

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15G814	X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____	X3) DATE SURVEY COMPLETED 12/11/2023
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NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 8307 CASTLETON BLVD INDIANAPOLIS, IN 46256
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W 0000 Bldg. 00	<p>This visit was for the investigation of complaint #IN00418628.</p> <p>Complaint #IN00418628: Federal and state deficiencies related to the allegation(s) are cited at: W104, W149, W157 and W227.</p> <p>Dates of Survey: December 4, 5, 6, 7 and 11, 2023.</p> <p>Facility Number: 010453 Provider Number: 15G814 AIMS Number: 201408320</p> <p>These deficiencies also reflect state findings in accordance with 460 IAC 9. Quality Review of this report completed by #15068 on 12/20/23.</p>	W 0000		
W 0104 Bldg. 00	<p>483.410(a)(1) GOVERNING BODY</p> <p>The governing body must exercise general policy, budget, and operating direction over the facility.</p> <p>Based on observation, record review and interview for 1 of 3 sampled clients (A), the governing body failed to exercise general policy, budget and operating direction over the facility to ensure the facility reimbursed a significant amount of money to client A.</p> <p>Findings include:</p> <p>1. An observation was conducted at the group home on 12/4/23 from 2:53 PM through 5:15 PM. Client A was observed throughout the observation period. At 2:53 PM the surveyor knocked on the front door of the group home.</p>	W 0104	<p><b>CORRECTION:</b> <i>The governing body must exercise general policy, budget, and operating direction over the facility. Specifically: the governing body has reimbursed client A's Resident Funds Management Service Account in the amount of 1020.00 to cover substantiated exploitation.</i></p> <p><b>PREVENTION:</b> For the next 30 days, members of the Operations Team (comprised of the Executive Director,</p>	01/10/2024

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
Bob Morris	QIDP Mgr.	01/05/2024

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosed days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>Client A answered the door. Client A was wearing a pair of pants, no shirt and no shoes. Client A let the surveyor into the group home. The surveyor asked client A if staff were present in the home. Client A went to check the group home's office and then stated, "No one is here but me."</p> <p>The facility's BDS (Bureau of Disabilities Services) reports and investigations were reviewed on 12/5/23 at 9:35 AM.</p> <p>2. A BDS Report dated 9/28/23 indicated the following:</p> <p>"... On 9/27/23, [client A] was talking to staff and told her that his girlfriend he met online was coming to visit him. [Client A] told staff he had sent her money to get her car fixed so she can come see him. [Client A] also stated to staff that he sends his online girlfriend money every time he gets paid to pay for her lawyer so she can get inherited money each month from her deceased parents. [Client A] told staff he has given the unidentified woman his account and routing number to his bank so she can put the inherited money in his account every month. She also had put his [Financial Account] information into a website, so it is connected to allow her to have access to all the funds. The supervisor was notified and a police report will be filed."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to determine the amount of missing money, and arrange for reimbursement. The interdisciplinary team (IDT) will meet to add Potential for Exploitation to his Behavior Support Plan (BSP), and to develop</p>		<p>Operations Managers, Program Managers, Quality Assurance Manager, QIDP Manager, QIDPs, Quality Assurance Coordinators, Area Supervisors, and Nurse Manager) will conduct administrative monitoring, no less than three times weekly, during varied shifts/times, to assure interaction with multiple staff, involved in a full range of active treatment scenarios, including night and weekend observations. After 30 days, administrative monitoring will occur no less than twice weekly until all staff demonstrate competence. After this period of enhanced administrative monitoring and support, the Executive Director and Regional Director will determine the level of ongoing support needed at the facility. Current Operations Team members received training from the QIDP Manager on 12/14/23, to assure a clear understanding of administrative monitoring as defined below.</p> <ul style="list-style-type: none"> <li>· The role of the administrative monitor is not simply to observe &amp; report.</li> <li>· When opportunities for training are observed, the monitor must step in and provide the training and document it.</li> <li>· If gaps in active treatment are observed the monitor is expected to step in and model the appropriate provision of supports.</li> </ul>	

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	<p>protective measures. The team will assist [client A] with closing his current bank and [Financial Account] accounts...".</p> <p>-A review of the BDS report dated 9/28/23 indicated client A informed staff he had been sending money to an unknown person he had met online. The review indicated client A had also given his bank account and other financial information and access to an unknown person he met online. The review indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p> <p>-An IS (Investigative Summary) form dated 9/27/23 to 10/2/23 indicated the following:</p> <p>-"Summary of Interviews:"</p> <p>-"[DSL (Direct Support Lead)] #1"</p> <p>-"He (client A) would come to me all the time about his girlfriend coming over but she would never come."</p> <p>-"One day he (client A) told me he had to send him (sic) money for a lawyer to get her inheritance money."</p> <p>-"He (client A) would send me messages and he told me he gave her his routing and checking (account) number."</p> <p>-"She was supposed to put 5k (thousand dollars) in his [financial account] every month, that's why he gave her the routing and checking number."</p> <p>-"It's been going on for about 2 months, it started around August."</p>		<ul style="list-style-type: none"> <li>· Assuring the health and safety of individuals receiving supports at the time of the observation is the top priority.</li> <li>· Review all relevant documentation, providing documented coaching and training as needed.</li> </ul> <p>Administrative oversight will include but not be limited to reviewing client finances to assure exploitation is not occurring and that clients receive timely reimbursement when indicated.</p> <p><b>RESPONSIBLE PARTIES:</b> QIDP, Area Supervisor, BDS Service Coordinator, Direct Support Staff, Operations Team, Regional Director</p>	

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	<p>-"[Client A] works at [name of restaurant], to my knowledge I believe the money he gets paid goes into that account he (client A) gave her."</p> <p>-"I have never physically seen or met her."</p> <p>-"I asked him has he ever video called her and he (client A) said no because her camera is messed up or something like that."</p> <p>-"He said he met her on [Social Media]."</p> <p>-"[Client A]:"</p> <p>-"I met her through [Social Media]."</p> <p>-"She's a really nice lady, she lives over in [name of city and state] by the [name of city] area."</p> <p>-"The reason why I was sending her money was because she needed to go to get her car fixed or needed money for her lawyer for her parents inheritance and she wasn't able to do that because her parents passed away."</p> <p>-"She lives in a very bad neighborhood in [name of city]."</p> <p>-"She is trying to get out of the area but she needs my help to get her out of a tough situation and have a better life."</p> <p>-"She didn't really have a good life."</p> <p>-"With her parents inheritance money, it's like 3 million (dollars) and in order for her to get that, she has to pay the lawyer a bunch of money and there's a court fee."</p> <p>-"Now, she needs to go with her lawyer to get</p>			

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	<p>some paperwork for me to sign because at one point in time, we were going to have him send the money to my [financial account] account."</p> <p>-"Like \$5000 (dollars) at a time."</p> <p>-"But then all of a sudden, staff doesn't believe that she is real and that she is a scammer."</p> <p>-"They think she is only asking for money."</p> <p>-"But she is real and she knows that she's (sic) doing this for the both of us to have a better life."</p> <p>-"She's been trying her best to get her car fixed so she can come down to see me."</p> <p>-"We planned on doing that Tuesday this week earlier (sic) but a bunch of things happened."</p> <p>-"They (staff) think she is only with me for my money."</p> <p>-"The only thing I've given her was the account number and routing number for her to do the wire for the money to come into my bank account."</p> <p>-"I don't know how all that stuff works because I'm still new to adulthood."</p> <p>-"I'm still getting used to all this about being a grown up."</p> <p>-"I'm just trying to figure out as much as possible...".</p> <p>-"Conclusion:"</p> <p>-"1. [Client A] met his girlfriend on social media via [Social Media]."</p>			

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	<p>-"2. [Client A] sent his online girlfriend \$873.96."</p> <p>-"3. It is unsubstantiated that staff were aware of [client A's] financial exploitation."</p> <p>-"4. It is unsubstantiated that staff were aware of [client A's] potential exploitation."</p> <p>-"5. It is substantiated that [client A] willingly sent money to his online girlfriend."</p> <p>-"6. [Client A] sent his online girlfriend money for alleged vehicle repair and legal fees."</p> <p>-"7. [Client A] would send money to his online girlfriend via [Financial Account] transfers."</p> <p>-"Recommendations:"</p> <p>-"1. Reimburse [client A] for \$873."</p> <p>-"2. Establish RFMS (Residential Fund Management Services) account for [client A]."</p> <p>-"3. Encourage [client A] to establish direct deposit into the RFMS account..."</p> <p>A review of the IS dated 9/27/23 to 10/2/23 indicated client A informed staff he had been sending money to someone he met on the Internet. The review indicated client A had provided his bank account information to the unknown person he had met on the Internet. The review indicated the facility would reimburse client A \$873 dollars. The review did not indicate any measures for staff to monitor client A's online activity to prevent further incidents of financial exploitation.</p>			

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	<p>3. A BDS Report dated 10/4/23 indicated the following:</p> <p>"... On 10/3/23, [client A] stated in his IDT meeting that his mother had been requesting money from him to help with buying her medications and shoes for her new job. [Client A] stated that he had given his mother the money for those items which came up to \$145 dollars. [Client A's] mother told him she will pay back the money in installments because she just started her new job and is currently living in a homeless shelter downtown..."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to arrange for reimbursement of the \$145 dollars back to [client A]. [Client A] has a history of Financial Exploitation Victim addressed in his Behavior Support Plan and develop (sic) protective measures have been put in place. The team has assisted [client A] with closing his current bank and [Financial Account] accounts..."</p> <p>-A review of the BDS report dated 10/4/23 indicated client A informed staff he had given \$145 to his Mother. The review indicated indicated the facility would implement protective measures regarding client A's potential for financial exploitation. The review did not indicate the facility implemented effective corrective measures to prevent client A's potential exploitation on social media.</p> <p>Client A's financial record was reviewed on 12/5/23 at 12:10 PM. Client A's RFMS statement dated 12/1/23 indicated the following:</p>			

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W 0149 Bldg. 00	<p>- "11/01/23... SSI (Supplemental Security Income) Treas (Treasury)... Credit \$914.00... Balance \$914.00."</p> <p>- "12/01/23... SSI Treas ... Credit \$822.60... Balance \$1,736.60.00...".</p> <p>- A review of client A's RFMS statement dated 12/1/23 did not indicate the facility had reimbursed client A for the \$873.96 he sent to his online girlfriend or the \$145.00 he gave to his Mother.</p> <p>QAM (Quality Assurance Manager) #1 and QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 were interviewed on 12/5/23 at 12:41 PM. QIDPM #1 indicated client A's current BSP had a targeted behavior of Financial Exploitation Victim. QIDPM #1 indicated client A had given approximately \$873 to an unidentified person he had met online and client A had given \$145 dollars to his mother. QIDPM #1 was asked if the facility had reimbursed the \$873 or the \$145 dollars to client A. QIDPM #1 stated, "It's not in his account."</p> <p>This federal tag relates to complaint #IN00418628.</p> <p>9-3-1(a)</p> <p>483.420(d)(1) STAFF TREATMENT OF CLIENTS The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect or abuse of the client. Based on observation, record review and interview for 1 of 3 sampled clients (A), the facility failed to implement its policy and procedures to prevent the financial exploitation of client A, failed to implement effective corrective measures to</p>	W 0149	<p><b>CORRECTION:</b> <i>The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, or abuse of</i></p>	01/10/2024
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	<p>prevent the financial exploitation of client A and failed to prevent client A from being handcuffed by the police.</p> <p>Findings include:</p> <p>1. An observation was conducted at the group home on 12/4/23 from 2:53 PM through 5:15 PM. Client A was observed throughout the observation period. At 2:53 PM the surveyor knocked on the front door of the group home. Client A answered the door. Client A was wearing a pair of pants, no shirt and no shoes. Client A let the surveyor into the group home. The surveyor asked client A if staff were present in the home. Client A went to check the group home's office and then stated, "No one is here but me."</p> <p>The facility's BDS (Bureau of Disabilities Services) reports and investigations were reviewed on 12/5/23 at 9:35 AM.</p> <p>2. A BDS Report dated 9/28/23 indicated the following:</p> <p>"... On 9/27/23, [client A] was talking to staff and told her that his girlfriend he met online was coming to visit him. [Client A] told staff he had sent her money to get her car fixed so she can come see him. [Client A] also stated to staff that he sends his online girlfriend money every time he gets paid to pay for her lawyer so she can get inherited money each month from her deceased parents. [Client A] told staff he has given the unidentified woman his account and routing number to his bank so she can put the inherited money in his account every month. She also had put his [Financial Account] information into a website, so it is connected to allow her to have access to all the funds. The supervisor was</p>		<p><i>the client.</i> Specific corrections include: the interdisciplinary team will revise client A's Behavior Support Plan to include proactive and reactive strategies to prevent exploitation, including but not limited to monitoring on-line/social media activity. All facility staff and supervisors will be trained toward proper implementation of the revised plan. Additionally, all staff will be trained regarding the fact that face to face visits with previously unknown/approved parties must have prior review and approval from the interdisciplinary team.</p> <p><b>PREVENTION:</b> When significant incidents occur, including but not limited to elopements and suicide attempts and elopements, the QIDP will contact front line team members and administrative staff and additional professional assistance as appropriate to convene an interdisciplinary team meeting to develop protective measures to help reduce and prevent further occurrences. When corrective measures are developed by post-investigation administrative level collaboration, the QA Manger and QIDP Manager will analyze peer review and team meeting documentation to assure all necessary corrective recommendations are included. For the next 30 days, members of the Operations Team (comprised</p>	

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	<p>notified and a police report will be filed."</p> <p>- "Plan to Resolve (Immediate and Long Term)."</p> <p>- "[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to determine the amount of missing money, and arrange for reimbursement. The interdisciplinary team (IDT) will meet to add Potential for Exploitation to his Behavior Support Plan (BSP), and to develop protective measures. The team will assist [client A] with closing his current bank and [Financial Account] accounts...".</p> <p>- A review of the BDS report dated 9/28/23 indicated client A informed staff he had been sending money to an unknown person he had met online. The review indicated client A had also given his bank account and other financial information and access to an unknown person he met online. The review indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p> <p>- An IS (Investigative Summary) form dated 9/27/23 to 10/2/23 indicated the following:</p> <p>- "Summary of Interviews:"</p> <p>- "[DSL (Direct Support Lead)] #1"</p> <p>- "He (client A) would come to me all the time about his girlfriend coming over but she would never come."</p> <p>- "One day he (client A) told me he had to send him (sic) money for a lawyer to get her inheritance money."</p>		<p>of the Executive Director, Operations Managers, Program Managers, Quality Assurance Manager, QIDP Manager, QIDPs, Quality Assurance Coordinators, Area Supervisors, and Nurse Manager) will conduct administrative monitoring, no less than three times weekly, during varied shifts/times, to assure interaction with multiple staff, involved in a full range of active treatment scenarios, including night and weekend observations. After 30 days, administrative monitoring will occur no less than twice weekly until all staff demonstrate competence. After this period of enhanced administrative monitoring and support, the Executive Director and Regional Director will determine the level of ongoing support needed at the facility. Current Operations Team members received training from the QIDP Manager on 12/14/23, to assure a clear understanding of administrative monitoring as defined below.</p> <ul style="list-style-type: none"> <li>- The role of the administrative monitor is not simply to observe &amp; report.</li> <li>- When opportunities for training are observed, the monitor must step in and provide the training and document it.</li> <li>- If gaps in active treatment are observed the monitor is expected to step in and model the</li> </ul>	

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	<p>- "He (client A) would send me messages and he told me he gave her his routing and checking (account) number."</p> <p>- "She was supposed to put 5k (thousand dollars) in his [financial account] every month, that's why he gave her the routing and checking number."</p> <p>- "It's been going on for about 2 months, it started around August."</p> <p>- "[Client A] works at [name of restaurant], to my knowledge I believe the money he gets paid goes into that account he (client A) gave her."</p> <p>- "I have never physically seen or met her."</p> <p>- "I asked him has he ever video called her and he (client A) said no because her camera is messed up or something like that."</p> <p>- "He said he met her on [Social Media]."</p> <p>- "[Client A]:"</p> <p>- "I met her through [Social Media]."</p> <p>- "She's a really nice lady, she lives over in [name of city and state] by the [name of city] area."</p> <p>- "The reason why I was sending her money was because she needed to go to get her car fixed or needed money for her lawyer for her parents inheritance and she wasn't able to do that because her parents passed away."</p> <p>- "She lives in a very bad neighborhood in [name of city]."</p> <p>- "She is trying to get out of the area but she</p>		<p>appropriate provision of supports.</p> <ul style="list-style-type: none"> <li>- Assuring the health and safety of individuals receiving supports at the time of the observation is the top priority.</li> <li>- Review all relevant documentation, providing documented coaching and training as needed.</li> </ul> <p>Administrative oversight will include but not be limited to:</p> <ul style="list-style-type: none"> <li>- Ensuring the team implements appropriate corrective measures.</li> <li>- Ensuring plans include objectives necessary to meet clients' needs.</li> <li>- Ensuring clients' social interactions receive appropriate protective oversight based on their needs.</li> </ul> <p><b>RESPONSIBLE PARTIES:</b> QIDP, Area Supervisor, Direct Support Staff, Operations Team, Regional Director</p>	

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	<p>needs my help to get her out of a tough situation and have a better life."</p> <p>-"She didn't really have a good life."</p> <p>-"With her parents inheritance money, it's like 3 million (dollars) and in order for her to get that, she has to pay the lawyer a bunch of money and there's a court fee."</p> <p>-"Now, she needs to go with her lawyer to get some paperwork for me to sign because at one point in time, we were going to have him send the money to my [financial account] account."</p> <p>-"Like \$5000 (dollars) at a time."</p> <p>-"But then all of a sudden, staff doesn't believe that she is real and that she is a scammer."</p> <p>-"They think she is only asking for money."</p> <p>-"But she is real and she knows that she's (sic) doing this for the both of us to have a better life."</p> <p>-"She's been trying her best to get her car fixed so she can come down to see me."</p> <p>-"We planned on doing that Tuesday this week earlier (sic) but a bunch of things happened."</p> <p>-"They (staff) think she is only with me for my money."</p> <p>-"The only thing I've given her was the account number and routing number for her to do the wire for the money to come into my bank account."</p> <p>-"I don't know how all that stuff works because I'm still new to adulthood."</p>			

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	<p>- "I'm still getting used to all this about being a grown up."</p> <p>- "I'm just trying to figure out as much as possible...".</p> <p>- "Conclusion:"</p> <p>- "1. [Client A] met his girlfriend on social media via [Social Media]."</p> <p>- "2. [Client A] sent his online girlfriend \$873.96."</p> <p>- "3. It is unsubstantiated that staff were aware of [client A's] financial exploitation."</p> <p>- "4. It is unsubstantiated that staff were aware of [client A's] potential exploitation."</p> <p>- "5. It is substantiated that [client A] willingly sent money to his online girlfriend."</p> <p>- "6. [Client A] sent his online girlfriend money for alleged vehicle repair and legal fees."</p> <p>- "7. [Client A] would send money to his online girlfriend via [Financial Account] transfers."</p> <p>- "Recommendations:"</p> <p>- "1. Reimburse [client A] for \$873."</p> <p>- "2. Establish RFMS (Residential Fund Management Services) account for [client A]."</p> <p>- "3. Encourage [client A] to establish direct deposit into the RFMS account...".</p> <p>A review of the IS dated 9/27/23 to 10/2/23</p>			

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	<p>indicated client A informed staff he had been sending money to someone he met on the Internet. The review indicated client A had provided his bank account information to the unknown person he had met on the Internet. The review indicated the facility would reimburse client A \$873 dollars. The review did not indicate any measures for staff to monitor client A's online activity to prevent further incidents of financial exploitation.</p> <p>3. A BDS Report dated 10/4/23 indicated the following:</p> <p>"... On 10/3/23, [client A] stated in his IDT meeting that his mother had been requesting money from him to help with buying her medications and shoes for her new job. [Client A] stated that he had given his mother the money for those items which came up to \$145 dollars. [Client A's] mother told him she will pay back the money in installments because she just started her new job and is currently living in a homeless shelter downtown..."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to arrange for reimbursement of the \$145 dollars back to [client A]. [Client A] has a history of Financial Exploitation Victim addressed in his Behavior Support Plan and develop (sic) protective measures have been put in place. The team has assisted [client A] with closing his current bank and [Financial Account] accounts..."</p> <p>-A review of the BDS report dated 10/4/23 indicated client A informed staff he had given</p>			

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	<p>\$145 to his Mother. The review indicated indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p> <p>4. A BDS Report dated 10/31/23 indicated the following:</p> <p>"... On the night of 10/30/23, [client A] requested to visit a friend he met through social media. Staff took [client A] to address [street address], per his request. When [client A] rang the doorbell, he discovered he had the wrong address. [Client A] returned to the van so they could leave, but prior to departing, the police came, directed staff and [client A] get out of the van and placed them both in handcuffs and ran their names for warrants. After running their names and both of their backgrounds coming back clear, the officers removed the handcuffs, let staff and [client A] know that the person they were looking for was not present and instructed them to leave. Staff transported [client A] back to his home and notified the supervisor."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The interdisciplinary team will meet to develop protocols for monitoring [client A's] on-line activities to ensure his safety..."</p> <p>-A review of the BDS report dated 10/31/23 indicated client A had asked staff to drive him to meet someone he had met on the Internet/social media. The review indicated when staff took client A to meet the unknown person, the owners of the home client A visited called the police. The review indicated client A and the staff were handcuffed</p>			

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	<p>by the police. The review indicated the facility would develop protocols for monitoring client A's on-line activities to ensure his safety.</p> <p>Client A's record was reviewed on 12/5/23 at 11:41 AM. Client A's BSP dated 10/18/23 and revised on 11/9/23 indicated the following:</p> <p>- "... Alone Time:"</p> <p>- "6/8/23: [Client A] has earned 'Alone Time' out in the community or inside the house for three hours per day. He has agreed to keep in touch with staff while on the alone time. Team will review prior to the next quarterly meeting to assess his progress."</p> <p>- "Target Behaviors And Goals:"</p> <p>- "Physical Aggression:...".</p> <p>- "Verbal Aggression:...".</p> <p>- "Property Destruction/Disruption:...".</p> <p>- "Financial Exploitation Victim: any time [client A] gives money or possessions to another person without appropriate compensation...".</p> <p>- A review of client A's BSP dated 10/18/23 and revised on 11/9/23 indicated client A's BSP did not include any precursors, preventative procedures or reactive procedures for staff to employ regarding client A's targeted behavior of financial exploitation.</p> <p>Client A was interviewed on 12/4/23 at 2:55 PM. Client A was asked if he owned his own smart phone. Client A stated, "Yes a [brand name of phone]." Client A was asked if he gives money to</p>			



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	<p>people he meets online. Client A said, "Yes, only friends that I truly know, like \$35 dollars." Client A was asked if he had ever given more money than that to his girlfriend. Client A stated, "I don't have one anymore, she's a scammer." Client A was asked how much money he gave to his girlfriend. Client A stated, "Almost a thousand dollars. ResCare is saying within a month or two they will give it back to me." Client A was asked if any staff monitored his usage of the Internet. Client A stated, "No not my gaming stuff or my phone. They just wanted to monitor my money stuff." Client A was asked if he had access to his money. Client A stated, "I am doing a cash app and I'm still able to get into that."</p> <p>DSL #1 was interviewed on 12/4/23 at 3:25 PM. DSL #1 was asked if client A received any supervision regarding his usage of his electronic devices/Internet. DSL #1 stated, "Restrictions, no."</p> <p>QIDP (Qualified Intellectual Disabilities Professional) #1 was interviewed on 12/4/23 at 3:50 PM. QIDP #1 was asked if the facility was conducting any supervision regarding client A's usage of his electronic devices/Internet. QIDP #1 stated, "The DSL, [AS (Area Supervisor) #1, PM [Program Manager] #1, we all can. We changed all his stuff. He had his own card so we had it set up so it comes to our RFMS. He's been kind of difficult. This person that he met online, he would send her money. Eight hundred and something dollars." QIDP #1 was asked if the facility had reimbursed the \$873 dollars to client A. QIDP #1 stated, "That's in the process right now."</p> <p>AS #1 was interviewed on 12/4/23 at 4:18 PM. AS #1 was asked if client A had a targeted behavior in his BSP for financial exploitation. AS #1 stated,</p>			

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	<p>"Yes for sure. The problem is [social media]. He's coming across females that are asking him for money. We convinced him to to deposit his money from [Name of Employer] into an RFMS account. Then he denied it, he's pushed back." AS #1 was asked if the facility had reimbursed the \$873 dollars to client A. AS #1 stated, "Not to my knowledge as of yet."</p> <p>QAM (Quality Assurance Manager) #1 and QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 were interviewed on 12/5/23 at 12:41 PM. QIDPM #1 indicated client A's current BSP had a targeted behavior of Financial Exploitation Victim. QIDPM #1 was asked if client A's BSP included proactive and/or reactive strategies for staff to address his targeted behavior of Financial Exploitation Victim. QIDPM #1 stated, "I did not see anything." QIDPM #1 indicated client A had given approximately \$873 to an unidentified person he had met online and client A had given \$145 dollars to his mother. QIDPM #1 was asked if the facility had reimbursed the \$873 or the \$145 dollars to client A. QIDPM #1 stated, "It's not in his account." QIDPM #1 was asked if the facility was aware client A was currently sending money to unidentified individuals online. QIDPM #1 stated, "Yes, I became aware of that today." QIDPM #1 indicated the facility's policy on the prevention of abuse, neglect and mistreatment should be implemented as written. QIDPM #1 indicated effective corrective measures should be implemented.</p> <p>The Facility's policy and procedures were reviewed on 12/6/23 at 9:55 AM. The facility's Abuse, Neglect, Exploitation policy revised on 7/10/19 indicated, "Policy: Adept staff actively advocate for the rights and safety of all</p>				

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W 0157 Bldg. 00	<p>individuals. All allegations or occurrences of abuse, neglect and exploitation shall be reported to the appropriate authorities through the appropriate supervisory channels and will be thoroughly investigated under the policies of ADEPT, ResCare and local, state and federal guidelines..."Emotional/physical neglect: failure to provide goods and/or services necessary for the individual to avoid physical harm. Failure to provide the support necessary to an individual's psychological and social well being. Failure to meet the basic need requirements such as food, shelter, clothing and to provide a safe environment."</p> <p>"Program intervention neglect: ...Failure to implement a support plan, inappropriate application of intervention with out (sic) a qualified person notification/review..."</p> <p>This federal tag relates to complaint #IN00418628.</p> <p>9-3-2(a)</p> <p>483.420(d)(4) STAFF TREATMENT OF CLIENTS If the alleged violation is verified, appropriate corrective action must be taken. Based on observation, record review and interview for 1 of 3 sampled clients (A), the facility failed to implement effective corrective measures to prevent the financial exploitation of client A.</p> <p>Findings include:</p> <p>1. An observation was conducted at the group home on 12/4/23 from 2:53 PM through 5:15 PM. Client A was observed throughout the observation period. At 2:53 PM the surveyor knocked on the front door of the group home.</p>	W 0157	<p><b>CORRECTION:</b> <i>If the alleged violation is verified, appropriate corrective action must be taken.</i> Through observation and a review of assessment data, the governing body has determined that this deficient practice could affect all clients who reside in the facility. Specifically, the interdisciplinary team will revise client A's Behavior Support Plan to include proactive and reactive</p>	01/10/2024

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	<p>Client A answered the door. Client A was wearing a pair of pants, no shirt and no shoes. Client A let the surveyor into the group home. The surveyor asked client A if staff were present in the home. Client A went to check the group home's office and then stated, "No one is here but me."</p> <p>The facility's BDS (Bureau of Disabilities Services) reports and investigations were reviewed on 12/5/23 at 9:35 AM.</p> <p>2. A BDS Report dated 9/28/23 indicated the following:</p> <p>"... On 9/27/23, [client A] was talking to staff and told her that his girlfriend he met online was coming to visit him. [Client A] told staff he had sent her money to get her car fixed so she can come see him. [Client A] also stated to staff that he sends his online girlfriend money every time he gets paid to pay for her lawyer so she can get inherited money each month from her deceased parents. [Client A] told staff he has given the unidentified woman his account and routing number to his bank so she can put the inherited money in his account every month. She also had put his [Financial Account] information into a website, so it is connected to allow her to have access to all the funds. The supervisor was notified and a police report will be filed."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to determine the amount of missing money, and arrange for reimbursement. The interdisciplinary team (IDT) will meet to add Potential for Exploitation to his Behavior Support Plan (BSP), and to develop</p>		<p>strategies to prevent exploitation, including but not limited to monitoring on-line/social media activity. All facility staff and supervisors will be trained toward proper implementation of the revised plan.</p> <p><b>PREVENTION:</b> When significant incidents occur, including but not limited to elopements and suicide attempts and elopements, the QIDP will contact front line team members and administrative staff and additional professional assistance as appropriate to convene an interdisciplinary team meeting to develop protective measures to help reduce and prevent further occurrences. When corrective measures are developed by post-investigation administrative level collaboration, the QA Manger and QIDP Manager will analyze peer review and team meeting documentation to assure all necessary corrective recommendations are included. For the next 30 days, members of the Operations Team (comprised of the Executive Director, Operations Managers, Program Managers, Quality Assurance Manager, QIDP Manager, QIDPs, Quality Assurance Coordinators, Area Supervisors, and Nurse Manager) will conduct administrative monitoring, no less than three times weekly, during varied shifts/times, to assure</p>	

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	<p>protective measures. The team will assist [client A] with closing his current bank and [Financial Account] accounts...".</p> <p>-A review of the BDS report dated 9/28/23 indicated client A informed staff he had been sending money to an unknown person he had met online. The review indicated client A had also given his bank account and other financial information and access to an unknown person he met online. The review indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p> <p>-An IS (Investigative Summary) form dated 9/27/23 to 10/2/23 indicated the following:</p> <p>-"Summary of Interviews:"</p> <p>-"[DSL (Direct Support Lead)] #1"</p> <p>-"He (client A) would come to me all the time about his girlfriend coming over but she would never come."</p> <p>-"One day he (client A) told me he had to send him (sic) money for a lawyer to get her inheritance money."</p> <p>-"He (client A) would send me messages and he told me he gave her his routing and checking (account) number."</p> <p>-"She was supposed to put 5k (thousand dollars) in his [financial account] every month, that's why he gave her the routing and checking number."</p> <p>-"It's been going on for about 2 months, it started around August."</p>		<p>interaction with multiple staff, involved in a full range of active treatment scenarios, including night and weekend observations. After 30 days, administrative monitoring will occur no less than twice weekly until all staff demonstrate competence. After this period of enhanced administrative monitoring and support, the Executive Director and Regional Director will determine the level of ongoing support needed at the facility. Current Operations Team members received training from the QIDP Manager on 12/14/23, to assure a clear understanding of administrative monitoring as defined below.</p> <ul style="list-style-type: none"> <li>-The role of the administrative monitor is not simply to observe &amp; report.</li> <li>-When opportunities for training are observed, the monitor must step in and provide the training and document it.</li> <li>-If gaps in active treatment are observed the monitor is expected to step in and model the appropriate provision of supports.</li> <li>-Assuring the health and safety of individuals receiving supports at the time of the observation is the top priority.</li> <li>-Review all relevant documentation, providing documented coaching and training as needed.</li> </ul> <p>Administrative oversight will</p>	

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	<p>-"[Client A] works at [name of restaurant], to my knowledge I believe the money he gets paid goes into that account he (client A) gave her."</p> <p>-"I have never physically seen or met her."</p> <p>-"I asked him has he ever video called her and he (client A) said no because her camera is messed up or something like that."</p> <p>-"He said he met her on [Social Media]."</p> <p>-"[Client A]:"</p> <p>-"I met her through [Social Media]."</p> <p>-"She's a really nice lady, she lives over in [name of city and state] by the [name of city] area."</p> <p>-"The reason why I was sending her money was because she needed to go to get her car fixed or needed money for her lawyer for her parents inheritance and she wasn't able to do that because her parents passed away."</p> <p>-"She lives in a very bad neighborhood in [name of city]."</p> <p>-"She is trying to get out of the area but she needs my help to get her out of a tough situation and have a better life."</p> <p>-"She didn't really have a good life."</p> <p>-"With her parents inheritance money, it's like 3 million (dollars) and in order for her to get that, she has to pay the lawyer a bunch of money and there's a court fee."</p> <p>-"Now, she needs to go with her lawyer to get</p>		<p>include but not be limited to ensuring the team implements appropriate corrective measures.</p> <p><b>RESPONSIBLE PARTIES:</b> QIDP, Area Supervisor, Direct Support Lead, Direct Support Staff, Operations Team, Regional Director</p>	

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	<p>some paperwork for me to sign because at one point in time, we were going to have him send the money to my [financial account] account."</p> <p>-"Like \$5000 (dollars) at a time."</p> <p>-"But then all of a sudden, staff doesn't believe that she is real and that she is a scammer."</p> <p>-"They think she is only asking for money."</p> <p>-"But she is real and she knows that she's (sic) doing this for the both of us to have a better life."</p> <p>-"She's been trying her best to get her car fixed so she can come down to see me."</p> <p>-"We planned on doing that Tuesday this week earlier (sic) but a bunch of things happened."</p> <p>-"They (staff) think she is only with me for my money."</p> <p>-"The only thing I've given her was the account number and routing number for her to do the wire for the money to come into my bank account."</p> <p>-"I don't know how all that stuff works because I'm still new to adulthood."</p> <p>-"I'm still getting used to all this about being a grown up."</p> <p>-"I'm just trying to figure out as much as possible...".</p> <p>-"Conclusion:"</p> <p>-"1. [Client A] met his girlfriend on social media via [Social Media]."</p>			

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	<p>- "2. [Client A] sent his online girlfriend \$873.96."</p> <p>- "3. It is unsubstantiated that staff were aware of [client A's] financial exploitation."</p> <p>- "4. It is unsubstantiated that staff were aware of [client A's] potential exploitation."</p> <p>- "5. It is substantiated that [client A] willingly sent money to his online girlfriend."</p> <p>- "6. [Client A] sent his online girlfriend money for alleged vehicle repair and legal fees."</p> <p>- "7. [Client A] would send money to his online girlfriend via [Financial Account] transfers."</p> <p>- "Recommendations:"</p> <p>- "1. Reimburse [client A] for \$873."</p> <p>- "2. Establish RFMS (Residential Fund Management Services) account for [client A]."</p> <p>- "3. Encourage [client A] to establish direct deposit into the RFMS account...".</p> <p>A review of the IS dated 9/27/23 to 10/2/23 indicated client A informed staff he had been sending money to someone he met on the Internet. The review indicated client A had provided his bank account information to the unknown person he had met on the Internet. The review indicated the facility would reimburse client A \$873 dollars. The review did not indicate any measures for staff to monitor client A's online activity to prevent further incidents of financial exploitation.</p>			



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	<p>3. A BDS Report dated 10/4/23 indicated the following:</p> <p>- "... On 10/3/23, [client A] stated in his IDT meeting that his mother had been requesting money from him to help with buying her medications and shoes for her new job. [Client A] stated that he had given his mother the money for those items which came up to \$145 dollars. [Client A's] mother told him she will pay back the money in installments because she just started her new job and is currently living in a homeless shelter downtown...".</p> <p>- "Plan to Resolve (Immediate and Long Term)."</p> <p>- "[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to arrange for reimbursement of the \$145 dollars back to [client A]. [Client A] has a history of Financial Exploitation Victim addressed in his Behavior Support Plan and develop (sic) protective measures have been put in place. The team has assisted [client A] with closing his current bank and [Financial Account] accounts...".</p> <p>- A review of the BDS report dated 10/4/23 indicated client A informed staff he had given \$145 to his Mother. The review indicated indicated the facility would implement protective measures regarding client A's potential for financial exploitation. The review did not indicate the facility implemented effective corrective measures to prevent client A's potential exploitation on social media.</p> <p>4. A BDS Report dated 10/31/23 indicated the following:</p>			

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	<p>"... On the night of 10/30/23, [client A] requested to visit a friend he met through social media. Staff took [client A] to address [street address], per his request. When [client A] rang the doorbell, he discovered he had the wrong address. [Client A] returned to the van so they could leave, but prior to departing, the police came, directed staff and [client A] get out of the van and placed them both in handcuffs and ran their names for warrants. After running their names and both of their backgrounds coming back clear, the officers removed the handcuffs, let staff and [client A] know that the person they were looking for was not present and instructed them to leave. Staff transported [client A] back to his home and notified the supervisor."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p> <p>"[Client A] was not injured and received post incident supportive conversation from staff. The interdisciplinary team will meet to develop protocols for monitoring [client A's] on-line activities to ensure his safety..."</p> <p>-A review of the BDS report dated 10/31/23 indicated client A had asked staff to drive him to meet someone he had met on the Internet/social media. The review indicated when staff took client A to meet the unknown person, the owners of the home client A visited called the police. The review indicated client A and the staff were handcuffed by the police. The review indicated the facility would develop protocols for monitoring client A's on-line activities to ensure his safety. The review did not indicate the facility implemented effective corrective measures to prevent client A's potential exploitation on social media.</p> <p>Client A was interviewed on 12/4/23 at 2:55 PM.</p>			

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	<p>Client A was asked if he owned his own smart phone. Client A stated, "Yes a [brand name of phone]." Client A was asked if he gives money to people he meets online. Client A said, "Yes, only friends that I truly know, like \$35 dollars." Client A was asked if he had ever given more money than that to his girlfriend. Client A stated, "I don't have one anymore, she's a scammer." Client A was asked how much money he gave to his girlfriend. Client A stated, "Almost a thousand dollars. ResCare is saying within a month or two they will give it back to me." Client A was asked if any staff monitored his usage of the Internet. Client A stated, "No not my gaming stuff or my phone. They just wanted to monitor my money stuff." Client A was asked if he had access to his money. Client A stated, "I am doing a cash app and I'm still able to get into that."</p> <p>DSL #1 was interviewed on 12/4/23 at 3:25 PM. DSL #1 was asked if client A received any supervision regarding his usage of his electronic devices/Internet. DSL #1 stated, "Restrictions, no."</p> <p>QIDP (Qualified Intellectual Disabilities Professional) #1 was interviewed on 12/4/23 at 3:50 PM. QIDP #1 was asked if the facility was conducting any supervision regarding client A's usage of his electronic devices/Internet. QIDP #1 stated, "The DSL, [AS (Area Supervisor) #1, PM [Program Manager] #1, we all can. We changed all his stuff. He had his own card so we had it set up so it comes to our RFMS. He's been kind of difficult. This person that he met online, he would send her money. Eight hundred and something dollars." QIDP #1 was asked if the facility had reimbursed the \$873 dollars to client A. QIDP #1 stated, "That's in the process right now."</p>			

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	<p>AS #1 was interviewed on 12/4/23 at 4:18 PM. AS #1 was asked if client A had a targeted behavior in his BSP for financial exploitation. AS #1 stated, "Yes for sure. The problem is [social media]. He's coming across females that are asking him for money. We convinced him to to deposit his money from [Name of Employer] into an RFMS account. Then he denied it, he's pushed back." AS #1 was asked if the facility had reimbursed the \$873 dollars to client A. AS #1 stated, "Not to my knowledge as of yet."</p> <p>QAM (Quality Assurance Manager) #1 and QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 were interviewed on 12/5/23 at 12:41 PM. QIDPM #1 indicated client A's current BSP had a targeted behavior of Financial Exploitation Victim. QIDPM #1 was asked if client A's BSP included proactive and/or reactive strategies for staff to address his targeted behavior of Financial Exploitation Victim. QIDPM #1 stated, "I did not see anything." QIDPM #1 indicated client A had given approximately \$873 to an unidentified person he had met online and client A had given \$145 dollars to his mother. QIDPM #1 was asked if the facility had reimbursed the \$873 or the \$145 dollars to client A. QIDPM #1 stated, "It's not in his account." QIDPM #1 was asked if the facility was aware client A was currently sending money to unidentified individuals online. QIDPM #1 stated, "Yes, I became aware of that today." QIDPM #1 indicated effective corrective measures should be implemented.</p> <p>This federal tag relates to complaint #IN00418628.</p> <p>9-3-2(a)</p>			

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W 0227 Bldg. 00	<p>483.440(c)(4) INDIVIDUAL PROGRAM PLAN</p> <p>The individual program plan states the specific objectives necessary to meet the client's needs, as identified by the comprehensive assessment required by paragraph (c)(3) of this section.</p> <p>Based on record review and interview for 1 of 3 sampled clients (A), the facility failed to ensure client A's BSP (Behavior Support Plan) addressed financial exploitation in his plan.</p> <p>Findings include:</p> <p>The facility's BDS (Bureau of Disabilities Services) reports and investigations were reviewed on 12/5/23 at 9:35 AM.</p> <p>1. A BDS Report dated 9/28/23 indicated the following:</p> <p>"... On 9/27/23, [client A] was talking to staff and told her that his girlfriend he met online was coming to visit him. [Client A] told staff he had sent her money to get her car fixed so she can come see him. [Client A] also stated to staff that he sends his online girlfriend money every time he gets paid to pay for her lawyer so she can get inherited money each month from her deceased parents. [Client A] told staff he has given the unidentified woman his account and routing number to his bank so she can put the inherited money in his account every month. She also had put his [Financial Account] information into a website, so it is connected to allow her to have access to all the funds. The supervisor was notified and a police report will be filed."</p> <p>"Plan to Resolve (Immediate and Long Term)."</p>	W 0227	<p><b>CORRECTION:</b></p> <p><i>The individual program plan states the specific objectives necessary to meet the client's needs as identified by the comprehensive assessment. Specifically, the interdisciplinary team will revise client A's Behavior Support Plan to include proactive and reactive strategies to prevent exploitation, including but not limited to monitoring on-line/social media activity. All facility staff and supervisors will be trained toward proper implementation of the revised plan.</i></p> <p><b>PREVENTION:</b></p> <p>The QIDP will receive additional training regarding the need to develop objectives necessary to meet client needs including necessary behavior interventions. For the next 30 days, members of the Operations Team (comprised of the Executive Director, Operations Managers, Program Managers, Quality Assurance Manager, QIDP Manager, QIDPs, Quality Assurance Coordinators, Area Supervisors, and Nurse Manager) will conduct administrative monitoring, no less than three times weekly, during</p>	01/10/2024
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	<p>-"[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to determine the amount of missing money, and arrange for reimbursement. The interdisciplinary team (IDT) will meet to add Potential for Exploitation to his Behavior Support Plan (BSP), and to develop protective measures. The team will assist [client A] with closing his current bank and [Financial Account] accounts...".</p> <p>-A review of the BDS report dated 9/28/23 indicated client A informed staff he had been sending money to an unknown person he had met online. The review indicated client A had also given his bank account and other financial information and access to an unknown person he met online. The review indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p> <p>-An IS (Investigative Summary) form dated 9/27/23 to 10/2/23 indicated the following:</p> <p>-"Summary of Interviews:"</p> <p>-"[DSL (Direct Support Lead)] #1"</p> <p>-"He (client A) would come to me all the time about his girlfriend coming over but she would never come."</p> <p>-"One day he (client A) told me he had to send him (sic) money for a lawyer to get her inheritance money."</p> <p>-"He (client A) would send me messages and he told me he gave her his routing and checking (account) number."</p>		<p>varied shifts/times, to assure interaction with multiple staff, involved in a full range of active treatment scenarios, including night and weekend observations. After 30 days, administrative monitoring will occur no less than twice weekly until all staff demonstrate competence. After this period of enhanced administrative monitoring and support, the Executive Director and Regional Director will determine the level of ongoing support needed at the facility. Current Operations Team members received training from the QIDP Manager on 12/14/23, to assure a clear understanding of administrative monitoring as defined below.</p> <ul style="list-style-type: none"> <li>-The role of the administrative monitor is not simply to observe &amp; report.</li> <li>-When opportunities for training are observed, the monitor must step in and provide the training and document it.</li> <li>-If gaps in active treatment are observed the monitor is expected to step in and model the appropriate provision of supports.</li> <li>-Assuring the health and safety of individuals receiving supports at the time of the observation is the top priority.</li> <li>-Review all relevant documentation, providing documented coaching and training as needed.</li> </ul>	

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	<p>"She was supposed to put 5k (thousand dollars) in his [financial account] every month, that's why he gave her the routing and checking number."</p> <p>"It's been going on for about 2 months, it started around August."</p> <p>"[Client A] works at [name of restaurant], to my knowledge I believe the money he gets paid goes into that account he (client A) gave her."</p> <p>"I have never physically seen or met her."</p> <p>"I asked him has he ever video called her and he (client A) said no because her camera is messed up or something like that."</p> <p>"He said he met her on [Social Media]."</p> <p>"[Client A]:"</p> <p>"I met her through [Social Media]."</p> <p>"She's a really nice lady, she lives over in [name of city and state] by the [name of city] area."</p> <p>"The reason why I was sending her money was because she needed to go to get her car fixed or needed money for her lawyer for her parents inheritance and she wasn't able to do that because her parents passed away."</p> <p>"She lives in a very bad neighborhood in [name of city]."</p> <p>"She is trying to get out of the area but she needs my help to get her out of a tough situation and have a better life."</p> <p>"She didn't really have a good life."</p>		<p>Administrative oversight will include but not be limited to ensuring plans include objectives necessary to meet clients' needs, <b>RESPONSIBLE PARTIES:</b> QIDP, Area Supervisor, Direct Support Lead, Direct Support Staff, Operations Team, Regional Director</p>	

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	<p>- "With her parents inheritance money, it's like 3 million (dollars) and in order for her to get that, she has to pay the lawyer a bunch of money and there's a court fee."</p> <p>- "Now, she needs to go with her lawyer to get some paperwork for me to sign because at one point in time, we were going to have him send the money to my [financial account] account."</p> <p>- "Like \$5000 (dollars) at a time."</p> <p>- "But then all of a sudden, staff doesn't believe that she is real and that she is a scammer."</p> <p>- "They think she is only asking for money."</p> <p>- "But she is real and she knows that she's (sic) doing this for the both of us to have a better life."</p> <p>- "She's been trying her best to get her car fixed so she can come down to see me."</p> <p>- "We planned on doing that Tuesday this week earlier (sic) but a bunch of things happened."</p> <p>- "They (staff) think she is only with me for my money."</p> <p>- "The only thing I've given her was the account number and routing number for her to do the wire for the money to come into my bank account."</p> <p>- "I don't know how all that stuff works because I'm still new to adulthood."</p> <p>- "I'm still getting used to all this about being a grown up."</p>			



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	<p>- "I'm just trying to figure out as much as possible...".</p> <p>- "Conclusion:"</p> <p>- "1. [Client A] met his girlfriend on social media via [Social Media]."</p> <p>- "2. [Client A] sent his online girlfriend \$873.96."</p> <p>- "3. It is unsubstantiated that staff were aware of [client A's] financial exploitation."</p> <p>- "4. It is unsubstantiated that staff were aware of [client A's] potential exploitation."</p> <p>- "5. It is substantiated that [client A] willingly sent money to his online girlfriend."</p> <p>- "6. [Client A] sent his online girlfriend money for alleged vehicle repair and legal fees."</p> <p>- "7. [Client A] would send money to his online girlfriend via [Financial Account] transfers."</p> <p>- "Recommendations:"</p> <p>- "1. Reimburse [client A] for \$873."</p> <p>- "2. Establish RFMS (Residential Fund Management Services) account for [client A]."</p> <p>- "3. Encourage [client A] to establish direct deposit into the RFMS account...".</p> <p>A review of the IS dated 9/27/23 to 10/2/23 indicated client A informed staff he had been sending money to someone he met on the Internet. The review indicated client A had provided his bank account information to the</p>			

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NAME OF PROVIDER OR SUPPLIER VOCA CORPORATION OF INDIANA	STREET ADDRESS, CITY, STATE, ZIP CODE 8307 CASTLETON BLVD INDIANAPOLIS, IN 46256
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
	<p>unknown person he had met on the Internet. The review indicated the facility would reimburse client A \$873 dollars. The review did not indicate any measures for staff to monitor client A's online activity to prevent further incidents of financial exploitation.</p> <p>2. A BDS Report dated 10/4/23 indicated the following:</p> <p>- "... On 10/3/23, [client A] stated in his IDT meeting that his mother had been requesting money from him to help with buying her medications and shoes for her new job. [Client A] stated that he had given his mother the money for those items which came up to \$145 dollars. [Client A's] mother told him she will pay back the money in installments because she just started her new job and is currently living in a homeless shelter downtown..."</p> <p>- "Plan to Resolve (Immediate and Long Term)."</p> <p>- "[Client A] was not injured and received post incident supportive conversation from staff. The incident is under investigation to arrange for reimbursement of the \$145 dollars back to [client A]. [Client A] has a history of Financial Exploitation Victim addressed in his Behavior Support Plan and develop (sic) protective measures have been put in place. The team has assisted [client A] with closing his current bank and [Financial Account] accounts..."</p> <p>- A review of the BDS report dated 10/4/23 indicated client A informed staff he had given \$145 to his Mother. The review indicated indicated the facility would implement protective measures regarding client A's potential for financial exploitation.</p>			

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	<p>3. A BDS Report dated 10/31/23 indicated the following:</p> <p>-"... On the night 10/30/23, [client A] requested to visit a friend he met through social media. Staff took [client A] to address [street address], per his request. When [client A] rang the doorbell, he discovered he had the wrong address. [Client A] returned to the van so they could leave, but prior to departing, the police came, directed staff and [client A] get out of the van and placed them both in handcuffs and ran their names for warrants. After running their names and both of their backgrounds coming back clear, the officers removed the handcuffs, let staff and [client A] know that the person they were looking for was not present and instructed them to leave. Staff transported [client A] back to his home and notified the supervisor."</p> <p>-"Plan to Resolve (Immediate and Long Term)."</p> <p>-"[Client A] was not injured and received post incident supportive conversation from staff. The interdisciplinary team will meet to develop protocols for monitoring [client A's] on-line activities to ensure his safety..."</p> <p>-A review of the BDS report dated 10/31/23 indicated client A had asked staff to drive him to meet someone he had met on the Internet/social media. The review indicated when staff took client A to meet the unknown person, the owners of the home client A visited called the police. The review indicated client A and the staff were handcuffed by the police. The review indicated the facility would develop protocols for monitoring client A's on-line activities to ensure his safety.</p>			

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	<p>Client A's record was reviewed on 12/5/23 at 11:41 AM. Client A's BSP dated 10/18/23 and revised on 11/9/23 indicated the following:</p> <p>- "... Alone Time:"</p> <p>- "6/8/23: [Client A] has earned 'Alone Time' out in the community or inside the house for three hours per day. He has agreed to keep in touch with staff while on the alone time. Team will review prior to the next quarterly meeting to assess his progress."</p> <p>- "Target Behaviors And Goals:"</p> <p>- "Physical Aggression:...".</p> <p>- "Verbal Aggression:...".</p> <p>- "Property Destruction/Disruption:...".</p> <p>- "Financial Exploitation Victim: any time [client A] gives money or possessions to another person without appropriate compensation...".</p> <p>- A review of client A's BSP dated 10/18/23 and revised on 11/9/23 indicated client A's BSP did not include any precursors, preventative procedures or reactive procedures for staff to employ regarding client A's targeted behavior of financial exploitation.</p> <p>QAM (Quality Assurance Manager) #1 and QIDPM (Qualified Intellectual Disabilities Professional Manager) #1 were interviewed on 12/5/23 at 12:41 PM. QIDPM #1 indicated client A's current BSP had a targeted behavior of Financial Exploitation Victim. QIDPM #1 was asked if client A's BSP indicate how staff should monitor/prevent potential financial exploitation</p>			

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

PRINTED: 01/16/2024  
FORM APPROVED  
OMB NO. 0938-039

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	<p>regarding client A. QIDPM #1 stated, "I did not see anything."</p> <p>This federal tag relates to complaint #IN00418628.</p> <p>9-3-4(a)</p>				