.e. if Special Instruction is listed on the IFSP for 30 minutes, the case note must reflect that Special Instruction was provided for 30 minutes).</li> <li>IFSP meetings and enrollment paperwork are not examples of Special Instruction.</li> </ul>		
13.015	Is the following information compiled and kept on file in the child's record? - Documents used to determine eligibility -Other records related to services provided such as: Copy of current IFSP, consent forms and case notes - Documentation verifying the date of request for or program referral to services in HMG-EI system -Documentation confirming the			

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	interventions provided to the family - Any ongoing assessments and summaries of the child and family			
13.016	Does the County Board assist families with understanding and accessing their rights in EI? 5123:2-1-02	<ul style="list-style-type: none"> <li>Documentation that parents are informed of their rights and know how to access their rights in the early intervention system.</li> </ul>		
13.017	Do the CB interventionists implement the IFSP as written? 5123:2-1-02	<ul style="list-style-type: none"> <li>Check documentation to see if notes correspond to frequency, duration and intensity on Section VI of the IFSP.</li> <li>If not are there valid reasons for why not?</li> </ul>		
13.018	If the CB provides EI services to support IFSP outcomes are they offered in natural learning environments? 5123:2-1-02	<ul style="list-style-type: none"> <li>If not, is a justification listed on the IFSP and the steps that are being taken to move the service?</li> </ul>		
13.019	Does the CB ensure that interventionists and families have access to a core team that meets regularly to discuss families and provide professional to professional consultation/support? (SC, OT, PT, ST, DS) 5123:2-1-02	<ul style="list-style-type: none"> <li>Look for this documentation in Section VIII</li> <li>Do families have access to a multidisciplinary team versus individual therapies?</li> </ul>		
13.020	Does the CB ensure that all families have access to a primary service provider that the IFSP team determines is the best interventionist to support the IFSP outcomes with the support of the IFSP team? 5123:2-1-02	<ul style="list-style-type: none"> <li>Do CB E/A team members attend team and/or IFSP meetings where needed services and supports are decided? If not, is written input provided?</li> <li>Do IFSPs reviewed reflect a variety of services and supports, with varied frequencies, and intensities?</li> <li>Does the evidence show that environmental/parent/child/family factors, expertise needed to address outcomes, and lastly availability was considered when determining needed services and supports?</li> </ul>		
13.021	Does the CB ensure that all interventions provided by their staff are based on best available research, support how children learn, and use a communication style that supports adult learning and address the	<ul style="list-style-type: none"> <li>Can the CB explain their rationale for their service delivery and how they interact with families; including the purpose of EI services?</li> <li>Outcomes are now embedded into the IFSP</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	three global outcomes? 5123:2-1-02	process – the team should be participating.		
13.022	Does the CB ensure that all staff provide family centered practices; includes relational and participatory practices. 5123:2-1-02	<ul style="list-style-type: none"> <li>• Look at case notes to verify joint planning and opportunities for parent practice.</li> <li>• During parent interview ask parents if they are joint decision makers. This means that the parent is an active member of the IFSP team.</li> </ul>		
13.023	Are early intervention services and supports available to families on a year-round basis? 5123:2-1-02	<ul style="list-style-type: none"> <li>• All supports must be available at a minimum of 240 days.</li> <li>• Look for year round programming.</li> </ul>		
13.024	Does the CB ensure that the IFSP outcomes are functional, meaningful, and relevant to the family? 5123:2-1-02	<p>When reviewing, outcomes check to see if the outcome addresses the parent’s concerns and priorities (reference sections III and V of the IFSP)-then apply the six-step criteria:</p> <p>Two types of outcomes: family focused or child focused outcomes.</p> <ul style="list-style-type: none"> <li>• Is the outcome necessary to meet this family’s priorities, concerns, needs?</li> <li>• Does the outcome reflect real-life settings-for example, meal-time, bathing, riding in the car, going out to eat are all examples of real-life contextualized settings.</li> <li>• Outcomes are discipline free-the outcome should not be written as if the OT/DS/ST/PT (interventionist) is doing something but rather the outcome should have the child and family as the “active” learner.</li> <li>• Outcomes are jargon free. Words such as range of motion, oral motor, pincer grasp are examples of professional jargon. Anyone (including a parent) or a stranger should be able to read the outcome and know what success looks like.</li> <li>• Outcomes emphasize the positive or what</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
		<p>the child or parent will accomplish. The outcome should tell us what the child/parent will do (i.e. Sarah will join her child care provider when mom drops her off at childcare in the morning) rather than what they won't do (i.e. Sarah will not throw a tantrum when mom drops her off at daycare).</p> <ul style="list-style-type: none"> <li>• Outcomes should avoid passive words. (Passive words are typically descriptors of activities done to a child rather than encouraging a child's active participation and engagement. Some passive words include: increase, decrease, tolerate, improve, and maintain.</li> </ul>		
13.025	Does the CB have a Written Policy which explains specifically what they contribute to the EI system? 5123:2-1-02	Does the EI Policy match practice?		
13.026	Does the CB interventionist provide support to the family to ensure that the family/child is prepared to transition to new learning environments? 5123:2-1-02	<ul style="list-style-type: none"> <li>• IFSP transition outcome includes intervention provided to support transition outcome when applicable.</li> <li>• Look for case notes that document supporting the family with strategies/problem solving to ensure a smooth transition.</li> </ul>		

*SECTION 14 – REMOTE MONITORING AGENCY*

Question #	Question	Guidance/Additional Information	Compliant Yes/No	Plan of Correction (If not compliant)
14.001	Do the needs of the individual appear to be met by remote monitoring? 5123:2-9-35	<ul style="list-style-type: none"> <li>Team assures that remote monitoring will meet individual's health and welfare</li> <li>Information could be obtained through MUIs, complaints, etc.</li> </ul>		
14.002	Is remote monitoring done in real time by awake staff at a remote monitoring base? 5123:2-9-35	<ul style="list-style-type: none"> <li>Must be done in real time and monitored remotely by awake staff</li> <li>The monitoring base cannot be located at the residence of an individual receiving the remote monitoring service</li> </ul>		
14.003	Is remote monitoring provided by staff with no other duties during the time they are providing the remote monitoring service? 5123:2-9-35	<ul style="list-style-type: none"> <li>Staff cannot perform any other duties during the time they are responsible for remote monitoring.</li> </ul>		
14.004	If audio and/or video equipment is used, did everyone in the home give written informed consent? 5123:2-9-35	<ul style="list-style-type: none"> <li>Applies to monitoring that involves viewing or listening to activities or conversations in the home</li> <li>SSA has to keep a copy of the consent with the ISP</li> </ul>		
14.005	Is there a notice prominently displayed in the home informing people that audio/video equipment is in use? 5123:2-9-35	<ul style="list-style-type: none"> <li>A notice that says audio and/or video equipment is in use that allows others to view activities and/or listen to conversations must be prominently displayed in the home</li> </ul>		
14.006	Did the provider train its staff on the use of the remote monitoring system? 5123:2-9-35	<ul style="list-style-type: none"> <li>Provider is required to provide initial and ongoing training to its staff on the use of the remote monitoring system</li> </ul>		
14.007	Does the provider have a back-up system in place? 5123:2-9-35	<ul style="list-style-type: none"> <li>Provider is required to have a back-up power system (battery or generator)</li> <li>The provider also has to have other back-up systems and additional safeguards in place that include contacting the backup support person in the event the remote monitoring system stops working</li> </ul>		
14.008	Does the remote monitoring provider have an	<ul style="list-style-type: none"> <li>This includes police, fire, emergency</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
	effective system for notifying emergency personnel? 5123:2-9-35	medical services and psychiatric crisis response entities		
14.009	Does the ISP address the following: training to be provided to the individual on the remote monitoring system, acceptable timeframe for back up support person to arrive at individual's home? 5123:2-9-35	<ul style="list-style-type: none"> <li>• This is not a citation for the provider, please follow up with the SSA</li> </ul>		

***SECTION 15 – REMOTE MONITORING EQUIPMENT***

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
15.001	Does Remote Monitoring equipment have an indicator that enables the individual to know the equipment is in use? 5123:2-9-35	<ul style="list-style-type: none"> <li>The type of indicator must be based on the needs and understanding of the individual.</li> </ul>		
15.002	Is the Remote Monitoring equipment designed so that only the person identified in the ISP can turn it off? 5123:2-9-35			
15.003	Has the Remote Monitoring equipment been tested monthly and repaired or replaced as needed? 5123:2-9-35	<ul style="list-style-type: none"> <li>The Remote Monitoring equipment provider is responsible for delivery, installation, maintenance, monthly testing and replacement of equipment</li> </ul>		

*SECTION 18- WAIVER ADMINISTRATION ACTIVITIES*

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
18.001 County board only	Was the ODDP revised when significant changes occurred? 5123:2-9-06	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Examples: changes in living situation, natural supports, behavior, medical or mobility needs, etc.</li> <li>• Not all changes require ODDP revision</li> </ul>		
18.002 County board only	Were needs identified in nursing quality assurance reviews addressed? 5123:2-1-11	<b>COUNTY BOARD ONLY</b>		
18.003 County board only	Was the individual’s PLOC/LOC reviewed at least annually and/or based on changes in the individual’s needs? 5123:2-1-11	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through documents, interview and observation</li> <li>• Issue citations only to the county board</li> <li>• If major changes occur, the LOC should be revised</li> </ul>		
18.004 County board only	Was the “Freedom of Choice” form for this individual reviewed on an annual basis? 5123:2-1-11	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through document, interview and observation. Issue citations only to the county board</li> <li>• Signed by the individual and the guardian annually</li> </ul>		
18.005 County board only	Were due process rights provided? 5123:2-1-11	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through documents, interview and observation. Issue citations only to the county board</li> <li>• CB is required to provide the individual and the guardian their due process rights each time a waiver service is approved, denied, reduced or terminated</li> </ul>		
18.006 County board only	Did the county board implement a continuous review process (monitoring) tailored to the individual? 5123:2-1-11	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through documents, interview and observation. Issue citations only to the county board</li> <li>• No specific frequency is required</li> <li>• The level of monitoring should be based on</li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
		the individual's needs and circumstances <ul style="list-style-type: none"> <li>• Look closely here if significant negative outcomes for the individual are found during the review</li> </ul>		
18.007 County board only	Did the county board comply with Free Choice of Provider requirements? 5123:2-1-11; 5123:2-9-11	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through documents, interview and observation. Issue citations only to the county board.</li> <li>• SSA should objectively facilitate assisting the individual in choosing providers.</li> <li>• Applies to all waiver types, including exit, conversion, and diversion</li> </ul>		
18.008 County board only	Did the county board comply with the outcome/results of the Medicaid due process hearing? 5123:2-1-17	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Look for evidence that specific recommendations from the hearing report were implemented</li> </ul>		
18.009 County board only	Were all waiting list requirements met? 5123:2-1-08	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Annual notification</li> <li>• Date and time of request</li> <li>• Alternative services</li> <li>• Annual reassessment of needs</li> </ul>		
18.010 County board only	Were all administrative resolution of complaint requirements met? 5123:2-1-17	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Cite here only after consulting with a manager</li> </ul>		
18.011 County board only	Does the county board maintain an on-call system that is available 24 hours a day and 7 days a week? 5123:2-1-11; 5123:2-17-02	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Determine through documents, interview and observation</li> <li>• Issue citations only to the county board</li> <li>• Training requirements for on-call person</li> <li>• Skills to identify problems                             <ul style="list-style-type: none"> <li>○ Assure health and welfare</li> <li>○ Determine what immediate response is needed</li> <li>○ Identify contact persons to take immediate action</li> </ul> </li> </ul>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
18.012 County board only	Does the CB have a local Employment First policy which clearly identifies community employment as the desired outcome? 5123:2-2-05	<b>COUNTY BOARD ONLY</b>		
18.013 County board only	Does the CB's strategic plan outline strategies/benchmarks to increase individuals of working age in community employment services? 5123:2-2-05	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Did you see evidence of CB's collaboration with workforce development agencies, vocational rehabilitation, mental health and schools to improve employment outcomes?</li> <li>• Does the CB share information with families and community partners about work incentives programs? (ex: Medicaid Buy-In)</li> <li>• Did the CB submit employment outcome data for individuals who receive non-Medicaid employment services or who are employed with no paid employment supports through the web-based data collection system maintained by the Department?</li> </ul>		
18.014 County board only	Did all board members have the required trainings? 5123:2-1-13	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• Within 3 months of initial appointment: orientation addressing: Duties of CB, roles and requirements of board members, confidentiality and ethics laws of Ohio. Each calendar year of a board member's term: minimum of 4 hours of in-service training. If appointed after annual organizational meeting: On or before March 31: 4 hours. After March 31 but prior to July 1: 3 hours. After June 30 but prior to October 1: 2 hours. After September 30 but prior to succeeding January 1: 1 hour.</li> </ul>		
18.015 Licensed facility only	Is the facility operating over its licensed capacity without a rule waiver? 5123:2-3-01	<b>LICENSED FACILITY ONLY</b>		

**OPSR PROVIDER COMPLIANCE AGENCY REVIEW TOOL**

Question #	Question	Guidance/Additional Information	Compliant <i>Yes/No</i>	Plan of Correction <i>(If not compliant)</i>
18.016 County board only	Did the county board have a process for monitoring contracts? 5123:2-1-02 ORC 5126.05	<b>COUNTY BOARD ONLY</b> <ul style="list-style-type: none"> <li>• The county board must demonstrate a process for ensuring that contracted entities are in compliance with rules and statute.</li> </ul>		