

**New York State Medicaid Home and Community-Based Services**

**Heightened Scrutiny Evidence Packet**

**Setting Information**

<b>Provider Name</b> Lord of Life Adult & Child Services, Inc.		
<b>Location of Setting</b> Depew, NY	<b>Type of Setting</b> Social Adult Day Care (SADC)	<b>Medicaid Home and Community-Based Services Being Provided at the Setting</b> Social Adult Day Care (SADC) Services

**Heightened Scrutiny Prong**

<b>No</b>	<b>Prong 1: Setting is in a publicly or privately operated facility that provides inpatient institutional treatment.</b>
<b>No</b>	<b>Prong 2: Setting is in a building on the grounds of, or adjacent to, a public institution.</b>
<b>Yes</b>	<b>Prong 3: Setting has the effect of isolating individuals from the broader community.</b>

**Qualification for Prong**

The SADC site has the effect of isolating individuals from the broader community. Details on isolating characteristics, which are being or were already remediated, are found in the All HCBS Settings and Additional Requirements for Provider-Owned or Controlled Settings sections below.

**Provider Compliance Summary**

<b>Requirements for All HCBS Settings</b>		
<b>Compliant?</b>	<b>Federal Requirement</b>	<b>Summary</b>
<p><i>42 CFR 441.301(c)(4)(i)</i></p> <p>Partially Compliant</p>	<p>The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS.</p>	<p>DOH verified members have access to the greater community by confirming transportation options, support for volunteer/employment opportunities, staff resources, and that member preferences are accommodated by reviewing activity calendars, transportation schedules, daily sign-in/out sheets, and inclusion of preferences in member's PCSP. The SADC has demonstrated compliance in all areas of the standard except for the following: Although community activities</p>

		are available, the member's SADC PCSP does not document community inclusion, goals, supports etc. Remediation has begun and each member's care plan will be updated to include each member's chosen goals, preference of activities, and any necessary supports. Participants and Caregivers will be consulted in order to ascertain each participant's strengths, goals, choices, and preferences, along with what supports and services he/she needs or desires from staff. This will include obtaining information on their goals for access to the greater community, opportunities to seek employment and work in competitive integrated settings, engaging in community life, controlling personal resources, and receiving services in the community. The staff training policy and the PCSP template will be updated and the plans of care will be completed by 7/1/2024.
<p><i>42 CFR 441.301(c)(4)(ii)</i></p> <p>Compliant</p>	<p>The setting is selected by the individual from among setting options, including non-disability specific settings and an option for a private unit in a residential setting. The setting options are identified and documented in the person-centered service plan and are based on the individual's needs, preferences, and, for residential settings, resources available for room and board.</p>	<p>The member must choose the SADC site prior to attending. This is done through the person-centered planning process, which is conducted by the MLTC plan. If it is determined the member qualifies and needs SADC, the MLTC plan care manager supplies a list of available SADC site options, and the member makes their selection of where they would like to attend and receive services. The MLTC plan care manager documents the need and the choice of SADC site in the MLTC plan PCSP.</p>
<p><i>42 CFR 441.301(c)(4)(iii)</i></p> <p>Partially Compliant</p>	<p>Ensures an individual's rights of privacy, dignity and respect, and freedom from coercion and restraint.</p>	<p>DOH verified members have privacy, are treated with respect and dignity, and are supported to choose their own schedules and activities based on their</p>

		<p>preferences by reviewing member PCSPs, SADC policy manuals, member experience surveys, staff training topics, and observing the spaces allocated for privacy. The SADC has demonstrated compliance in all areas of the Standard except for the following: PCSP does not show who would assist member in personal care matters like toileting. Remediation has begun and includes, the Person Center Plan of Care will be updated to reflect the member is given a choice in who would assist them while at SADC and an alternate staff member for backup to be completed by 3/17/2023.</p>
<p><i>42 CFR 441.301(c)(4)(iv)</i> Partially Compliant</p>	<p>Optimizes, but does not regiment, individual initiative, autonomy, and independence in making life choices, including but not limited to, daily activities, physical environment, and with whom to interact.</p>	<p>DOH verified staffing ratios, programming, and recreational areas as well as any barriers to free movement, and those individualized activities are offered by reviewing staff schedules, member PCSPs, activity schedules, and through on-site observation. The SADC has demonstrated compliance in all areas of the Standard except for the following: Increase access to activities and options that are of interest to, or the preference of, individuals supported, directly soliciting the feedback of individuals served on activities in the process. This will be included in the staff training. including identified issues/needs or planned supports to be independent within the community in SADC Plans of Care. Remediation has begun to update the staff training policy and the PCSP template, and will be completed by 3/17/2023.</p>
<p><i>42 CFR 441.301(c)(4)(v)</i> Compliant</p>	<p>Facilitates individual choice regarding services and supports, and who provides them.</p>	<p>DOH verified staff knowledge of members needs and interests and how members are informed to make changes or additions to</p>

		their PCSP by reviewing daily SADC schedules, SADC policy manuals, member handbooks, and staff training topics.
<b>Additional Requirements for Provider-Owned or Controlled Settings</b>		
<b>Compliant?</b>	<b>Federal Requirement</b>	<b>Summary</b>
<b><i>Standards for Provider-Owned and Controlled Residential and Non-Residential Settings</i></b>		
Compliant	42 CFR 441.301(c)(4)(vi)(C) Individuals have the freedom and support to control their schedules and activities; and have access to food any time.	DOH verified the availability for meal options, private dining spaces, activity modifications, and the freedom to take breaks and eat meals at the member's request by reviewing weekly menus, policy manuals, and through on-site observation.
Compliant	42 CFR 441.301(c)(4)(vi)(D) Individuals are able to have visitors of their choosing at any time.	DOH verified the acceptance of visitors during program hours by reviewing visitor policies and sign-in/out forms.
Compliant	42 CFR 441.301(c)(4)(vi)(E) The setting is physically accessible to the individual. (Not modifiable)	DOH verified accessibility of the facility through observation, during the virtual on-site review.
Compliant	42 CFR 441.301(c)(4)(vi)(F) Any modifications of the additional conditions under 441.301(c)(4)(vi)(A) through (D) for provider-owned and controlled settings must be supported by a specific assessed need and justified in the person-centered service plan.	The member SADC PCSPs reviewed did not require a modification. However, the SADC PCSP template has a section for indicating any necessary modifications.
<b><i>Standards for Provider-Owned and Controlled Residential Settings Only</i></b>		
Not Applicable	42 CFR 441.301(c)(4)(vi)(A) The unit or dwelling is a specific physical place that is owned, rented, or occupied under a legally enforceable agreement by the individual receiving services, and the individual has the same responsibilities and protections from eviction as all tenants under landlord/tenant law of the State, county, city, or other designated entity. In settings where tenant laws do not apply, a lease, residency agreement or other written agreement is in place providing protections to address eviction	SADC sites are non-residential, and therefore this standard is not applicable.

	processes and appeals comparable to those provided under the jurisdiction's landlord/tenant law.	
42 CFR 441.301(c)(4)(vi)(B) Not Applicable	Each individual has privacy in their sleeping or living unit: (1) Units have entrance doors lockable by the individual, with only appropriate staff having keys to doors. (2) Individuals sharing units have a choice of roommates in that setting. (3) Individuals have the freedom to furnish and decorate their sleeping or living units within the lease or other agreement.	SADC sites are non-residential, and therefore this standard is not applicable.

## Recommendation

As required by 42 CFR 441.301(c)(5), the State of New York submits this request for heightened scrutiny review of the SADC site identified above. The State has validated and compiled evidence that the SADC site is not institutional in nature and will have remediated all isolating characteristics prior to March 17, 2023.

## Section One

### On-Site Visit Observation

<b>Date(s) Conducted:</b> 10/26/2022	<b>State Agency/Entity that Conducted the On-Site Visit:</b> NYS DOH & Elderwood Health Plan / Dot Swift
<b>Description of the Setting:</b>	
<p>The SADC site is operated in a one-story building in Depew, NY. The SADC is located in an urban area and is attached to a church and surrounded by homes. The SADC has its own entrance and emergency exit doors and is completely handicap accessible, both inside and out. There are about 50 participants that attend per day. Many of the program's participants have diagnoses of dementia/Alzheimer's disease. They have ample room to carry out various activities while not impeding on those that choose to be in a quieter environment. They also have a sunroom that is accessible year-round for participants that want to use it. There is also a children's day center associated with the church. The participants of the SADC are able to see as the children play on the playground. They occasionally have inter-generational activities, which the participants enjoy.</p>	

## Section Two

### Community Integration Observations and Input from Individuals Served (without observation by staff), Family Members/Guardians, and Staff

<b>Individual (Recipient) Interviews</b>
<p>The MLTC plan contracted with the SADC site conducted a member experience survey to ascertain how members feel about the SADC. DOH utilized responses on the survey to identify any potential areas of possible non-compliance and investigated thoroughly during the virtual on-site review, to confirm validity of the responses. DOH's determination and observations are documented in the Provider Compliance Summary section.</p>

Details received and investigated by DOH are as follows:

1. Are you able to be in private for this call or interview? – Yes
2. Did you choose this program for yourself to attend? – Yes
3. Are you able to leave the SADC for outside activities you wish or need to attend? (Ex. community activities, volunteer work, doctor appointments) – Yes
4. Do you get the help you need while you are at the program, for example with using the restroom, grooming, feeding, setting up appointments, taking medications, etc.? –Yes
5. Do staff treat you and those around you with respect and care? –Yes
6. If you have a problem or concern, do you know who to go to? –Yes
7. If you have a problem or concern, and you speak to someone about it, does it get resolved and do you feel listened to? – Yes
8. Do you get to choose when and with whom you get to eat with, or can you eat alone if you want to? –No, community meal settings
9. Can you make private phone calls? – Yes
10. Are you allowed to have visitors while you are here? – Yes
11. Do you know where to store your personal belongings while you are here (coat, purse, etc.)? – Yes
12. Do you get to choose which activities you will or will not participate in, and with whom? – Yes
13. Are there restrictions on who you can or cannot interact or talk with? –No
14. Are you allowed to move around the building alone? If not, are staff available when you choose to move around? –Yes
15. Is transportation and support to obtain transportation available to you, at your request, for medical appointments or outings of your choosing? –Yes

### **Employee Interviews**

## **Section Three**

### **Additional Evidence**

**The following evidence has been compiled that demonstrates the setting is integrated in, and supports full access of, individuals receiving HCBS into the greater community.**

2022-10-26\_Virtual On-Site Review\_s0110.pdf  
Calendar.pdf  
Community Resource Station and Planning Area.docx  
Field Trip Notice.pdf  
Lord of Life Adult Day Health Center New Employee Orientation.pdf  
Lord of Life Picture of Private Dining Area.pdf  
Lord of Life SADC Activity Sign-In Sheet.pdf  
Menu.pdf  
Participant Rights.pdf  
PSCP 1.pdf  
PSCP 2.pdf  
PSCP 3.pdf  
Remediation Plan.xlsx  
Self-Assessment Review\_221.pdf  
Snack\_Breakfast Menu.pdf  
Training the Newly Hired Program Assistant.pdf  
Transportation.pdf  
Visitor Policy.pdf

## Section Four

### Public Comments Summary

<b>Public Comment Period</b> <b>From:</b> Click or tap to enter a date. <b>To:</b> Click or tap to enter a date.
<b>Summary of Public Comments Received for the Setting</b> Click or tap here to enter text.
<b>Summary of the State's Response to the Public Comment Received</b> Click or tap here to enter text.